



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

March 20, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
 - Adrian Brandt, San Mateo County
4. Approval of Meeting Minutes of February 20, 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. Legislative Update (Casey Fromson)
9. Customer Experience Completions & Recommendations (Jennifer Navarrete)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
April 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
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Lauren Fernandez, Brian Shaw (Chair)
San Mateo County: Adrian Brandt, 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. 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 FEBRUARY 20, 2019

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

MEMBERS ABSENT: P. Escobar

STAFF PRESENT: S. Petty, M. Reggiardo, R. Sebez, C. Harvey, L. Low, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

**APPOINTMENT OF NOMINATING COMMITTEE
ELECTION OF OFFICERS**

Chair Shaw was re-elected chair

R. Valenciana was re-elected vice chair

Motion/Second: Klein/Burke

Ayes: Fernandez, Tucker, Valenciana, Shaw

Absent: Escobar

APPROVAL OF MINUTES OF JANUARY 16, 2019

Motion/Second: Klein / Fernandez

Ayes: Burke, Tucker, Valenciana, Shaw

Absent: Escobar

PUBLIC COMMENTS

Scott Yarborough, San Francisco, commented on the recent withdrawal of Lime Bike Service to the Peninsula, a bike share access company. He encouraged the committee to caution the JPB Board on over relying on private and unproven over the long term modes of accessing the station. Bike share is an option, but it depends where riders live and whether the concentration of bikes is available to be used as a reliable form of transportation. It is important to have reliable transportation for the first and last mile to get to and from the train, if you are unable to bring your bike onboard.

Shirley Johnson, San Francisco, presented a compilation of letters that has been sent to the JPB from seven different organizations. All seven organizations are asking for seats within view of bikes and a proportional increase in bike capacity on longer EMU trains. Regarding capacity, Shirley stated that staff does not ask the bike passengers what

they would do if they were unable to bring their bike on board, however she has asked the question and the majority of people said they drive alone, if they are unable to get their bike onboard. With a 7 car consist, there would be 84 bikes per train and today we have 77 bikes per train and is not a big increase, however she is optimistic because staff is working on bike parking and wayside solution improvements. With better bike parking, some passengers will not need to bring their bikes onboard. She stated that it is important to have bike space as it makes Caltrain a viable commute option for thousands of people.

Andy Chow stated that High Speed Rail has been working with Caltrain for over a decade after the approval of prop 1a. The biggest factor in changes and the biggest threat is politics between the White House and California. Andy stated that because there are a lot of jobs and construction, it is not easy to pull the plug especially since Caltrain is proceeding with electrification. Andy said that the biggest problem with prop 1a is that those that are against High Speed Rail use it to file lawsuits and slows down the project and keeps adding to the cost. He hopes that Caltrain can complete the electrification of the system.

Jeff Carter, Millbrae, stated that Caltrain is in the process of conducting the annual count; however weekends are not included due to the tunnel closure. He said that the committee should be concerned that weekends are not being counted as it is important to have the data regardless of the tunnel closure. Jeff directed the committee to his comments in the correspondence file regarding the Key Caltrain Performance Statistics in the JPB Board Agenda. He stated that there is no data to support the 33 percent decrease in ridership at Bayshore and should include the source/actual numbers to better understand. Lastly, in regards to weekends he stated that staff is looking at verifying the ridership estimates through the passenger counts, however if staff is not including weekends how can staff verify the weekend ridership estimates through ticket sales. Jeff stated that it is great that staff is updating the methodology, however needs to be refined and that he has more details in his correspondence.

Roland Lebrun, San Jose, stated that the governor has made it clear that, moving forward, there will no more spending between San Jose and Gilroy and the remaining funding will be used to extend the project in the Central Valley. Roland said that Caltrain will need to continue the project and look at the line between San Francisco and Gilroy and decide what infrastructure improvements need to be made. It is important to align at the LPMG level and the individual city council now and to start thinking about the full EIR between San Francisco and Gilroy to eventually propose additional sales tax to the voters in 2020. He stated that if everything is sorted out, the measure stands a chance to pass.

Adrian Brandt stated that the Atherton station had its weekday service suspended in 2005 due to low ridership and that the Atherton City Council is considering their Rail Committee's recommendation to restore weekday service in light of the electrification. He also stated that Atherton is currently a plaintiff suing to stop High Speed Rail and some electrification funding. Adrian stated that if service is restored, it will slow down service. Adrian said that an alternate solution is to consider a new station at 5th Ave as

it is a highly transit dependent community and is close to both Stanford and Redwood City campus. In addition, 5th Ave is where Caltrain currently has a 4 track section so passing at that station would be relatively easy to facilitate.

Drew stated that there may be another piece that is happening in Atherton behind the scenes based on other meetings he attends. He stated that Senator Warner's bill in Sacramento regarding development near train stations. He said that there is concern regarding houses purchased near the train station then redeveloped into apartments and condominiums. He said that if the bill passes in Sacramento, it may affect how frequent a train stops at the particular station and drives other nuances that may be happening.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that member Cat Chang has resigned as she is moving to Southern California and that the committee will need to replace her spot. Chair Shaw also reminded the committee that meetings will be held whether there is a quorum (minimum of five members) or not, however asked the committee to continue to make the effort to attend so that they can vote and approve items. Chair Shaw also suggested the committee to encourage anyone that is interested to serve on the CAC to apply online. Chair Brian Shaw requested staff to provide an update on the impact of the Governor's decision on high speed rail and the recent actions by the White House on the funding and how that impacts Caltrain.

COMMITTEE COMMENTS

Member Lauren Fernandez requested a link to the online application for anyone that is interested in being appointed to serve on the CAC. Staff will provide all CAC member with the link for CAC member application.

Vice Chair Ricardo Valenciana asked staff to provide data on how different partner campuses are bike friendly.

Kevin Burke stated that the Caltrain Business Plan Group conducted a reddit "ask me anything" forum that went well. He noticed that the top question was regarding BART and Caltrain integration at Millbrae station and appreciates staff's efforts in continued dedication to synchronize train setups. Kevin advised that South San Francisco as has applied for a \$6M grant for bike and pedestrian funding for the East side of the South San Francisco station. He encourages anyone with thoughts and opinions regarding that to send them to the South San Francisco Bike and Pedestrian Advisory Committee. In regard to Atherton rail service, he hopes that Atherton is able to improve housing in the area in turn for rail more service.

Member Cat Tucker requested staff to provide the information and/or the policy on stopping and restarting service to stations. Robert Sebez, Rail Operations Manager, Compliance, advised the committee that staff will look into this matter and provide further information at a later date.

PUBLIC COMMENT

Roland Lebrun, San Jose, said that a mega hub is needed at Redwood junction to have the transfers between Dumbarton Corridor, Caltrain and potentially High Speed Rail and passing tracks. He also mentioned that Atherton has the funds to purchase the Atherton station and to take care of the housing problem.

CALTRAIN BUSINESS PLAN UPDATE

Sebastian Petty, Senior Policy Advisor with Caltrain and Project Manager for the Caltrain Business Plan, presented the Caltrain Business Plan Quarterly Update. This presentation was also presented at the January Board meeting. Monthly updates are presented at the local policy maker group. This presentation is a long-range service vision for Caltrain and he briefly commented on the statements made by the Governor. Staff understands that the state of California is still committed to the full build out of a High Speed Rail System that is compliant with prop 1a. Caltrain has funding agreements that carry those commitments forward and will continue to carry those out as part of the long range vision. Mr. Petty invited those that are interested in this topic to look for the High Speed rail legislative update scheduled for March that may reflect the details of the statements made by the Governor. Mr. Petty then continued to present the Caltrain Business Plan Quarterly Update.

The full PowerPoint presentation can be found on www.caltrain.com and at www.caltrain2040.org.

COMMITTEE COMMENTS

Member Kevin Burke asked if High Speed Rail is not implemented by 2040 and staff is still looking at running 12-16 train blended service, whether Caltrain would consider running more Caltrain trains, then. Mr. Petty responded by saying that there are some foundational assumptions made in the business plan and also respects the agreements the Agency has entered into. With that said the plan does not include to 4-track the corridor and assumes that High Speed Rail is there. In general, the plan is to build capacity around the corridor. He stated that this is a long range vision and will layout, in detail, the different phases of investment needed to get there and how much can service be improved. Kevin Burke then asked whether the changes made to grade-crossings improve the service by an x percent or do all grade-crossings need to be upgraded in order to realize the benefits to service. Mr. Petty advised that it is a complicated question and that there is not a clear linear relationship and that there are certain legal requirements that determine whether a grade-crossing need to be closed or separated and triggered by speeds over 125 mph and/or when you have more than 2 tracks. Kevin asked at what grade Caltrain can get to, if it did not have freight running on the corridor and whether increasing grade would be cost effective. Mr. Petty said that Caltrain standards are at a 1% grade and allows for 1.5% grade in some cases and that he does not have the answer as it involves a detailed and comprehensive study and a substantial analysis to understand the cost and engineering. Lastly, Kevin asked whether the plan will include speed limits approaching San Francisco to determine how many trains can be run per hour. Mr. Petty advised

that the plan will look at a new signaling system that would allow a closer separation between trains and will look at potential future infrastructure that would need to be built. Member Kevin Burke expressed his preference as more frequent service to help make the case for the higher sales tax.

Member Lauren Fernandez referred to the slide that talks about land use and transportation context in 2040, and noticed the biggest increase around 22nd St., however when looking at the service approaches there is no increased service there and asked how Caltrain will handle the growth in that area. Mr. Petty explained that the projection includes SOMA and Mission Bay growth and that 22nd St. station shows the highest levels of service in the moderate and high growth area with the Express and Local trains and said that High Speed Rail does not plan to stop there. Mr. Petty also stated that Caltrain is unable to perfectly allocated service to growth. Member Lauren suggested working with the City to work around Caltrain's constraints.

Member Larry Klein referred to page 21 in the PowerPoint presentation and suggested showing a breakdown of office vs. residential and also asked how old is the information collected. Mr. Petty said that he would go back to his team to determine what granularity of data is available. He then advised that the information was collected from the 2015 census, the Plan Bay Area data recently adopted by MTC in 2015, and incorporates major city policy decisions along the corridor, for example the approval of the central SOMA plan that goes above the Plan Bay Area and has been incorporated. Member Larry Klein explained that when looking at the differences between northbound and southbound having the additional residential and office space information, helps determine what stops are not being covered either northbound or southbound. Mr. Petty advised that although today, Sunnyvale has different stopping patterns between northbound and southbound, the business plan has symmetrical stopping patterns in both directions. Lastly, member Klein noticed that the www.caltrain2040.org does not easily identify the outreach meeting schedule.

Member Cat Tucker said that there are 3,000 additional condominium developments being built in Santa Clara and asked how will the plan relook and adjust the numbers during different phases of the plan to incorporate new residential and office space. Mr. Petty said that there is a demand side of the analysis and a supply side challenge and stated that within the parameters of the corridor today, the 16 train per hour pattern plan is probably the limit. After that, there would need to be a regional conversation about what can be done.

Chair Brian Shaw asked whether there is a planned timing for the organizational issues. Mr. Petty stated that the work is going on right now and that some of the components of that work are being shared with Caltrain's partners and that it will be made available to the public in the later spring timeframe.

PUBLIC COMMENTS

Roland Lebrun, San Jose, said that in regards to the funding, it will go through the Senate Hearing Committee on March 26th and then will go through appropriations in April. In regards to the Business Plan, he stated that it is heading in the right direction. In

regards to the grade-crossings, he stated that it was voted on in 1998 with prop 2000 measure A and that the VTA has spent \$28k in the last 20 years. In regards to signaling systems and closer headways, his expectation was that it was to be provided with PTC/CBOSS asked staff why that is not happening. There is a lot of development happening near Blossom Hill and noticed that those that live closer to the light rail would rather take the light rail to Tamien rather than walk to Blossom Hill Caltrain station. Roland stated that 10 car trains will never work and instead suggested to couple the 7 or 8 car trains as they do in Europe. Roland also stated that now is the time to implement passing tracks near Hillsdale. Realistically, Caltrain will need 8 commuter and 2 High Speed Rail trains and this scenario will be impossible without doing something between San Jose and Gilroy. The governor has made it clear that it will have one train operator and will start in the Central Valley and connect to the Peninsula. Roland also stated that there will not be Oakdale or 22nd St. and to look at Cesar Chavez. Lastly, Roland said that if freight is banned on the Peninsula, the only other alternative is 101.

Jeff Carter, Millbrae, shared his appreciation for Mr. Petty and what his staff has done with the Business Plan. He stated that when Caltrain can provide BART level of service, people will realize how great Caltrain can be with this plan.

Adrian Brandt stated that it is important to keep things in perspective and consider the value because although it will be expensive to add passing tracks and it will impact communities, San Mateo County's Hot Lane project, to add a Hot Lane for 20 miles, will cost \$0.5B. The build out is an enormous value and just as High Speed Rail was sold, what would it cost if it does not get build out. What would it cost to offer the same amount of capacity on 101, 6 lanes? Adrian stated that it is critical point to keep in mind. Regarding the grade, he stated that the 1 percent grade is an obstacle and that 2 percent grade opens up a new constellation of alternatives. EMU's in Europe run 3 to 4 percent grades with no problem. He also stated the level boarding is important and should be at the 22 or 25 inch level so that the low doors can be used and if and when High Speed Rail comes, high doors can be used. Regarding the diagrams in the Business Plan, they show the stations proportionally spaced however, Atherton shows closer to Redwood City when it is actually closer to Menlo Park. Lastly, he said that Mountain View Caltrain station is important as it serves light rail line, all of North Bayshore (Google) and working on a fixed guide system.

UPDATE ON THE DIRIDON INTEGRATED STATION CONCEPT PLAN

Melissa Reggiardo, Principal Planner with Caltrain Planning, presented the update on the Diridon integrated station concept plan.

The full PowerPoint presentation can be found on caltrain.com

COMMITTEE COMMENTS

Member Kevin Burke asked, with an elevation alignment, whether Caltrain can sell the rights of the land underneath the elevated station platform. Ms. Reggiardo responded that a major benefit of an elevated station configuration is what can potentially be

done with the space below the tracks. Since an elevated station is more expensive, it is important to maximize the use of the space. All options are being considered such as parking, bus facility, layover facility, small program retail, office space and/or relocation of PG&E utilities. If the station is elevated, the space below would definitely be utilized. Kevin Burke also mentioned that BART was sued by the San Jose sharks and whether Caltrain is in the same danger. Ms. Reggiardo responded that the 2040 project will be very thoughtful with its parking analysis and their stakeholders. Lastly, Kevin Burke expressed the need for better signage at the Diridon station letting passengers know that they could get to Oakland and/or Sacramento from there.

Chair Brian Shaw stated that there is a lot of bus activity at the Diridon station and assumes that the bus layout and integration will be looked at. Ms. Reggiardo confirmed that they are actively discussing that topic. He also mentioned that Europe and Asia may have station examples like Diridon and suggested to take a look at station examples to learn from.

PUBLIC COMMENTS

Roland Lebrun, San Jose, stated that the presentation is obsolete and the only viable scenario was not analyzed. There is a 75 slide presentation from the January 31st Joint Powers Advisory Board for Diridon meeting. Operation has a problem with the platforms being different lengths. Both San Fernando and Santa Clara options will not work. The underground space will be used to connect to the airport. The 2012 Olympics in Europe solved the bus problem that will work at the Diridon station.

Adrian Brandt stated that VTA chose to create a problem by putting BART in a poor transit connected place and externalized the cost and hopes that the transit agencies can work more cooperatively in the future.

STAFF REPORT UPDATE

Robert Sebez, Rail Operations Manager Compliance, reported:

On-time Performance (OTP) –

- **January:** The January 2019 OTP was 94.4% compared to 96.2% for January 2018.
 - **Vehicle on Tracks** – There were three days, January 16, 17, and 18, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In January 2019 there were 411 minutes of delay due to mechanical issues compared to 439 minutes in January 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on January 11 and 30, both resulting in a fatality.
- **December:** The December 2018 OTP was 92.2% compared to 93.9% for December 2017.

- **Trespasser Strikes** – There were three trespasser strikes on December 5, 19 and 25, all resulting in fatalities.
- **SF Weekend Caltrain Closure Update** – 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 31.7 percent as of January 21.
- **Caltrain 2019 Annual Count Survey** – The 2019 Caltrain Annual Count Survey started 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.
- **Special Event Train Service –**
 - **Services Performed:**
 - **San Jose Sharks** – There were seven home games in December, five home games in January and three home games in February. Total post-game additional riders, boarding at San Jose Diridon station in December was 917 and in January was 1,194.

Total year-to-date post-game additional riders, boarding at San Jose Diridon station, was 4,638, which represents a 17 percent decrease compared to the same number of games in the 2017/2018 season.
 - **New Year's Eve Fireworks** – Caltrain operated two pre-event northbound and five post-event southbound special trains on New Year's Eve for SF fireworks show. Post-fireworks service carried 5,913 riders, which represents a 14 percent increase compared to 2017 ridership. Total additional riders alighting and boarding at San Francisco station was 11,001, an increase of 9 percent compared to 2017 ridership.
 - **SF 49er 2018 Season** – The 49ers hosted three home games in December: vs. the Indianapolis Colts on Sunday, December 9 at 1:05 p.m., the Seattle Seahawks on Sunday, December 16 at 1:05 p.m. and the Chicago Bears on Sunday, December 23 at 1:05 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. Total ridership alighting and boarding at Mountain View station was 4,768.

2018 pre and regular season total ridership alighting and boarding at Mountain View station was 16,061, a 13 percent decrease compared to the 2017 season.

- **2019 College Football Playoff National Championship** – Caltrain operated special event service Friday, January 4 through Monday, January 7, 2019 to accommodate the College Football National Championship festivities (with visiting teams Alabama Crimson Tide and Clemson Tigers) 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). Information was posted to Caltrain's dedicated webpage: www.caltrain.com/cfbp
- **Caltrain NorMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train operated on Monday, January 21, 2019. The 10-car train departed San Jose Diridon at 9:45 a.m. and made limited stops at Palo Alto and San Mateo prior to its arrival at San Francisco. Total ridership alighting at San Francisco was 913, which represents a 1 percent decrease compared to 2018 service.
- **NHL All-Star Weekend** – The NHL awarded the 2019 NHL All-Star Game to the hometown San Jose Sharks. No special event service was planned, but Caltrain monitored post-event ridership for the 2019 SAP NHL All-Star Skills Game on Friday, January 25 at 6 p.m. and the 2019 NHL All-Star Game on Saturday, January 26 at 5 p.m.
- **SF Giants Fan Fest** – On Saturday, February 9, 2019, Caltrain operated one extra pre-event northbound local train for the SF Giants Fan Fest that was held at Oracle Park from 10 a.m. to 3 p.m. There was no extra post-event southbound service as the SF Weekend Closure (Weekend Bus Bridge Service between Bayshore and SF stations) was in effect.
- **President's Day** – On Monday, February 18, 2019, in observance of the President's Day Holiday, Caltrain operated a Modified Schedule, Saturday Service with four extra trains in each direction including one round trip from Gilroy to San Francisco. The Tamien to SJ Diridon Weekend Shuttle operated additional shuttles. Schedules were made available onboard trains and on the Caltrain Website.
- **Services Scheduled:**
 - **San Jose Sharks** – The Sharks will host six games in March. Caltrain will track post-game ridership for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.

Customer Experience Taskforce –

Jennifer Navarrete, Customer Experience Communications Lead

- 2019 Customer Experience Satisfaction Survey:
 - 2019 Customer Experience Satisfaction Survey is being finalized

COMMITTEE COMMENTS:

Member Cat Tucker commented that the platform signage has been an issue for the last 10 years and would like to know what the obstacles are around that. Mr. Sebez responded that staff will look into that issue and although he was unable to provide a comprehensive response, he mentioned that there is a lot of construction projects that are interconnected, however will come back with a response.

PUBLIC COMMENTS

Doug DeLong, Mountain View, regarding the weekday service suspension at Atherton and Broadway, said he recalls that those 2 stations became candidates of suspended weekday service because of the hold-out rule and low ridership. He stated that it was not a cooperative agreement with the cities involved. Lastly, Doug requested an update with the reimbursement claim to AT&T of the Bridge replacement project as it has been close to a year without an update.

Adrian Brandt stated that the rubber curbs that are part of the crossing safety project, in the gauge of the rail, are missing and need to be checked and replaced. He also mentioned that the schedules at the station boards no longer have the highlighted times of the station respective station to easily identify the schedule times of that particular station.

Shirley Johnson, San Francisco, referred to the www.calmod.org website and asked whether the fleet in 2022 will still be a mixed fleet with both diesel and electric trains. Chair Shaw advised that it will depend on High Speed Rail and whether the line will be electrified from Diridon to Gilroy and until the line is electrified, there will be diesel trains to Gilroy. Shirley requested that the information be updated on the www.calmod.org website to include the percentage of potential diesel fleet as it makes a huge difference with capacity as the diesel trains have over 900 seats on the 7 car EMUs have about 750 seats.

JPB CAC Work Plan

March 20, 2019

- Joint CAC/BAC Workshop on Electric Train Configuration as Related to Bikes

April 17, 2019

- Legislative Update
- Wi-Fi Update

May 15, 2019

- Camera System

➤ Visual Messaging System

June 19, 2019

-
-

July 17, 2019

-
-

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.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

March 20, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building,
2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:54 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) –

- **February:** The February 2019 OTP was 92.3% compared to 93.7% for February 2018.
 - **Vehicle on Tracks** – There was one day, February 7 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In February 2019 there were 529 minutes of delay due to mechanical issues compared to 240 minutes in February 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on February 24 and 28.
- **January:** The January 2019 OTP was 94.4% compared to 96.2% for January 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on January 11 and 30, both resulting in a fatality.
- **April 2019 Timetable Update** – On Monday, April 1st 2019 Caltrain will update its timetable to restore weekend train service to and from San Francisco prior to the SF Giants 2019 Season home games at Oracle Park. In addition, there will be minor updates to the weekday and weekend schedule. The April 2019 timetable will be available in March on the Caltrain webpage:
<http://www.caltrain.com/schedules.html>
- **SF Weekend Caltrain Closure Update** – Due to ongoing construction with the San Francisco Tunnel work, the SF Weekend Closure (trains terminate at Bayshore station with free bus service between Bayshore, 22nd St and San Francisco stations) effective Saturday, October 6 and will continue through Sunday, March 31st.

After the implementation of the April 1st 2019 timetable, the SF Weekend Closure will take place on 4 additional weekends:

- Saturday April 20th and Sunday April 21st

- Saturday May 4th and Sunday May 5th
- Saturday June 1st and Sunday June 2nd
- Saturday June 22nd and Sunday June 23rd

To avoid impacts to special events and anticipated large crowds, these weekends do not fall on SF Giants home game weekends or Bay to Breakers weekend.

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 34.7 percent as of February 18.

- **Caltrain 2019 Annual Count Survey** – The 2019 Caltrain Annual Count Survey was completed in February. No weekend train counts were conducted due to ridership impacts from the SF Weekend Caltrain Closure. A presentation to the Board summarizing the findings is targeted for Summer 2019.

- **Special Event Train Service –**

- **Services Performed:**

- **San Jose Sharks** – There were four home games in February and six home games in March. Total post-game additional riders, boarding at San Jose Diridon station in February was 882.

Total year-to-date post-game additional riders, boarding at San Jose Diridon station, was 6,714, which represents a 12 percent decrease compared to the same number of games in the 2017/2018 season.

- **SF Giants Fan Fest** – On Saturday, February 9, 2019, Caltrain operated one extra pre-event northbound local train for the SF Giants Fan Fest that was held at Oracle Park from 10 a.m. to 3 p.m. There was no extra post-event southbound service as the SF Weekend Closure (Weekend Bus Bridge Service between Bayshore and SF stations) was in effect.

There were a total of 1,747 Giants Fanfest riders and regular riders alighting and boarding at Bayshore station. Ridership was likely impacted by the SF Weekend Closure, inclement weather (rain) and 2018 Giants season record.

- **President's Day** – On Monday, February 18, 2019, in observance of the President's Day Holiday, Caltrain operated a Modified Schedule with 36 trains running between San Francisco and San Jose, including two bullet trains and four limited service trains in both directions. The modified schedule also offered one round-trip train from Gilroy to San Francisco. In addition, the Tamien/San Jose Diridon shuttle operated a modified schedule with revised shuttle connections.

- **Services Scheduled:**

- **San Jose Sharks** – The Sharks will host one game in April. Caltrain will track post-game ridership for all home games. No extra special trains are planned for 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.
- **Giants Baseball** – Baseball service begins with exhibition games against the Oakland A's at Oracle Park on Monday, March 25 and Tuesday, March 26. The regular season home opener against the Tampa Bay Rays will be on Friday, April 5 at 1:35 p.m. Caltrain will provide baseball service for all home games, including the exhibition games and home opener. Caltrain highly encourages fans to take the scheduled extra trains (new for the 2019 season will be labeled as a "6XX" series train in the schedule) to the weekday afternoon and weekend games to assure a seat. New for the 2019 season weekday evening and weekend post-game service, Caltrain will operate two extra post-game trains that depart SF approximately 15 and 25 minutes after the last out, or when full. These trains will express to Millbrae station and then make all local stops to San Jose. In the event that a game goes into extra innings, the last train departs at 12:05 a.m. to provide overnight construction windows for the Electrification project.

- **Capital Projects –**

The Capital Projects information is current as of February 18, 2019 and is subject to change between February 18 and March 7, 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. We are still trying to resolve ongoing issues (FHWA and AWSS) with Caltrans. 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 Hillside 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 Hillside 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 Hillside Station will be phased to limit impact to the operating railroad.

In February, the relocation of underground PG&E electrical lines, and, third-party

and Caltrain's Fiber Optic cable continued. Work did not be complete by the February 1 deadline for the JPB Fiber Optic cable thereby resulting in delay to the contractor. Construction of the 28th Avenue, and 31st Avenue Bridges also continued. The substructure, abutments of bents of the 25th Avenue Bridge was completed in November. 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 last of 5 tiers of Mechanically Stabilized Earth (MSE) retaining walls, at the northern section of the project between Borel Creek and 25th Avenue, was in progress and expected to complete in March. MSE walls between 25th and 28th Avenues began in February.

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 February, third party utility relocations for water, gas and electric continued. Construction of utilities on Poletti Way also continued. Construction of foundations for the Overhead Contact System (OCS) poles for the Electrification project continued.

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 that was planned to resume in April 2019 is delayed until July 2019 due to delays in the relocation of existing PG&E gas and electric utilities. 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 and PG&E utility relocation are currently being assessed.

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.

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

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 and design completion is scheduled by the Fall of 2019. Design coordination with the Electrification project is underway to assure that the work of this contract, and, the grade crossing changes being implemented on the PCEP project are coordinated. A contract for construction is planned to be advertised in the Fall of 2019 and construction is scheduled to begin by mid-2020 and complete in 2021.

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

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 of 2018. Both locomotives are still undergoing overhaul; the expected return to the CEMOF facility in San Jose for acceptance testing has been delayed until February 28, 2019 for #920 due to testing issues, and, March 26, 2019 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 6 locomotives are Locomotive #'s 923, 924, 925, 926, 927 & 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.

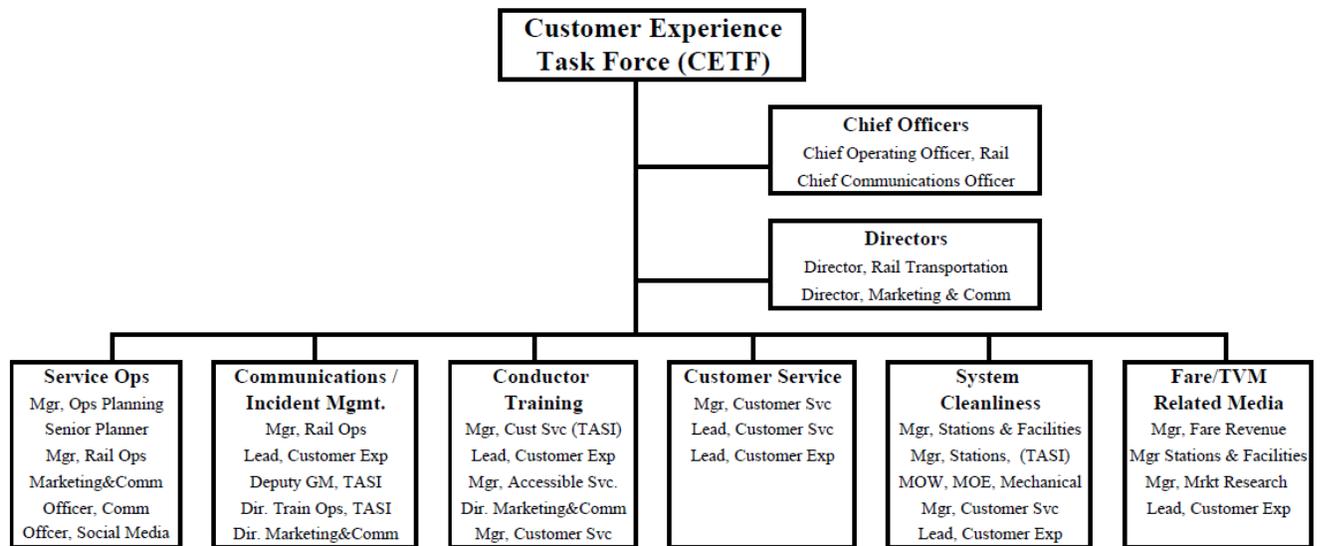
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 Update:
 - Caltrain implemented the Bikes Board First System wide for all trains, on March 11, 2019. Passengers are encouraged to allow bikes to board first and/or to board non-bike cars. This will allow for more efficient boarding and help keep trains on time.
- SF Weekend Caltrain Closure:
 - Due to ongoing construction with the San Francisco Tunnel work, the SF Weekend Closure (trains terminate at Bayshore station with free bus service between Bayshore, 22nd St and San Francisco stations) effective Saturday, October 6 and will continue through Sunday, March 31st.

After the implementation of the April 1st 2019 timetable, the SF Weekend Closure will take place on 4 additional weekends:

- Saturday April 20th and Sunday April 21st
- Saturday May 4th and Sunday May 5th
- Saturday June 1st and Sunday June 2nd
- Saturday June 22nd and Sunday June 23rd

To avoid impacts to special events and anticipated large crowds, these weekends do not fall on SF Giants home game weekends or Bay to Breakers weekend.

- April 2019 Timetable Update:
 - On Monday, April 1st 2019 Caltrain will update its timetable to restore weekend train service to and from San Francisco prior to the SF Giants 2019 Season home games at Oracle Park. In addition, there will be minor updates to the weekday and weekend schedule. The April 2019 timetable will be available in March on the Caltrain webpage:
<http://www.caltrain.com/schedules.html>
- 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.
- Continue to enforce Proof-of-Payment
 - January 4, 2018: Caltrain Fare Enforcement Ordinance was adopted by the Board
 - July 25, 2018: New Fare Enforcement Program launched

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.
 - Lost and Found process update in partner with Rail Operations

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.
- Early stages of possible procurement of new TVMs for FY19.
- Quarterly Go Pass on Clipper Pilot Program
 - Average number of unique users between January and February was 12,325. During that same period, the Clipper system registered 267,659 boardings, an average of 133,829 per month.
 - For 2019, a new fifth company was added to the pilot program.
- Quarterly Caltrain Mobile Update
 - Updates will be provided on a quarterly basis. Next update will be provided in May 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
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
 - Construction of Paralleling Station 4 in the Hillsdale Parking Lot has started.
 - 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) have been established.
 - 25th Avenue Grade Separation Project
 - In January 2019, AT&T began utility relocation work in the temporary parking lot near 31st Avenue.
 - Starting in April 2019, temporary overhead clearance bars will be installed at the intersection of S. Delaware and E. 25th Avenue to indicate a temporary height impediment that will occur when a bridge is installed but the road has not yet been lowered for the project. The clearance bars are to give drivers adequate time to determine alternative routes if needed.
 - 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.

JPB CAC Work Plan

April 17, 2019

- Wi-Fi Update
- Joint CAC/BAC Workshop on Electric Train Configuration as Related to Bikes

May 15, 2019

- Camera System
- Visual Messaging System

June 19, 2019

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-

July 17, 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.