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

April 19, 2017 – 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. Introduction of New CAC Member Julia Welch Representing San Mateo County
4. Report of Nominating Committee (Berk, Chamarthy, McMullen)
   a) Election of 2017 Vice Chair
5. Approval of Meeting Minutes of February 15, 2017 (5:45 p.m.)
6. Public Comment (5:50 p.m.)
   Public testimony by each individual speaker shall be limited to three minutes
7. Chairperson’s Report (6:00 p.m.)
8. 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.
9. Caltrain Triennial Survey Presentation (Julian Jest) (6:15 p.m.)
10. Caltrain Modernization Update (Casey Fromson) (6:35 p.m.)
11. Staff Report (Joe Navarro) (6:45 p.m.)
   a) Customer Experience Taskforce Update
   b) JPB CAC Work Plan Update
12. Date, Time and Place of Next Meeting
    May 17, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:
San Francisco City & County: Jonathan Berk, Cat Chang, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
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 650.508.6279 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.
MEMBERS PRESENT: J. Berk, H. Chamarthy, C. Chang, G. Scharff, B. Shaw, C. Tucker, R. Valenciana

MEMBERS ABSENT: G. McMullen

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

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

INTRODUCTION OF NEW CAC MEMBER CAT CHANG
Cat Chang said she lives in San Francisco and commutes to Palo Alto and takes the train a couple days a week. She studied civil engineering and likes urban planning, real estate and infrastructure.

REPORT OF NOMINATING COMMITTEE
Election of 2017 Vice Chair
Jonathan Berk said the committee did not meet and asked to postpone this item until March.

APPROVAL OF MINUTES OF JANUARY 18, 2017
Motion/Second: Scharff/Chamarthy
Ayes: Berk, Chamarthy, Chang, Scharff, Valenciana, Shaw
Absent: McMullen, Tucker

PUBLIC COMMENT
Roland Lebrun, San Jose, said the public needs to know how many seats will be on the new trains. Staff will not tell because they are trying to get a Full Funding Grant Agreement (FFGA), but they are required to increase seating capacity by 10 percent. The new trains will lose 200 seats per train, but were supposed to gain 200 seats, so the new trains are 400 seats short.

Doug DeLong, Mountain View, said on Train 261 in car 233 the complete restroom door latch was missing and the number three door leaf did not open. There is deferred maintenance going on. There is a hole torn in the fence on the opposite side of the right of way from College Park Station. The fence panel is pushed in towards the tracks. If a trainman was riding on the train he would get snagged by the edge of the fence panels.
Jeff Carter, Millbrae, said the Republican Congressional Delegation is trying to withhold the FFGA for electrification. This is important for Caltrain to get. He hopes people will write to Congress to allow it to proceed. He asked if the CAC could get an update on the fare study, if the JPB is using consultants, getting stakeholder input, or CAC input.

CHAIRPERSON'S REPORT
Chair Shaw said he gave the update to the Board this month and hopes the Board is working on appointing a new San Mateo committee member.

COMMITTEE COMMENTS
Mr. Berk said the problem of trains leaving early has not gone away. The train at Palo Alto today left at 5:19:40 p.m. instead of 5:20 p.m. Conductors should focus on the fact that it is frustrating for passengers on the platform when trains leave even 15 seconds early. Caltrain was a very well-run system, then it went through a period when it was not well run, and JPB’s response was to change the schedule. Now it is back to a well-run system and trains routinely wait at stations, which is causing the issue of early trains. He suggested the JPB look at the schedule again and if trains are waiting as much as two minutes at stations, they should go back to a better schedule. There has been an unbelievable improvement in the late trains in the system over last year.

Greg Scharff said he wants an update on Union Pacific Railroad (UP) agreement. There is a huge price difference if there is a 1 percent grade or a 2 percent grade. Palo Alto, Menlo Park and Mountain View are interested in understanding if there is the ability to have a higher grade. He would like an update on what that agreement was and how it works.

Public Comment
Roland Lebrun, San Jose, said the UP agreement was premature. The California State Transportation Agency made an announcement that they are looking at regulation and legislation that will make it possible for UP to run whatever they need to under electrified lines.

Jeff Carter, Millbrae, said Train 101 pulled into Millbrae three or four minutes early and the doors were closed long before the train was scheduled to leave. The engineer realized the train shouldn’t be leaving before 5:35 a.m. and radioed the conductor to open the doors. In San Francisco sometimes the doors will be closed 15 seconds early. Doors shouldn’t be closed until the time the train is supposed to leave. Tunnels should be avoided at all cost because there are too many problems with them. The best way to do grade separations is a berm that is elevated for tracks and below grade for the street.

ADVISE THE BOARD REGARDING THE CAC’S ASSESSMENT OF CALTRAIN
Mr. Berk said the original motion to the Board expressed the CAC’s displeasure. The CAC has found things have improved. He proposed the motion: The last year has seen improvement in the level of customer service on Caltrain. We attribute this improvement to Michelle Bouchard and her executive team’s leadership and focus on this issue. He said his memo details all the successes. Not everything is a success, there
are still things to do, but the CAC appreciates everything that has been done. The new leadership at Caltrain has made a big difference.

Mr. Scharff said he would like to amend the motion to add Joe Navarro, Director, Rail Operations, to the motion.

Chair Shaw said the amended motion is: The last year has seen improvement in the level of customer service on Caltrain. We attribute this improvement to Michelle Bouchard, Joe Navarro, and the executive team’s leadership and focus on this issue.

Motion with amendment:
Motion/Second: Berk/Scharff
Ayes: Berk, Chamarthy, Chang, Scharff, Valenciana, Shaw
Absent: McMullen, Tucker

Cat Tucker arrived at 6:02 p.m.

SUPPORT RECOMMENDED WEEKEND SERVICE CHANGES
Catherine David, Senior Planner, presented:
- Weekend service change background
  - Facilitate construction work windows for Peninsula Corridor Electrification Project (PCEP)
  - Supports entire JPB capital program
  - Local service headways: 60 minutes to 90 minutes
    - Reduction in trains: 36 to 28 (Saturdays); 32 to 24 (Sundays)
    - Maintains four bullets and keeps range of service
  - Service reduction is “major service change” and requires Title VI Equity Analysis
  - Coordination with sister transit agencies, weekend Tamien-San Jose shuttle, contractors, TransitAmerica Services, Inc., stakeholders
  - Effective summer 2017 through construction and testing
- Service change information
  - All details available at www.caltrain.com/proposedchanges
  - Website contents:
    - 2017 proposed weekend timetable changes
    - Online from to enter comments
- Public outreach overview
  - Expanded public outreach program
  - 14 separate station outreach meetings
  - Public meetings throughout the corridor
  - Direct communication with over 125 people
- Weekend comment summary
  - Over 100 comments
  - Mostly negative feedback for reduction in weekend service and proposed 90-minute headways
  - Concerns with special event service
  - Concerns with capacity issues
Concerns with impacts to revenue and ridership
- Requests for more weekend service including weekend bullet trains, supplemental shuttle service, weekend service to Gilroy

Response to public comments
- Continued special event service
- Flexibility for limited weekend shutdowns per year
- All six-car weekend train sets to address capacity
- Financial projections anticipated likely ridership and revenue declines during construction
- Promotion of existing public transit options that run parallel to the Caltrain corridor
- Selection of 90-minute local service
  - Compromise between continuing to provide weekend service and complete shutdown of weekend service
  - Complete shutdown was not necessary since construction work would be done in work windows simultaneously
  - 55-hour weekend work windows
  - On-track construction activities and equipment

Title VI Equity Analysis
- Weekend service reduction is a “major service change” because it has a greater than 25 percent reduction of total revenue train miles per day
- Findings
  - No disparate impact on minorities versus non-minorities
  - No disproportionate burden on low-income versus non-low-income

Next steps
- March 2: public hearing
- Board action pending approval
- Pending confirmation of FFGA funds
- Issue full notice to proceed
- Execute implementation plan for weekend service changes
- Share final weekday timetable with riders, transit agencies, and stakeholders
- After implementation, monitor ridership

Mr. Scharff asked about Stanford special events. Ms. David said currently there is a range of certain trains that will stop there. That level will not be maintained, but special Caltrain will still provide supplemental service to that station. The details of the special service at Stanford have not been determined yet.

Ms. Tucker asked if the duration of construction will really be three years. Ms. David said yes.

Casey Fromson, Director, Government and Community Affairs, said this exact schedule is not locked in stone and there could be small tweaks made. This schedule or something like it will be in effect for the duration of construction.
Mr. Berk asked what the objective is when coming up with a timetable. Mr. Navarro said to stop at every station, provide proper service and keep some consistency at points and throughout the system.

Mr. Berk said it seems there is a decision that during peak hours express trains are run and the rest of the time it is local trains. He asked why Caltrain does not always run express trains. Ms. Fromson said if it was just express trains the trains would not stop at all the stations. There needs to be a balance between serving all the stations and getting people up and down the corridor quickly. There is not one sole goal.

Mr. Berk said doesn’t see how those goals lead to this schedule. Mr. Navarro said the peak lasts four hours. He is trying to maximize the workforce for productivity and work them for eight hours. After peak hours the trains have to go in to refuel. The hours of service on employees is 11 hours and 59 minutes. There is only so much service that can be put out there during off peak. Electrification will help to provide a different type of service, and there will be more frequent service off peak.

Ms. Fromson said it sounds like the question is how overall schedules are set. Electrification will provide the opportunity to drill down on what the biggest priority is for the service and an opportunity to revamp the schedule. Ms. Fromson said schedules are worth a bigger conversation, because there are other factors that go into them such as maintenance, cost, and ridership. It is part science and part art how a schedule is created.

Chair Shaw said he would like to add to the work plan an overview how a schedule is created and methodology used.

Mr. Berk said objectives should be included in the conversation. He wants to hear an explanation of how goals are balanced in a particular way that leads to a particular schedule.

Ms. Fromson said one of the goals with this schedule is to provide enough construction work windows to construct electrification and continue to serve as many riders as possible.

Ms. Tucker asked if there is going to be flexibility and adjustments in case things don’t go as planned. Ms. Fromson said yes, staff will evaluate how things are going and things can be changed if necessary.

Chair Shaw said any time something is taken away from the public they are not going to give a positive response. People have to be given something they want when something is taken away in order to get a balance. There is nothing in this schedule that people will appreciate. He suggested staff look at what can be done to give the weekend riders something to balance out the negative with positive. This change is going to make people mad. He said he can’t support this because he doesn’t know why there are not express trains beyond the current makeup. He asked why service isn’t being extended to Gilroy.
Ms. Fromson said staff has been thinking outside of just purely the number of trains. Staff is exploring other things such as with fares so fares are a different price on weekends and different times, but this is not final yet. There are creative things staff is thinking about.

Chair Shaw said he recommends those ideas be presented with the schedule change because people will not be happy about accepting this without something of that nature being presented.

Public Comment
Roland Lebrun, San Jose, said public outreach was a disaster. Staff went to Tamien Station on a Saturday to provide information to riders, but that station does not have service on the weekends. Staff reached out to the few shuttle riders instead of the 1,000 people who ride during the week. He supported killing the FFGA because this project is out of whack. He suggested staff go to Europe to ask how they construct electrification without impacting ridership. He has been asking for express trains for years. He said all local service should be stopped and the riders should take Bus Rapid Transit to the baby bullet stations. The agency currently in charge of Caltrain planning and administration is a dysfunctional transit agency.

Jeff Carter, Millbrae, asked how this is done in Europe. There are a lot of logistical problems trying to electrify on a running railroad that has high ridership and is very popular. If express trains could be added to supplement local trains that would be great and would make them more efficient. Crappy service produces crappy ridership. Service to Gilroy doesn’t get good ridership. If Gilroy service operated during the day it might get better ridership. The Monthly Pass is good on SamTrans and Santa Clara Valley Transportation Authority, but it should also be good on San Francisco Municipal Transportation Agency and Bay Area Rapid Transit to give an incentive to customers.

Chair Shaw made the motion to approve the weekend service changes as presented by staff. There was no second to the motion.

Mr. Scharff said staff should come back with incentives.

Mr. Navarro said the JPB wants to get electrification done as quickly and painlessly as possible. Crews will be working in two segments at a time. There will be a production line. There will be a drilling rig to do boring, and behind it will be a rebar and concrete truck, and after it cures, crews will put up catenary poles, then cantilevers, then wires. This is a process that has not been seen in the United States or in Europe. This will be going on in both segments at the same time. There will be at least five or six pieces of equipment working and moving up and down the alignment at the same time. One reason for the 90-minute window is for safety. Crews will have to stand down and stop working when trains pass. If things start going to well staff could look at changing schedule without delaying productivity. This is going to be very challenging.

Ms. Tucker said she appreciates the hardship of this project. The CAC should approve the motion with a clause that includes an incentive to riders.
Ms. Chang asked when the schedule change has to be approved. Ms. Fromson said it is going to the March Board meeting for the Board’s approval.

Mr. Scharff said the CAC can approve the motion but the CAC wants something to be positive for the public. The CAC wants to be able to say there are some positives.

Ms. Tucker made a motion to approve the staff recommendation with a clause that adds the CAC wants an incentive given to riders such as a fare incentive.

Ricardo Valenciana seconded the motion.

Chair Shaw said he would amend that motion to include other items such as additional express service, Gilroy weekend service, or other improvements to weekend service that are feasible given the needs of windows of time for the electrification project.

Mr. Berk said he will vote against the motion because he has no confidence that the objectives that led to schedule concur with the objectives that he thinks Caltrain should have. It seems that the objectives were purely the construction schedule and local service. This schedule does not take into account the broader needs of the community. He would rather send that message to the Board.

Motion/Second: Tucker/Valenciana
Ayes: Scharff, Tucker, Valenciana
Noes: Berk, Chamarthy, Shaw
Abstain: Chang
Absent: McMullen

Mr. Berk made a motion that the CAC cannot approve the timetable in its current form because they are not convinced the current timetable takes into account all the interests of the riders of Caltrain.

Motion/Second: Berk/Shaw
Ayes: Berk, Chamarthy, Chang, Scharff, Shaw
Noes: Tucker, Valenciana
Absent: McMullen

CALTRAIN MODERNIZATION UPDATE
Ms. Fromson said the current status is the project is in the Limited Notice to Proceed (NTP) phase. The JPB is not able to issue the full NTP until the JPB gets the last remaining funds needed, which is $647 million from the Federal Transit Administration’s (FTA) Core Capacity Program. The technical work is done and the project received a high rating. Previously appropriated funds have been received. After the funding is approved by the FTA, it goes through a 30-day Congressional review process. That process ends on February 17. It does not involve Congress approving or disapproving the package, it is just time to for people to examine and discuss. At the end of the 30 days, The United States Department of Secretary Elaine Chao will have the opportunity to execute the FFGA. It then would go through an annual appropriation process to receive the funds. The JPB has in place with the contractors that the full NTP will be issued on March 1. If
there is a delay in the FFGA, it puts project’s future in jeopardy. It is likely that a several-month delay would make it so the project is not viable in its current form. JPB would have to terminate the contracts for convenience. Staff is doing what it can to make sure it is known how viable the project is. Staff has tried to clarify that this is solely for the PCEP, not high-speed rail (HSR). HSR is not able to come to the corridor with this project alone.

Mr. Scharff asked how much money the JPB is asking for. Ms. Fromson said $647 million, or 33 percent of the entire project cost.

Mr. Scharff asked if anyone has come out against this besides California Republican Delegation. Ms. Fromson said no. The California Democratic Delegation sent a support from 40 members and two senators, and 70 employers in the corridor support the project.

Public Comment
Roland Lebrun, San Jose, said the FFGA was supposed to be ready on December 15, but the FTA discovered problems and everyone had to scrape up 200 million. Caltrain did not qualify for Proposition 1A bonds and the governor changed the language of the bond act. In Europe a quarter-mile-long train goes out every night and works on a 10-mile section of track at a time. The train goes out every night with all equipment on the train, and one section bores holes, one section pours foundations, one section puts in masts, another section lays wires. This train can do one mile of track a night. He supports killing the project.

STAFF REPORT
Mr. Navarro said:
- January on-time performance (OTP) was 94.4 percent compared to 93.3 percent last January. There was one vehicle strike, seven vehicles on tracks, protestors that shut down the tracks.
- December OTP was 95.2 percent compared to 90 percent last year. There were three fatalities, three vehicles on the tracks, and mechanical delays were minimized and cut in half from last year.
- Staff has been reacting very quickly to delays and unexpected events.
- Annual counts started February 6 and results will be back in two months.

Customer Experience Taskforce
Mr. Navarro said:
- Mobile ticketing will be coming out in summer.
- Engineering department staff is being asked to ride the trains and fill out a checklist to give staff a report on when trains arrive at stations and when they depart. Staff will be using a global watch to see where trains are dwelling and to make sure they are not leaving early and are staying on time.
- Staff is working on the visual message signs. Staff is trying to get some of the language trains and trying to get real-time information instead of projected information.
- Staff is working on the equipment. Mechanics are riding at least half a trip to help through troubleshooting issues and working together with engineers. Accountability in that area has improved.

Mr. Berk said Mr. Navarro is doing a fantastic job. There has been a tremendous improvement. He suggested the report show the improvements and show how long after an incident occurs that things go back to normal. He suggested Mr. Navarro think of statistics to make it clear to the public what the improvements are.

Ms. Tucker said she has heard of problems with automobile bridges because of the rain and concern with mud slides. She asked if because of recent weather staff checks train bridges to see if they are in good shape. Mr. Navarro said engineering staff monitors bridges regularly.

Mr. Valenciana said on Monday there was an incident that was cleaned up and things got moving again really fast. He asked if it was a suicide. Mr. Navarro said a person was struck. The speed of recovery changes depending on the situation, what county it happens in, and what the coroner and the sheriff’s department will allow.

Ms. Chang asked how information gets updated in transit applications. Ms. Fromson said Caltrain doesn’t currently have its own mobile application, but a mobile application is being developed. Its first priority will be ticketing, but later the JPB will be able to layer on functionality such as alerts.

Mr. Berk left at 7:15 p.m.

Public Comment
Roland Lebrun, San Jose, said whether a fatality is a suicide or not is irrelevant. The San Mateo County Sheriff’s Office will decide what the circumstances were. The response from conductors is much better, but there are always ways to make it better. Mr. Navarro is the incident commander who calls the shots, and he should consider using Twitter himself and taking over communications to communicate by-the-minute totally accurate information.

Work plan
Chair Shaw said he would like to add how schedules are determined and the factors considered.

Mr. Scharff said the UP agreement should be added.

Mr. Navarro asked to take off the automated enforcement of grade crossings.

Ms. Chang said she would like to hear about capacity planning for future and sources of that study and regional population and how it plays into the capacity study. Ms. Fromson said that is two issues, capacity on vehicles and land-use ridership modeling.
Ms. Chang said she would like to hear about integration with newer modes of transportation to Caltrain stations such as shuttles, ride share, and last-mile connections.

Chair Shaw said a study was done on the use of bikes on Caltrain and at stations and capacity issues that bikes present, and he would like a report of the findings of that study.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
March 15, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:24 p.m.
TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Seamus Murphy
Chief Communications Officer

SUBJECT: CALTRAIN TRIENNIAL CUSTOMER SURVEY PRESENTATION

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

SIGNIFICANCE
The Caltrain Triennial Customer Survey was conducted between October 4 and October 26. The results of this survey provide rider and trip characteristics, demographics, satisfaction ratings, access and egress, barriers to use Clipper and communications information. The data collected from this study supports Title VI analysis, development of service and fares, and promotion strategies.

This research project was managed and implemented by Corey, Canapary & Galanis, a professional market research company. Specific steps were taken to ensure the highest possible response rate, including the use of professional, experienced onboard surveyors on the project, making the questionnaire available in English and Spanish, and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Saturday and Sunday trains were also surveyed at various times of the day. The dates of the fieldwork were scheduled to avoid surveying during special events that would unduly impact ridership. A total of 62 weekday routes and 10 weekend routes. Of the 62 weekday routes surveyed, 29 were Limited trains, 19 were Local trains, and 14 were Bullet trains. For each train sampled, a specific car was selected, and we attempted to survey every passenger in the selected car.
5,554 responses were received which equates to a system-wide margin of error of +/- 1.30 percent (at the 95 percent confidence level). This represents a 65 percent response rate (calculated by dividing the total number of completes by all the eligible passengers riding on the sampled trains).

Key findings from the study include:

**Ridership**
- More than a third of riders (34 percent) have been riding Caltrain less than one year.
- Nearly two-thirds of riders (62 percent) said they ride Caltrain to avoid traffic. This is an increase from 57 percent who said they rode Caltrain for this reason in 2013.
- Those who have ridden Caltrain less than one year cited a change in company (31 percent), worsening traffic (29 percent), and lack of access to a car (21 percent) as the reasons they began riding Caltrain.
- Nearly half of respondents (49 percent) travel 10 miles or less to reach their Caltrain station and more than a third (35 percent) travel 20 or more miles.

**Satisfaction with Caltrain**
- Overall, Caltrain riders rated their experience on Caltrain 4.09 (out of 5.00), an increase over 2013’s 4.04 (and a return to 2010 satisfaction levels).
- Riders rated the effectiveness of station signs 3.90, compared to 2013 rating of 3.81.

**Fare Media**
- Use of Clipper cash value to pay for their Caltrain trip is up (16 percent in 2016 vs. 11 percent in 2013)
- More than one third of respondents (36 percent) paid for their Caltrain trip with a Clipper Caltrain Monthly Pass. However, this is a decrease from 2013, when 41 percent paid in this way.
- The share of riders that paid for their Caltrain trip using a Go Pass rose from 14 percent in 2013 to 21 percent in 2016.

**Demographics**
- Caltrain riders speak one of the 72 languages identified in the survey in their homes, and while 60 percent say they are born in the United States, 40 percent were born in one of 105 countries around the world.
- Nearly all riders (96 percent) have a high school diploma, while 81 percent have graduated college, including 38 percent who have a post graduate degree.

**BUDGET IMPACT**
There is no impact on the budget.
BACKGROUND
Every three years Market Research & Development Department is responsible for the development, implementation and delivering the Caltrain customer survey. The department works with communication, operations and planning staff to determine requirements and ensure that the assigned on-call market research company delivers a statistically valid survey that meets 95 percent confidence level. The methodology is established to ensure maximum participation. Data collected through the survey is confidential to preserve respondent identity and the results are presented in aggregate.

Prepared by: Christiane Kwok, Manager, Market Research & Development 650.508.7926
Project Manager: Julian Jest, Market Research Analyst 650.508.6245
TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **March:** The March 2017 OTP was 96.5% compared to 93.2% for March 2016. For trains within 10 minutes, the OTP was 98.2%.
  - **Mechanical Delays** – In March 2017 there were 408 minutes of delay due to mechanical issues compared to 817 minutes in March 2016.

- **February:** The February 2017 OTP was 93.8% compared to 90.5% for February 2016. For trains within 10 minutes, the OTP was 96.1%.
  - **Trespasser Strikes** – There were two trespasser fatalities on February 13 and 22 that caused 1,445 minutes of delay.
  - **Vehicle on Tracks** – There were two days, February 13 and 14, with a vehicle on the tracks that caused delays.
  - **Mechanical Delays** – In February 2017 there were 792 minutes of delay due to mechanical issues compared to 1,661 minutes in February 2016.

- **January:** The January 2017 OTP was 94.4% compared to 93.3% for January 2016. For trains within 10 minutes, the OTP was 96.6%.
  - **Vehicle Strikes** – There was one vehicle strike on January 19.
  - **Vehicle on Tracks** – There were seven days, January 1, 6, 7, 9, 20, 22, and 29 with a vehicle on the tracks that caused delays.
  - **Other Delays** – On January 20th, there were protestors on the tracks that caused a total of 341 minutes of delay.
  - **Mechanical Delays** – In January 2017 there were 254 minutes of delay due to mechanical issues compared to 468 minutes in January 2016.
Caltrain 2017 Annual Count Survey – The 2017 Caltrain Annual Count Survey is anticipated to be completed by April. A summary presentation to the Board is targeted for June and the full report is targeted to be posted on the Caltrain website by the end of July.

Caltrain Timetable Update – The Weekday service changes were implemented on Monday, April 10, 2017. The updated Weekday timetable has been posted to the website and has been updated onboard trains and at all Caltrain stations.

• Special Event Train Service –
  
  • Services Performed:
    
    o San Jose Sharks – The San Jose Sharks hosted eight home-games in March. Total additional post-game riders boarding at San Jose Diridon was 2,393. Year-to-date additional ridership boarding at San Jose Diridon is 13,927 which represents a 23 percent increase compared to the same number of games in the 2015/2016 season.
    
    o Giants Baseball – The Giants held two exhibition games at AT&T Park on Thursday, March 30, at 7:15 p.m. and Friday, March 31, at 7:15 p.m. Caltrain provided two special post-event trains for both games. Total ridership (including regular riders), alighting and boarding at San Francisco station, was 23,084.

    At the time of this report, the 2017 Annual Count was not available. Therefore, the reported ridership for Giants includes regular riders. The net ridership information will be provided with the report next month.

  • Services Scheduled:
    
    o San Jose Sharks – The Sharks will host three regular season ice-hockey games in April. The last regular season game will be on Saturday, April 8, 2017. The Sharks have clinched a spot in the playoffs. Caltrain will be tracking post-game service ridership for all regular season and post-season home games. No additional special trains are planned.
    
    o Giants Baseball – The regular season home opener against the Arizona Diamondbacks will be on Monday, April 10 at 1:35 p.m. Caltrain will provide baseball service for all home games. For the 2nd year, post-game express service for weekday evening games and weekend games will serve the Belmont Station. Additional service information is available in the Giants Baseball Brochure placed onboard the trains and on the Caltrain website.

• Capital Projects –
  
  Note: This information is current as of March 24, 2017 and may be subject to change between March 24 and April 6, 2017 (Board Meeting).
San Francisco Highway Bridges: The scope of this project is the replacement of three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue.

Construction began in March 2015. The final bridge at 22nd Street is expected to be open to vehicular traffic 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 in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo.

Right-of-Way acquisition and coordination with affected utility companies and the City of San Mateo are ongoing. The construction contract was advertised for bids on December 22, 2106. The issuance of several bid addenda and the answering of bidders questions occurred during March. The bid opening was rescheduled from late March to early April to allow bidders additional time to consider the addenda. Award of the contract is expected in the spring 2017. 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 Notice to Proceed was issued to the contractor on January 13, 2017. Field mobilization and coordination with 3rd party utility companies continued in March. Environmental permits were received in March that allows clearing and grubbing outside of the creek area to commence. Offsite fabrication of prefabricated bridge girders continue. Due to environmental regulations, the timeline for work that is situated within the creek's waterways is restricted from mid-June to mid-October of 2017. Construction is forecasted to complete by early 2018.

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

The project is currently completing the final design. Coordination with affected utility companies, the City of South San Francisco, and the Union Pacific Railroad continue. Advance utility relocations are waiting for authorization from Caltrans in order to commence. Advertisement for bids is planned to begin in spring 2017. Construction is forecast to begin in the summer of 2017.
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 boarding designated trains.

Construction was completed in January. Agency staff is currently conducting integrated testing with the existing Predictive Arrival/Departure System (PADS) software that displays expected train times. The signs will be activated upon completion of Integrated Testing anticipated for the end of April.

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three grade crossings within the city of Redwood City at Whipple Avenue, Main Street, and Broadway. This project is funded by the California Public Utilities Commission.

The project will improve the Whipple Avenue crossing with new vehicular and pedestrian gates, new sidewalks and ramps, new pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings will be added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design of this project has been coordinated with the City of Redwood City’s improvements in the same area. The bid advertisement was shifted to April in order to address Federal Highway Administration funding requirements. Construction is planned to start in the summer of 2017 and complete by 2018.

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

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

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

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

- Caltrain Weekend Timetable Update:
  - A Public Hearing was held on the 2017 Proposed Weekend Service Changes and Title VI Equity Analysis Report on March 2, 2017. The Caltrain Board of Directors approved a new timetable that will reduce weekend service for upcoming capital improvement projects. The Board voted
unanimously to change local service headways from 60 to 90 minutes with Baby Bullet service to support construction work windows that will reduce the number of trains running on Saturdays from 36 to 28 and on Sundays from 32 to 24. The four weekend Baby Bullet Trains will be maintained. The weekend changes are anticipated to take place this summer and are estimated to last approximately three years.

- Caltrain has posted the final weekday and weekend Timetable on the website at www.caltrain.com/proposedchanges.
- Implementation of Weekend Service pending receipt of FFGA funding.
  - Monitor the new weekday timetable changes implemented on April 10, 2017

**Communications/Incident Management (CICS)**
In the short-term (six-18 months), the taskforce is spearheading efforts:
- Continue to monitor the Predictive Arrival and Departure System and provide fixes to the system as identified
- Continue to identify ways to improve vehicle signage. No funding available for FY17.

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

**Conductor Training**
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Continue to identify training opportunities for 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
- Continue to expand trained Social Media Staff

**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 handheld clipper reader used to tag on and tag off capability
- Mobile Ticketing Status - By this summer, passengers are anticipated to have the technology available for mobile ticketing to purchase One-way, Day Pass and Zone Upgrade fares. Future options may include daily parking permits and components for trip planning and real-time information on service updates, among other functions.

In the long term (24 months+), the taskforce is spearheading efforts to:
- Investigate potential of procurement of new TVMs
System Cleanliness
In the short-term (six-18 months), the taskforce is spearheading efforts to:

- Monitor process improvement procedures to ensure equipment cleanliness
- Continue to analyze results from customer/passenger survey to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations
JPB CAC Work Plan

AGENDA ITEM # 11 (b)
APRIL 19, 2017

May 17, 2017
➢ Capital and Operating Budgets

June 21, 2017
➢ Annual Passenger Counts
➢ Caltrain Business Plan

July 19, 2017
➢ Update on Mobile Ticketing Application
➢ VMS Station Signage

August 16, 2017
➢

September 20, 2017
➢

October 18, 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
➢ Fare Policy Study
➢ Grade Crossings Improvements
➢ EMU Design
➢ Caltrain SRTP
➢ How schedules are made – requested 2-15-17 by Jonathan
➢ Bike Parking Management Plan Update – requested 2-15-17 by Brian

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