July 19, 2017 – Wednesday

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of June 21, 2017 (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. Proposed Fare and Parking Fees (Seamus Murphy) (6:15 p.m.)

8. Caltrain Modernization Update (Seamus Murphy) (6:35 p.m.)
   a) Electric Multiple Unit Design

9. Staff Report (Ben Burns) (6:45 p.m.)
   a) Customer Experience Taskforce Update
   b) JPB CAC Work Plan Update

10. Date, Time and Place of Next Meeting
   August 16, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA

11. Adjournment

   All items on this agenda are subject to action

CAC MEMBERS:  
San Francisco City & County: Cat Chang, Brian Shaw (Chair)  
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch  
Santa Clara County: 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.
MINUTES OF JUNE 21, 2017

MEMBERS PRESENT: J. Berk, H. Chamarthy, C. Chang, B. Shaw, R. Valenciana, J. Welch

MEMBERS ABSENT: G. McMullen, G. Scharff, C. Tucker

STAFF PRESENT: C. David, N. McKenna, J. Navarro, J. Navarrete

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

APPROVAL OF MINUTES OF APRIL 19, 2017
Motion/Second: Welch/Valenciana
Ayes: Berk, Chamarthy, Chang, Valenciana, Welch, Shaw
Absent: McMullen, Scharff, Tucker

PUBLIC COMMENT
Andy Chow, Redwood City, said meetings are getting cancelled at the last minute due to high turnover and absences. He would like to see the JPB appoint people who are willing to attend meetings.

Jeff Carter, Millbrae, said the absence policy needs to be looked at. He said the Board will have a public hearing on the proposed fare increase at the July 6 meeting and CAC will review the proposal at their July 19 meeting. Mr. Carter said he is concerned that both the monthly pass and the zones are being increased.

Roland Lebrun, San Jose, said the CAC does not have to cancel a meeting without a quorum. The only thing the CAC can’t do is vote on action items. He said the CAC’s function is to listen to information and make appropriate recommendations to the Board. Mr. Lebrun said the CAC is receiving the annual passenger counts presentation that was already given to the Board. He said staff needs to start presenting items first to the CAC then the Board.

Nancy McKenna, Assistant District Secretary, said legal counsel has stated in writing that none of the CACs are to meet if there is not a quorum.

CHAIRPERSON’S REPORT
Chair Shaw said he has reached out to members who have not been attending and advised them that if they are unable to attend the meetings to resign so a new appointment can be made. He asked CAC members to notify staff in a timely manner if they are not going to attend a meeting so the meeting can be cancelled in a timely
manner. Chair Shaw said the CAC bylaws state a member cannot miss more than three meetings in a calendar year.

Chair Shaw said Google is looking to bring 20,000 employees to San Jose adjacent to the Diridon Station. He said this could be an issue with a significant increase in ridership on the corridor. Chair Shaw said as a representative of Stanford University they are cautiously optimistic and urge staff to run numbers on the effect of capacity and being able to accommodate the capacity.

COMMITTEE COMMENTS
Jonathan Berk said CAC members not only don’t attend meetings, but flirt with the attendance rule by arriving late or leaving very early. He said this is his last meeting and will be going on sabbatical next year. Mr. Berk said he has been on the CAC for four years and it has generally been a disappointment on the influence the CAC has had. He said he did get trains to stop leaving early.

Ricardo Valenciana said there are a lot of in person sessions for proposed plans, but is the information on social media. Jennifer Navarrete, Customer Experience Communications Lead, said on May 24 there was a lunch time chat with Caltrain staff on Twitter and Facebook. She said staff answered 42 questions on different subjects.

Cat Chang said she saw the information on Twitter and people at her work liked it.

2017 ANNUAL PASSENGER COUNTS
Catherine David, Principal Planner, reported:
- Purpose is to provide a measurement relative to previous years, data is used for evaluating service changes, allocate resources to address capacity issues and validate revenue-based ridership estimates.
- Methodology:
  - Count every weekday train averaged over five weekdays
  - Count every weekend train for one weekend
  - Sixth year bikes denied boarding were counted
- Challenges:
  - New consultant and sub-consultant team contracted to conduct, oversee and manage field surveys
  - Later start date
  - More surveyors required for mix five and six car fleet, Gallery versus Bombardier
  - Increased project cost

Harish Chamarthy arrived at 6 p.m.

- Past winter wettest year on record with rain 29 out of 40 days
- Conducted prior to schedule change prior in April
- Average weekday ridership was 62,190, a slight decrease of 0.4 percent from last year.
- Nine stations had increased weekday ridership and 16 stations had decreased weekday ridership.
• The 10 highest stations for weekday boardings remained the same.
• San Francisco County had a slight increase in ridership.
• Gilroy weekday ridership declined 6.3 percent.
• Baby Bullet service had the largest increase at 16.2 percent.
• Average weekday trip length higher than 2106.
• Average weekday bike ridership decreased 5.5 percent.
• 87 bikes were denied boarding from the 527 trains counted (a decrease from 118 in 2016).
• Carried approximately 27,369 bikes on the trains counted.
• Denied bike boardings at 11 stations.
• Weekend service was down 2.7 percent.
• Next steps:
  o Review equipment allocation of six-car trains
  o Key findings report and ridership posted by summer 2017
  o Future service planning using ridership data to improve capacity prior to and during electrification
  o Planning for future annual counts methodology

Mr. Berk asked if there is any way to increase Baby Bullets. Joe Navarro, Director, Rail Operations, said staff is looking at minimizing local trains.

Cat Chang asked why there was a drop in ridership at the Millbrae Station. Ms. David said connections are an issue and Bay Area Rapid Transit (BART) is also seeing ridership declines.

Mr. Berk said two years ago things were out of hand at trying to make a transfer at Millbrae and now that is corrected. He said the drop in bikes could be there is no place to park them and now there is bike sharing. Ms. David said bikes decreased because it rained 42 percent of the days.

Chair Shaw said there was a fare increase last year and that could be a factor in the loss of ridership. He is concerned with the upcoming fare increase and the elasticity being stretched even more.

Public Comment
Jeff Carter, Millbrae, said he is pleased to hear staff will look at the monthly ridership number. Some systems have automatic passenger counters and it may be worth having them so staff doesn’t have to spend money on people counting. He said if Caltrain went to point-to-point pricing staff would get accurate destination and origination data. Mr. Carter said he is not sure if the infrastructure is maxed out and more trains could be added. He said ridership on local trains has dropped, but are important to those that need them.

Roland Lebrun, San Jose, said when he attends the Board meeting he takes a local train from Redwood City to San Carlos and they are absolutely empty. There are 15,000 people in Gilroy that have to drive to San Jose.
Andy Chow, Redwood City, said when he attended the June Board meeting the issue of where Caltrain should raise fares to cover the deficit was discussed. He said when you look at train ridership Gilroy has been underperforming for many years. Mr. Chow said Santa Clara Valley Transportation Authority has been a problem because they are focusing too much on BART and neglecting Caltrain.

**STAFF REPORT**

Ms. Navarrete reported:

- Over the last year the emergency response plan was improved.
- Staff is seeing an increase in on-time performance (OTP).
- People will be able to start tagging on and off at the Stanford Station.
- There will be a software upgrade to the visual messaging signs by the end of the month.

Ms. Chang left at 6:30 p.m.

Mr. Berk said trains are now waiting in stations and this is a huge improvement.

Julia Welch said the real time conversation on Twitter is great as well as the response time from staff on questions via Twitter.

Chair Shaw said the new electronic signs in San Francisco don’t work, but the dog bone signs do. He said electronic signs are difficult to get to work, but when they do it is great. Chair Shaw said the signage on the trains still needs to be worked on and better labeling besides the two digit number from the train number.

Mr. Navarro reported:

- OTP for May was 94.2 percent compared to 93.6 percent in May 2016.
- On June 22 staff will be meeting with Transit America to discuss incident response. The new contract starts July 1 and staff will be holding them more accountable.
- Mobile ticketing application will be coming out in the fall.
- A new proof of payment is being vetted through legal and hope to see it in place by October.

**Public Comment**

Roland Lebrun, San Jose, said if staff got rid of some of the local trains it would open up for more Baby Bullets and there would not be a need for a fare increase. Electronic signs are a catastrophe and are not located in good locations.

Jeff Carter, Millbrae, said he doesn’t use the 4th and King Station very often, but there are some electronic destination signs that show train number and destination. He said a large digital time clock would be nice too.

Adrian Brandt said there is no reason for Caltrain clocks to be wrong. He said he looks forward to signage on the electric multiple units and it is important they are as high as possible. He said the problem with mobile ticketing is a person will not purchase a ticket
prior to boarding the train and buy one using the mobile application when a fare inspection is imminent.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
July 19, 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 6:52 p.m.
TO:    JPB CAC

FROM:  Joe Navarro
       Director, Rail Transportation

SUBJECT:   STAFF REPORT

On-time Performance (OTP) –

- **June:** The June 2017 OTP was 94.5% compared to 90.4% for June 2016.
  
  o **Vehicle on Tracks** – There were four days, June 3, 4, 22 and 26, with a vehicle on the tracks that caused train delays.
  
  o **Vehicle Strikes** – There was one vehicle strike on June 15.
  
  o **Mechanical Delays** – In June 2017 there were 772 minutes of delay due to mechanical issues compared to 871 minutes in June 2016.

- **Trespasser Strikes & Fatalities** – There were two trespasser strikes on June 5 and 23, both resulting in a fatality.

- Caltrain partnered with Santa Clara County who provided resources for individuals who may have experienced PTSD as a result of the fatality that occurred in Sunnyvale on June 23.

- **2017 Weekend Service Changes** – In coordination with the CalMod Construction team and TASI, implementation of reduced Weekend Service from 60 minute to 90 minute headways (approved by the Board in March 2017) was implemented on Saturday, July 15, 2017.

- **Electrification Construction Ribbon Cutting Ceremony** – In celebration of the start of construction for the Peninsula Corridor Electrification Project (PCEP), a ribbon cutting ceremony will be held at the Millbrae Station on Friday, July 21, at 10:00 a.m. There will be several speakers to commemorate this historic event. Local and state officials will also be in attendance.

- **FY18 Proposed Fare Changes** – Caltrain has been seeking customer feedback for proposed fare and parking changes targeted to address the operating budget shortfall in Fiscal Year 2018. A public hearing was held at July 6th Board Meeting at 10 am. After this hearing, Caltrain staff will evaluate the comments and
identify potential changes for a final recommendation to the Board on August 3. If approved, the changes to the transit fares and parking charges would go into effect on October 1, 2017 and the changes to the Go Pass & pilot program are scheduled to launch on January 1, 2018.

- **Mobile Ticketing Status** – By the fall, 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.

- **Special Event Train Service** –
  - **Services Performed:**
    - **Giants Baseball** – There were 11 Giants home games in June. Total additional ridership in June, alighting and boarding at San Francisco station, was 70,861. Year-to-date total additional ridership represents a 10 percent increase compared to the same number of games in 2016.
    - **Gay Pride Weekend** – On Saturday, June 24, Caltrain operated regular weekend service for the Gay Pride Festival and Giants Service for the 4:15 p.m. home game. On Sunday, June 25, Caltrain operated two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game, Caltrain operated special southbound trains to accommodate crowds. Total additional riders boarding and alighting at San Francisco station on both days was 18,070, a 44 percent increase compared to 2016.
    - **Opera at the Ballpark** – On Friday, June 30, at 7:30 p.m. the San Francisco Opera returned to AT&T Park for a free performance of Don Giovanni. Caltrain provided extra post-event service. Total additional riders for this event was 1,851.
    - **San Jose Earthquakes at Stanford Stadium** – On Saturday, July 1, at 7:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium along with post-game fireworks show. Caltrain made stops at the Stanford Stadium station before and after the game. Passengers were able use their Clipper Cards to Tag On and Off at Stanford Stadium. Ridership for this event will be reported in August.
    - **Independence Day Fireworks** – On Tuesday, July 4, Caltrain operated a Sunday schedule on the Independence Day holiday. Extra evening service was provided after the fireworks display in the Fisherman’s Wharf area. Ridership for this event will be reported in August.
• Services Scheduled:

  o **Giants Baseball** – Regular season continues through October. Caltrain will provide regular baseball service for all home games. Due to the Weekend Service Changes that will be effective starting Saturday, July 15, updated Giants Weekend Service was posted on caltrain.com/sfgiants.

  o **International Champions Cup** – On Sunday, July 23, at 2:00 p.m., Real Madrid will compete against Manchester United in the International Champions Cup held at Levi’s Stadium. Caltrain will be coordinating service with VTA.

  o **2017 Gold Cup Final** – On Wednesday, July 26, at 6:00 p.m., the 2017 Gold Cup will be held at Levi’s Stadium. Caltrain will be coordinating service with VTA.

  o **James Taylor & Bonnie Raitt Concert** – On Saturday, July 29, at 7:00 p.m. James Taylor & Bonnie Raitt will perform at AT&T Park in San Francisco. Caltrain will provide special southbound local train service after the concert with the last train departing at 12:05 a.m. or when full.

  o **SJ Earthquakes Charter Service & Santa Clara Station Tunnel Opening** – On Saturday, July 29, Caltrain will provide roundtrip charter service from San Francisco to Santa Clara for the SJ Earthquakes Home Game at Avaya Stadium at 5:00 p.m. In coordination with the Earthquakes and VTA, Caltrain will promote service to SJ Earthquakes Home Games and Avaya Stadium Events in conjunction with the use of the newly constructed Pedestrian/Bike Tunnel at Santa Clara Station (approximately a 20 minute walk to/from the station to the stadium).

  o **Gilroy Garlic Festival** – On Saturday, July 29, and Sunday, July 30, Caltrain will provide roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train will depart San Jose Diridon Station at 10:00 a.m. and will depart Gilroy Station at 5:00 p.m. Attendees will need to purchase a ticket for the charter trains separately. Tickets are being sold in advance online at gilroygarlicfestival.com. The charter train ticket includes shuttle service to and from the Gilroy station to the festival, and includes festival admission.

• Capital Projects –

  This information is current as of June 23, 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. These electronic signs replaced the paper signs and "dog bones" that previously provided this information.

Agency staff completed integrated testing with the existing Predictive Arrival/Departure System (PADS) software that displays expected train times, and, the train departure monitors were put into service on May 3, 2017.

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. At the 22nd Street Bridge, the last bridge was reopened to vehicle traffic on May 25, 2017. The contractor is completing final punchlist items, clean-up and demobilization. Staff will be working on final project closeout items including the resolution of a Buy America issue related to the hydrants installed as part of the project.

San Mateo 25th Avenue Grade Separation Project: The scope of this project is to raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Construction of the elevated rail alignment and the new Hillsdale station will be phased to limit impact to the operating railroad to the degree possible. Bids for the construction contract were received on April 26, 2017. Award of the contract was deferred until July due to funding issues that were recently resolved with High Speed Rail funds. Construction is expected to begin in the fall and complete by the end of 2019.

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. During the past month, activities began inside of the creek area with the installation of a diversion channel and work for the Bent #’s 2 and 3 foundations of the tail track bridge within the waterway. Work also continued for the abutments of the tail track bridge and Retaining Wall #1. Due to environmental regulations, bridge construction activities that are within the creek’s waterways are limited to the period between June and October 2017. Construction is forecasted to complete by January 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 two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency. The construction contract was advertised for bids on April 12, 2017 and bids were received on June 22nd. Bid evaluations are underway and the award is now planned for August 3, 2017 contingent upon the City of South San Francisco and Caltrans consummating a real estate agreement at the July 25 South San Francisco City Council meeting.
Utility relocations and construction are expected to begin the fall and overall completion by mid-2019.

**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 specially 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 construction contract was advertised for bids on April 25, 2017. Bids were received on June 6th. Award is planned for August 2017, construction is planned to start in November 2017 and complete by May 2018.

**FY16 Grade Crossing Improvements Project**: The scope of this project is to improve the safety at 10 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. The crossings to be improved include 16th Street in San Francisco, Broadway in Burlingame, Peninsula and 4th Ave. in San Mateo, Ravenswood in Menlo Park, Alma and Charleston in Palo Alto, Rengstorff and Castro in Mountain View, and Mary in Sunnyvale.

Also included in the construction contract is the installation of medians at five crossings in Santa Clara County. The scopes of 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 and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

The design was completed in December. The State Historical Preservation Officer approved the project on June 12 and the bid package is now waiting for confirmation of Federal Railroad Administration grant funds in August 2017.

**Sunnyvale Station Rehabilitation Project**: The scope of this project is to replace the surface pavers in the station platform with colored cast-in-place concrete and the relocation of the north pedestrian crossing to the north by approximately 83 feet. Some of the surfaces of the platform pavers have become uneven and this project will create a smooth and even platform surface. The relocation of the north pedestrian crossing will help to clear the southern crossing that is currently partially blocked when northbound 6-car consists arrive at the Sunnyvale Station. The construction contract was advertised for bids on June 19th and bids are due
on July 25th and award is currently planned for September 7th. Construction is expected to begin in late 2017 and be completed by mid-2018.

**Inward Facing Cameras:** The scope of this contract is to install cameras on locomotives and cab cars that will video and voice record the engineers during revenue operations. Currently there are outward facing cameras on locomotives that record the right-of-way from the vantage point of the engineers. The inward facing cameras were recommended by the National Transportation Research Board and assists in post-accident investigations. Inward facing cameras are already in service on Metrolink in Southern California and by railroads such as the Union Pacific. A Request for Proposal was issued on May 25th. Proposals are due on July 6th and interviews and contract negotiations will ensue after the proposals are received. Contract award is expected by the fall and completion by mid-2018.
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:

- Caltrain Timetable Update:
  - Staff continues to monitor on-time performance, train capacity and customer feedback. Adjustments to equipment cycles post-implementation have been made to help improve capacity on crowded trains.
With the receipt of FFGA funding, implementation of reduced Weekend Service from 60 minute to 90 minute headways (approved by the Board in March 2017) was implemented on July 15, 2017.

- July 12, 2017 – Due to improving customer capacity, train 261 is now designated as a 6-car bomb and train 159 is designated as a 5-car gallery set.

**Communications/Incident Management (CICS)**

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.

In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Investigate potential of a Global Positioning System application available for train tracking on website

**Conductor Training**

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

- Continue to identify training opportunities for conductor refresher training
- Implementing new training program for conductors i.e. how to fare enforce using mobile ticketing application, available to passengers to be determined

**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
- Partner with Rail Operations department to implement changes to better enhance the customer experience

**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
- Continue to offer customers traveling with Clipper card (8-ride Ticket or Clipper cash) availability to tag off and on at the Stanford Stadium station during special events. Caltrain staff with fare readers will be at the station to assist Clipper customers.
- Mobile Ticketing Status - By the beginning of this fall, 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
- Exploring fare and parking changes. More information on website at [www.caltrain.com/proposedfarechanges](http://www.caltrain.com/proposedfarechanges)
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:
- Continue to monitor process improvement procedures to ensure equipment cleanliness
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations
JPB CAC Work Plan

August 16, 2017
➤ Fare Study
➤ Update on Mobile Ticketing Application
➤ VMS Station Signage
➤

September 20, 2017
➤
➤

October 18, 2017
➤
➤

November 15, 2017
➤
➤

December 20, 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
➤ Grade Crossings Improvements
➤ Caltrain SRTP
➤ **How schedules are made** – requested 2-15-17 by Jonathan
➤ **Bike Parking Management Plan Update** – requested 2-15-17 by Brian
➤ **Communications-based Overlay Signal System Update** – requested 4-19-17 by Brian

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