March 21, 2018 - Wednesday 5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of February 21, 2018

4. Public Comment
   Public testimony by each individual speaker shall be limited to three minutes

5. Chairperson’s Report

6. Committee Comments
   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. Update on Platform Signage (Joe Navarro)

8. Positive Train Control Update Presentation (PTC) (Matt Scanlon)

9. Sunnyvale Station Rehabilitation Project Presentation (Rob Scarpino)

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

11. Date, Time and Place of Next Meeting
    April 18, 2018 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: Ricardo Valenciana Vice Chair), 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 Committee Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at http://www.caltrain.com. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings
Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment
If you wish to address the Committee, please fill out a speaker’s card located on the agenda table and hand it to the Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee 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 Committee 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 650.508.6223, 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: C. Chang, L. Fernandez, C. Tucker, R. Valenciana, L. Klein, P. Escobar, B. Shaw (Chair)

MEMBERS ABSENT: J. Welch, H. Chamarthy


Chair Brian Shaw called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

COMMITTEE MEMBER VACANCY
Chair B. Shaw advised a possible vacancy on the CAC Committee as H. Chamarthy has moved out of the area. Staff advised would confirm vacancy.

Member Ricardo Valenciana arrived at 5:49 p.m.

ELECTION OF OFFICERS
Chair Shaw was re-elected chair.
R. Valenciana was elected vice chair
Motion/Second: Tucker/Escobar
Ayes: Chang, Fernandez, Valenciana, Klein, Shaw
Absent: Chamarthy, Welch

APPROVAL OF MINUTES OF JANUARY 17, 2018
An update was made to Adrian Brandt’s Public Comment under Mobile Ticketing to reflect that he stated the mobile ticket app does not prevent back-riding within one zone tickets. The updated draft of Meeting Minutes for January 17 was approved.

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

PUBLIC COMMENT
Kathleen Tarr, (works at Stanford and resides in Richmond) reported Caltrain paper citation statistics in 2016 show that 273 white passengers received paper citations out of 937. She stated that although white passengers make up more than 50 percent of the ridership, they received less than 30 percent of the paper citations. She suggests that Caltrain make an announcement to the public with the steps Caltrain is taking to improve the disparity. She also suggested that Caltrain issue a public apology for the
disparate impact it has caused on communities. Kathleen wanted to make the Community Advisory Committee aware of this and suggest that Caltrain take proactive measures.

Jeff Carter, Millbrae, provided written correspondence, included in the CAC packet. He said that his concern is regarding the Annual Passenger Counts as the methodology has changed from last year. He stated that the numbers will be skewed due to the count methodology change. This year, compared to last year, excludes Mondays and Fridays from the count. He provided a calculation, in his correspondence, which reflects a possible difference when counting 3 days vs 5 days a week. He acknowledges that his calculations may not be accurate and is only an estimate, as he does not have the raw data. In addition, Annual Counts are also used to validate the ridership estimate based on ticket sales. Jeff said that this does not appear to be accurate and would like the ridership estimation to be looked at and requested staff to provide a more accurate estimation.

Andy Chow stated that due to the recent number of cars entering the right of way and consequently being struck by trains, he thinks Caltrain should proactively tackle these issues since lately these vehicle strikes have caused fires on the tracks. He believes that GPS providers should warn drivers when approaching the train tracks and that there should be better signage to warn drivers to also prevent them from entering the train tracks.

Roland Lebrun, San Jose, said that in Europe, they use obstacle detection which prevents vehicle strikes. He said that they use radar to scan the area around the grade crossing and if it detects an obstacle, the gates raise immediately and trigger a gate fault which directly interfaces with the signaling system. If the gate is raised, the signals remain red and PTC would force an emergency stop. At this point, the cameras are activated and the driver automatically receives a fine.

Drew, San Mateo, suggests and would appreciate a deep dive in the design of the EMU to better understand policy issues, funding issues and engineering information; a type of technical briefing.

Adrian Brandt said that there were five vehicle incidents in December and just this month there were two incidents in three days. He mentioned that trains do derail, although rare, they can derail when they strike vehicles. Signage needs to improve fast as more drivers follow their navigation system. Signage (at grade crossings) should be clear as the “Wrong Way” red reflective signs seen on freeway on-ramps.

Adrian also commented on paper citation disproportions and shared that Bay Area Rapid Transit District (BART) will be conducting onboard proof of payment just as Caltrain does today. He said that BART has a policy to enforce fares on all passengers and not skip any passengers. He said that their policy will have no discretions and will cite all fare evaders.

**CHAIRPERSON’S REPORT**

Thanked committee members for re-election. He advised that elections are a public process and that the Citizen’s Advisory Committee is subject to the Brown Act and thanked the committee for following the protocols and procedures.
COMMITTEE COMMENTS
Member Ricardo Valenciana requested time with Chair Brian Shaw to understand fully the roles and responsibilities.
Member Cat Chang shared that this upcoming year will allow other members to gain more exposure and that the committee will have good candidates to step into other roles by the next election.
Member Cat Tucker requested Staff to add “Paper Citation” to the Work Plan. She requested Staff address the first public comment from Kathleen Tarr and to explain why Caltrain and BART Fare Enforcement are different.

CALTRAIN CAPACITY ANALYSIS
Joe Navarro, Director, Rail Operations, presented the Caltrain Capacity Analysis. He said the reason for this presentation is to provide a brief understanding of Rail Operations.

Train Operations Information:
2-train sets: 92 Weekday Trains:
- 12 – five car Gallery sets with 2 Bike Cars
- 2 – six car Gallery sets with 2 Bike Cars
- 6 – six car Bombardier sets with 3 bike cars
108 Passenger Cars in Operation:
- 46 - Bike Cars
- 62 – Other cars
Bike Capacity:
- 40 Bikes per Gallery Bike car = 80 bikes per train
- 24 Bikes per Bombardier Bike car = 72 bikes per train

Bike and Passenger Counts:
Joe explained that his team took a deep dive on the 17 busiest trains for bikes; trains that exceeded 75% bike capacity at any time during their train run.
The report reflects:
- The average percent of bike and passenger capacity by train
- The bike and passenger capacity at each station during the train ride

Although the data reflects bike capacity exceeds 75 percent at certain stations during the train ride, the report also reflects that the bike capacity doesn’t remain at 75 percent for the entire train ride. For example with train 217, the average bike capacity for this train is 66 percent, but only serviced two stations at 90 percent during the train ride. The next column reflects the passenger counts/capacity. Joe said that the bicycle community has expressed that bike riders are unable to sit next to their bike, however, per the counts, because of the number of passengers and bikes that board the train, it may be impossible for the bike rider to sit next to their bike. For example, when 47 bikes board and 380 passengers board at San Francisco, it makes it impossible to do so (Train #220), especially when passengers board first. For this reason, although the bike delays were reported last month as only bike delays, the delay is actually a mixture of passengers and bike boarding.
Average Monthly Total Weekday Revenue Miles:
- Weekday Revenue Hours
- Weekday Revenue Hours per Train
- Weekday Revenue Hours per Car
- Weekday Revenue Hours for 46 Bike Cars
- Weekday Revenue Hours for 62 Other Cars

Average Train Capacity based on Annual Counts:
Joe stated that the average passenger occupancy in the AM peak NB is 68% percent for an average of 480 passengers boarding throughout the train; however the total passengers handled during the AM peak NB is 15,618 passengers.

The last column reflects a bike to passenger ratio and shows utilization of those cars, throughout the day. This confirms the specs provided a while back of 8 bikes per seat. Joe opened for questions.

Member Cat Tucker asked the reason for the presentation and whether staff has been pressured to add more bike cars. Joe responded that the reason for the presentation is to provide raw numbers and facts. Based on data is how and why decisions are made and that the data reflects that the (occupancy) demand is being met.

Member Larry Klein stated that this was a lot of data to encompass in a short period of time and whether the presentation will be available on the website. Joe confirmed that it will be available on the website.

Chair Brian Shaw asked whether Caltrain has a required seat to bike ratio. Joe advised that with the new EMU, there is an 8 to 1 seat to bike ratio, however currently there is no set standard for the current fleet.

Joe Navarro responded to an earlier Public Comment regarding Grade Crossing. Joe stated that he has been working to make safety upgrades to grade crossings; for example, to paint the pavement at grade crossings red and to improve signage. This is being piloted at the Long Island Railroad and has reduced vehicles stopping on the tracks by 11 percent - 13 percent. Joe said he is working with UP to ensure proper protocol and procedures are followed so that safety grade crossing efforts may continue. Joe said that staff will continue to look at ways improve safety at grade crossings.

Member Cat Chang asked whether the presentation includes bikes that are turned away. Joe said that the bike riders have their own bike bump analysis. Joe advised that he is working toward having the conductors capture this data. Chair Brian Shaw
said that the data will be useful to the public so that they can make informed decisions when planning their trip.

Member Cat Chang asked whether Caltrain was aware of the new Ford bikes stationed near Caltrain stations. Joe said that yes Caltrain was informed of this. Chair Brian Shaw suggested that when the new Caltrain Bike Coordinator position is filled, ideally that position would be able to identify improvements for bike storage or bike sharing to help reduce bike demand on the trains.

Public Comment
Adrian Brandt said that getting a CPUC waiver on General Order 26-D would not only allow for safety improvements such as bollards at grade crossings, but would also allow for an easier way to allow level boarding at stations. Secondly, regarding the Bike Capacity Presentation, he said he doesn’t understand the average passenger boarding and is confusing. Adrian also stated that the data shows that trains never get full; however he stated that this is not the case as they do. He said that Staff should record the number of bike bumps and analyze that data.

Jeff Carter, Millbrae, said that although facts are good, it all depends on how the facts are presented in order to complete the analysis. He asked how bike bumps are addressed. He asked whether the presentation is based on the February 2017 Annual Passenger Counts and Joe Navarro confirmed. Jeff advised that although the counts were made in February to take into account that the ridership increases during the summer and the data should be adjusted appropriately. He said that bicycles are valuable to Caltrain as they reduce cars on the roads and seats on other transit systems.

Roland Lebrun, San Jose, thanked Joe for the presentation and stated that it is not about capacity, but about demand for the bikes and passengers. He said that when Caltrain added a bike car, in doing so, removed 24 seats for passengers to make room for bikes. Roland referenced the CAC meeting minutes of May 18 2016 b pack, 1st Public Comment. He said that the train he came up with is 660 ft. long that fits within a 700 ft. long platform with 893 seats, capacity for 112 bikes and 3 bathrooms. He said that the way this works is that the seats are flip-ups. He advised staff to take a look at the packet with his design. Secondly, grade crossings in Europe glow florescent at night and regarding Adrian’s public comment on General Order 26-D, freight trains would hit level boarding platforms.

Andy Chow, Redwood City, said that he has noticed that the local and limited trains are empty of bikes once they get to San Francisco. In his opinion, the bicyclists like the baby bullet trains to get to their destination faster. He advised to balance the loads across all trains when staff rewrites the schedule for electrification. He advised to have relatively the same travel time from Palo Alto to San Francisco amongst all trains.

Drew, San Mateo, thanked staff for the Bike Capacity Analysis and also said he appreciates the challenges with the constraints when trying to make a schedule change. He asked for a quick review/summary as to why the train set cars cannot change more for specials. He also asked, due to the high counts of passengers at
Sunnyvale for example, how accurate are the counts? He also suggested that trains that are historically full, based on data, to be color coded on the schedule in the future.

**STAFF REPORT UPDATE**

Joe Navarro, Director, Rail Operations, reported:

**On-time Performance (OTP)** -
- **January:** The January 2018 OTP was 96.2 percent compared to 94.4 percent for January 2017.
  - **Vehicle Strikes:** There were two vehicle strikes on January 10 and 11.
  - **Vehicle on Tracks:** There were two days, January 13 and 14, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays:** In January 2018 there were 439 minutes of delay due to mechanical issues compared to 254 minutes in January 2017.
  - **Trespasser Strikes:** There was one trespasser strike on January 17, resulting in a fatality.
- **December:** The December 2017 OTP was 93.9 percent compared to 95.1 percent for December 2016.

**Special Events** -
Mr. Navarro went over the special events. He mentioned that the San Jose Sharks have special services for their events and that the 49ers have ended theirs for the season. Caltrain hosted a booth at the Giants FanFest on February 10 in San Francisco and promoted the new mobile ticket app.

**Caltrain Mobile Ticketing App** -
The app went live on February 7 and passengers were able to purchase tickets beginning February 10. Since then, there have been 3500 downloads and 1600 tickets sold. There have been no complaints from the conductors enforcing the fare and few from our customers. The most common confusion among customers is the timeframe of validity of the ticket. Passengers are unable to make purchases in advance and tickets are activated upon purchase.

Chair Brian Shaw suggested having a message on the app warning passengers that the ticket is active immediately. Joe said he will look into that.

**GO Pass Pilot Program** -
There have been improvements made during the past couple of months and the pilot program is now running smoothly.

**Caltrain Fare Evasion Ordinance** -
Caltrain will begin new Fare Enforcement program on April 1. Passengers will be notified of this beginning in March. All passengers without proof of payment will be cited and Conductors will have no discretion.

Member Cat Tucker mentioned that the Work Plan was not in the packet. She requested an update on the dedicated funding.
Member Cat Chang requested a follow-up 3-4 months from now on the mobile ticketing app to gauge how effective it is.

Member Larry Klein requested the Work Plan. Brian requested the committee to individually send their work plan suggestions to Staff.

**Public Comment**
Adrian Brandt said that there was an hour long black out on the signaling system on February 14 and asked whether we have back-up power to prevent delays. He requested a report on how and why it happened and how to prevent it from happening in the future. Joe responded that it was a brown out and we still had power and chose to be safe and move strains to the nearest station. The problem was fixed and was not a power problem. Caltrain does have a back-up system in place.

Roland Lebrun, San Jose, said that regarding funding, the public needs to speak with either the Chair or the two representatives from your county to explain what happened with the permanent funding source.

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**
March 21, 2018 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 7:10 pm
TO: JPB CAC
FROM: Joe Navarro
Director, Rail Transportation
SUBJECT: STAFF REPORT

On-time Performance (OTP) -

- February: The February 2018 OTP was 93.7 compared to 93.8 percent for February 2017.
  - Vehicle Strikes - There were two vehicle strikes on February 10 and 12.
  - Vehicle on Tracks - There were two days, February 9 and 27, with a vehicle on the tracks that caused train delays.
  - Mechanical Delays - In February 2018 there were 240 minutes of delay due to mechanical issues compared to 792 minutes in February 2017.

- January: The January 2018 OTP was 96.2 percent compared to 94.4 percent for January 2017.

- Special Event Train Service -

- Services Performed:
  - San Jose Sharks - There were three SJ sharks regular season home games in January. Total post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 991. Total year-to-date post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 9,361.

There were six SJ sharks regular season home games in February.

  - Giants Fan Fest - The Giants Fan Fest was held at AT&T Park on Saturday, February 10, from 10:00 a.m. to 3:00 p.m. Caltrain provided extra capacity to and from the event (one advance pre-event train, a 7-car pre-event bullet train and two extra post-event local trains). Total additional riders alighting and boarding at San Francisco was 6,117, up by 500 riders compared to 2017.
Caltrain also had a booth at the Fan Fest this year where Caltrain staff promoted and distributed the new Caltrain Giants schedule. Staff also used this occasion to help promote the newly launched Caltrain Mobile App.

- **President's Day** - Caltrain operated Modified Service (Modified Saturday Schedule with four extra trains in each direction including one round trip from Gilroy to SF) on Monday, February 19 – President’s Day.

- **Services Scheduled:**
  - **San Jose Sharks** - The Sharks will host eight games in March. 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 SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends, but no later than 10:45 p.m.

  - **Giants Baseball** - Baseball service begins with exhibition games against the Oakland A’s at AT&T Park on Monday, March 26 and Tuesday, March 27. The regular season home opener against the Seattle Mariners will be on Tuesday, April 3 at 1:35 p.m. Caltrain will provide baseball service for all home games, including the exhibition games and home opener. Caltrain highly encourages fans to take the extra trains (labeled with an “S” in the schedule) to the weekday afternoon and weekend games to assure a seat. New for the 2018 season weekday evening and weekend post-game service, Caltrain will operate two extra local trains that depart approximately 15 and 25 minutes after the last out or when full (the Belmont Express train will no longer be in service). In addition, in the event that a game goes into extra innings, the last train departs at 12:05 a.m. to provide overnight construction windows for the Electrification project.

- **Capital Projects** -

  This information is current as of February 14, 2018

  **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.

  Staff is waiting for the delivery of specialized materials in order to resolve a Buy America issue related to the fire hydrants that were installed as part of the project. The delivery of the materials has been extended to February 2018 due to supplier’s manufacturing delays. Installation of the material is planned for March. Staff is also continuing discussions with Caltrans, City of San Francisco, and third-party utilities to secure additional funding and reimbursement for additional incurred costs associated with their portion of work. PG&E has reimbursed the PCJPB for their associated costs. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) continue.
The AT&T relocation reimbursement request was completed by staff and is still under review by legal counsel before transmittal to AT&T. Caltrans funding discussions are pending completion of the fire hydrants in March.

**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.

During the past month, placement of the final project Cast-In-Drilled-Hole (CIDH) pile foundations is to be completed at the 25th Avenue Bridge. Traffic control measures have been instituted on 25th Avenue to allow construction of the foundations on the north and south sides of 25th Avenue, the center bent in the median, and to maintain public access to the local businesses. Work also continued for the bridge over Borel Creek, and, the Pedestrian Underpass between 28th and 31st Avenues. The temporary closure of the Hillsdale Station, to allow completion of the project, is forecast to occur in late 2018. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary inconvenience. Overall construction is expected to complete in early 2020.

**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, the contractor completed final punchlist activities for signal testing for the Tailtrack and street and roadway clean-up items that were coordinated with the City of San Jose. The remaining activities are for close-out of the construction contract and project. This is the final report for this project.

**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.

A Limited Notice to Proceed was issued to the contractor on October 9 to commence the planned 60-day administrative period which precedes the start of field construction. The contractor is delinquent in providing required administrative submittals; therefore, the Notice to Proceed is delayed from the planned start in December. A restricted Limited Notice to Proceed was issued in February to allow specified trackwork construction items to proceed which is required to build temporary station platforms that will be needed to construct the
project. Contract completion remains scheduled by mid-2019. Third party utility relocations, except for Kinder-Morgan fuel lines, are still awaiting the City of South San Francisco’s acquisition of an encroachment permit from Caltrans. Site coordination with the Electrification project continues as the Electrification contractor is currently working just north of the South San Francisco station.

**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. 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 and construction schedule of this project has been coordinated with the City’s improvements in the same area.

The Limited Notice to Proceed (LNTP) was issued to the contractor on November 8th and the contractor has completed the administrative requirements. The Notice to Proceed was issued on February 9, 2018 and the contractor is commencing construction with the directional boring for underground electrical conduits at Broadway, Main and Whipple. Upon completion of directional boring, by the end of February, the contractor is planning to proceed in March with the work on Broadway. Construction is expected to be substantially complete by July 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 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 approved for award at the January 4, 2018 Board meeting. Contract execution is still in progress as the contractor has not yet submitted the required insurance documents. The Limited Notice to Proceed, originally expected in February, is now forecast to be issued in March. Construction is expected to last 1-year from the Limited Notice to proceed.
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 consists arrive at the Sunnyvale Station.

The construction contract was awarded to Sposeto Engineering on September 7th. The Limited Notice to Proceed was issued on December 15th to commence the 60-day administrative period; the Notice To Proceed is forecast to be issued in late February to early March. Construction is expected to begin in March 2018 and complete by the summer of 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 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 and Burlington Northern Santa Fe.

The Notice to Proceed was issued to Rail Power Services LLC on December 21, 2017. Administrative and design submittals are in progress. The contractor is procuring materials and coordinating vehicle availability and the scheduling of installations with the Mechanical department staff at the Centralized Equipment and Maintenance Facility (CEMOF) in San Jose. Completion of installation and testing is anticipated by the spring of 2018.

HVAC Improvements at the CCF Communications Equipment Room: Improve the cooling systems in the electronics equipment room at the Central Control Facility in San Jose. The amount of electronic equipment has greatly increased which has resulted in overloading of the existing cooling system. With the addition of newer systems such as CBOSS/PTC, ROCS/PADS, and upgrades to communications systems; the capacity of the existing cooling system is inadequate to maintain a sufficiently cool temperature. Equipment failure to critical systems such as dispatching and communications due to overheating is an unacceptable operational risk. Currently, this problem is being temporarily addressed by using rental cooling systems that are inadequate for future expansion and is costly. This project will address current and future cooling capacity by adding and replacing current cooling systems with newer and more efficient cooling equipment.

The contract was awarded in November to Smith Electric Service. The contract has been executed and a Limited Notice to Proceed was issued on December 11, 2017, the administrative requirements were completed and the Notice to Proceed was issued on January 29, 2018. Currently the contractor is procuring
materials and submitting work plans for approval. Construction is expected to begin construction in March and complete by the summer 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.
- San Francisco Giants Service 2018 Season:
  - Belmont Express train will no longer be in service
There will be no Extra Service after 12:05 a.m. in the event that a Giants game goes into extra innings. This is due to provide the overnight construction windows for the Electrification Project.

Improved Communications for Giants 2018 Season Service:
- Visual Messaging System
  - Messaging Scroll to promote Specials Northbound Scheduled Trains
  - Working to update the Visual Messaging System to identify Special Northbound Trains when approaching the platform labelled with an “S” (i.e. S01, S03)
- Giants Service 2018 Season Brochure/Website
  - Added pre game Special Trains, scheduled times and highlighted in Orange

More information can be found at http://www.caltrain.com/riderinfo/specialevents/SFGiants

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.
- New training program for conductors on fare enforcement using mobile ticketing application has been completed. Tracking feedback from customers to possibly implement improvements.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.
- Fare Enforcement Ordinance – Training classes are currently scheduled for weekends starting in March for TASI conductors.

Customer Service
In the short-term (six-18 months), the taskforce is spearheading efforts to:
- Trend customer complaints to establish patterns for improvements.
- Partner with Rail Operations department to implement changes to better enhance the customer experience.
- Train Customer Service Representatives on new Notice of Violation for Fare Enforcement process in mid-March to better assist customers.
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 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.
- Caltrain Mobile Ticketing App -
  - In February, Caltrain Mobile sold 3,284 tickets. About 65 percent of the tickets sold were One-way and the most common ticket category used was Adult category. Caltrain Mobile was downloaded nearly 5,000 times since launch.
  - The official launch date was February 10 in conjunction with the San Francisco Giants Fan Fest event. The agency continues to promote the usage of the mobile ticketing solution.
  - Currently staff is exploring with moovel North America, LLC the addition of daily parking and components for trip planning and real-time information on service updates, among other functions.
- GO Pass Pilot Program -
  - Since the start of the program in January, an average of about 8,000 unique users of the Go Pass on Clipper ride Caltrain per month. In February, the Clipper system registered more than 120,000 rides.
  - The agency will continue to monitor and evaluate the pilot program throughout the year to determine future use of Go Pass on Clipper by the remainder of the participating companies.
- Caltrain Fare Evasion Ordinance -
  - The contract with a third party processor (Turbo Data) will be completed the 1st week of March. Training classes are currently scheduled for weekends starting in March for TASI conductors. Marketing efforts such as Social Media and Press Releases to begin
  - Early stages of possible procurement of new TVMs for FY19.

Outreach Efforts

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

- Bike Security Outreach Effort
  - A new bike security outreach effort is being launched, bringing the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard.
- Construction Project Customer Communication
  - South San Francisco Station
    - Construction began January 2018
- Temporary Platform to be installed on March 19, 2018.
- Customers at the station are being notified by station audible announcements
- A webpage was created at [http://www.caltrain.com/ssfstation](http://www.caltrain.com/ssfstation)
  - Caltrain Electrification
    - Launched new website for Caltrain Electrification; [www.CalMod.org](http://www.CalMod.org)
  - Community Meetings
    - South San Francisco - Feb. 21
    - Menlo Park - Feb. 28
    - San Jose (south) - March 5
    - San Jose (north) - March 15
    - San Bruno - March 21
    - Millbrae - March 22
  - Sunnyvale Station Rehabilitation Project
    - Construction began March 12, 2018
    - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents
    - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs
    - A website was created at [http://www.Caltrain.com/SunnyvaleStation](http://www.Caltrain.com/SunnyvaleStation) that includes project information and allows individuals to sign up for weekly updates
    - A hotline (650.508.7726) and email (construction@caltrain.com) have been established
  - 25th Avenue Grade Separation Project
    - Construction continues on this 2 ½ year project
    - Over 450 people have signed up for the weekly construction update
    - The website at [http://www.Caltrain.com/SunnyvaleStation](http://www.Caltrain.com/SunnyvaleStation) continues to be a resource for riders and the community, as it’s continually updated with the latest construction photos, presentations, and construction information

**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.
- Based on recent evaluation results, implemented a new process and procedure to ensure equipment cleanliness.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
AGENDA ITEM # 10 (b)  
MARCH 21, 2018

JPB CAC Work Plan

April 18, 2018
- Update on Bike Parking Plan
- Update on Fare Study
- Update on Peninsula Corridor Electrification Project (PCEP)

May 16, 2018
- Centralized Traffic Control Presentation
    
June 20, 2018

July 18, 2018

August 15, 2018

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
- Visual Messaging System Station Signage
- Wi-Fi - requested by Member Paul Escobar - 1/17/18
- Mobile App - requested on 2/22/18 by Chair Brian Shaw - Fall
- Proof of Payment update - requested on 2/22/18 by Chair Brian Shaw - Fall
- Suicide Awareness prevention - requested on 2/25/18 by Member Paul Escobar - Fall
- Schedule Audit - requested on 3/6/18 by Member Lauren Fernandez