



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

**January 16, 2019 – Wednesday**

**5:40 p.m.**

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

1. Pledge of Allegiance
2. Roll Call
3. Appointment of Nominating Committee
  - a) 2019 Chair
  - b) 2019 Vice Chair
4. Approval of Meeting Minutes of November 14, 2018
5. Public Comment  
Public testimony by each individual speaker shall be limited to three 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. Grade Crossing Improvements (Robert Tam)
9. Proof of Payment (Jenny Le)
10. Staff Report (Joe Navarro)
  - a) Customer Experience Taskforce Update
  - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting  
February 20, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Cat Chang, Lauren Fernandez, Brian Shaw (Chair)  
**San Mateo County:** Kevin Burke, Ricardo Valenciana (Vice Chair)  
**Santa Clara County:** Cat Tucker, Larry Klein, Paul Escobar

## **INFORMATION TO THE PUBLIC**

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

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

### Location, Date and Time of Regular Meetings

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

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

### Public Comment

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

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

### Accessibility for Individuals with Disabilities

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

### Availability of Public Records

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

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

**MINUTES OF NOVEMBER 14, 2018**

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

**MEMBERS ABSENT:** C. Chang,

**STAFF PRESENT:** J. Navarro, M. Jones, J. Jest, J. Navarrete,

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

Vice Chair R. Valenciana arrived at 5:48 p.m.

**APPROVAL OF MINUTES OF OCTOBER 17, 2018**

Motion/Second: Escobar/Burke

Ayes: Klein, Tucker, Valenciana

Recuse: Shaw

Absent: Chang, Fernandez

**PUBLIC COMMENT**

Jeff Carter, Millbrae, stated that Prop 6 did not pass and should be good for TIRCP and other projects. Measure W is still too close to call and he hopes that if it loses, it does not affect Caltrain too much and requested staff to report on the outcome.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw attended the JPB meeting and the Board decided that the Fare Policy is to be reviewed by the JPB CAC prior to it going back to the Board. Mr. Shaw notified the committee that the JPB CAC Agenda has been adjusted for this review.

**COMMITTEE COMMENTS**

Member Kevin Burke attended the Belmont Electrification community meeting and advised that staff was very helpful in answering questions. Additionally, Mr. Burke wanted to reiterate a public comment from the previous JPB CAC meeting from Roland Lebrun.

## **APPROVAL OF THE 2019 JPB CAC MEETING CALENDAR**

Motion/Second: Tucker/ Klein

Ayes: Escobar, Burke, Valenciana, Shaw

Absent: Chang, Fernandez

Member L. Fernandez arrived at 5:53 p.m.

## **FARE POLICY**

Melissa Jones, Principal Planner, presented the Fare Policy Update

### Member Comments:

Member Larry Klein asked, based on what was done previously, how will the Tariffs be set and how will they be approved and from a process standpoint, when will the Board reevaluate the policy and Tariffs going forward. Ms. Jones advised that the last update to the fares was in August 2017. There is a long public process prior to the Board adopting the fares. There are required analyses that are required before fare changes. Fares have been changed in the past in order prevent major changes to service due to a projected deficit.

Member Larry Klein also asked about zone vs. distance fares. Ms. Jones advised that if Caltrain decides to go from zone to distance, it will have many impacts and will affect all aspect of the agency and how it operates. The recommendation from staff and the board is to not make a decision either way until future service is established.

Member Cat Tucker asked how the 65% cost recovery was derived. Ms. Jones advised that Caltrain has one of the highest in the country, second to BART. That number is based on farebox recovery ratio over the past several years. Ms. Tucker also asked whether the policy will indicate timeframe for revaluation. Ms. Jones advised it is not being considered at this time. Ms. Tucker would like to recommend that language be added.

Member Kevin Burke asked about goals. He mentioned that two of the four goals can be measured; however there is no clear target to measure Ridership and Customer Experience goals and whether it will be considered. Ms. Jones advised that it is an important data point that could be considered in the future as part of possible fare changes, however for Ridership it was decided not to include a specific ridership target as the Agency's target may change over the years. Mr. Burke asked whether staff will revisit the Go Pass system. Ms. Jones advised that it could be considered in the future. Member Kevin Burke recommended revisiting fares after electrification.

Member Paul Escobar also recommended revisiting fares after electrification. Vice Chair Valencaina asked what parties put the Fare Policy together and what committees were consulted. Ms. Jones advised that the Rail Division, including Caltrain Planning and Caltrain Operations, Marketing and Communications and the Finance team were involved.

Member Lauren Fernandez reiterated other committee member comments and asked how goals will be prioritized and how will the Tariff and final Fare Policy be evaluated

against those goals. She advised that setting them in advance would be more transparent. Ms. Jones advised that her team will revisit if and when the Fare policy is adopted.

Chair Brian Shaw asked whether the four topic-goals listed are typical goals found with other fare policies with other properties. Ms. Jones confirmed that they are found in other fare policies. Mr. Shaw said that in order to determine goals are being achieved goals need to be measurable. It helps determine whether Caltrain is living up to the policy. Mr. Shaw suggested tying a number to each of the goals or a follow-up addendum to discuss how they are being evaluated. Mr. Shaw recommends that other committees and the public have an opportunity to provide input to better help the Board adopt the Fare Policy.

Public comment:

Jeff Carter, Millbrae, said that regarding elasticity how Caltrain judges the elasticity of those passengers that receive the Go Pass, subsidized transit, from their employer versus passengers that do not. The Go Pass brings a good revenue stream into Caltrain. Jeff asked regarding a Staff report that reported that BART rewards their riders when they do not provide a monthly pass and Metra in Chicago offer their riders monthly passes. Regarding the Fare Study and the one way TVM fare per rider and the Clipper pass fare per rider and doesn't understand the discrepancy as the difference is only \$0.55. Lastly, Jeff provided a chart that reports the monthly pass fare and the ridership going back to 1975.

Adrian Brandt, Redwood City, said that Caltrain's Zone based fares are highly inequitable and skews ridership and is exclusionary for low income people. Distance based fares are revenue neutral.

Andy Chow said that the Go Pass is controversial however he thinks that there is value in the Go Pass. Without the Go Pass, Caltrain would need to market to individual employees to purchase a pass that needs to be renewed monthly versus a Go Pass that is purchased annually. Keeping the Go Pass is efficient from a process aspect and is a revenue stream for Caltrain. Andy also said that the Fare Policy does not mention station to station versus zone and how Clipper 2.0 might impact that.

### **CUSTOMER SATISFACTION SURVEY KEY FINDINGS**

Julian Jest, presented the Customer Satisfaction Key Findings

Julian reported that going back over the past five years Caltrain is on an upward trend and that these are the highest Overall ratings Caltrain has received.

Mr. Jest advised that the passengers were asked whether they brought any large items onboard and the trend indicates that the riders that brought a large item with them rated Caltrain higher than those that did not.

Julian advised that the detailed report is on Caltrain.com.

Member Comments:

Member Lauren Fernandez asked whether any action is taken from these results. Mr. Jest advised that the results are shared with the Customer Experience Taskforce to determine priorities. Ms. Fernandez asked what initiatives have come from these results in the past year. Mr. Jest advised that the Mobile Ticketing app has been rolled out that enable passengers to purchase their tickets on their mobile device. Mr. Joe Navarro also advised that Caltrain acts upon survey results just as staff did with the restroom odors on the train.

Member Paul Escobar asked what the demographic information is collected when passengers are surveyed. Mr. Jest advised that demographic information is not collected for this survey; however the customer triennial survey does and is scheduled to be conducted in October 2019. Mr. Escobar asked beside English and Spanish, what are the other languages riders have. Mr. Jest advised that there was a small percentage, 39 out for approximately 3,000 riders did not speak English or Spanish.

Mr. Jest advised 41% of the train cars surveyed were bike cars and that 13% of riders brought a bike onboard and it tracks roughly with the annual count at 9%. The customer satisfaction survey reflects that passengers that brought a bike on board felt the most secure amongst other riders.

Member Kevin Burke asked how staff surveys trains with full trains above capacity. Mr. Jest advised that staff has an experienced team that can navigate through the train, however when the passenger is unable to complete the survey onboard, they are provided with a paper survey to complete and mail in via business reply mail.

Member Cat Tucker asked how the response rate is 70% with an average weekday ridership at 65k. Mr. Jest advised that staff keeps track of all eligible riders that can take the survey and those that decline and that is how staff gets response rate.

Member Larry Klein asked what percentage was English and what percentage was Spanish. Mr. Julian advised that 16 surveys were in Spanish. Mr. Klein then asked how staff will address the written comments from the surveys. Mr. Jest advised that the Customer Experience Taskforce reviews the comments. Mr. Klein said it would be helpful to include a timeline in the summary page.

Chair Brian Shaw recommended to ask questions related to Internet usage on the train. He said it may help with interim solutions with knowing the activity of passengers to gain a better understanding of passenger needs.

Vice Chair Valenciana asked why the survey is not available online. Mr. Jest advised that the reason for the paper survey is so that staff has better control over who takes the survey. Online surveys are open to abuse and may skew the results.

Member Larry Klein recommended having an informational business card to inform the public of the mobile ticketing app.

Public comment:

Jeff Carter, Millbrae, said that he agrees with the survey results in improvement with delays. Regarding bike security, he stated that right now passengers rated security high due to the fact that bikes are in view of bicyclists, however with the EMU's; it is proposed that bikes will no longer be in passenger view. Mr. Carter also mentioned that the station origin and destination are not found in the detailed report online and requested it be made available.

**STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief of Rail Operations, reported:

**On-time Performance (OTP) –**

- **October:** The October 2018 OTP was 94.8% compared to 93.5% for October 2017.
  - **Vehicle Strikes** – There was one vehicle strike on October 23.
  - **Vehicle on Tracks** – There was one day on October 26, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In October 2018 there were 329 minutes of delay due to mechanical issues compared to 640 minutes in October 2017.
  - **Trespasser Strikes** – There were three trespasser strikes on October 17, 23 and 28, one resulting in a fatality.
- **September:** The September 2018 OTP was 92.6% compared to 94.7% for September 2017.
  - **Trespasser Strikes** – There were two trespasser strikes on September 23 and 26, one resulting in a fatality.

**SF Weekend Caltrain Closure –**

The first weekend of the SF Weekend Closure on October 6 and 7 was a success due to collaborative planning and execution efforts between Caltrain and SamTrans. During the busy weekend with same day events including the Fleet Weekend, Hardly Strictly Blue Grass Festival, Stanford college football game and 49ers football game, staff was at San Jose Diridon, Millbrae, Bayshore and SF stations to assist customers and provide information. Caltrain Bayshore Station Ridership for the first three weekends is significantly lower (24-37%) compared to the 2018 Annual Count Baseline ridership when excluding days when extra service for special events was provided.

- **Special Event Train Service –**

**Services Performed:**

- **Giants Baseball –** September Close Out: There were 14 home games in September. Total additional ridership alighting and boarding at San Francisco station, was 57,670.

Total pre and regular season additional ridership alighting and boarding at San Francisco station was 452,538, representing a 13 percent decrease over 2017.

- **San Jose Sharks –** There were 3 pre-season home games in September. Total post-game riders, including regular riders and Sharks fans, boarding at San Jose Diridon station in September was 416.

The season home opener was on Wednesday, October 3 at 7:30 p.m. vs. the Anaheim Ducks. They hosted two more regular season games (total of 4 games) in October. Event ridership will be provided in December.

Stanford Football – The Stanford Cardinal hosted Utah on Saturday, October 6 (the same day the SF Weekend Closure took effect) at 7:30 p.m., and Washington State on Saturday, October 27 at 4:00 p.m. Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after the game. Event ridership will be provided in December.

- **SF 49ers Regular Season –** The 49ers hosted the Arizona Cardinals on Sunday, October 7 at 1:25 p.m. (the same weekend the SF Weekend Closure took effect), LA Rams on Sunday, October 21 at 1:25 p.m. and the Oakland Raiders on Thursday, November 1 at 5:20 p.m. 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 December.

**JPB CAC Work Plan**

December 19, 2018

- Proof of Payment
- Legislative Update
- Wi-Fi Update

Items to be scheduled

- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- 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.
- Camera System – to be scheduled in January
- Visual Messaging System Station Signage – to be scheduled in January

- Grade Crossing Improvement – to be scheduled in January

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

December 19, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:07 pm

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

TO: JPB CAC  
FROM: Joe Navarro  
Deputy Chief, Rail Transportation  
SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **December:** The December 2018 OTP was 92.2% compared to 93.9% for December 2017.
  - **Vehicle on Tracks** – There was one day on December 6, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In December 2018 there were 343 minutes of delay due to mechanical issues compared to 499 minutes in December 2017.
  - **Trespasser Strikes** – There were three trespasser strikes on December 5, 19 and 25, all resulting in fatalities.
- **November:** The November 2018 OTP was 93.9% compared to 94.8% for November 2017.
  - **Trespasser Strikes** – There was one trespasser strike on November 23, resulting in a fatality.
- **SF Weekend Caltrain Closure** – The SF Weekend Closure effective Saturday, October 6 continues through late Spring 2019 with the exception of Saturday, January 5 and Sunday January 6, 2019 (the weekend prior to the 2019 College Football Playoff National Championship on Monday, January 7, 2019 at Levi's Stadium). In comparing the weekend train counts at Bayshore Station with the 2018 Annual Count baseline, total year-to-date weekend ridership at Bayshore station decreased by 28.1 percent as of December 17.
- **Caltrain 2019 Annual Count Survey** – The 2019 Caltrain Annual Count Survey will be conducted starting the week of Tuesday, January 22, 2019 (the day after the Martin Luther King Holiday) and is anticipated to be completed in February. No weekend train counts will be conducted due to ridership impacts from the SF Weekend Caltrain Closure. A presentation to the Board summarizing the findings is targeted for Summer 2019.

- **Caltrain Mobile App Release Updated** – The new system update was rolled out in December 2018. Both the current and new Mobile app versions are valid through the end of the year. The system updates are listed below.

Customer interface:

- Improved navigation
- Additional payment options: Apple and Google Pay
- “Buy again” feature

- **Special Event Train Service –**

- **Services Performed:**

- **San Jose Sharks** – There were nine home games in November and seven home games in December. Total post-game riders, including regular riders and Sharks fans, boarding at San Jose Diridon station in November was 1,829. 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. Caltrain will track post-game ridership for all home games

Total year-to-date post-game additional riders, boarding at San Jose Diridon station, was 3,721, which represents a 16 percent decrease compared to the same number of games in the 2017/2018 season.

For the Sharks home game at SAP Center on Saturday, January 5 at 8 p.m. and in conjunction with the College Football Playoff National Championship - Championship Campus service, the last northbound bullet train departed San Jose Diridon at 12:05 a.m.

- **Holiday Service** – During the following Holidays, Caltrain operated the following services:
  - Thanksgiving Day – Thursday, Nov. 22, 2018 (Holiday Schedule)
  - Day After Thanksgiving – Friday, Nov. 23, 2018 (Modified Schedule)
  - Christmas Eve – Monday, Dec. 24, 2018 (Regular Weekday Schedule)
  - Christmas Day – Tuesday, Dec. 25, 2018 (Holiday Schedule)
  - New Year’s Eve – Monday, December 31 (Regular Weekday Schedule plus Pre & Post-SF Fireworks Special Trains)
  - Caltrain provided FREE service beginning at 8:00 p.m. until the last train post-event departed SF at 2:00 a.m., making all local stops.
  - New Year’s Day –Tuesday, Jan. 1, 2019 (Holiday Schedule)
- **PAC-12 College Football Championship (Washington Huskies vs. Utah Utes)** – The PAC-12 College Football Championship game was held at Levi’s

Stadium on Friday, November 30 at 5:00 p.m. Caltrain monitored pre- and post-game ridership.

- o **Holiday Train** – Caltrain operated the Holiday Train in collaboration with the Silicon Valley Community Foundation (SVCF) on Saturday, December 1 and Sunday, December 2. With glittering lights and holiday decorations, the dazzling show-train visited nine Caltrain stations between San Francisco and Santa Clara over two nights in December, providing holiday entertainment and collecting toy and monetary donations for local children who otherwise might not receive a gift during the holidays. Caltrain and SVCF also partnered with local organ
- o **SF 49ers Regular Season** – The 49ers hosted the Indianapolis Colts on Sunday, December 9 at 1:05 p.m., Seattle Seahawks on Sunday, December 16 at 1:05 p.m. and the Chicago Bears on Sunday, December 23 at 1:05 p.m. for their last regular season home game. For the Colts and Seahawks games Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. For the Bears game 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 February.
- o **Redbox Bowl (Oregon Ducks vs. Michigan State Spartan)** – The Redbox Bowl College Football game was held at Levi's Stadium on Monday, December 31 at 12:00 p.m. Caltrain monitored pre- and post-game ridership.
- o **2019 College Football Playoff National Championship** – Caltrain operated special event service schedules on Friday, January 4 through Monday, January 7, 2019 to accommodate the College Football National Championship festivities in Downtown San Jose and at Levi's Stadium. The special event weekend schedule included train service to all San Francisco stations (no weekend bus bridge service January 5 and 6 only). Additional information was available on Caltrain's dedicated webpage: [www.caltrain.com/cfbp](http://www.caltrain.com/cfbp)

The Championship Campus events in downtown San Jose included:

- Playoff Fan Central – San Jose McEnery Convention Center
- The Quad – Plaza de Cesar Chavez
- AT&T Playoff Playlist Live! – Discovery Meadow Park
- Media Day – SAP Center
- Extra Yard for Teachers Summit – San Jose McEnery Convention Center
- Extra Yard 5K – Plaza De Cesar Chavez
- Taste of the Championship – The Tech Museum of Innovation.

On Friday, January 4, Caltrain operated one extra late night northbound bullet train that departed San Jose Diridon at 12:05 a.m.

On Saturday January 5 and January 6, Caltrain operated three extra southbound bullet trains and three extra northbound bullet trains between San Francisco and San Jose stations. The last northbound bullet train departed San Jose Diridon at 12:05 a.m.

On Monday, January 7 (game day), Caltrain customers were able to take the train to Mountain View station and transfer to VTA light rail for service to Levi's Stadium. Caltrain operated one extra express northbound pre-game train and extra post-game service in coordination with the VTA. Additionally Caltrain and VTA offered a special College Football Championship joint ticket to get fans to the game through official Caltrain Mobile ticketing app. This day pass was available for pre-purchase on the app starting January 1 and is valid on game day only.

- **Services Scheduled:**

- **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train will operate on Monday, January 21, 2019. The Celebration Train will provide free service for those who wish to attend the annual celebration of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK).

Attendees must register in advance in order to receive a free Celebration Train commemorative ticket. Commemorative tickets will be valid for the Celebration Train and for one southbound Caltrain trip after 1 p.m. on January 21, 2019. The train will depart from the San Jose Diridon Caltrain Station at 9:45 a.m. It will make stops in Palo Alto at 10:05 a.m. and San Mateo at 10:25 a.m. before arriving in San Francisco by 10:50 a.m. There is no special southbound service. However, Celebration Train tickets will be accepted on southbound trains departing San Francisco after 1 p.m. that day.

- **Modified Service** – The Modified Service is a Modified Saturday Schedule with four extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Service will be implemented during the following Observed Holiday:

- Monday, February 18 – President's Day

- **Capital Projects –**

The Capital Projects information is current as of December 14, 2018 and is subject to change between December 14 and January 10, 2019 (Board Meeting).

**San Francisco Highway Bridges:** Replace three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017.

Resolution of a Buy America issue with Caltrans continues that will also resolve funding issues for the project. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) also continue. The AT&T relocation reimbursement request for performing utility relocation on their behalf is in the process of being transmitted.

**San Mateo 25th Avenue Grade Separation Project:** Raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Construction of the elevated rail alignment and the new Hillsdale Station will be phased to limit impact to the operating railroad.

In December, the relocation of underground PG&E electrical lines, and, third-party and Caltrain's Positive Train Control (PTC) Fiber Optic cable continued. Construction of the Pedestrian Underpass, and, 25th Avenue, 28th Avenue, and 31st Avenue Bridges also continued. The precast bridge girders for the 25th Avenue Bridge will not be placed until the temporary street closure period, for street lowering, due to vertical vehicle clearances until the street is lowered. Construction of the 3rd of 5 tiers of Mechanically Stabilized Earth (MSE) retaining walls was completed at the northern section of the project near Borel Creek and 25th Avenue.

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

Due to delays associated with obtaining UPRR approvals and its impact to beginning 3rd party fiber optic relocations; the project schedule has been affected. Overall construction completion is forecast to be approximately 10-months late, with the completion date extended from early 2020 to October 2020. In addition, to the schedule impacts, the project has experienced significant impacts due to the inefficiency of working around a live fiber facility, as well as incurring additional construction costs associated with installing and working around temporary steel plate, and soldier pile walls, required to protect the 3rd party fiber optic during construction.

**South San Francisco Station Improvements:** Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency.

In December, third party utility relocations for water, gas and electric continued. Construction of a retaining wall for the parking lot was completed. Construction of a storm water treatment facility on Poletti Way was also in progress.

Coordination for foundations for the Overhead Contact System (OCS) poles for the Electrification project was completed.

Critical third-party utility relocations that were originally scheduled to begin in November 2017 were delayed until August 2018 due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension has been issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. Critical path construction is now planned to resume in April 2019. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way will continue during the suspension period. Project delays due to Caltrans issues are projected to extend project completion from mid-2019 to mid-2020.

**FY16 Grade Crossing Improvements Project:** The scope of this project is to improve the safety at 10 grade crossings along the corridor. Work items included are the installation of signals, fences, gates, curbs, lighting and signs. The existing grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards. The crossings to be improved include 16th Street in San Francisco, Broadway in Burlingame, Peninsula and 4th Ave. in San Mateo, Ravenswood in Menlo Park, Alma and Charleston in Palo Alto, Rengstorff and Castro in Mountain View, and Mary in Sunnyvale.

The construction contract also includes the installation of medians at five crossings in Santa Clara County. The scopes of two projects were combined into a single construction contract to improve cost and administrative efficiency. These medians are required by the FRA and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

In December, work has been completed at 16th Street in San Francisco and at Rengstorff Avenue and in Mountain View. The work at Castro Street is pending favorable weather to allow weather sensitive thermoplastic striping to be placed on the pavement. This site is the last work location of the construction contract. All of the punchlist work for medians in Santa Clara County was also completed and accepted by the cities. Overall construction is on schedule and expected to complete by February 2019.

**Sunnyvale Station Rehabilitation Project:** Replace the surface pavers in the station platform with colored cast-in-place concrete and the relocation of the north pedestrian crossing to the north by approximately 83 feet. Some of the surfaces of the platform pavers have become uneven and this project will create a smooth and even platform surface. The relocation of the north pedestrian crossing will help to clear the southern crossing that is currently partially blocked when northbound 6-car consists arrive at the Sunnyvale Station. The construction is being phased in six partial sections of the station platforms so that passenger

service may continue during construction.

In December, final construction of the extension of the platforms to the north continued. Cutover and activation of the new north pedestrian crossing gates and the extended platform is tentatively scheduled for the end of December 2018. This will eliminate the blockage of the southern crossing by 6-car train consists, and, also eliminate the potential tripping hazards of the uneven platform surfaces. These activities will substantially complete the project.

**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.

In December, the contract approved by the Board to be awarded to VenTek; the manufacturer of the existing TVM's. The contract is currently being executed and a Notice to Proceed is to be issued in early January and completion of the 2 prototype machines by the Summer 2019. The option for retrofitting 12 additional TVM's, if executed, would follow on.

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

Locomotives #'s 920 and 921 were shipped to the vendor's facility in February and March. Both locomotives are still undergoing overhaul; the expected returned to the CEMOF facility in San Jose for acceptance testing has been delayed until late February for #920 and late March for #921 due to the vendor's labor shortages. Locomotive #922 is now scheduled to be shipped to the vendor's facility after Locomotive #920 is returned to minimize the number of locomotives that are off the property at any one time.

**MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the

locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor's facility location. The six locomotives are Locomotive #'s 923, 924, 925, 926, 927 and 928.

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

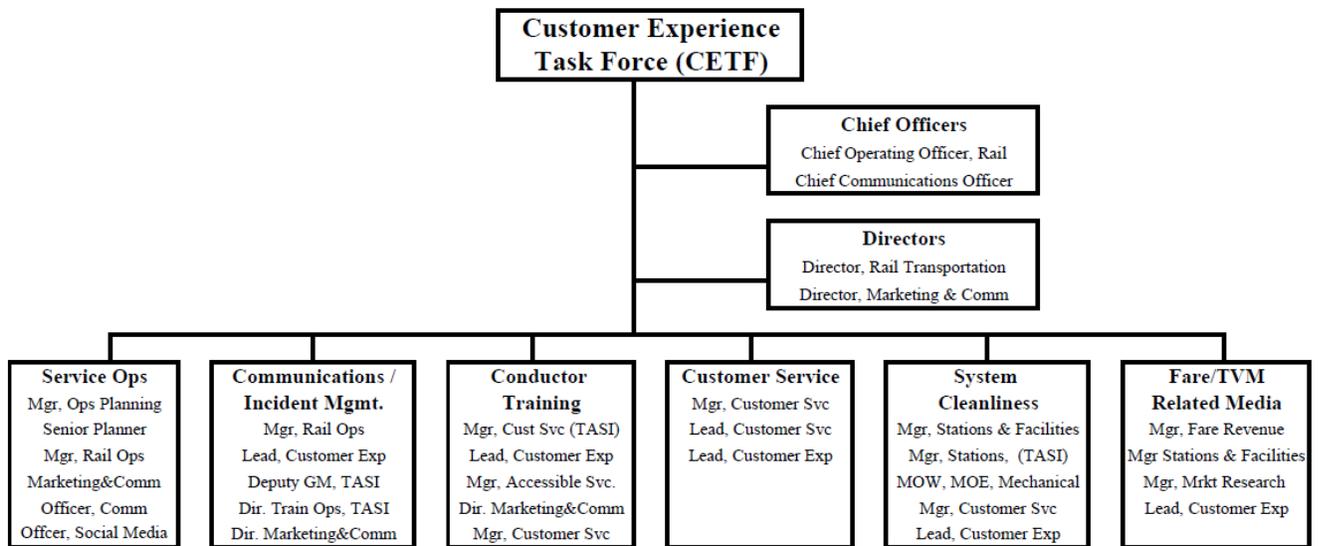
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro  
Deputy Chief, Rail Transportation

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



## Service Operations

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

- Caltrain Timetable Update:
  - Staff continues to monitor on-time performance, train capacity and customer feedback.
  
- Bikes Board First Pilot:
  - Caltrain continues to Board Bikes First at the piloted stations during weekday peak hours:
    - Northbound Trains
      - Sunnyvale
      - Hillsdale
      - Redwood City
      - Palo Alto
      - Mountain View
    - Southbound Trains
      - 22nd Street
  - Caltrain will continue to pilot Bikes Board First program at additional stations beginning early spring.
  
- SF Weekend Caltrain Closure:
  - On October 6, 2018 through late spring 2019, trains will not serve the San Francisco or 22nd Street stations on weekends. Trains will terminate at Bayshore Station. Free bus service will be available for Caltrain riders from Bayshore Station to 22nd Street and San Francisco stations during regular weekend Caltrain service.

Bus schedules will be included in Caltrain's weekend timetable. Buses are ADA accessible and will have limited capacity for luggage and bikes onboard. In addition to the free bus service provided, there are other transit alternatives to get to SF that may work better for some passengers.

Details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain's dedicated webpage: [caltrain.com/SFWeekendClosure](http://caltrain.com/SFWeekendClosure).

- 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.

## **Social Media**

Caltrain is committed to keeping our riders informed. As part of that commitment the Social Media Team is active on a number of social media platforms. Please visit [caltrain.com](http://caltrain.com) for further details

- The Social Media team is now utilizing Google Maps alerts for Caltrain service interruptions, both planned and for major incidents and has been added to Caltrain's messaging capabilities.

## **Conductor Training**

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

- Continue to identify training opportunities for conductors.

## **Customer Service**

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.

## **Fare/Ticket Vending Machine (TVM) Related Media**

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

- Continue to investigate Clipper Card issues.
- Continue to follow the progress of handheld Clipper reader capabilities.
- Caltrain Mobile Ticketing App
  - Caltrain Mobile will be updated in the fall 2018. moovel North America, LLC who provides the application is revamping the user experience. The new mobility app will have new look and feel with simpler navigation, and will also include Apple and Google Pay. Staff is also working on the addition of the trip planning and daily parking features which is expected to be available in the spring 2019.
- Quarterly Go Pass Pilot Program
  - Updates will be provided on a quarterly basis. Next update will be provided in February 2019.
- Early stages of possible procurement of new TVMs for FY19.
- Quarterly Caltrain Mobile Update
  - Updates will be provided on a quarterly basis. Next update will be provided in February 2019.

## 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.](http://www.CalMod.org/SFtunnels)
    - Launched [Rider Benefits Campaign](#) to thank riders for their patience during construction and engage them in CalMod benefits.
  - Grade Crossing Improvements Project
    - To enhance the safety at 15 grade crossings from San Francisco to San Jose.
    - Construction began June 2018 and will take approximately two weeks at each crossing.
    - Work hours will be Monday through Friday, 7:00 a.m. to 4:00 p.m.
    - A website has been created at [www.Caltrain.com/GCimprovements](http://www.Caltrain.com/GCimprovements) that includes project information and allows individuals to sign up for weekly updates.
    - A hotline (650.508.7726) and email ([construction@caltrain.com](mailto:construction@caltrain.com)) have been established.
  - Sunnyvale Station Rehabilitation Project
    - Construction began March 12, 2018.
    - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents.
    - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs.
    - A website was created at <http://www.Caltrain.com/SunnyvaleStation> that includes project information and allows individuals to sign up for weekly updates
    - A hotline (650.508.7726) and email ([construction@caltrain.com](mailto:construction@caltrain.com)) have been established.

- 25th Avenue Grade Separation Project
  - Construction continues on this safety improvement project.
  - In January, AT&T utility relocation will occur in the temporary parking lot near 31st Avenue.
  - In February, crews will install a new storm drain and a lane will be closed on S. Delaware between 31st Avenue and Pacific Blvd.
  - The website at [www.Caltrain.com/25thgs](http://www.Caltrain.com/25thgs) continues to be a resource for riders and the community, as it's continually updated with construction [information](#), presentations, and construction [photos](#).

### **System Cleanliness**

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

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.

**JPB CAC Work Plan**

February 20, 2019

- Caltrain Business Plan Update

March 20, 2019

- Camera System
- Visual Messaging System
- New Electric Bike Car Configuration

April 17, 2019

- Legislative Update
- Wi-Fi Update

May 15, 2019

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June 19, 2019

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Items to be scheduled

- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- 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.
- WI-FI update