OCTOBER 18, 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. Introduction of new CAC Members representing Santa Clara - Paul Escobar and Larry Klein
4. Approval of Meeting Minutes of September 20, 2017 (5:45 p.m.)
5. Public Comment (5:50 p.m.)
   Public testimony by each individual speaker shall be limited to three minutes
6. Chairperson’s Report (6:00 p.m.)
7. Committee Comments (6:05 p.m.)
   Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
8. Update on 25th Avenue and South San Francisco (Rafael Bolon) (6:15 p.m)
9. Los Gatos Creek Bridge Update (Rafael Bolon) (6:35 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
    November 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
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:
San Francisco City & County: Cat Chang, Lauren Fernandez, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
Santa Clara County: Cat Tucker, Larry Klein, Paul Escobar
 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 SEPTEMBER 20, 2017

MEMBERS PRESENT: C. Chang, L. Fernandez, B. Shaw (Chair), C. Tucker, R. Valenciana

MEMBERS ABSENT: H. Chamarthy, J. Welch

STAFF PRESENT: M. Beveridge, B. Burns, L. Low, L. Scanlon,

Chair Brian Shaw called the meeting to order at 5:51 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF August 16, 2017
Motion/Second: Tucker, Valenciana
Ayes: Chang, Fernandez, Tucker, Valenciana, Shaw
Absent: Chamarthy, Welch

PUBLIC COMMENT
Jeff Carter, Millbrae, said he was asked to participate on the study last month (September) via email and the study did not address the inequitable zone system. He said station to station pricing like Bay Area Rapid Transit (BART) would be more equitable and help low-income riders. Mr. Carter said the new fares are too high. What is currently being proposed in the survey might work in New York, but not in this area.

Roland Lebrun, San Jose, commented on the Electric Multiple Units bike capacity. He said the capacity change proposed will not work. He stated both train riders and bike riders will be present at the October JPB Board to express their concerns.

CHAIRPERSON’S REPORT
Chair Shaw attended the Business Plan Workshop September 9, 2017 hosted by Caltrain to begin the work they are doing on their business plan. He stated it was very well attended with representation across the County's municipalities, as well as private sector and other interested parties from the nonprofit world. He also said the Board is working on two new Committee Members for Santa Clara County and those should be approved at the October Board meeting and will be able to join the next JPB CAC meeting.

COMMITTEE COMMENTS
None.
Public Comment
Roland Lebrun, San Jose, shared his business plan to the Committee. Mr. Lebrun’s business plan focuses on the Baby Bullets. He proposed having the Baby Bullet Caltrain Station lengthened from 700 to 1400 feet, carry 2,000 passengers and increasing the Baby Bullet frequency to 4 trains.

PENINSULA CORRIDOR ELECTRIFICATION
Lori Low, Public Affairs Specialist, Government and Community reported on:

Electric Train Designs
- 2016 – Board Made Capacity Decision (bike to seat ratio, onboard bathrooms, upper doors)
- 2017 – Design Progress, Additional Public Input (bike storage seat colors, signage content, etc.)
- 2018 - Virtual Reality 360 Tour will be completed

EMU Seat Outreach
- Public Poll from July 20 to July 28
- Over 2,500 Votes
- Station Outreach with Seat Samples
  - July 24, 2017 – 4th and King Station – San Francisco
  - July 25, 2017 – San Mateo Station – San Mateo
  - July 28, 2017 – Diridon Station – San Jose
- Winning Design
  - Option B – Gray Color Seats - Poll Results = 1,528 – 60.3 percent of vote

EMU Onboard Bike Storage Poll
- Written Comments
  - Hybrid preference = 24 percent
    - Voters who favored the hybrid option mostly preferred it because of easy storage
  - Stacked preference = 24 percent
    - Some people who chose the stacking option preferred it due to current capacity issues
    - A few commented on its ability to accommodate different bike types/sizes
  - Other = 39 percent
    - Some commenters inquired about the hanging racks and if they will be part of either option. Others mentioned their inability to lift their bike
    - Some people want a combination of both the hybrid and stacking options in different parts of the train
    - Some gave feedback on current boarding / deboarding practices, such as stacking by zones, order of boarding
  - Bike theft = 16 percent
• There is concern over bike theft in general and the effectiveness of cameras to prevent it
• A few commenters prefer to have seats in close proximity to bikes for added vigilance

  o Poll Results for Bike Storage
    o Stacking: 33.8 percent
    o Hybrid: 66.2 percent
    o Total voted: 1,708

Ms. Low stated they have been working closely with the BAC since May 2017 and have been presenting and exploring different options and listening to their concerns. Key discussion points presented by the BAC:

  • Security > 10 security cameras on lower and mid-levels
  • Desire for 3 bike cars with seats near bikes > Loss of seats, not meet Full Funding Grant Agreement (FFGA) requirement
  • Flip seat/vertical hook area > signage, develop language with BAC
  • Boarding/Deboarding > Platform demarcation, door designation, education

At the August 24, 2017 meeting, the BAC recommended stacking option. She also said they will continue to work with the BAC on other issues such as signage language on the Flip Seats and awareness to inform riders of the busiest trains for people can make more informed choices.

Ms. Low reported that 110 bike thefts were reported in 2016 and 31 percent of the thefts were located at the Palo Alto Caltrain Station and only 1 occurred onboard the train. These numbers do not include unreported thefts.

Ms. Low described to the Committee the EMU Onboard Bike Storage Timeline.

Peninsula Corridor Electrification Construction (PCEP) Update
Design Build Contract
  • Advanced Issued for Construction (IFC) Overhead Contact System (OCS) layout design in Segment 2 work areas 5 and 4
  • Continued advancement of OCS layout in rest of Segment 2
  • Design review coordination with local jurisdictions
  • 65 percent location-specific and typical signal design
  • Advanced typical 95 percent communication system and traction power system designs

Tunnel Modification
  • 100 percent Plans and Specifications submitted for Engineering Review
  • 100 percent Plans and Specifications submitted to UPRR for review

Centralized Equipment Maintenance and Operations Facility (CEMOF)
  • Build out concepts being evaluated
Work Completed to Date
- Utility Survey
- Geotechnical Investigations
- Soil Resistivity Testing
- Site Surveys
- Disposal of Soil from Geotechnical Investigations
- Signal Cable Inspections

Work In Progress and Upcoming
- OCS Foundation Potholing
- Signal Cable Potholing
- Tree Pruning and Removal
- OCS test piles
- Stray current testing
- Set up and preparation of staging areas
- OCS Foundation Construction

Future Work
- Overhead Utility Relocation
- OCS Pole Installation
- OCS Wire Installation
- TPS site work

Foundation Work
- Excavation
- Rebar and Anchor Installation
- Electrical Grounding
- Concrete Fill
- Foundation work within the South San Francisco Station area will be completed by South San Francisco Station Improvement Project
- Foundation work within 25th Avenue Grade Separation will be completed by the 25th Avenue Grade Separation project
- Foundations for San Bruno Station area were installed as part of the San Bruno Grade Separation

Construction impacts:
- Daytime work and night work from 8 p.m. - 6 a.m.
- Some 24 hour weekend work
- Crews will utilize acoustical barrier blankets and position lights away from homes
- Dedicated hotline for construction complain

Ongoing public outreach:
- Weekly updates will be posted at www.caltrain.com/pcepconstruction
- An upcoming meeting will take place in San Carlos and Belmont - Early October
- The Construction Outreach Office is open Monday - Friday, 9:00 AM to 6:00 PM

Member Cat Tucker asked what the percentage of train riders with their bikes versus all train riders. Ms. Low responded 15 percent.
Ms. Tucker commented that in a previous meeting last year, someone reported that in some other states, bicycles were not allowed in the train. She asked if this would be a consideration (notwithstanding the BAC).

Chair Shaw responded there is a legal ruling which deemed bicycles as luggage a couple years ago. He stated that is part of the carriage agreement that one has when they ride Caltrain, one can carry luggage therefore; one can carry their bicycle onboard a train causing the current repercussions Caltrain is facing.

Ms. Tucker said there needs to be focus as to what is cheapest to accommodate bicycle riders. She said we cannot continue to accommodate every request and do things the wrong way. Ms. Tucker added, we need dedicated funding and sustainable funding to support these requests and we have to think of a way to accomplish this.

Chair Shaw echoed Ms. Tucker's concerns and said the challenge Caltrain's faces is that people are uncomfortable leaving their bikes at the stations and/or do not have a bike at one end. Chair Shaw believes the legal decision of considering bicycles as luggage has placed Caltrain in this situation and it has manifested years later with the 21st century system that is struggling to handle this decision.

Public Comment
Roland Lebrun, San Jose, said in London, during high peak time (7:00 AM – 9:59 PM (Morning) and 4:00 PM – 6:59 PM (Evening), bicycles are not permitted on the train. Mr. Lebrun commented on the type of surveys conducted and he feels having riders decide in a color of upholstery, color of the train’s exterior, as opposed to the actual interior design/layout of the new trains (number of seats, capacity of the train) is unreasonable.

Jeff Carter, Millbrae, said High-Speed Rail should not be dictating to Caltrain. He also stated people do not see the benefits of bringing a bicycle on board the train. Mr. Carter said additional bicycle parking spaces are not cheap, but it is probably more expensive to provide additional parking and additional transit vehicles.

**REPORT ON THE BIKE MANAGEMENT PLAN**
Ms. Scanlon presented:
- A presentation was made to BAC on August 24, 2017
- There was public outreach in September 2017
- The Draft Plan is on the October 5, 2017 agenda for the Caltrain Board of Directors
  - Will be seeking Board adoption of the Draft Plan
- Seeking CAC’s recommendation that the Board adopt the Draft Plan

Ms. Scanlon informed the Committee the Draft is available at [http://www.caltrain.com/projectsplans/Plans/Bike_Parking_Management_Plan.html](http://www.caltrain.com/projectsplans/Plans/Bike_Parking_Management_Plan.html)
Major Revisions or Additions to the Draft Plan after Public Review were identified:

- More data on bike thefts at stations
- Additional language to support adoption of new bike parking technologies
- Additional implementation action to create Funding Plan

Next Steps:

- October 5, 2017 JPB Meeting: Seek adoption of Draft Plan from Caltrain’s Board of Directors
- After adoption, pursue implementation:
  - Hire dedicated project manager for bike access
  - Develop funding plan and updated timeline
  - Draft solicitation documents to procure third party vendor for bike parking

Mr. Valenciana asked what the vetting process is for the Project Manager. Ms. Scanlon said Caltrain has on-call contracts they use for planning. Caltrain has engineering and other support services that are going to be the vehicle that they would use. Caltrain is also talking with others from the bike coalition and our technical advisory committee members who included staff from three counties that specialize in bicycles. Caltrain will be reaching out to the technical advisory committee that helped them with the Bike Parking Management Plan.

Mr. Valenciana asked what the time frame would be for program to take effect. Ms. Scanlon said it is yet to be determined. The project manager will need to come up with a time frame and look into funding opportunities.

Chair Shaw proposed the following recommendations:

- Look into the private sector for opportunities to provide bike storage off-site, off the trains. He said it is a critical piece to this issue. Chair Shaw proposed a system where bike riders can store their bike safely at a home station and then pick up a bike share at their destination station, and then the bike is never on Caltrain in the first place. He believes to have no bikes on Caltrain is a major goal to achieve because bike riders are feeling very safe and secure to store their bike and having access to one, if they need one.

- In terms of selecting the project manager, is to include a representative from the BAC to be a part of the screening/ interviewing process so that the Committee member feels there is ownership of that person and their success.

Public Comment

Roland Lebrun, San Jose, said the private sector (Google) is getting involved and is providing solutions. Google will be providing 10,000 bikes at the Diridon Station. Mr. Lebrun feels the agency budget is getting out of control and has to come up with better solutions.
Jeff Carter, Millbrae, said it is not realistic to say no bikes in the future on Caltrain because there will probably always be a demand. Mr. Carter stated usage of utilization of permit bike lockers is not high and that it might be better to have the e-lockers.

Motion/Second: Tucker, Valenciana
Ayes: Chang, Fernandez, Tucker, Valenciana, Shaw
Absent: Chamarthy, Welch

STAFF REPORT UPDATE
Ben Burns, Manager Rail Operations, presented:

- August 2017 the On Time Performance was 95.7 percent compared to 94.5 percent for August 2016.

- Mr. Burns stated that in August 2017 there were 428 minutes of delay due to mechanical issues compared to 858 minutes in August 2016. This is a significant improvement.

- Conflict Management Training will take place October 9, 2017 to train the trainers and then disseminate the training to the conductors and the workers that are in contact with the public. The latter will take place at the end of October.

- There is a joint collaboration between Center for Transportation Excellence (CFTE) and Caltrain Operating Rules Committee for noise pollution reduction. Their focus is to reduce horn noises at certain designated stations.

- New time table change taking effect October 1, 2017. Slight adjustments were made to 14 trains to reduce recording effects with congestion and improve OTP.

Member Tucker asked if the noise pollution reduction is a state legislature requirement. Mr. Burns responded that there are safety devices in place for every station and pedestrian crossings. It is up to the engineer’s discretion if he/she wants to use the horn for the public’s safety.

Member Tucker asked who owns the crossing arms because the people in her community are complaining about a broken crossing arm that has not been repaired in a long time. Mr. Roland Lebrun, San Jose, confirmed Caltrain is not responsible for broken crossing arm; the responsible agency is Union Pacific.

Public Comment
Mr. Roland Lebrun, San Jose, complimented all the hard work Mr. Joe Navarro, Director, Rail Operations has done at the agency and feels there has been significant improvement since he came on board.
Jeff Carter, Millbrae, expressed his disapproval of the fare increase on the monthly pass and he feels it is really uncalled for.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
October 18, 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 6:30 p.m.
AGENDA ITEM # 10  
OCTOBER 18, 2017  

PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT  

TO: JPB CAC  
FROM: Joe Navarro  
Director, Rail Transportation  
SUBJECT: STAFF REPORT  

On-time Performance (OTP) -  

- **September:** The September 2017 OTP was 94.7 percent compared to 94.1 percent for September 2016.  
  - **Vehicle Strikes** - There was one vehicle strike on September 5.  
  - **Mechanical Delays** - In September 2017 there were 415 minutes of delay due to mechanical issues compared to 621 minutes in September 2016.  
  - **Trespasser Strikes** - There was one trespasser strike on September 26, resulting in a fatality.  
- **August:** The August 2017 OTP was 95.7 percent compared to 94.5 percent for August 2016.  
- **25th Avenue Grade Separation Groundbreaking** - On Tuesday, September 26, 2017 at 1 p.m. at 31st Avenue and Delaware Street in San Mateo, Caltrain in cooperation with the City of San Mateo, hosted a celebratory event to break ground on the 25th Avenue Grade Separation Project. Speakers included State Senator - Jerry Hill, San Mateo Mayor - David Lim, San Mateo City Councilmember - Maureen Freschet, Redwood City Council member and Peninsula Corridor Joint Powers Board JPB Board Chair - Jeff Gee, California High Speed Rail Authority Interim Chief Executive Officer - Tom Fellenz and San Mateo City Manager - Larry Patterson.  
- **Rail Safety Month** - In celebration of September's Rail Safety Month, Caltrain conducted two rail safety education outreaches in Burlingame and Palo Alto, where the agency has experienced multiple incidents over the last few years, such as collisions and near misses. Both events were held concurrently on Tuesday, September 26, from 7 a.m. to 10 a.m., during the morning commute hours. At Broadway in Burlingame, safety staff and law enforcement were on-hand to educate pedestrians and drivers about safe behavior around railroad
tracks. At the Palo Alto Station, rail safety teams from Caltrain and Santa Clara Valley Transportation Authority had a rail safety table set-up to inform commuters about staying safe near the tracks. Teams were handing out brochures and giveaways at the station.

- **Reduction in Horn Noise** - Beginning Wednesday, September 13, commuters, residents and people working near several Caltrain stations may notice a reduction in horn noise coming from the trains passing through their neighborhoods. Caltrain engineers no longer need to continuously sound their horns when passing through certain stations, based on its configuration.

- **Special Event Train Service** -
  - **Services Performed:**
    - **Labor Day** - On Monday, September 4, Caltrain operated Sunday Service (24 trains) in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle also operated that day.
    - **Giants Baseball** - There were 16 Giants home games in August. Average Giants fans and regular riders per game in August, alighting and boarding at San Francisco station, was 10,416. There were also 11 home games through September 21. Average Giants fans and regular riders per game in September, alighting and boarding at San Francisco station, was 8,746. The last regular season home game was on Sunday, October 1.

    Note for Giants service, due to the change in the weekend train schedule, a new baseline ridership count will be established over the next few months to calculate additional ridership.

    - **SF 49ers Regular Season** - The SF 49ers hosted the Carolina Panthers for their season opener on Sunday, September 10, at 1:25 p.m. and the Los Angeles Rams on Thursday, September 21, at 5:25 p.m. Total year-to-date ridership alighting and boarding at Mountain View was 6,674, a 22 percent decrease compared to the same number of games in 2016.

    - **San Jose Sharks** - There were two preseason SJ Sharks ice hockey home games through September 21. Post-game ridership of Sharks fans and regular riders, boarding at San Jose Diridon station, was 254. The final pre-season San Jose Sharks ice hockey home-game was on September 30. The San Jose Sharks regular season started with a home game at SAP center on Wednesday, October 4 at 7:30 p.m. vs. the Philadelphia Flyers.

    Note for Sharks service, due to the change in weekend schedule, a new baseline ridership count will be established within the next few months to calculate additional ridership.
• **Stanford Football** – The Stanford Cardinals hosted their first 2017 home football game of the season on Saturday, September 23 vs. University of California, Los Angeles UCLA.

• **Cold Play Concert at Levi’s Stadium** – On Monday, October 4 at 7:00 p.m. Cold Play performed at Levi’s Stadium for their ‘A Head Full of Dreams’ concert tour. Caltrain provided one extra post-event northbound local train that departed approximately 75 minutes after the event ended, or when full.

• **San Francisco Fleet Week** – On Saturday, October 7 and Sunday, October 8, Caltrain provided additional capacity before and after the San Francisco Fleet Week airshows that were performed from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds.

**Services Scheduled:**

• **49ers Regular Season** – The 49ers will host the Dallas Cowboys on Sunday, October 22, at 1:05 p.m. Caltrain will provide one extra pre-game express train for all weekend home games. Caltrain will also provide one extra post-game train that will depart approximately 75 minutes, or when full, after the game ends and coordinate connecting service with the Santa Clara Transportation Authority VTA for both weekday and weekend 2017 season home games.

• **Stanford Football** – For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after games. During weekday home games since Caltrain does not stop at Stanford Stadium Station, fans are directed to use the Palo Alto Station. From there fans can take the Marguerite Shuttle or walk to Stanford Stadium. Fans can tag on and tag off using their clipper cards at Stanford Stadium station for all weekend home games.

• **San Jose Sharks** – Caltrain will track post-game ridership for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs San Jose Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.

**Capital Projects**

This information is current as of September 13, 2017

**San Francisco Highway Bridges**: Replace three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017. The contractor has completed punch list items, clean-up and demobilization. Staff is working on final project closeout items including resolution of a Buy
America issue related to the hydrants installed as part of the project. Staff is also working with Caltrans, the city of San Francisco, and third-party utility companies to secure additional funding and reimbursement for additional incurred costs associated with work on their behalf.

San Mateo 25th Avenue Grade Separation Project: 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. The construction contract was awarded in July to Shimmick/Disney JV. The Limited Notice to Proceed that will kick-off the 60-day administrative period was issued on August 10. At the conclusion of the administrative period, construction may begin in mid-October and complete in early 2020. A community meeting to inform the surrounding neighborhoods of the upcoming construction activity was held on September 13. A groundbreaking ceremony is planned for September 26.

Los Gatos Creek Bridge: 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 October 2016 to DMZ Builders and the Notice to Proceed was issued in late January 2017. Due to environmental regulations, bridge construction activities that are within the creek’s waterways are limited to the period between June and October 2017. During the past month, construction of the cast-in-drilled-hole (CIDH) foundations, columns/bents, bent caps and abutments for the new mainline bridges (MT1 and MT2) were in-progress. Placement of the pre-fabricated bridge girders is forecast for October. Revenue operations between the Tamien and San Jose Diridon stations are currently being conducted on the Tailtrack Bridge that was activated in August. Unforeseen weather such as record rainfall and unexpected subsurface conditions were encountered this past winter and spring. The project undertook measures to recover delays to maintain the schedule within the environmental restrictions. Construction is forecasted to complete by January 2018.

South San Francisco Station Improvements: Replace 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 awarded to Proven Management in August and the execution of the contract is in progress. A limited Notice to Proceed is expected to be issued to the contractor in September to commence the 60-Day administrative period which precedes the start of field construction. Upon receipt of an encroachment permit from Caltrans, utility relocations and construction are expected to begin this Fall and overall completion by mid-2019. Staff also facilitated a meeting between Union Pacific Railroad UPRR and VTA to
begin the process of offsetting 4200 feet of designated freight track from the South San Francisco yard, that will be eliminated by this project, by providing in kind new tracks at the Newhall yard in Santa Clara.

**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 awarded to Balfour Beatty in August and the execution of the contract is still ongoing. A Limited Notice to Proceed (LNTP) will be issued to the contractor when required insurance and bonding certificates are submitted by the contractor. The 60-Day LNTP administrative period which precedes the start of field construction is expected to begin in September. Construction is planned to start in the 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.

The construction contract also includes 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 Federal Railroad Administration 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 construction contract was advertised for bids on July 4th and a single bid was received on August 15th. Bid evaluation was conducted and the sole bid was deemed to be non-competitive. A recommendation to reject the bid is on the agenda for approval at the October 5 Board meeting. If the rejection is approved, the scope of the contract will be modified to eliminate trackwork elements that may have confused potential bidders as the remainder of the contract scope is primarily municipal civil construction items such as pavement.
markings, striping and minor concrete work. Subsequently, the contract will be re-advertised for bids in late October/early November. Outreach to the construction contracting community is planned to increase bidder interest and competition. The eliminated trackwork scope will be performed by our contract operator, Transit America Services, Inc. TASI, who is experienced in this type of construction.

**Sunnyvale Station Rehabilitation Project:** 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 consist arrive at the Sunnyvale Station. The construction contract was approved for award to Sposeto Engineering at the September 7th Board Meeting. The execution of the contract is underway. A Limited Notice to Proceed is forecasted to be issued to the contractor in October to commence the 60-day administrative period. Construction is expected to begin in late 2017 and be completed by mid-2018.

**Inward Facing Cameras:** Install cameras on locomotives and cab cars that will video and voice record the train operators during revenue operations. Currently there are outward facing cameras on locomotives that record the right-of-way from the vantage point of the operators. The inward facing cameras are recommended by the National Transportation Research Board and assits in post-accident investigations. Inward facing cameras are already in service on Metrolink in Southern California and by railroads such as the Union Pacific and Burlington Northern Santa Fe. A Request for Proposal was issued on May 25. Two site visits were conducted and attended by multiple vendors. Proposals were due on July 6th; however, no vendor proposals were submitted.

Subsequent debriefings with the vendors indicated dissatisfaction with the agency's standard commercial terms for insurances and bonding. Staff is now pursuing sole source negotiations with the vendor who previously installed the outward facing cameras in order to implement the project. Contract negotiations are ongoing as well as consultation and review with legal counsel to ensure that we are compliance with legal statutes. The sole source contract is planned to be presented to the Board for approval to award in November. Completion of installation and testing is anticipated by the spring of 2018.

**New Control Point at Brittan:** Add a new control point in the corridor near Brittan Avenue in San Carlos. The new control is comprised of new crossover tracks (and associated signaling equipment) that will allow trains to cross over between the two mainline tracks in the 5-mile zone between Redwood City and Belmont. An operational capacity study that was conducted in 2013 recommended the potential addition of up to eight new control points to improve system operational capacity. The study ranked this location to be the most beneficial to increase efficiency and flexibility especially in the event of emergencies and
equipment breakdowns. The new control point may also potentially increase work windows for construction projects. The final design is being currently being completed and the construction contract is forecasted to be advertised for bids this fall. Procurement of long lead owner furnished materials such as special track work and signal houses is in progress. Construction is expected to begin in early 2018 and complete by the end of 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.
  - In order to increase both operational efficiency and customer satisfaction, weekday timetables have been adjusted effective October 1.
• Reduction in Horn Noise – Beginning Wednesday, September 13, commuters, residents and people working near several Caltrain stations may notice a reduction in horn noise coming from the trains passing through their neighborhoods. Caltrain engineers no longer need to continuously sound their horns when passing through certain stations, based on its configuration.

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 progress: In order to let the public know of elevators out of service, a webpage has been created to report elevator status. Elevator status can now be seen on Caltrain.com/Stations/elevatorstatus. News feed to be updated with this new feature, to be released by the end of this month.

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 (Clipper Cash) availability to tag on and off 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 - TBD. 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
• Caltrain’s Board of Directors approved changes to the rail agency’s fares and parking fees during its August Board meeting. The changes were approved to provide revenue that will allow the agency to fully fund the cost of operating the system. More information on website www.caltrain.com/riderinfo/CaltrainFareChanges

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
AGENDA ITEM # 10 (b)
OCTOBER 18, 2017

JPB CAC Work Plan

November 15, 2017
- 2017 Caltrain Customer Satisfaction Survey Results
- 2018 Meeting Calendar approval
- Visual Messaging System Station Signage

December 20, 2017
- Update on Mobile Ticketing Application
- Centralized Traffic Control System Upgrade

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
- **Communications-based Overlay Signal System Update** – requested 4-19-17 by Brian

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