November 16, 2016 – Wednesday  
5:40 p.m.

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. Approval of Meeting Minutes of October 19, 2016 (5:45 p.m.)

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

5. Chairperson’s Report (6:00 p.m.)

6. 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.

7. Approval of the 2017 JPB CAC Meeting Calendar (Josh Averill) (6:15 p.m.)

8. 2016 Customer Satisfaction Survey Results (Julian Jest) (6:20 p.m.)

9. Caltrain Modernization Update (Casey Fromson) (6:50 p.m.)

10. Staff Report (Joe Navarro) (7:10 p.m.)
   a) Customer Experience Taskforce Update
   b) JPB CAC Work Plan Update

11. Date, Time and Place of Next Meeting
    December 21, 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

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.
MINUTES OF OCTOBER 19, 2016

MEMBERS PRESENT: J. Berk, C. Cobey (Chair), H. Chamarthy, G. McMullen, G. Scharff, B. Shaw, C. Tucker, R. Valenciana

MEMBERS ABSENT: C. Cabansagan

STAFF PRESENT: J. Averill, J. Navarro

Chair Chris Cobey called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBERS
Harish Chamarthy said he is interested in Caltrain because he lives in Redwood City and it is the way he gets into San Francisco. He said he is a data analyst at Facebook.

Ricardo Valenciana said he works in San Francisco and commutes by Caltrain. He said he is concerned about making Caltrain more efficient and providing more services to the riders.

Geoffrey McMullen said he works in San Francisco in employment law and uses Caltrain to commute from San Jose.

APPROVAL OF MINUTES OF SEPTEMBER 21, 2016
Motion/Second: Shaw/Scharff
Ayes: Berk, Chamarthy, McMullen, Scharff, Shaw, Tucker, Valenciana, Cobey
Absent: Cabansagan

PUBLIC COMMENT
Roland Lebrun, San Jose, said the Playbook is working. The figures for the new Electric Multiple Units (EMU) came in after the contract was signed. The trains are losing 200 hundred seats per train and another 60 will be lost when the second set of doors are put into use. Amtrak has ordered new trains for the northeast corridor, and the Federal Railroad Administration said they cannot use EMUs because they are not safe. They may get bi-level cars, which have level boarding at 22 inches. The California High-Speed Rail Authority have halved the lengths of their trains and there is every indication they will be forced to have bi-level trains, which means Caltrain will not need two sets of doors on its trains. The JPB should go back to the 2012 Capacity Analysis plan where it had 948 seats per train, re-issue the Request for Proposals and create a level playing field where many manufacturers could bid.
Jeff Carter, Millbrae, said in June he had requested the raw ridership data be put into Excel and posted online. Staff said it would be posted at the end of September, but it still has not been posted. He has also requested to know how ridership is calculated with the Go Pass, but has not heard an answer. He said he does not want automated enforcement at grade crossings to come off the work plan and Caltrain needs to pursue it.

CHAIRPERSON’S REPORT
Chair Cobey said he provided a written report to Board at their October meeting. He said any new member who is interested in presenting the CAC report to the Board can let him know.

COMMITTEE COMMENTS
Jonathan Berk said a year ago the CAC told the Board they were not happy with customer service and things have since improved. He said the CAC should draft another resolution to the Board recognizing the significant progress that has been made in general. He is amazed at how often the trains are not late. He asked to add this to the agenda for next month. He said he was at 4th and King two minutes before departure time, but when he got halfway to the front of the train the conductors started to close the train doors and he had to jump onboard. This is not the proper way to treat customers. The doors should not close if people are walking up the train. He asked staff to investigate this. When conductors are trained, they should be made aware of this behavior because when conductors treat customers well the customers will treat the conductors well. He said he specifically asked staff to address the issue of the insane policy of making all the trains local during last month’s presentation on Incident Management and Recovery, but it was not addressed in the minutes. He asked what the logic is for making all the trains local and he asked staff to respond to him in an e-mail.

Cat Tucker said she took the bullet train from Venice to Rome and it was fast and efficient, but expensive.

Chair Cobey said he took the train to two games at Stanford and the pilot program for tagging Clipper on and off using readers worked very well. Twice in the last six weeks Train 283 started its run with no train number indicator at all. Having no train identification can be confusing to people.

Public Comment
Roland Lebrun, San Jose, said Caltrain does not show up on transit applications during the day because they run local trains and Bay Area Rapid Transit is always faster. Everybody has been telling the JPB for over a year they want an hourly bullet off peak. He showed the Board how to pay for it. The administration contract with SamTrans comes up every year and now is a good time to end it and do something different.

IMPACT TO SERVICE FOR ELECTRIFICATION AT CONTROL POINT BRITTAN IN SAN CARLOS
Joe Navarro, Director, Rail, said a control point is a point on the railroad where staff controls movement of the train from the dispatch office. It either has a stop signal or a green “go” signal. It may or may not have switches for a train to cross over from one
track to two tracks or from two tracks to three tracks. When a train breaks down, the only way to get around it is at a control point. Control points can be anywhere from three to eight miles apart. Depending on where a train breaks down at and where the single tracking is impacts the types of delays to the system. For example, if a train breaks down at one end of a control point and there are eight miles to the next control point, a passing train will have to slow to 45 miles per hour to go over the crossover to the other tracks, travel southbound on the northbound track for the eight miles, and cross back to the proper tracks, while another train will have to wait for this train to clear the eight miles of rail before it can go. Control points provide some flexibility.

Mr. Navarro said staff did an analysis of where to add another control point for flexibility for service and for single-track capacity while electrification is underway. During electrification, the entire system will be broken down into four segments. Staff will be working in Segment 2 and Segment 4 initially, so trains will be single tracking in two areas during the off peak on weeknights starting at 7:45 p.m. and clearing up at 4:30 a.m. and on weekends from Friday night to Monday morning. It is crucial to have the flexibility with another control point. Staff chose Control Point Brittan to construct the new control point, right outside San Carlos Station over the under grade passing. This will be a “V” type switch to create another point to reduce single tracking delays so staff can construct electrification.

Mr. Berk asked how this will impact service while staff is constructing the control point. Mr. Navarro said trains will be single tracking around that area. There is a five-mile gap where the new construction will be. Initially service will be impacted during construction because trains will be single tracking in a wider area, but once the new control point is constructed and installed, the single tracking area will be reduced to 2.5 miles during electrification construction.

Mr. Navarro said the electrification notice to proceed will take place July 1, and the construction for Control Point Brittan will also take off around July 1 and will take two months to complete.

Mr. Chamarthy asked how these minor schedule changes will be communicated. Mr. Navarro said a new schedule will be put out in April.

Public Comment
Doug DeLong, Mountain View, said the JPB went through this process a number of times to get where it is today. The JPB installed control points along the railroad where they didn’t exist before to give Caltrain the flexibility it has today. The main disruptive aspect for constructing a control point is installing the switches in the existing track. Right now where this control point is going is just straight rail, so four switches have to be installed to create this crossover mechanism. Those switch installations are done over a weekend so the train is only single tracking over weekend service. There is another bubble of activity when the control point is put into service because of signal testing. Typically there is not much disruption to the weekday service.

Jeff Carter, Millbrae, said before the control points were installed, trains had to run at 10 or 15 miles per hour during single tracking, and to cross over, the train had to back into
the other track. It was agonizing to be on those trains. It is very sad how it was done at that time. These control points make things much easier. He asked if weekend service might have to go to every 90 minutes instead of every hour during electrification construction.

Roland Lebrun, San Jose, said Control Point Brittan has been going on forever. The latest Quarterly Capital Report shows this project at $7.7 million, which is ridiculous. Four switches have to be installed in order to go back and forth. He said he had requested that every single new switch on and off the main line must be capable of 80 miles per hour, otherwise trains have to slow down to 15 or 30 miles per hour, which is ridiculous.

STAFF REPORT

Mr. Navarro said:
- On-time performance (OTP) for September is at 94.1 percent, compared to 86.2 percent last September. There was one vehicle strike on September 19 and a vehicle on the tracks causing delays on September 29.
- OTP for August was 94.5 percent compared to 87.9 percent last August. There was a trespasser strike and a few other issues.
- Mechanical delays have been higher the last few months but OTP has been increasing, partly because of mitigation and methods to get around these delays. Staff knows the fleet is aging, but that is no excuse and staff is doing the best they can to mitigate some of the operational issues.
- 233 people used the handheld Clipper Reader at the Stanford game.

Greg Scharff asked why the trains stop at Stanford on weekends but not on weekdays. Mr. Navarro said that stop is at a grade crossing, there is not actually a station and people can just walk across the tracks. When the train does stop at that area there are flagmen to protect people from crossing the tracks, there are police officers there, and staff from Transit America Services, Inc. to mitigate any issues with customers walking across the tracks because it is so easy to do there.

Mr. Scharff asked if by not stopping there fewer people take the train or go to weekday games. Mr. Navarro said it is too complicated to add a stop at that location, and adding a stop during commission hours would impact the regular service. It is not necessary to have a stop there every day because the ridership is not there, it is at Palo Alto. Mr. Navarro said this system is different from any other system in the United States. Most systems have cab signal control, which puts a code into rail. Caltrain just has track circuits. The last signal is the responding issue for the engineer at that speed. If a train stops at Stanford and it takes a few minutes to get going, the last signal is that trains governing speed that the train has to maintain until it gets a better signal, and that is going past the next point. This is why there are delays in the system. For other systems throughout the United States, when the cab signal picks up, that is the code into rail to identify another train is ahead, and when that train goes on three miles away, that code into rail picks up to the engineer in the cab and tells the engineer to go the maximum authorized speed. For Caltrain, the last signal is the governing speed
that the train has to maintain until it gets a better signal. This is why it is complicated
and when an extra stop is inserted into the schedule, the train stops for three minutes
instead of being three miles down the line, it is impacting the signal that is three miles
away forcing the next train to slow down, which impacts the train behind it, and so on.

Mr. Scharff said with better technology this problem could be solved. He would like to
understand if it would impact more ridership on a Friday night. Getting around
Palo Alto on a game night is difficult, so the more people that take the train the better.

**Customer Experience Taskforce (CETF)**

Mr. Navarro said:

- A tone now sounds every 15 seconds on every Clipper Reader to help sight-impaired customers find the readers.
- A pilot program is being conducted for service on holidays that fall on the weekend but are celebrated on the weekday. Staff will run complementary service for essential workers who have to get to work at 7 a.m. or 8 a.m. in San Francisco and San Jose on the day after Thanksgiving, the day after Christmas, the day after New Year’s, and President’s Day. Rather than run a Sunday schedule, it will be a modified schedule.

Chair Cobey asked what the cost is to run a train in that circumstance. Mr. Navarro said he will have to get that information.

Mr. Berk said the CETF had the items the CAC brought up in the CAC’s memorandum to the Board, and each one of those items was part of the taskforce. Not one of those items is in the staff report. The CAC specifically wanted more express trains, which should be a short-term issue, the CAC wanted trains labeled, for staff to look at adding quiet cars, and other things that are not in the report. Mr. Navarro said he will look into these concerns.

Mr. Berk said in the commendation to Caltrain, he is going to point out there are still outstanding issues.

Chair Cobey said the CAC’s minutes are not searchable as a body. Each month’s minutes have to be searched individually. He was told SamTrans does not have the capability to have the entire mass searchable. He asked for an update on that capability in the next report. He asked if there are any preliminary impressions as to how well the new service schedule implemented on April 4 is doing. Mr. Navarro said quite a few things have been going on. Staff has been setting up different mechanical programs, and management command structures and standard operating procedures have changed a bit. All of these changes have been taking place at the same time since April. The numbers started changing around June. Mr. Navarro said since Chair Cobey had asked him for the OTP over the last year, he will attach it to the staff report.

Mr. Berk said that new schedule came out because the whole Caltrain system was in crisis. Now that staff has fixed the problem, Caltrain can go back to the old schedule so trains will not have to wait at stations as they do now. When Caltrain previously had
problems, the fix was to expand the schedule. Mr. Navarro said the fix was not just the schedule, but things staff have been doing to maintain the OTP. It is hard to pinpoint what the actual fix was on any given day. There is always something going on such as a person in need of assistance (PNA), which takes a lot of time. He just came up with list of every time Caltrain has received a report of a PNA to document it to find trends to help fix things. Staff has plans to try a call line for PNAs to call in so train crews will be ready and available. Sometimes an engineer may not see that there is a PNA until the train gets very close and there is a long response time after the engineer notifies the crew, especially if the crew needs to use the lift that is gated and locked up. Staff is not going to go backwards at this time to the old schedule, but may look at the schedule and refresh it.

Mr. Berk said when first joined the CAC in 2013, the OTP rates were similar to what they are today. This tells him that Caltrain can maintain and achieve the OTP under the old schedule. Mr. Navarro said staff needs to provide proper service for the customers in need of assistance. Right now things are working in conjunction with everything else that is going on, and staff is doing a lot of work with very few staff. He said mechanics are riding the trains in the morning and there is communication between engineers and mechanics to make sure there is accountability, and if some people lack experience in troubleshooting there is a mechanic there to help. There is a lot going on behind the scenes. Staff is working very diligently at making the OTP. The schedule change did not fix the OTP.

Mr. Berk said staff is doing a great job, but could do an even better job because Caltrain previously did do a better job with the old schedule.

Brian Shaw said ridership has increased every year since 2011. The ability for the old schedule to function with the current ridership is questionable. It is not as simple to say the train can go back to the schedule from three years ago under operating conditions that no longer exist. There are more people riding today than ever. The fact that Caltrain can run on time with these conditions is remarkable.

Ms. Tucker said there has been a business decision that changed the way Caltrain deals with wheelchairs. In the past people used to come forward to speak about the difficulties boarding by wheelchair from station to station. At one point the Diridon Station had a manual crank to raise wheelchairs, and there was a person on the train who would operate that crank, but at some point the position was eliminated. She asked Mr. Navarro to research that issue. She asked when the CETF was started because there are many items that are estimated to be completed between six months and 18 months. As a way of measuring it, it is important to know when it started.

**Work Plan**

Ms. Tucker asked if the raw ridership data in Excel can be added to a future agenda for discussion. Josh Averill, Assistant District Secretary, said that was supposed to have been posted by now, but he received a response from staff saying the Chief Operating Officer pulled the staff member off that project to work on something else. Staff is now estimating the data to be posted before the November Board meeting.
Mr. Scharff asked if the Caltrain Modernization Update that was canceled from this meeting will be added to the next meeting. Mr. Averill said the CAC requested that to be a standing item, so it will be presented next month.

Chair Cobey asked when the Station Management Plan will be presented to the CAC. Mr. Averill said staff indicated it will be ready in the next few months.

Mr. Averill said staff asked to add the 2016 Customer Satisfaction Survey Results to the November agenda. Chair Cobey said that is fine.

Public Comment
Roland Lebrun, San Jose, said things have changed since Mr. Navarro joined Caltrain. He said it is physically impossible for dwell times to be under one minute especially since Gallery cars have only one door and people board with bikes. The signaling system Caltrain uses was designed for a freight system. It should be a top priority if the goal is to increase capacity on this right of way. Caltrain needs shorter blocks. All the track circuits are going to be replaced with AC track circuits, but they will be in the exact same place, which is not smart. When switches are installed, he hopes staff will bring preassembled switches instead of assembling them on the right of way.

Doug DeLong, Mountain View, said there were standing slow orders for bridge replacement in San Mateo and one may have been taken off which will provide additional slack in the schedule, although it is precious little in relationship to the crush of business Caltrain is dealing with. It is not realistic to get back to the transit times from five years ago. It will not happen with 60,000 people a day.

Jeff Carter, Millbrae, said he doesn’t think it is realistic to go back to the old schedule considering the current ridership. He appreciates the hard work Mr. Navarro has done. Things have improved. He appreciates the pilot program for modified holiday schedules. He has complained about this many times over the years.

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

Adjourned at 6:44 p.m.
TO: JPB CAC

FROM: Josh Averill
Assistant District Secretary

SUBJECT: 2017 JPB CAC MEETING CALENDAR

ACTION
Staff recommends the CAC approve the Meeting Calendar for 2017 (attached).

SIGNIFICANCE
The CAC meets the third Wednesday of each month.

BUDGET IMPACT
There is no impact on the budget.

Prepared by: Josh Averill, Assistant District Secretary 650.508.6223
**JPB CAC Committee**
**Meeting Calendar for 2017**

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JPB CAC meetings:  *Third Wednesday; 5:40 p.m.*  
Second Floor Bacciocco Auditorium, 1250 San Carlos Avenue,  
San Carlos
TO: Joint Powers Board

THROUGH: Jim Hartnett  
Executive Director

FROM: Seamus Murphy  
Chief Communications Officer

SUBJECT: 2016 CUSTOMER SATISFACTION SURVEY KEY FINDINGS

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

SIGNIFICANCE
In June 2016, Caltrain conducted its annual Customer Satisfaction Survey to evaluate services provided by the agency’s contract operator, Transit America Services, Inc. (TASI). The customer satisfaction ratings are one of the performance measurements used to determine a portion of the contractor’s compensation. The survey also presents an opportunity to assess customer needs and provides Caltrain customers with a venue to provide comments.

Caltrain selects the survey period to maximize feedback from frequent commuters. The timeframe is typically selected to avoid days with special events.

Key findings from the study include ratings of 18 overall services at the stations, onboard characteristics and rider evaluation of service improvement priorities.

The majority of riders (79 percent) report that they are “somewhat” or “very satisfied,” with their overall experience, an increase of 4 percent over the 2015 survey.

Using a scale of 1-5, with 1 meaning “very dissatisfied” and 5 meaning “very satisfied”, Caltrain customers expressed improved satisfaction in a number of specific areas including:

- Overall satisfaction (from 3.93 to 4.01),
- Ease of use of ticket machines (from 3.76 to 3.82),
- Access to information about delays at stations (3.40 to 3.48),
- Access to information about delays onboard (3.58 to 3.71),
- On-time arrival at your destination (3.86 to 4.03),
- Courtesy of conductors (4.25 to 4.36),
- Professional appearance of conductors (4.39 to 4.45),
- Sense of personal security while on the train (4.28 to 4.32).
The only rating to decrease was Cleanliness of onboard restrooms (3.27 to 3.26).

The survey also evaluated the desirability of various potential service enhancements and customer amenities. Results reveal that:
- When asked to prioritize service vs. frequency, nearly two-thirds (62 percent) of respondents prefer a faster commute time, even if it would result in less frequent service.
- When asked to prioritize investments to enhance customer experience, 51 percent of riders ranked onboard Wi-Fi as their first choice, followed by real-time schedule information/service updates (36 percent), and the ability to purchase Clipper products at stations (16 percent).

The survey also provided respondents with the opportunity to submit comments. 35 percent of respondents provided an open-ended comment of some type. The top three themes were:
1. Crowding/capacity/frequency comments – made by 26 percent of all respondents;
2. Late trains/timeliness – made by 17 percent of respondents;
3. Clipper/payment related comments – made by 12 percent of all respondents;

**BUDGET IMPACT**
There is no impact on the budget.

**BACKGROUND**
The survey was conducted through the use of on-call survey contractor Corey, Canapary & Galanis (CC&G). CC&G distributed and collected paper surveys in English and Spanish onboard, randomly selecting cars to represent overall JPB ridership. A total of 44 weekday and weekend trains were targeted with a 78 percent response rate, resulting in 4,097 completed surveys.

The survey has a system-wide margin of error of +/- 1.51 percent with a 95 percent confident level.

The Survey findings are scheduled to be presented to the Caltrain Citizen’s Advisory Committee on November 16. They will also be posted to the Caltrain website.

**Next Steps**
In 2015 Caltrain developed a Customer Experience Task Force to guide implementation of service improvements and amenities that will help enhance the rider experience. The results of this survey will be used to inform the ongoing work of the task force, which includes the development of improved real-time and predictive arrival and departure information, the availability of enhanced fare products including mobile ticketing, the improvement of overall communications to customers and the development of strategies to address ongoing service, reliability and capacity challenges facing the system.

Survey results will also be used to determine payment obligations as specified in the agency’s rail operations contract with TASI.
TO: JPB CAC
FROM: Joe Navarro
Director, Rail Transportation
SUBJECT: STAFF REPORT

Progress of Items from December 16, 2015 Motion –

• Expansion of Service:
  o The Service Operations Subcommittee has added cars to the fleet as follows:
    ▪ November 14, 2016 - Caltrain will add one additional car each to two existing five-car gallery trains.
    ▪ July 25, 2016 - Caltrain put into service one additional six-car Bombardier sets equipped with three bike cars (its sixth six-car Bombardier set). An existing five-car Gallery set was swapped out.
    ▪ July 16, 2016 - Added car to train 429 and designated as a six-car train due to high passenger loads
    ▪ April 4, 2016 - Updated Timetable schedule to improve schedule reliability for customers.
    ▪ April 4, 2016 - Caltrain added a third bike car to the Bombardier train sets to accommodate its growing bicycle ridership.

• Emergency Response Plan:
  o The Communications/Incident Command (CICS)Subcommittee implemented the following:
    ▪ Improved and defined incident management protocol (presented to CAC in September 2016)
    ▪ Finalized a public facing “playbook for service interruptions” in September 2016. The “playbook” is an overview, meant to provide the customer with some insight as to what’s happening behind the scenes to quickly restore service, while caring for traumatized crew members, and attempting to be respectful of the victim, the investigators, and all of those who respond to help manage the scene.
    ▪ Incident Command training for train crew completed September 2016.

• Vehicle Train Signage:
  o The CICS continues to review and identify ways to improve vehicle signage and funding.
• **Information System/ Visual Messaging System Accuracy:**
  o The CICS investigated and resolved issues at the San Jose station in July 2016.
  o The subcommittee continues to monitor the Visual Messaging System /Predictive Arrival and Departure System and provide fixes, accuracy and system improvements.

• **Quiet Car:**
  o Has been identified as a long term goal as it is a policy decision for the agency. This follow-up item will reside with the Customer Experience Task Force for further consideration and study.

• **Wi-Fi:**
  o Has been identified as a long term goal as it is a policy decision for the agency.
  o Current status: Not included in the Fiscal Year 2017 budget and will continue to be considered for future implementation.

• **On-Time Performance (OTP):**
  o Based on improvements to recovery time, OTP has consistently improved in the past year. See graph below:
Follow-Up Items –

- Doors Closing:
  - In response to doors closing early, it is the conductor’s intention to ensure all passengers intending to board the train do so while adhering to the train schedule. The train crew synchronizes their time at the start of every shift to ensure on time performance.

- Ridership Data:
  - Ridership data in Excel format to be posted online in December 2016.

- Generation II Bombardier Railcar Rehabilitation Update:
  - Continue to rehabilitate Generation II Bombardier Railcars. The project is projected to be completed in February 2017.

- Incident Management and Recovery:
  - In reference to CAC meeting minutes from October 19, 2016, during service interruptions, not all trains will be converted to local trains. Please reference the “Playbook for Service Interruptions” on the Caltrain website. [http://www.caltrain.com/riderinfo/Caltrain__Behind_the_Scenes_of_a_Major_Service_Disruption.html](http://www.caltrain.com/riderinfo/Caltrain__Behind_the_Scenes_of_a_Major_Service_Disruption.html)

OTP –

- **October**: The preliminary October 2016 OTP was 95.2 percent compared to 86.9 percent for October 2015. For trains within 10 minutes, the OTP was 97.7 percent.

- **September**: 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.

- **Additional 6-Car Trains** – On November 14, 2016 - Caltrain will add one additional car each to two existing five-car gallery trains.
• Caltrain Timetable Update – Caltrain staff is working on updating the Caltrain timetable to help minimize the impact to service, maintain customer experience and service reliability during several Capital Projects scheduled through 2021. The timetable updates will help support the following Capital Projects:

  o Caltrain Electrification
  o South San Francisco Station Improvements
  o Los Gatos Creek Bridge
  o San Mateo 25th Avenue Grade Separation Project

• Special Event Train Service –

  • Services Performed:

  o Giants Baseball –
    ▪ Regular Season: Total pre-season and regular season additional ridership alighting and boarding at San Francisco station was 503,250, representing a 20 percent decrease over 2015.
    ▪ Playoffs: In October, the Giants hosted two playoff games. Average additional ridership for alighting and boarding at San Francisco station per game was 7,616, representing a 35 percent decrease compared to the 2014 average additional ridership per playoff game.

  o 49ers Regular Season Games at Levi’s Stadium – The 49ers hosted three games in the month of October. Caltrain operated two extra post-game special northbound trains for the October 2, game and one each for the October 6, and October 23, games from Mountain View to San Francisco. Total ridership alighting and boarding at Mountain View was 9,112, a 28 percent decrease compared to October 2015 total additional ridership.

  o Stanford Football – The Stanford Cardinals hosted two football games on Saturday, October 8 vs. Washington State University at 7:30 p.m. and on Saturday, October 22 vs. Colorado at 12 p.m. 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 1,472, per game a 36 percent decrease compared to 2015 average ridership, excluding Big Game.

  New this season (Pilot Program), Clipper card holders tagged off and on at the stadium station. Ambassadors with readers (HCR4s) were on the platform to assist Clipper customers. Staff is monitoring clipper usage and fare validation for weekend Stanford Home Games.

  o Stanford Scavenger Hunt – Stanford held its yearly traditional Scavenger Hunt on six days (October 1, October 2, October 8, October 9, October 15, October 16, and October 17).
for incoming freshmen. Total number of tickets sold was 1,640, representing a 24 percent increase over the 2015 event.

- **San Francisco Fleet Week** – On Saturday, October 8 and Sunday, October 9, Caltrain provided additional capacity before and after the San Francisco Fleet Week airshows. Two post-event special southbound trains on Saturday and one post-event train on Sunday. Total additional ridership alighting and boarding at San Francisco station was 11,232, an 18 percent decrease over the 2015 event.

- **San Jose Sharks** – The San Jose Sharks hosted one pre-season home game and four regular season home games in October. Regular season home games total additional post-game riders boarding at San Jose Diridon in October was 1,901. Year-to-date additional ridership boarding at San Jose Diridon is 2,566, which represents a 61 percent increase compared to the same number of games in 2015.

- **Services Scheduled:**

  - **49ers Regular Season Games at Levi’s Stadium** – The 49ers will host the New Orleans Saints on Sunday, November 6, at 1:05 p.m. The 49ers will also host the New England Patriots on Sunday, November 20 at 1:25 p.m. On both game days, Caltrain will run two pre-event special baby bullet trains from San Francisco to Mountain View to connect with the Santa Clara Valley Transportation Authority 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 will host seven regular season ice-hockey games, in November. 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 SJ 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 Oregon State on Saturday, November 5 at 12:30 p.m. and Rice on Saturday, November 26 (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.
- **Holiday Service** – During the following Holidays, Caltrain will run the following weekend services:
  - Thursday, November 24 - Thanksgiving (Sunday Service)
  - Saturday, December 24 - Christmas Eve (Saturday Service)
  - Sunday, December 25 - Christmas Day (Sunday Service)
  - Saturday, December 31 - New Year’s Eve (Saturday Service + Pre and Post-Fireworks Special Trains)
  - Sunday, January 1 - New Year’s Day (Sunday Service)

- **Modified Service (Pilot Program)** – The Modified Service is a Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Service will be implemented during the following Observed Holidays:
  - Friday, November 25 - Day After Thanksgiving
  - Monday, December 26 - Day After Christmas
  - Monday, January 2 - Day After New Year’s
  - Monday, February 20 - President’s Day

The modified schedule is to support passengers that commute to work when an observed holiday falls on a weekday.

- **College Football Championship** – The 2016 Football Championship Game between the winners of the Pac-12 North and Pac-12 South will take place Friday, December 2 at Levi’s® Stadium. Caltrain will run one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full.

- **Holiday Train** – Caltrain will operate the Holiday Train in collaboration with the Silicon Valley Community Foundation on Saturday, December 3 and Sunday, December 4. Decorated with 70,000 glittering lights, the dazzling show-train will visit nine Caltrain stations between San Francisco and Santa Clara over two nights in December, providing holiday entertainment and collecting donations of toys for local children who otherwise might not receive a gift during the holidays. On Saturday, December 3, the train will depart San Francisco and make stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 4, the train will depart San Francisco and make stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

- **Dogpatch Green Benefits District Cleanup** – As a major property owner in the area, Caltrain supported the creation of a green benefits assessment district in San Francisco. Dogpatch neighborhood. Last week, the Green Benefits District partnered with the Golden State Warriors to clear away debris and plant new foliage on some city-owned property adjacent to the Caltrain corridor. This is exactly the kind of work Caltrain hoped would occur through formation of the District.
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. The final bridge change-out was completed in May 2016. The contractor completed final track work improvements and was issued a letter of substantial completion for all the work in October 2016. Construction punch list items and contract closeout are in progress.

- **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, demolition of the existing bridge was completed and work on the foundations of the new bridge is underway. At Paul Avenue, final street improvements are in progress and the bridge is forecasted to be completed and the street reopened in November. 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 revised capital project budget was approved in October. 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, was issued to the contractor on October 24th. Construction activities such preparation of storage areas and temporary access roads may commence at the end of 2016 or early 2017. 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.
o **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 the UPRR are in progress.

o **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. Construction began in February 2016 and was completed in September. Punch list items, contract close-out, and TASI move-in activities were completed in October. Final acceptance has been issued to the contractor.

o **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 directs passengers to the proper platforms for designated trains. In October, the contractor completed electrical wiring and is now installing monitors at the Diridon Station. Installation of electrical conduits is in progress at the San Francisco 4th and King station. In November, completion of monitor installation at the Diridon Station and the start of electrical wiring and installation of monitors at the 4th and King Station in November are expected. Upon completion of all installations, testing of the monitors and associated software will ensue. 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)
• Additional Six-Car Trains – On November 14, 2016, Caltrain will add one additional car each to two existing five-car Gallery trains in the peak period to be able to relieve capacity constraints. The particular trains were selected using the annual counts.
• Caltrain Timetable Update – Caltrain staff is working on updating the Caltrain timetable to help minimize the impact to service, maintain customer experience and service reliability during several Capital Projects scheduled through 2021. The timetable updates will help support the following Capital Projects:
  o Caltrain Electrification
  o South San Francisco Station Improvements
  o Los Gatos Creek Bridge
  o San Mateo 25th Avenue Grade Separation Project
• Implemented Modified Service Pilot Program
• Study potential service expansion

Communications/Incident Management (CICS)
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
  o 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 and funding.

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
• Continue to follow progress of clipper reader used to tag on and tag off capability
• Continue to follow progress of mobile ticketing. Updates will be reported as needed.
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:

- Identified process improvements for Equipment cleanliness procedures
- Use the results from customer/passenger survey to enhance the customer experience, both onboard trains and at train stations
AGENDA ITEM # 10 (b)
NOVEMBER 16, 2016

JPB CAC Work Plan

November 16, 2016
- 2016 Customer Satisfaction Survey Results
- 2017 Meeting Calendar

December 21, 2016
- *Nominating committee for 2017 officers
- Mobile ticketing – requested 12-16-15
- Draft Short Range Transit Plan
- Commendation to Board – requested 10-19-16 J. Berk
- April Service Changes

January 18, 2017
- *Officer elections
- Crisis Text Line Partnership and Suicide Prevention Presentation

February 15, 2017

March 15, 2017

April 19, 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

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