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

October 19, 2016 – Wednesday  

Times noted are estimated. Discussion may begin before the times listed.  
Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance

2. Roll Call

3. Introduction of New CAC Members  
   • Harish Chamarthy, San Mateo County  
   • Ricardo Valenciana, San Mateo County  
   • Geoffrey McMullen, Santa Clara County

4. Approval of Meeting Minutes of September 21, 2016 (5:45 p.m.)

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

6. Chairperson’s Report (6:00 p.m.)

7. Committee Comments (6:05 p.m.)  
   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. Impact to Service for Electrification at Control Point Brittan in San Carlos (Joe Navarro) (6:15 p.m.)

9. Caltrain Modernization Update (Casey Fromson) (6:35 p.m.)

10. Staff Report (Joe Navarro) (6:55 p.m.)  
   a) Customer Experience Taskforce Update  
   b) JPB CAC Work Plan Update

11. Date, Time and Place of Next Meeting  
   November 16, 2016 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciococco 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: Jonathan Berk, Clarissa Cabansagan, Brian Shaw (Vice Chair)  
San Mateo County: Harish Chamarthy, Chris Cobey (Chair), Ricardo Valenciana  
Santa Clara County: Geoffrey McMullen, 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. 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 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.
CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070

MINUTES OF SEPTEMBER 21, 2016

MEMBERS PRESENT: C. Cabansagan, C. Cobey (Chair), A. Levin, Y. Mills, B. Shaw

MEMBERS ABSENT: J. Berk, G. Scharff, C. Tucker

STAFF PRESENT: J. Averill, C. Fromson, J. Navarro

Chair Chris Cobey called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 15, 2016
Motion/Second: Shaw/Levin
Ayes: Cabansagan, Levin, Mills, Shaw, Cobey
Absent: Berk, Scharff, Tucker

APPROVAL OF MINUTES OF AUGUST 17, 2016
Motion/Second: Cobey/Shaw
Ayes: Cabansagan, Levin, Mills, Shaw, Cobey
Absent: Berk, Scharff, Tucker

PUBLIC COMMENT
Jeff Carter, Millbrae, said enforcement at the Broadway grade crossing in Burlingame was reported on the news. In two hours, 50 citations were issued for people stopping on the tracks. This uses a lot of resources. Caltrain should explore automated enforcement. It would not hurt to have a demonstration project at Broadway to see how the automated rail crossing enforcement would work.

Adina Levin asked for automated enforcement to be discussed in a future staff report.

CHAIRPERSON’S REPORT
Chair Cobey:
- Thanked staff for including correspondence to date in the pre-meeting packets.
- Thanked Jeff Carter, public member, for his efforts, reflected in the correspondence packet, to ensure that the CAC continues to strive for greater transparency in making information and data available online, in this case on train-by-train raw data in Excel format.
- Thanked staff for agreeing to include the CAC’s past considerations and actions on agenda items coming before the CAC so the CAC knows what they have done before.
- Thanked Yvonne Mills for her service on the CAC.
• Asked if the CAC would like to move the October CAC meeting to another day so committee members can watch the presidential debate.

COMMITTEE COMMENTS
Brian Shaw thanked Caltrain for allowing the use of the Clipper Card at the Stanford Stadium station and the creative solution. He has seen six-car gallery train sets and they are helping with the ridership capacity challenges.

INCIDENT MANAGEMENT AND RECOVERY UPDATE
Joe Navarro, Director, Rail, presented:
• Playbook for incident response includes a timeline and what services are needed for three types of events
  o Incident investigations
  o Mechanical failures
  o Police activity, medical emergency, fire
• Incident command
  o Updated incident command standard operating procedures and identified players and roles
    ▪ Train crew will establish initial incident command and will be in charge until relieved; make initial assessment
    ▪ Transit police will take command upon arrival and will set a unified command with Caltrain as a liaison until command is transferred back to Caltrain
    ▪ Emergency medical service, fire, coroner and/or environmental will be dispatched as needed
    ▪ Caltrain will mobilize assets to the site to mitigate service disruption
    ▪ Caltrain will look for options to continue service (slow order, single tracking, bus bridge, turn trains) based on the crew initial assessment
• Incident commander
  o Checklist provided and in possession with all crew members (checklist will establish initial incident commander and will accompany any transfer of incident commander
• Incident notification and update
  o Visual message signs (stations and platform)
  o Conductor announcements (onboard)
  o Websites
  o Social media
  o Press
• Lessons learned from past incidents
  o July 6 – single tracking around incident to keep the system moving
  o July 11 – asked engineer to take the train to the final destination before using the employee assistance program
  o July 21 – asked conductors to take the train to the final destination
  o August 5 – to mitigate delay, train does not need to wait for environmental cleanup if article is removed
- August 12 – was not a clear understanding where the report came from so train approached the location to find no vehicle was blocking the tracks
- August 13 – Transit Police put a hold on both tracks, but were not at the scene, so incident command was transferred to San Francisco Police Department and single tracking opened as a result
- August 21 – conductor walked the train and was able to provide initial assessment of vehicles reported on tracks

Ms. Levin said this reinforces the idea that an automated way to address vehicles on the tracks would have a tremendous benefit. An automatic $500 ticket would discourage vehicles from stopping on the tracks.

Mr. Shaw said he appreciates Caltrain prioritizing getting the service back up and running. Responses have gotten much faster and clearer. People are starting to have confidence that Caltrain is doing everything it can to rebound from incidents. This problem will never go away.

Ms. Mills said she is glad staff is out trying to solve problems and is being a leader. It has always bothered her that fatalities are referred to as trespassers. Mr. Navarro said the Federal Railroad Administration requires they be initially reported as trespassers.

Casey Fromson, Manager, Government Affairs, said staff also has to be mindful of how it is repeated in the press. There is copycat potential, so using “trespasser” was one way to mask it. There are evolving thoughts on the terminology.

Clarissa Cabansagan asked if there is a way to preempt this type of activity by enforcing some fine for stopping on the tracks in places where it is really problematic. Mr. Navarro said some areas have guards and cameras watching the tracks.

Ms. Fromson said the Transit Police conduct stings and coordinate with local agencies to get the word out. Before any technology is discovered that can do it, agencies rely on local law enforcement.

Chair Cobey said he was on a train when there was an incident on the line and he heard information from conductors, saw the Mountain View Station signs, and looked at the Caltrain website. He asked if there was information on the Caltrain website about incidents. Ms. Fromson said there is a portion on the website that includes social media. Social media is the best, quickest place to get up-to-date information about incidents. Updating the website is a cumbersome process.

Chair Cobey said staff collects data about delays. It would be informative to the CAC to see how Caltrain has been doing over time to recover. There must be a minimum amount of time to recover depending on the type of incident. It would be useful to know the minutes per incident have declined. He asked if law enforcement has to approve running on one track. Mr. Navarro said if the officers don’t show up, the train crew would make the assessment and Caltrain can make the decision to operate.
Once law enforcement officers show up they are in control of the scene and can make the decision.

Public Comment
Doug DeLong, Mountain View, said he is encouraged by this report. Incidents create a sudden unplanned increased workload for the responders. It would be useful to study workload issues internally to train crews and operations to see if there are opportunities to anticipate the surge and preplan who will set something aside for this priority. The information staff gets when an incident starts is not always reliable. There might be a way to get more video coverage on the right of way to quickly assess the scene. In the interim the solution of the train crew cautiously approaching the scene is a great creative solution.

Jeff Carter, Millbrae, said it used to be when there was an incident nothing would move and little information was provided. Now trains are moving as far as they can and the word is getting out.

Ms. Levin said the video record retention policy should be reviewed if cameras are going to be used more often to assess situations.

CALTRAIN MODERNIZATION UPDATE
Ms. Fromson said:
- The electric multiple unit and the design-build infrastructure contracts were signed on September 6. Teams are onboard and starting with the limited notice to proceed. Both teams are starting design activities. Staff will be back when public involvement is expected at milestones along the way.
- Work is being done to get the Full Funding Grant Agreement (FFGA) in place by the end of the year. Once the agreement is in place, the JPB will issue the full notice to proceed and move into construction and begin building the vehicles.
- The Board received a detailed presentation on project oversight. At the management team, executives are involved weekly to discuss the project. Project team members work with the two firms. There is an oversight protocol in place with the funding partners and the Federal Transit Administration (FTA) that allows them to attend internal project meetings. The FTA is doing its own risk assessment of the project.

Mr. Shaw asked what funding gap is left to fill. Ms. Fromson said it is just the FFGA. All other funding has been committed to the project. Out of a $1.98 billion project, $647 million is remaining to be funded. There is an appreciation to have this done during the current Administration.

STAFF REPORT
Mr. Navarro said:
- August on-time performance was 94.1 percent, the best it has been in five years.
- Customer experience taskforce
  - Staff will retrain the trainmen regarding sensitivity, proof of payment, and train announcements.
  - Extra interior cleaning on the cars will be done.
New pilot programs will be started where a mechanic will ride out on the first trains every morning to talk to the engineers and improve communication to help improve the sense of ownership and pride.

Ms. Levin asked when the request for proposals will go out for mobile ticketing. Mr. Navarro said it is just starting and he will bring back updates.

Chair Cobey asked if there is an update on vehicle signage. Ms. Fromson said the taskforce has discussed it and she will have to get back to the CAC with the latest information.

Mr. Navarro said new electronic signage for San Jose and San Francisco received a factory acceptance test on September 22, 2016 and will be installed in the near future.

**Work Plan**

Ms. Levin asked what the work plan item is about impacts to service for electrification. Mr. Navarro said a new control point is being installed on the right of way by San Carlos and it will help minimize any impact so when work is being done overnight and on weekends the system will single track around those areas. This makes the single tracking area smaller so it won’t take as much time.

Chair Cobey asked when Station Access and Parking will be taken up. Ms. Fromson said the JPB received a grant and staff will put into place all the elements to study the issue appropriately, and once planning staff juggles different projects they will bring it back accordingly. A new planner was just hired this week so more resources are being put into place to help look at these issues.

Ms. Mills thanked the committee and said it has been fun working on the committee. She said staff is doing a great job. She said she is grateful for being able to be on the CAC.

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

To be determined, 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 6:43 p.m.
TO: JPB CAC
FROM: Joe Navarro
Director, Rail Transportation
SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **September:** The preliminary September 2016 OTP was 94.1 percent compared to 86.2 percent for September 2015. For trains within 10 minutes, the OTP was 97.1 percent.
  - **Vehicle Strikes** – There was one vehicle strike on September 19.
  - **Vehicle on Tracks** – There was one day (September 29) with a vehicle on the tracks that caused a minor delay (11 minutes).

- **August:** August 2016 OTP was 94.5 percent compared to 87.9 percent for August 2015. For trains within 10 minutes, the OTP was 97.4 percent.
  - **Trespasser Strike** – There was one trespasser strike on Friday, August 5.

- **Special Event Train Service** –

  - **Services Performed:**
    - **Giants Baseball** – There were 11 Giants home games in September. Total additional ridership in September, alighting and boarding at San Francisco station was 58,409, an average of 5,310 per game. Year-to-date additional ridership represents a 20 percent decrease compared to the same number of games in 2015.
    - **49ers Regular Season Games at Levi’s Stadium** – The 49ers hosted the Los Angeles Ram for their season opener on Monday, September 12, at 7:20 p.m. Caltrain operated two extra post-game local trains from Mountain View to San Francisco. Total ridership alighting and boarding at Mountain View was 2,602, a 26 percent decrease compared to 2015 regular season average ridership.
- **Stanford Football** – The Stanford Cardinals hosted two football games on Friday, September 2 vs. Kansas State University at 6:00 p.m. and on Saturday, September 17 vs. USC at 5:00 p.m. Since Caltrain does not stop at Stanford Stadium Station during weekdays, fans were directed to use the Palo Alto Station. For the weekend game, Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after the game. Total riders alighting and boarding at Stanford Stadium Station was 4,003, a 74 percent increase compared to 2015 average ridership, excluding Big Game.

  New this season (Pilot Program), Clipper card holders can now tag off and on at the stadium station. Ambassadors with readers (HCR4s) will be on the platform to assist Clipper customers. This may have contributed to the ridership increase at that station. Staff will monitor clipper usage and fare validation for weekend Stanford Home Games.

- **Cold Play Concert at Levi’s Stadium** – On Saturday, September 3 at 7:00 p.m. Cold Play returned to Levi’s Stadium for their ‘A Head Full of Dreams’ concert tour. Caltrain operated one post-event northbound local train. Total additional ridership alighting and boarding at Mountain View station was 1,418.

- **SF Fest 2016 On the Green at AT&T Park** – On Sunday, September 4, at 3:00 p.m. iconic bands Journey, Santana, Steve Miller Band, The Doobie Brothers, and Tower of Power appeared in concert at AT&T Park. Caltrain operated one extra pre-event train and three post-event trains. Total additional ridership alighting and boarding at San Francisco was 7,381.

- **Labor Day** – On Monday, September 5, Caltrain operated Sunday Service in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle also operated that day.

- **Beyoncé Concert at Levi’s Stadium** – On Saturday, September 17 at 7:30 p.m. Beyoncé returned for her second ‘Formation World Tour’ concert at Levi’s Stadium in 2016. Caltrain provided one extra post-event northbound local train. Total additional ridership alighting and boarding at Mountain View station was 1,096.

- **San Jose Sharks** – There were two preseason San Jose Sharks ice hockey home-games on Tuesday, September 27 at 7:30 p.m. and Friday, September 30 at 7:30 p.m. Total additional post-game riders boarding at San Jose was 526.

- **Services Scheduled:**

  - **Giants Baseball** – With 87 regular season wins, the San Francisco Giants qualified for a National League Wild Card spot and will play the New York
Mets on Wednesday, October 5 at 5:00 p.m. Caltrain will provide baseball service for post-season homes game as needed.

- **49ers Regular Season Games at Levi’s Stadium** – The 49ers will host the Arizona Cardinals on Thursday, October 6, at 5:25 p.m. The 49ers will also host the Tampa Bay Buccaneers on Sunday, October 23 at 1:05 p.m. On Sunday, Caltrain will run two pre-event special baby bullet trains from San Francisco to Mountain View to connect with VTA light rail. After each game, Caltrain will run one extra post-game local train from Mountain View to San Francisco that will depart at approximately 75 minutes after the game ends, or when full. Caltrain will provide extra service for all 49ers football season home games.

- **San Jose Sharks** – The Sharks have one remaining pre-season home game on Wednesday, October 5. Regular season begins with a home game on Wednesday, October 12. Caltrain will be tracking post-game service ridership. No additional special trains are planned. For weeknight and Saturday night games, the last northbound train departs San Jose Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.

- **Stanford Football** – The Stanford Cardinals will host Washington State on Saturday, October 8 at 7:30 p.m. and Colorado on Saturday, October 22 (time still to be determined). Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after all weekend home games.

- **San Francisco Fleet Week** – On Saturday, October 8 and Sunday, October 9, Caltrain will provide additional capacity before and after the San Francisco Fleet Week airshows from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds.

- **Capital Projects:**

  - **San Mateo Bridges Replacement**: The scope of this project is to replace structurally deficient bridges in San Mateo at Tilton Avenue, Santa Inez Avenue, Monte Diablo Street, and Poplar Avenue. Construction began in November 2014 and was substantially completed in August 2016. Construction punch list items and contract closeout began in September and continues in October.

  - **San Francisco Highway Bridges**: The scope of this project is for the replacement of three overhead vehicular bridges located at 23rd Street, 22nd Street, and Paul Avenue in San Francisco. Construction began in March 2015. The 23rd Street Bridge replacement was completed in April 2016. At the 22nd Street Bridge, relocation of AT&T utilities were completed and demolition of the existing bridge has commenced.
Pedestrians have been detoured to cross 22nd Street on the temporary pedestrian overpass. Demolition of the existing bridge will continue in October which will be followed by work on the foundations of the new bridge. At Paul Avenue, the barrier rails and lateral utilities in the street were completed in September. Curbs, gutters, sidewalks, and paving and striping of the roadway are planned for in October. The Paul Avenue Bridge is forecasted to be completed by the fall of 2016. The completion of the 22nd Street Bridge is expected in the spring of 2017.

- **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. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Environmental Clearance, Final Design, Right-of-Way acquisition and coordination with affected utility companies are ongoing. The schedule forecast is to complete the design by the fall of 2016 and to advertise the construction contract for bids in the winter of 2016. Construction is to begin in the summer of 2017 and complete in the spring of 2020.

- **Los Gatos Creek Bridge**: The scope of this project is to replace the substandard 80-year-old railroad bridge that is located south of the Diridon Station in San Jose. The construction contract was awarded in September. A Limited Notice to Proceed to commence with administrative requirements of the contract is forecast to be issued in October. Coordination with the city of San Jose and the Union Pacific Railroad (UPRR) continues. Advance utility relocations are currently underway. Due to environmental regulations, work within the creek’s waterways is restricted from mid-June to mid-October of 2017. Construction is forecasted to begin in early 2017 and complete by early 2018.

- **South San Francisco Station Improvements**: The scope of this project is to replace the platforms with a new centerboard platform and a connecting pedestrian underpass to new plazas in downtown South San Francisco to the west, and, to the new plaza and shuttle area to the west. This project will result in removal of the hold-out rule at this station that impacts operation efficiencies. The project is currently in final design with completion forecast in winter of 2016. Construction is forecast to begin in the summer of 2017. Coordination with affected utility companies, the city of South San Francisco, and UPRR are in progress.

- **San Francisco Crew Facilities Rehabilitation**: The scope of this project is to renovate and rehabilitate the train crew facility that is located at the San Francisco Yard at 5th and Townsend Streets. The crew facility is used by train engineers and conductors during shift layovers for rest breaks and sanitation. The existing crew facility is outdated and lacks proper mobility,
security, and plumbing. Construction activity began in February 2016. The installation of bathroom plumbing fixtures, assembly of lockers, and electrical finishes were completed in August. Completion of the project is expected in fall 2016.

- **Train Departure Monitors at 4th & King and San Jose Diridon Stations:** The scope of this project is to add electronic signage at the 4th and King and San Jose Diridon Stations that provide patrons with information that direct passengers to the proper platforms for designated trains. The contractor has completed electrical conduit work at the Diridon Station and is in progress at the San Francisco 4th and King stations. Installation of electrical wiring will begin in October at the San Jose Diridon Station. The new software, that is required to run the new displays, was factory tested and passed the tests with comments. Completion of this project is expected in the winter of 2016.
TO: JPB CAC

FROM: Joe Navarro
Director, 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 to:
- Continue to monitor a new public timetable to improved service reliability (implemented April 4)
- “Pilot Program” for Modified Service will be implemented during the following holidays, tentatively:
  - Friday November 25th 2016 – Day after Thanksgiving
  - Monday December 26th 2016 – Day after Christmas
  - Monday January 2nd 2017 – Day after New Years
  - Monday February 20th 2017 – Presidents’ Day
  The modified schedule is to support our passengers that commute to work when an observed holiday falls on a weekday.
- Study potential service expansion

Communications/Incident Management
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Continue to monitor the Predictive Arrival and Departure System and provide fixes to the system as identified
- Continue efforts to survey passengers
  - Caltrain Triennial Customer Onboard Survey – On Tuesday October 4, and lasting through Sunday, October 23, Caltrain began conducting its Triennial Customer Onboard Survey as a way to collect data on passenger characteristics, demographics, service satisfaction and information source preferences.
- Continue to identify ways to improve vehicle signage.

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:
- Identifying training opportunities for conductor refresher training

Customer Service
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Trend customer complaints to establish patterns for improvements

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
- Request for Proposal has been posted for mobile ticketing

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

System Cleanliness
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Use the results from customer/passenger survey to enhance the customer experience, both onboard trains and at train stations
JPB CAC Work Plan

October 19, 2016
- Impact to service for electrification at CP Brittan in San Carlos

November 16, 2016
- Mobile ticketing – requested 12-16-15
- 2017 Meeting Calendar

December 21, 2016
- Nominating committee for 2017 officers
- Draft Short Range Transit Plan

January 18, 2017
- Officer elections

February 15, 2017
- 

March 15, 2017
- 

Items to be scheduled
- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- Automated enforcement of grade crossings – requested by Adina (and public member) 9/21/16
- Caltrain Schedule Update

* Date certain (time sensitive item)
Items in bold are CAC member-requested