February 17, 2016 – Wednesday

Times noted are estimated. Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of January 20, 2016 (5:45 p.m.) MOTION

4. Public Comment (5:50 p.m.)
   Public testimony by each individual speaker shall be limited to three minutes

5. Committee Comments (6:00 p.m.)
   Committee members may make brief statements regarding 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

6. Chairperson’s Report (6:10 p.m.)

7. **Wi-Fi on Caltrain Update** (Gigi Harrington) (6:15 p.m.) INFORMATIONAL

8. Customer Experience Questionnaire Review (Christiane Kwok) (6:45 p.m.) INFORMATIONAL

9. Caltrain Modernization – Peninsula Corridor Electrification Project Quarterly Update (Casey Fromson) (7:05 p.m.) INFORMATIONAL

10. Staff Report (Danielle Stewart) (7:35 p.m.) INFORMATIONAL
   a) **Customer Experience Taskforce Update**
   b) **JPB CAC Work Plan Update**

11. Date, Time and Place of Next Meeting
    March 16, 2016 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

**CAC MEMBERS:**

San Francisco City & County: Jonathan Berk, Brian Shaw (Vice Chair)
San Mateo County: Chris Cobey (Chair), Annie Lee, Adina Levin
Santa Clara County: Yvonne Mills, Greg Scharff, Cat Tucker
INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at http://www.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 Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District 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 Assistant District 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 650.508.6279, 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.
MINUTES OF JANUARY 20, 2016

MEMBERS PRESENT: C. Cobey, A. Levin, Y. Mills, G. Scharff, B. Shaw, A. Sweet, C. Tucker

MEMBERS ABSENT: J. Berk, A. Lee

STAFF PRESENT: J. Averill, C. Fromson, S. Murphy, D. Stewart, P. Thompson

Chair Chris Cobey called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

REPORT OF THE NOMINATING COMMITTEE

Election of 2016 Officers

Cat Tucker nominated Chair Cobey as chair and Brian Shaw as vice chair.

Motion to close nominations.
Motion/Second: Scharff/Tucker

Motion to elect Chair Cobey as chair and Mr. Shaw as vice chair.
Motion/Second: Tucker/Sweet
Ayes: Levin, Scharff, Shaw, Sweet, Tucker, Cobey
Absents: Berk, Lee, Mills

APPROVAL OF MINUTES OF December 16, 2015

Motion/Second: Tucker/Shaw
Ayes: Levin, Scharff, Shaw, Sweet, Tucker, Cobey
Absents: Berk, Lee, Mills

PUBLIC COMMENT

Doug DeLong, Mountain View, said some train crews have been announcing the train number, type of service and the next station stop. This is a good way to inform customers. In San Jose, the electronic message signs on platforms 2 and 3 were announcing the even-numbered train arrivals, which generally arrive on Track 6, and the message signs on Track 6 were just displaying the time. When his train was coming into the station, all the signs read “Train 263 Approaching.” He asked why odd numbered departures were not showing up on the appropriate platform message signs and why the arriving trains aren’t displayed on the platform they arrive on.

Roland Lebrun, San Jose, said the Gallery cars are falling apart, 20 of 29 locomotives are gone, 75 percent of the rolling stock was supposed to be replaced five years ago,
the electric multiple unit (EMU) procurement is 18 months late, new trains will lose 200 seats per train because of the second set of doors, and there will be less capacity after electrification. The latest news is that the director of Caltrain Modernization (CalMod) has quit and Ben Tripousis, Northern Regional Director, California High-speed Rail Authority (CHSRA), is in charge of Caltrain electrification, and believes the easiest way to electrify is to shut the line down. He suggested the Board tell the San Mateo County Transit District their services are not required and appoint a different administrative agency over Caltrain.

Yvonne Mills arrived at 5:46 p.m.

Jeff Carter, Millbrae, said on Martin Luther King Junior Day, Bay Area Rapid Transit (BART) runs a Saturday schedule and locks the Millbrae station early in the morning, so northbound Caltrain customers cannot access Caltrain through BART platform. He said he had to go around the right of way at the end of the fence in order to get to the northbound platform. This has happened every year in the past except for last year. He said on the Caltrain website, CAC and Board archives only go back two years. He asked how people can access the materials for older meetings.

Sergio Campos, San Jose, said his work recently implemented a commuter benefit program, and he had to get cash transferred to his Clipper card thinking he could use the cash to buy the product he needed, but Clipper was not willing to negotiate because the Clipper program called “Cash” is not actually cash, but just the name of a program. He said “Cash” should be relabeled. He said there was an accident in Sunnyvale on January 18 when he was on Caltrain. He was stuck on the train for 2.5 hours. He wished there was more information on what Caltrain is doing about accidents. He has not heard about what Caltrain is doing to improve it. He saw someone slip because the person was using their cell phone, so there should be signs asking people to limit their phone usage.

Josh Averill, Assistant District Secretary, said staff follows the agency’s records retention policy of keeping documents. The agency keeps minutes forever, but the other documents that are posted on the CAC webpage, including agendas and presentations, are kept for the current year plus two. Items from 2015 were moved to the archive page and items older than the current year plus two were deleted. If anyone wants to view minutes from before 2014, they can submit a public records request.

Adina Levin said online storage is cheap and she would like to agendize a discussion and request for longer records retention to keep documents online. Greg Scharff said minutes should be online forever.

Ms. Levin asked if it is true that Mr. Tripousis will be in charge of Caltrain electrification. Danielle Stewart, Acting Director, Rail Operations, said that is not in the works.

COMMITTEE COMMENTS
Ms. Tucker asked to have an update or reminder on the process for getting information to customers who are stuck on trains when there is an incident. Whatever the process
is, it is not working, so a discussion is needed. Ms. Stewart said staff is instituting low-cost changes to modify the current protocols, one of which is to have the conductors announce the information they have at the time, followed by educating the customer on their options. That has been newly instituted as of last week.

Ms. Mills said there was a presentation on Clipper a while ago about changes to ticketing and options being considered. She asked for an update on that issue.

Mr. Shaw said there seems to be a process to make sure the train crew is accommodated that is taking precedent over the hundreds of customers who are impacted during incidents. There needs to be a discussion about the process and prioritization. This should be part of the conversation about customer communications. He said he has never seen any other railroad affected in this way, but it is consistent for Caltrain.

Chair Cobey said he was stuck on a train a week ago. There was not a lot of information about the incident. He would like to hear what the protocol is for communicating.

Ms. Mills said bathrooms are needed on trains for incidents like these.

Alex Sweet said a few years ago she was commuting, and when there was a delay Caltrain used a bus bridge. She is glad there are new steps in communicating commuters’ options. She said she follows Caltrain on social media to find information about delays.

Ms. Stewart said the communication around the incident last Monday evening is unacceptable. There are many ongoing issues that showed up through that one incident. Staff has been having meetings and talking through those issues.

Ms. Levin said Santa Clara County is considering a transportation sales tax and there is funding being proposed for that tax to be used for Caltrain including capacity improvements and grade separations, and a proposed package of funding is going before various city councils.

Public Comment
Roland Lebrun, San Jose, read an e-mail from Mr. Tripousis stating that it is his job to oversee the process to bring blended electrified rail service to the peninsula. The day Caltrain completely lost power with their train, they lost communications, and they did not even know where the train was. Staff tweeted passengers asking where the train was. One day a person was on the tracks threatening to commit suicide at 22nd Street. Trains could have gone to Bayshore station so passengers could get off the train and take alternate modes into San Francisco. There is no excuse for hitting cars. That can be automated and should be a top priority. This is a safety issue for passengers and people crossing the tracks. Santa Clara Valley Transportation Authority (VTA) is not going to put money into the SamTrans money pit.
CHAIRPERSON’S REPORT
Certificate of Appreciation to Outgoing CAC Member Alex Sweet
Chair Cobey presented a certificate of appreciation to Ms. Sweet. He said she has served since 2012, one year as vice chair, and has contributed her expertise as a transportation planner.

Ms. Sweet said it has been a pleasure to be on the CAC and the decision to resign was mixed. She said she changed jobs and her commute. Caltrain is a vital resource. These discussions and debates will make the system better. She thanked members of the public because it is satisfying to know other people are as committed to Caltrain as the CAC is.

Public Comment
Roland Lebrun, San Jose, thanked Ms. Sweet and said he appreciated her service on the CAC.

Follow up on Report of Customer Service Concerns to the Board
Chair Cobey said Jonathan Berk presented the CAC’s concerns about customer service to the Board. Chair Cobey said Michelle Bouchard, Chief Operating Officer, Rail, told the Board that staff is in agreement with Mr. Berk and that staff has established a customer experience taskforce that is looking into these problems. The supervisor from San Francisco asked if changing the content on the message boards could be done, and Ms. Bouchard told her that it is not something that can be solved easily because the boards are patched into the dispatch center. She said staff would look for a vendor for those boards in the future that would be able to make those changes.

Public Comment
Jeff Carter, Millbrae, suggested the CAC request a future agenda item on how other rail systems handle incidents like hitting cars or suicides. This would provide insight as to how Caltrain could do better. He wished Ms. Sweet good luck and said it was a pleasure to hear her and work with her. He said he hopes Mr. Triposis does not come onto Caltrain because CHSRA tried to dictate that Caltrain should have 50-inch platforms, which is not the best solution for Caltrain.

Roland Lebrun, San Jose, said millions of dollars have been wasted on the Predictive Arrival/Departure System (PADS). It does not work. VTA has new 20-inch screens and San Francisco has nice screens. Every other agency has the nice new system except Caltrain.

Chair Cobey said he encourages members to comment on the work plan. Any member of the CAC who wants to present the monthly report to the Board can just ask the chair. He said in 2016 it would be useful to have references from staff on any prior discussions about each topic over the last five years. He said he would like to move the Brown Act presentation from next month to March. He said members should give any suggestions on how staff orients new members and what materials are provided to them and if any member of the CAC thinks it would be useful to participate in applications or interviews.
DRAFT 2016 JPB LEGISLATIVE PROGRAM
Casey Fromson, Government Affairs Officer, said every year staff presents principles that will help guide the legislative and regulatory advocacy that is done at both the State and Federal level. The overarching objectives are to:

1. Maintain and enhance funding opportunities to support JPB programs and services.
2. Seek a regulatory environment that streamlines project delivery and maximizes JPB’s ability to meet transportation service demands.
3. Reinforce and expand programs that build and incentivize public transportation ridership.

Ms. Fromson said these objects are broken up into three issues:

1. Budget and Transportation Funding Opportunities.
2. Transportation Projects - Funding Requests and Needs.

Ms. Fromson said staff will ask the Board to approve this program at their February Board meeting.

Ms. Tucker asked how this is different from last year. Ms. Fromson said on the Federal level, a reauthorization bill was passed, so there is more certainty in some areas this year than in previous years. There was also a tax extenders package that created a permanent extension of the commuter tax provision that is on parity with the tax breaks that are available for drivers. There is more detail on the project level on the Federal Transportation Authority Core Capacity funding programs. The guiding principles are pretty similar to previous years.

Mr. Scharff asked how much money Caltrain gets from the State and Federal government. Ms. Fromson said she does not know the breakdown, but will come back with that information.

Mr. Scharff asked if staff is engaged with Santa Clara County’s proposed local tax measure talking about funding for Caltrain. Ms. Fromson said staff is part of the conversation. VTA is one of the Caltrain member agencies, and staff works closely with them. Each partner gives a third of the funding. Staff met directly with VTA. The Silicon Valley Leadership Group plays a critical role, and many cities have come forward because it is of interest to them that Caltrain is well funded.

Mr. Scharff said Caltrain should engage in the process with the cities on the proposed tax measure.

Ms. Levin said in the funding package Caltrain submitted projects and a proposal that VTA commit state of good repair funding. Historically each of the funding partners have decided whether they are going to pay their share for state of good repair, and over the years there have been times where one county did not pay. She asked why it would make sense for this issue to be in the package or not be in the package. Ms. Fromson said Caltrain included it in the initial list of projects that should be considered for funding because looking out 30 years in the future, it is among the
critical projects for the system. The state of good repair pot includes fixes to the hundred-year-old bridges, maintaining tracks, and making sure signals are working well. If other things like electrification are going to be built on top of the system, the JPB can’t forget about the base program and making sure it is funded. As new sources of funding come available, staff wants the partners to be sure to budget enough.

Chair Cobey asked if the Board endorses or opposes legislation. Ms. Fromson said yes.

Public Comment
Doug DeLong, Mountain View, said all the small cities in Santa Clara County do not get fair distribution from prior sales tax measures because the funds have been directed to San Jose. It is just wishful thinking to expect changes in that pattern of behavior. Cities like Palo Alto, Mountain View and Sunnyvale would be better off if they were part of San Mateo County. San Mateo County measures support transportation and spread the wealth fairly well.

Roland Lebrun, San Jose, said legislation was introduced mandating that employees in any public transit agency wear labels stating which company they work for. The JPB lobbied against it and the bill did not pass.

Jeff Carter, Millbrae, said he agrees some counties should secede from Santa Clara County and join San Mateo County. There have been ballot measures over the years that have said sales tax funding will be provided for transit, Caltrain, and VTA, but they always seem to get taken away to be used for BART to San Jose. BART to San Francisco International Airport nearly bankrupted SamTrans. He said he can see this happening with VTA as well.

OVERVIEW OF CALTRAIN SURVEY PROCESS
Patrick Thompson, Market Research Specialist, said the Customer Satisfaction Survey is conducted onboard every June. It collects satisfaction ratings on measures related to onboard and at stations. The ratings are used to measure the performance of Transit America Services, Inc. (TASI). There is room to add two or three other questions. This last year had questions related to amenities on the new electric trains and the frequency and longevity of passengers riding Caltrain. In the past, some of the added questions have related to fare type, Clipper, whether Caltrain service has improved or declined, stations people get on and off, whether riders recommend Caltrain, if they have ridden to Giants games, where they learned about the service and if they have ridden to other events.

Mr. Thompson said the Triennial Survey is conducted in October. The last one was done in 2013 so one will be conducted this October. This survey asks riders questions such as frequency, longevity, the fare category, trip purpose, some satisfaction questions, and includes some demographics, which are not captured on the satisfaction survey.

Mr. Thompson said the Metropolitan Transportation Commission (MTC) has an Origin Destination Survey. It was last completed in October 2014. They run about every five years, but the next one will be in 2020 because of the Triennial Survey in 2019. The survey is completed on a tablet or phone. The purpose is to gather updated travel
behavior from Caltrain passengers, and that data is used to improve regional transit ridership forecasts, compile statistically accurate information about transit customers and how they use the system, and to generate reliable linked origin-destination data to support computerized travel demand modeling and transportation network simulation activities. Some of the information collected is the place and address where the trip began, the mode of access to the transit system, the boarding and alighting stations, and information about the passenger.

Mr. Thompson said based on the feedback from the CAC and the customer experience taskforce, staff will be doing additional research this year. In March, there will be an online not statistically valid survey to get a sense of what the customers’ priorities are. The results will inform the additional questions that are added to the customer satisfaction survey in June. There will be focus groups in September or October to delve into the topics identified in the quantitative research.

Ms. Sweet asked how the Triennial Survey is different from the annual survey. Mr. Thompson said Triennial Survey asks more ridership questions and demographics information but has very little satisfaction components.

Ms. Sweet asked how the Triennial Survey is different from the Origin Destination Survey. Mr. Thompson said the Origin Destination Survey is done by MTC with all the different transportation agencies and captures the specific origin and destination information.

Ms. Levin asked where to get access to the MTC origin-destination survey data. Mr. Thompson said he would work through MTC to get the data.

Ms. Levin asked if it includes all modes, such as driving, bus, and train. Mr. Thompson said it includes all the transit agencies.

Mr. Shaw said MTC has a Federal requirement to gather the data because they do air quality monitoring. Caltrain is just facilitating getting the data.

Ms. Tucker asked if sampling is changed on a regular basis. Mr. Thompson said it is reviewed every year. Staff took into account the six-car train sets, so the sampling plan was revised to take that into account.

2015 CUSTOMER SATISFACTION SURVEY RESULTS
Mr. Thompson presented:
- **Objectives**
  - Determine customer satisfaction levels used as TASI’s performance measurement
  - Additional research opportunities
    - Rating of amenities on electric trains
    - Frequency and duration of Caltrain ridership
- **Methodology**
  - Onboard survey
    - June 2015
- 44 trains
  - 36 weekday trains (peak and off peak)
  - Eight Saturday trains
- English and Spanish surveys available
- Response
  - 3,356 completed surveys returned
  - 71 percent response rate
- Overall Satisfaction (scale of one to five) [2014 numbers in brackets]
  - 3.93 [4.05]
  - 75 percent somewhat or very satisfied [81 percent]
  - 5 percent somewhat or very dissatisfied [3 percent]
- At stations
  - Functioning of lights – 4.23 [4.28]
  - Cleanliness of stations and parking lots – 3.97 [4.09]
  - Information boards – 3.85 [3.87]
  - Ease of use of Ticket Vending Machines – 3.76 [3.78]
  - Being informed of delays – 3.40 [3.42]
- Onboard
  - Conductors appearance – 4.39 [4.39]
  - Sense of personal security – 4.28 [4.35]
  - Courtesy of conductors – 4.25 [4.25]
  - Availability of printed materials – 4.14 [4.17]
  - Cleanliness of train exteriors – 4.07 [4.14]
  - On-time arrival – 3.86 [4.04]
  - Cleanliness of train interiors – 3.86 [3.92]
  - Onboard announcements – 3.63 [3.68]
  - Delays information – 3.58 [3.68]
  - Cleanliness of onboard restrooms – 3.27 [3.30]
- At Stations vs. Onboard
  - Riders’ overall experience with Caltrain significantly decreased in 2015
  - At stations – 3.92 [3.98]
    - 73 percent somewhat or very satisfied [77 percent]
    - 4 percent somewhat or very dissatisfied [3 percent]
  - Onboard trains – 4.00 [4.11]
    - 78 percent somewhat or very satisfied [83 percent]
    - 3 percent somewhat or very dissatisfied [2 percent]
- Electric Train Amenities Rating (5=Very important, 1=Not at all important)
  - Onboard restrooms – 4.28
  - Onboard bike capacity – 4.17
  - Interior electronic signs – 4.13
  - High-back seats – 3.94
  - Exterior electronic sign – 3.88
  - Vinyl seats – 3.58
  - Interior electronic display – 2.8
  - Low-back seats – 2.54
  - Cloth seats – 2.52
- How long customer has been riding Caltrain
  - 5 percent one time
- 16 percent less than six months
- 12 percent six months to on year
- 16 percent one year to two years
- 19 percent two years to four years
- 32 percent four years or more

- How often customer usually rides Caltrain
  - 7 percent six to seven days per week
  - 46 percent five days per week
  - 10 percent four days per week
  - 8 percent three days per week
  - 6 percent two days per week
  - 4 percent one day per week
  - 7 percent one to three days per month
  - 11 percent less than once per month

- 2010 to 2015 Scores
  - At stations
    - 2010: 3.98
    - 2011: 3.91
    - 2012: 3.92
    - 2013: 3.97
    - 2014: 3.98
    - 2015: 3.92
  - Onboard
    - 2010: 4.09
    - 2011: 4.07
    - 2012: 4.09
    - 2013: 4.10
    - 2014: 4.11
    - 2015: 4.00
  - At stations and onboard
    - 2010: 4.03
    - 2011: 3.99
    - 2012: 4.01
    - 2013: 4.04
    - 2014: 4.05
    - 2015: 3.93

- 2010 to 2015 Weighted Scores
  - Stations and parking
    - 2010: 3.91
    - 2011: 3.85
    - 2012: 3.83
    - 2013: 3.90
    - 2014: 3.91
    - 2015: 3.86
  - Onboard experience
    - 2010: 3.96
    - 2011: 3.96
    - 2012: 3.98
Chair Cobey asked if anything is done to summarize or analyze the written comments. Mr. Thompson said they have not been summarized, but staff took a look to see if anything stood out as to why there was a decline. Nothing stood out that was unexpected.

Chair Cobey asked if the comments can be posted online. Mr. Thompson said he can look into it.

Mr. Cobey said the comments are important and provide a lot of information. He said the term Wi-Fi came up 134 times, so people think it is important. He said one comment was, “Thanks for all the free rides.” He said approximately 1,600 written comments were made by survey participants, compared to approximately 1,300 in the 2014 survey. He said to put the size of the number of comments in context: At the CAC’s 2015 meetings, according to the minutes, the CAC heard a total of 112 public comments, from a total of nine different, non-staff, individuals. Of those 2015 public comments, 87 percent were from three people, and 39 percent of the public comments the CAC heard at its 2015 meetings were from a single person, who spoke on as many as six different agenda topics in a single meeting. He asked how much the survey costs. Mr. Thompson said it is about $28,000.

Mr. Shaw left at 7:00 p.m.

Mr. Cobey said the overall customer satisfaction survey score decreased and customer satisfaction is the lowest it has been in 15 years of surveying. He said with static capacity and growing ridership, customer satisfaction is not likely to increase. He said on-time arrival at the destination shows the largest decline in the survey. Mr. Thompson confirmed the overall customer satisfaction survey score is the lowest it has been in 15 years.

Ms. Mills said people took their time to write comments and it concerns her that staff is not looking closer at them. She said the bathroom issue is a big deal and this survey shows that, but the other survey used to measure the importance of onboard bathrooms showed bathrooms were not important. There is a disconnect between the surveys.
Ms. Sweet said the survey about the bathrooms on EMUs was not statistically significant. Ms. Fromson said that survey rated seats, bikes and bathrooms against each other, and getting a seat was most important to respondents. The survey also asked for each item how important they were, and it showed that bathrooms were important. There has not been a final policy decision made on the bathrooms. What is going forward is an option of having a bathroom, so the Board will still have opportunity to make that decision after it is priced out.

Mr. Scharff said he is concerned the drop off in customer satisfaction is driven by overcrowding. He asked how statistically significant the drops are and if they are small fluctuations. Mr. Thompson said it is statistically significant. There are several factors that could influence the responses, such as a longer surveying time and the fact that there were more service disruptions during the surveying period this year than last.

Mr. Scharff asked if Caltrain is going to take action based on this survey. Seamus Murphy, Chief Communications Officer, said regardless of how statistically significant the numbers in the survey are, they are significant to staff. There is declining satisfaction and the root causes are just what the chair suggested. Staff is looking at this information, but not just this information. Staff is in a period of information gathering right now to determine what steps to take. Priorities raised by members of the CAC, the public, and the customer service center are clear trends and require action. Staff needs to go through a prioritization process for the things staff will act on immediately. Staff wants to do a statistically invalid online survey in the future and use it to inform the statistically valid customer satisfaction survey to get idea or priorities to improve the customer experience. Then staff hopes to do qualitative research with focus groups and have Caltrain riders meet with people to explore in more detail what their experience is and how it can be improved. Staff hopes to have the customer experience taskforce provide some clear recommendations about immediate steps to take. He said it will take a lot work to reverse the trend line. There is only so much that can be done with the resources available with the constrained infrastructure to counteract the demand that has outgrown the capacity of the system. CalMod will do some significant things for capacity, frequency, service and the general experience for riders. CalMod 2.0 improvements were included in request for Santa Clara County potential ballot measure including longer platforms, level boarding, and full conversion to EMUs.

Mr. Scharff asked if Wi-Fi was listed on the survey as an amenity. Mr. Thompson said the amenities were things that were not covered in other research.

Mr. Scharff said other train systems have Wi-Fi and people use it all the time, but it was not polled on. He said it sounds like there is no sense of urgency. The trend looks like it is crashing. He said staff did not say they are concerned. He wants to hear what staff is doing to fix the trend. The way the presentation is given sounds like there is no concern. Mr. Murphy said staff is very concerned and want to reverse the trend line and will conduct an assessment how to do it. Wi-Fi is on the radar, but there are significant costs associated with it. It is not necessarily very difficult, but a significant initial investment is required. Some of the investment has already happened because fiber optic cable has been laid the length of the corridor, which is a requirement for a robust system.
There are other investments needed that are expensive and staff is assessing how to accommodate that cost and move forward as soon as possible. He said it is not something staff would want to poll the customers about because staff already knows people want it.

Mr. Scharff said on page 6 the ranking scale is backwards compared to every other ranking scale. Mr. Thompson said he will reverse it.

Ms. Sweet said the survey asks about the professional appearance of the conductors, but priorities may have shifted and that question may not be necessary. Questions about other amenities like lighting or parking lots might be considered.

Ms. Levin said Wi-Fi was scheduled and unscheduled on the work plan, and there are people in the community who are interested in this topic.

Ms. Mills asked what outreach is done to get people to respond to online surveys. Ms. Fromson said the EMU survey got 4,000 responses. Outreach was done on the website, staff asked the JPB partners and other groups to distribute the information, flyers onboard trains, for several days staff went to the top 10 highest ridership stations in the morning and the evening to spread the word, a press release was done, and the e-newsletter was sent out. The number of times any one person could fill out the survey was limited.

Ms. Mills asked if staff reached out to Go Pass users. Ms. Fromson said it went to many Stanford Go Pass users, Facebook sent it to their employees, and the Caltrain Commuter Coalition, which is made up of a variety of business, was asked to send it out.

Public Comment
Roland Lebrun, San Jose, said the JPB spent $800,000 on Singer and Associates, and the outcome was a four-slide presentation. For that money, Caltrain could have Wi-Fi. He said Tamien Station was so filthy people couldn’t sit down, so he told VTA and the station was cleaned within a week. He said he provided a complete specification on new EMUs that had room for 80 bikes and seven toilets. When the Board asked for a higher bike ratio, he reconfigured his EMU set for room for 120 bikes and four toilets, and the Board did not even read it. The JPB is not capable of issuing an EMU Request for Proposals. Virgin trains are the highest rated train agency in the United Kingdom getting 80 percent satisfaction. The survey of all passenger railways in the United Kingdom is done by the government.

Jeff Carter, Millbrae, said one Board member said restrooms should be included on the EMUs, but the next month that same Board member said they should not be. He said he appreciates that onboard restrooms have a high rating. Written comments should be made available to the public. Caltrain is better than BART because it has express trains and monthly passes.
STAFF REPORT
Ms. Stewart said:

- Part of the customer experience taskforce mission is to work through jointly with TASI to establish outlying short-term, long-term, and medium-term goals to identify opportunities to make changes for the customer in relation to incidents and their everyday commute. The short-term effort includes identifying issues with the PADS. Some of the global position units, which are used to track locomotives, are broken, so staff is working on procuring new units. The taskforce has also noticed user error from TASI related to naming the locomotives and tracking them. The taskforce is looking at customer complaints. There is no potential to scroll text through the empty space on the Visual Message Signs (VMS). There may be a potential to put a static message, but it cannot scroll. Staff has asked conductors to announce the train number, whether it is local, express, or limited, and what the next stop is during an incident. The taskforce is looking at ways to implement audits with the contract operator on the public announcement and VMS systems. The taskforce is working on implementing mobile ticketing and improving vehicle signage.

- The Lost and Found webpage now has a link to the PowerPoint from last month.

- Staff is moving forward with the procurement of the services to implement mobile ticketing. The schedule being readjusted due to the reorganization of the agency.

- On-time performance was 88.1 percent in November compared to 92.5 percent from last November. There was a fatality on November 16.

- Staff is planning for the Super Bowl. There are many activities during the week leading up to the game. There is a dedicated website for more information.

- Annual Passenger Counts started January 19. The counts will take longer this year because of the Super Bowl activities. Completion is expected in April.

- A new schedule is expected to be effective spring 2016.

- Staff expects to implement the third bike car in March 2016. This will increase bike capacity from 48 to 72 on Bombardier train sets.

- President’s Day is on Monday, February 15 and staff will operate a modified schedule.

Ms. Mills asked if anything is planned for Super Bowl City in San Francisco. Mr. Murphy said extra service is being added the whole week consistent with the events for that week. Many events end at the same time, so there will be overcrowding. Trains will be there ready to accommodate crowds. Caltrain will be communicating in a way that encourages people to expect delays and will also communicating with regular customers to tell them not to expect a normal commute the week of the Super Bowl.

Ms. Stewart said staff has suspended work on capital projects from January 30 through February 7, and that will help. TASI has also brought in staff from other properties to help with the events. There is also a plan in place with TASI to have mechanical and operations forces throughout the corridor to be able to quickly respond in case of a mechanical failure.

Ms. Levin asked if a departure monitor that displays all the stops for a given train can be at stations. Ms. Stewart said staff is looking into that.
Mr. Scharff left at 7:55 p.m.

Ms. Levin asked if there will be any cost recovery from the Super Bowl. Mr. Murphy said JPB will not get the full cost back to accommodate this event and the related events. There will be a cost, but he’s hoping it brings sales tax revenue to the area. He said he hopes it enhances the reputation of the Bay Area and the transit system.

Ms. Sweet said some information that would be useful when trains stop because of an incident is to know what the customer’s next steps should be. If there is no bus bridge, it would be useful to know what steps they need to take to get to their next stop.

Ms. Sweet left at 8 p.m. A quorum was lost, so the meeting was adjourned.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
February 17, 2016 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8 p.m.
MEMORANDUM

TO: Members of the Caltrain Citizens Advisory Committee

FROM: Chris Cobey, Chair

DATE: February 12, 2016

RE: Chair’s report and committee member’s comments

I expect to be absent from the Committee’s regular meeting on February 17, and so am passing on my report and comments here.

Chair’s report to the Committee

I appeared personally at the Board’s regular meeting of February 4. I delivered a report, the substance of which is set forth at the end of this memo. There were no questions from the Board. Staff reports that the JPB may receive a report on the 2015 Customer Satisfaction Survey results at the Board’s April meeting.

I encourage CAC members to express their views as to the content and priority of items on the CAC’s monthly work plan, and whether items to be considered should be designated for “motion” (action) or “informational.”

Committee comments

Staff has reported to me since the last meeting that it is looking into the possibility of posting more of the CAC’s minutes online. I would like to see all of the CAC’s minutes for at least the past five years posted online, in an easily searchable format (e.g., as a single PDF document).

Staff reviewed with us legal counsel’s past advice on continuing a meeting if a quorum is lost. Legal counsel strongly recommends against proceeding with a meeting in those circumstances.

I would appreciate hearing from staff the expected process and timeline for filling the San Francisco vacancy on the CAC left by Alex Sweet’s resignation.

The SamTrans CAC members receive a free yearly bus pass to use on the SamTrans system. A question to staff: What is the value of that pass?

I would like to see as many written reports of information, including PowerPoints and staff monthly traffic, on-time performance, and other metrics and subjects, as are feasible to present provided to the CAC and public in the Friday agenda release.
preceding the CAC’s regular monthly meeting. The JPB obtains dozens of pages of information prior to its regular meetings.

**Chair’s report to the Board at its February 4 meeting**

The first activity listed in the Citizen Advisory Committee’s bylaws is “seeking the views of various groups of users and potential users of Caltrain....”

At its regular January meeting, the CAC had an extensive discussion on those tools the JPB uses to assess customer views, attitudes and satisfaction, including the results of the 2015 annual Customer Satisfaction Survey, which were contained in the 48-page report and the 81 pages of transcribed written comments from survey-takers. According to Caltrain’s website, “The purpose of the annual customer satisfaction survey is to assess how well Caltrain and its contractor are meeting the needs of their passengers.”

The CAC’s key comments in this annual report of Caltrain customer satisfaction:

- This $29,000 survey revealed that overall customer satisfaction is the lowest it’s been in 15 years – since the year 2000 – of this annual survey. Committee members expressed concern over this statistic, as capacity is static, and ridership is increasing.

- The major areas of written comment seemed to be about bikes, delays, bathrooms on trains, and wifi.

- Approximately 1600 of those surveyed took the time to provide written comments, a much higher number, and proportion, of survey responders than the 2014 survey. These comments have not yet been summarized.

- To put the size and diversity of these 1600 comments in context: According to the CAC’s 2015 minutes, the CAC heard a total of 112 public comments, from a total of nine different, non-staff, individuals. Of those 112 public comments, 87% were from three people, and 39% of the 2015 public comments to the Committee were from a single person.

The CAC will be receiving an updating report on the feasibility of adding wifi to trains, a service many other transit agencies have. The last such report to the CAC was over two years ago.

The CAC has a vacancy in the one of the three SF positions with the resignation of valued member Alex Sweet. If the Board would like the CAC’s input or other assistance in the selection of a candidate to fill this CAC vacancy, the CAC would be happy to assist.

-o0o-
TO: Citizens Advisory Committee

FROM: Seamus Murphy
Chief Communications Officer

SUBJECT: CUSTOMER EXPERIENCE QUESTIONNAIRE REVIEW

ACTION
This report is for information only. No board action is required.

SIGNIFICANCE
Staff will present the Customer Experience online questionnaire and seek input from the committee. The goal of the questionnaire is to identify the top areas of improvement, which may be used to guide the additional questions in the next Customer Satisfaction Survey.

BUDGET IMPACT
There is no impact on the budget.

BACKGROUND
The Customer Experience Survey will be an online non-statistically valid study. Caltrain will seek responses from riders and non-riders using outreach conducted onboard, at the stations, through social media, on Caltrain’s website and in print media. Survey will be developed in Survey Monkey and it will be available between February 29 and March 6. A draft of the questionnaire will be distributed to the committee and included in the CAC agenda packet on the website on February 16.

Prepared By: Christiane Kwok, Manager, Market Research and Development 650.508.7926
Project Manager: Patrick Thompson, Market Research Specialist 650.508.6245
Customer Experience Survey

The Caltrain Customer Experience Program was recently implemented to identify short-, mid- and long-range improvements in collaboration with the Citizens Advisory Committee. Part of this initiative also includes seeking input from the frequent, infrequent and non-riders through online, intercept and focus group studies that will guide Caltrain efforts in providing the ultimate customer experience.

In this first online survey, Caltrain is asking the general public to rate and identify priorities, and provide ridership and demographic information. This is not a statistically valid study but it’s the first step to help Caltrain’s improvement process. The results of this survey will be used to drill down some additional questions for the next statistically valid Customer Satisfaction Survey. The last study of this series will be a focus group in which Caltrain will test some of the possible improvements and ensure they make a positive impact on riders’ daily use of the system.

Please complete this survey by Sunday, 3/20. All the information provided is confidential and report will be an aggregate of the data. No personal information is collected. The survey should take no more than 10 minutes to complete. If you have any questions regarding this survey, contact Patrick Thompson at marketresearch@samtrans.com.

Thank you for your participation.

Patrick Thompson
Market Research & Development

1) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Service
Expanded evening service after 10:30pm
Expanded service between San Jose and Gilroy
More frequent weekend or mid-day service
In general, more frequent service
In general, trains with shorter commute times

2) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Communications
Improved real-time updates (onboard or at the stations), e.g., train arrivals, bike capacity, train capacity, delays
Schedule and real-time information available on a smartphone application
3) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

   Customer Enjoyment / Comfort
   Access to concession (food / drink) at stations
   Allowing food and drinks on board
   Increased wayside bike storage and bike share facilities
   Pay as you Go Wi-fi
   Quiet Car during peak service

4) Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

   Payment
   A smartphone application with mobile ticketing
   Ability to pay for parking using a mobile application
   Improved ticket machines with Clipper integration

5) Now please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?

RANDOMIZE

   Service
   Expanded evening service after 10:30pm
   Expanded service between San Jose and Gilroy
   More frequent weekend or mid-day service
   In general, more frequent service
   In general, trains with shorter commute times

6) Again, please rank the importance of each of the following items by indicating which is your first priority, second, and third priority?

RANDOMIZE

   Communications, Customer Enjoyment / Comfort, Payment
   Improved real-time updates (onboard or at the stations), e.g., train arrivals, bike capacity, train capacity, delays
   Schedule and real-time information available on a smartphone application
   Access to concession (food / drink) at stations
   Allowing food and drinks on board
   Increased wayside bike storage and bike share facilities
   Pay as you Go Wi-fi
   Quiet Car during peak service
A smartphone application with mobile ticketing
Ability to pay for parking using a mobile application
Improved ticket machines with Clipper integration

7) How would you rate the value of Caltrain’s service relative to the amount you pay on a scale of 1-5 where 5=Great Value for the Money and 1=Poor Value for the Money?

8) In order to meet Caltrain’s growing demand for service, new electric trains will be configured to maximize customer capacity. Some space allocated for seating could be used for standing room, bike storage, luggage and bathrooms, or a combination of these. Please indicate how important each of the following is to you on a scale of 1-5 where 5 is very important and 1 is not at all important:

RANDOMIZE

Seating
Standing room/Leaning area
Bathroom (displaces approx. 8 seats)
Bike storage (displaces approx. 1 seat and rider occupies 1 seat)
Luggage storage (displaces approx. 4 seats)
Providing maximum seating onboard by replacing onboard bathrooms with bathrooms at stations

9) Now please rank the importance of each of the following items on new electric trains by indicating which is your first priority, second, and third priority?

RANDOMIZE

Seating
Standing room/Leaning area
Bathroom (displaces approx. 8 seats)
Bike storage (displaces approx. 1 seat and rider occupies 1 seat)
Luggage storage (displaces approx. 4 seats)
Providing maximum seating onboard by replacing onboard bathrooms with bathrooms at stations

10) What do you like best about the existing diesel cars that you would like to see on the new electric cars? TEXT BOX

11) What do you like least about the existing diesel cars that want changed on the new electric cars? TEXT BOX
DEMOGRAPHICS

12) How long have you been riding Caltrain?
   
   I’ve never ridden Caltrain (SKIP Q.18)
   Less than 6 months
   6 months to less than 1 year
   1 year to less than 2 years
   2 years to less than 4 years
   4 years or more

13) How often do you usually ride Caltrain?

   6-7 days/week
   5 days/week
   4 days/week
   3 days/week
   2 days/week
   1 day/week
   1-3 days/month
   Less than once a month

14) How do you typically pay for your trip when taking Caltrain? (Select only ONE)

   One-way ticket
   Day Pass
   Go Pass
   Clipper e-cash
   Clipper 8-ride Ticket
   Clipper Caltrain Monthly Pass
   Other, specify _________________

15) In general what is the main purpose of your trip when taking Caltrain? (Select only ONE)

   Work
   School
   Airport (SFO, San Jose International)
   Social/recreational
   Shopping
   Going home
   Other, specify _________________

16) At what station do you typically board Caltrain?

   LIST OF STATIONS

17) At what station do you typically exit Caltrain?
LIST OF STATIONS

18) Do you identify as:
   - Male
   - Female
   - Prefer not to answer

19) Into which of the following categories does your age fall?
   - 12 or younger
   - 13-17
   - 18-24
   - 25-34
   - 35-44
   - 45-54
   - 55-64
   - 65 or older

20) Which of the following best describes your ethnic background?
   - Asian
   - American Indian or Alaska Native
   - Black/African American
   - Hispanic/Latino
   - Native Hawaiian or Other Pacific Islander
   - White/Caucasian
   - Other race, specify ________________
21) What is your household’s total yearly income (before taxes)?

- Less than $30,000
- $30,000-$49,999
- $50,000-$74,999
- $75,000-$99,999
- $100,000-$149,999
- $150,000-$199,999
- $200,000 or more

22) Were you born in the US?

- Yes
- No

IF NO

23) In which country were you born?

___________________________

24) What is your home ZIP Code?

___________________________
TO: JPB CAC

FROM: Danielle Stewart
Acting Director, Rail Operations

SUBJECT: STAFF REPORT

Follow-up from 1/20/16 CAC Meeting Comments:

- **Online Documents**: Staff is working on restoring the JPB Board and JPB CAC archives back to 2008 agendas and minutes based on the records that are already stored/archived in the web page application. A specific date has not yet been established as to when it will be done.

- **Announcement of Interim Chief Officer, Caltrain Planning/CalMod Program**: At the JPB Board meeting held on February 4th, 2016, Mr. Hartnett announced that Mr. Michael Burns will be replacing Ms. Marian Lee.

**On-Time Performance (OTP)**

- December 2015 OTP was 90.9% compared to 92.7% for December 2014. For trains within 10 minutes, the OTP was 96.2%.
- The two days with the most significant delays were:
  - On Friday, December 4, at approximately 6:10 a.m. Train 217 reported a mechanical failure at Gilroy. As a result, one train was cancelled and four other trains were delayed. Later that day at approximately 4:18 p.m. Train 156 reported a mechanical issue at California Avenue, triggering single tracking operations. As a result, one train was partially cancelled from California Avenue to San Jose Diridon and 19 other trains were delayed. Additionally, at approximately 7:21 p.m. Train 386 struck a vehicle at Castro Street in Mountain View. One train was delayed as a result.
  - On Monday, December 28 at approximately 6:08 a.m. a UP crew/dispatch error delayed seven trains. Later that day, at approximately 5:43 p.m. Train 261 mechanical issues delayed 17 trains. Additionally at approximately 8:00 p.m. there was an attempted theft on Train 193 which delayed one train.
  - Without these two days, OTP rises to 92.6% and 97.8% with trains arriving within 10 minutes of the schedule time.


**Caltrain Super 50 Bowl Planning**

Caltrain spent months planning for Super Bowl 50 and the week of events leading up to Super Bowl Sunday that occurred in various Bay Area cities along the Caltrain corridor from Saturday, January 30 to Sunday, February 7. Caltrain attended, coordinated, and participated in various meetings with Levi’s Stadium staff, NFL staff, the Super Bowl Host 50 Committee, local transportation agencies (including SFMTA, BART, SamTrans, VTA, ACE, Amtrak, UPRR, and BNSF), and other local agencies from various cities and counties. Caltrain conducted weekly internal meetings to plan for additional Caltrain service, station maintenance and amenities, fare media, ambassadors, safety, security, customer service, marketing, and communications.

During Super Bowl 50 opening weekend (Jan 30-31) and Super Bowl weekend (Feb 6-7), Caltrain ran six-car trains on all trains to provide extra capacity to anticipated crowds headed to weekend events at Super Bowl City in Justin Herman Plaza or the NFL Experience at SF Moscone Center. Caltrain provided extra post-event service (as needed) for concerts/events in San Francisco during the Super Bowl week. Opening Night at SAP Center, the Super Community Celebration at Santa Clara University, and SF concerts earlier in the week did not require extra post-service trains. Caltrain had record ridership on Saturday, February 6 with nearly 15,000 pre-service trips to SF from the afternoon to early evening. Large crowds flocked to SF to enjoy the last full day that Super Bowl City and the NFL Experience was open, the free Alicia Keys Concert at Justin Herman Plaza, and the Metallica Concert at AT&T Park. On Super Bowl 50 Sunday, February 7, Caltrain operated three additional bullet trains along with regular service and carried nearly 5,000 pre-game trips to the Mountain View Station. Caltrain riders that connected to VTA light rail that expressed directly to Levi’s Stadium were required to have a pre-purchased mobile ticket and valid Super Bowl ticket. VTA provided a free bus bridge for its regular riders and non-Super Bowl attendees. After the Super Bowl, Caltrain operated three extra post-event trains along with regular service and NB Train 451 which departed San Jose at 10:30 p.m. and picked up remaining Super Bowl riders. Additionally on Super Bowl Sunday, the Caltrain/VTA joint pass was suspended on Caltrain TVMs and Caltrain Parking lot fees increased to $20. Throughout the Super Bowl week, the agency had several ambassadors deployed to specific stations and on-board trains to assist passengers (many whom were new to the system and/or out-of-towners). To keep Caltrain regular riders and new riders informed in addition to regular Caltrain communication outlets, Caltrain produced a dedicated webpage [www.caltrain.com/SuperBowl50](http://www.caltrain.com/SuperBowl50), a Caltrain Super Bowl 50 Brochure (distributed to various local businesses/hotels/restaurants), and a Super Bowl 50 on-board information card.

**Caltrain 2016 Annual Count**

The 2016 Caltrain Annual Count is underway and is anticipated to be completed in mid-March. The 2016 Caltrain Annual Count Report will be issued in late Spring.

**Caltrain Schedule Update**

Caltrain staff is finalizing timetable updates to improve Caltrain customer experience and service reliability. The changes will account for additional dwell time at stations due to Caltrain’s increased passengers ridership, bicycles, and ADA assistance. No
additional trains or stations stops will be added to the schedule. Caltrain is working with other Bay Area agencies on connecting service. The updated timetable is targeted to be effective in April 2016.

**Caltrain Bombardier Third Bike Cars (Generation II)**
Caltrain in the process of refurbishing Bombardier cars purchased from Metrolink. Caltrain will update all five Bombardier six-car train sets with a third bike car by March 2016. This will increase bike capacity (additional 24 spaces) on all Bombardier trains from 48 bikes to 72 bikes. On the lower floor of each Bombardier, there will be six bikes racks with capacity for up to four bikes per rack. There will also be 12 nearby seats. Caltrain will distribute the third bike car information details to its passengers via the Caltrain website, social media, VMS messages and announcements. Caltrain Bicycle information and materials will also be updated accordingly.

**Special Event Train Service –Services Performed–**
- **49ers Games at Levi’s Stadium** – Additional ridership for the 49ers 2015/2016 season is 31,805, including pre-season, an average of 3,181 per game. This is a 25 percent decrease compared to 2014.

- **San Jose Sharks** – There were nine regular season home games in January. Total additional ridership post-game boarding at San Jose station was 2,339. Year-to-date additional ridership is 7,574, an 11 percent decrease compared to the same number of games in 2014/2015 season.

- **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train presented by PG&E and hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation operated on Monday, January 18, 2016. The 10-car train departed San Jose Diridon Station at 9:45 a.m. and made stops at Palo Alto, San Mateo, and San Francisco stations. Total ridership was 773 which represents a 52.9 percent decrease compared to 2015 service. The decrease in ridership is possibly due to the significant increase in 2015 when it was announced that 2015 would be the last event which may have inflated ridership.

**Special Event Train Service –Services Scheduled–**
- **San Jose Sharks** – Regular season continues. Caltrain will be tracking post-game service ridership for all regular season home games. No additional special trains are planned.

- **President’s Day** – On Monday, February 15, 2016 in observance of the President’s Day Holiday, Caltrain will operate a modified Saturday Service with eight additional trains, including one round trip from Gilroy to San Francisco. The Tamien to SJ Diridon Shuttle will operate a modified Saturday service to provide connections to the additional trains.

- **SF Giants Fan Fest** – On Saturday, February 13, 2016 Caltrain will provide extra capacity and operate extra trains for the SF Giants Fan Fest that will
be held at AT&T from 10 a.m. to 3 p.m. Caltrain will deploy extra post-event trains as needed.

**Capital Projects Update—**

- **Quint Bridge Replacement Project:** Quint Street was closed to vehicular and pedestrian traffic in October. Utility relocation by PG&E was completed on January 22, 2016 which allowed JPB construction to proceed. Construction work, which will replace the bridge with a berm, began on January 25, 2016 with preparatory work to relocate City of San Francisco sanitary sewer and storm drain lines that are affected by the bridge replacement. Monthly bridge inspections have not shown any new defects and will continue until the bridge is replaced. 45 mph passenger operations on MT1 and 30 mph passenger operations on MT2 remain in effect.

- **San Mateo Bridges Replacement:** Construction work for replacement of four bridges in San Mateo is ongoing. The Monte Diablo Avenue street improvements were completed and street closure concluded on February 1, 2016. Preparations for the replacement of the Santa Inez Avenue Bridge are underway and the changeout is scheduled for the weekend of February 26-28, 2016. The final bridge replacement will be the Poplar Avenue Bridge which is tentatively scheduled for late April 2016.

- **San Francisco Highway Bridges:** Construction work for replacement of three vehicular bridges located at 22nd Street, 23rd Street, and Paul Avenue in San Francisco, is ongoing. At the 23rd Street Bridge, precast bridge girders were placed and work continues for the bridge deck. The new 23rd Street Bridge is forecasted to be complete and re-opened to traffic in March 2016. Upon reopening of the 23rd Street Bridge, the 22nd Street Overcrossing will be closed to vehicular traffic to allow construction of the new 22nd Street Bridge to ensue. At the Paul Avenue Bridge, PG&E completed relocation of their utility lines. The demolition of the existing Paul Avenue Bridge continues. Project staff continues to coordinate with the City of San Francisco and other utility companies for utility relocation.

- **VTA Light Rail Efficiency Project:** The JPB provided support to help VTA achieve timely completion of Phase II of the project. Phase II adds a second light rail track from VTA’s Mountain View Station to the Whisman Station with final punchlist items completed by the contractor in January.

- **San Mateo 25th Avenue Grade Separation Project:** The scope of this project is to raise the elevation of the alignment from Hillsdale Avenue to south of the Highway 92 Overcrossing that creates a grade separation at 25th Avenue between El Camino Real and Delaware Street, and, creates two new east-west connections at 28th and 31st Avenues in San Mateo. Accompanying this change is a relocation of the existing Hillsdale Station further north towards 28th Avenue. Preliminary Engineering has been
completed, and, Environmental Clearance and Final Design are in progress. The current schedule is to complete design by the summer of 2016.

San Francisco CAC Vacancy—
  - Staff will be working with the San Francisco Staff Coordinating Council member to fill the San Francisco CAC vacancy left by Alex Sweet.

a) Customer Experience Taskforce Update
The mission of the Customer Experience Taskforce is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between the Agency and TASI 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.

In the short-term (6-18 months), the taskforce is spearheading efforts to:
  - Identify current issues with the Predictive Arrival and Departure System (PADS) and provide immediate fixes to the system.
  - Develop a customer/passenger survey to identify the top priorities for short, medium and long range improvements.
  - Improve conductor training
  - Implement a new public timetable to improved service reliability
  - Investigate Clipper Card issues
  - Trend customer complaints to establish patterns
  - Develop and implement a customer experience survey
  - Investigate Wi-fi on trains
  - Investigate potential of a quiet car
  - Implement Mobile Ticketing
  - Identify ways to improve vehicle signage.

In the medium-term (18-24 months), the taskforce is spearheading efforts to:
  - Investigate potential of a GPS app available for train tracking on website

In the long-term (24 months+), the taskforce is spearheading efforts to:
  - Investigate potential of procurement of new TVMs
  - Investigate and follow updates to Clipper Readers

b) Work Plan
JPB CAC Work Plan – As of 2-17-16

February 17, 2016
- * Cal Mod qtly update
- Customer Experience Survey
- Wi-Fi on Caltrain Update

March 16, 2016
- Customer Service presentation (Clipper) – requested 10/21/15
- Brown Act Workshop – requested 11-18-15

April 20, 2016
- Social media update

May 18, 2016
- * Cal Mod qtly update
- Bike Parking Management Plan – requested 11-18-15

June 15, 2016

July 20, 2016

Items to be scheduled
- MTC means-based fare pricing study
- Quiet cars
- Mobile ticketing – requested 12-16-15

* Date certain (time sensitive item)