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

October 17, 2018 – Wednesday

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of September 19, 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. Caltrain Business Plan Update (Sebastian Petty)
8. Staff Report (Robert Sebez)
   a) Customer Experience Taskforce Update
   b) JPB CAC Work Plan Update
9. Date, Time and Place of Next Meeting
   November 14, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
10. 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: Kevin Burke, Ricardo Valenciana (Vice Chair)
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.
MINUTES OF SEPTEMBER 19, 2018

MEMBERS PRESENT: K. Burke, C. Chang, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: P. Escobar, L. Fernandez, L. Klein,

STAFF PRESENT: J. Navarro, J. Navarrete, M. Jones, L. Low, C. David

Chair Brian Shaw called the meeting to order at 5:48 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF AUGUST 15, 2018
Motion/Second: Tucker / Valenciana
Ayes: Burke, Chang, Shaw
Absent: Escobar, Fernandez, Klein, Tucker

PUBLIC COMMENT
Jeff Carter, Millbrae, stated that he has noticed construction progression along the corridor and is pleased that the electrification project is moving along. Secondly, Jeff stated that the JPB minutes are brief compared to the Caltrain CAC minutes. He stated that the JPB board video is the only way to gain a better understanding of the meeting than the meeting minutes. He hopes that the previous method of capturing JPB Minutes can be implemented again.

Roland Lebrun, San Jose, stated that he has forwarded pictures of the San Bruno platform to staff. He said that the pictures show 6 ft. cracks at the base of the cantilever poles. Roland said that these cracks exist before the wires have been put up and that these wires will hold two tons of tension on each line. Secondly, Roland stated that in regards to his correspondence regarding the format of the minutes available online, although he understands that the problem will be corrected going forward, he requested the minutes be reposted in the updated format.

CHAIRPERSON’S REPORT
Chair Brian Shaw stated that the staff for Stanford, Caltrain and Clipper met last week to correct a problem with the Clipper cards used for the Go Pass. The problem was that the Go Passes would expire in 6 months if it was not used, however the employer purchased the Go Pass for the year. Mr. Shaw stated that with the help of Caltrain the matter was resolved with Clipper.
Chair Shaw also stated that Stanford is now receiving data from Clipper to better understand travel patterns and usage of the Go Pass which will help with Stanford’s future planning and decisions.

COMMITTEE COMMENTS
Member Kevin Burke stated that he had questions from passengers. Kevin stated that the Hillsdale Shuttles were shut down due to contractual issues and asked whether staff has considered paying the shuttle drivers more to help resolve contract issues. Joe Navarro, Deputy Chief, Rail Operations responded that it is difficult to get drivers and that the shuttles are not the only entity having this problem due to the cost of living. Mr. Navarro stated that staff is doing the best to resolve shuttle issues. Member Kevin Burke also asked whether there will be any schedule changes before Electrification. Mr. Navarro responded no schedule changes anticipated, at this time. Mr. Burke, thanked staff for considering his concern regarding bike and pedestrian alignment at the undercrossing in South San Francisco. Lastly, Mr. Burke advised that the clock across the concession stand at 4th & King is two minutes slow. Mr. Navarro said that he will look into that.

Member Cat Chang expressed her appreciation of the Business Plan presentation between meetings and the update of progress being made. Ms. Chang also stated that she has noticed a drop in On Time Performance and asked staff to elaborate in the Staff report. Mr. Navarro said that he would speak to it during the Staff Report.

Vice Chair Ricardo Valenciana recognized the Social Media staff for a job well done updating weekend service disruption as it was very informative and was provided with enough time to consider alternative transportation plans. Mr. Valenciana suggested staff to partner with a ride share organization that may potentially earn revenue for Caltrain.

STATION TOOLBOX –
UPDATE ON CALTRAIN PLANNING STUDIES AND TRANSIT-ORIENTED DEVELOPMENT POLICY
Melissa Jones, Principal Planner, presented the Update On Caltrain Planning Studies And Transit-Oriented Development Policy Development

Overview:
- Purpose and Relationship between the Projects
- Rail Corridor Use Policy Overview
- Station Management Toolbox Overview
- Transit-Oriented Development Policy Overview
- Relationship to Caltrain Business Plan

Purpose of the Three Projects:
- Three interrelated planning and policy analyses to address station access and transit-oriented development (TOD)
- Key questions for each project:
  - Rail Corridor Use Policy: What can be developed on JPB property? Who can use JPB right-of-way and real estate?
  - TOD Policy: How should Caltrain develop available property?
Station Management Toolbox: Help answer “Why?” questions, to help assess outcomes and trade-offs of station access and TOD decisions

Rail Corridor Use Policy (RCUP):
- **Purpose:**
  - Develop a policy to facilitate the processing, review, and approval of proposed uses and projects on JPB property
- **Objectives:**
  - Create a framework to evaluate potential conflicts between future transit uses and long-term development opportunities
  - Provide a coherent process for the review of proposed uses and projects on JPB property
  - Provide Board-level input and transparency on long-term, high-dollar value decision-making processes and outcomes related to JPB property
- **Tasks include:**
  - Update inventory of JPB-owned property assets
  - Establish broad “property use” zones based on current, planned, and potential future needs for railroad uses
  - Analyze the tradeoffs between preserving JPB property for potential future railroad needs and allowing potential commercial leases and joint-development projects on the property
  - Develop an administrative framework for processing property use decisions (including distinguishing between staff-level decisions and Board-level decisions)
- **Timing:** TBD – aligning with Business Plan

Station Management Toolbox:
- **Purpose:**
  - Provide a decision-making tool and technical analysis to help assess potential outcomes and trade-offs associated with access improvements and TOD at stations
- **Funded by FTA planning grant objectives:**
  - Establish performance goals and metrics related to Caltrain’s station-based assets and programs
  - Provide Caltrain with a methodology to quickly and transparently evaluate the performance of potential access investments and transit-oriented developments at and near stations.
- **Tasks include:**
  - Phase 1 – Create the Toolbox Framework: Establish the range of decision and planning scenarios where the Toolbox is needed, and propose tools for quantitative analysis to aid in decision-making
  - Phase 2 – Build the Toolbox: Create the set of tools that will comprise the Toolbox and facilitate technical analysis
  - Phase 3 – Test the Toolbox: Use case studies of three Caltrain stations (South San Francisco, Belmont, and Redwood City) to test the Toolbox and develop case study plans.
- **Timing:**
  - Phase 1 and 2 – completed
Transit-Oriented Development (TOD) Policy

- **Purpose:**
  - Establish agency goals related to TOD and set forth a series of policies for disposition of JP8 real estate assets

- **Objectives:**
  - Hone the list of development “opportunity sites” from the RCUP to identify key opportunities to promote TOD, and analyze trade-offs with the Toolbox
  - Adopt policies related to the agency’s role as an advocate and stakeholder related to third-party development near Caltrain
  - Develop a set of general business objectives to guide disposition of agency property for development (including balancing revenue vs. affordable housing)

**TOD Policy:**

- **Tasks include:**
  - Create detailed summary of potential opportunity sites, potential development scales, and potential revenue
  - Characterize key trade-offs for JP8’s goals, business terms, and other activities (e.g., affordability targets vs. revenue)
  - Identify potential value capture strategies
  - Explore benefits of development in broader station areas near Caltrain corridor and possible criteria for endorsement of development projects near stations

- **Timing:** targeting Board adoption summer 2019

**Relationship to Caltrain Business Plan:**

- These three projects will form a comprehensive technical and policy-based understanding of the extent to which the JP8’s real estate assets can be effectively monetized
- Caltrain Business Plan will closely coordinate with these three initiatives, leveraging their technical findings and incorporating any policy direction the Board provides through these studies

Vice Chair Ricardo Valenciana, asked about the housing built around the San Carlos station and whether it falls under the RCUP Policy. Ms. Jones responded that it would in the future. Mr. Valenciana asked what policy it fell under when the decision was made. Ms. Jones advised that, at that time, there was no policy. Mr. Valenciana asked whether the housing is affordable housing. Ms. Jones responded that there is a portion of affordable housing and not sure of what percentage.

Member Cat Chang asked since the Management Toolbox will align with the Business Plan whether will there be assumptions built in to incorporate the Business Plans. Ms. Jones advised that it will include Business Plan assumptions and plans as it is driven by the ridership model which will be incorporated to the Management Toolbox.
Member Kevin Burke asked whether staff has talked to BART as they have gone through similar situations. Ms. Jones replied that staff has worked with BART staff and are in communication. Mr. Burke also asked whether Caltrain receives a discount on construction of housing over time. Ms. Jones advised that the Caltrain Real Estate staff would have those details. Mr. Burke asked whether staff has ever considered buying out Union Pacific. Ms. Jones said not to her knowledge. Mr. Burke also asked whether Caltrain can provide local governments how zoning around the station areas affects potential Caltrain ridership. Ms. Jones advised that the Management Toolbox has a little bit of that functionality as it allows for analysis using the number of potential dwelling units within a half a mile for station area plans. Lastly, Mr. Burke asked whether staff has a tool to determine how much foot traffic is needed in order to consider adding retail or concession shops near a station. Ms. Jones replied that staff does not.

Member Cat Tucker asked how much property is being considered along the corridor. Ms. Jones said that she does not have that information. Member Cat Tucker said that Caltrain is a train business and that Transit-Oriented Development property should be left up to the region.

Chair Brian Shaw asked what is Caltrain’s current decision making process on land use for Caltrain owned property. Ms. Jones responded that ultimately it is a board decision. Caltrain does not have sites that are available for non-railroad use when considering future growth and is why this tool has been developed to better evaluate trade-offs. Chair Shaw asked whether the Station Management toolbox is available for public use. Ms. Jones advised that it is primarily for staff to facilitate decision making internally and results can be shared publicly. Chair Shaw asked whether a developer or contractor working on municipal planning can reach out to Caltrain staff to run numbers on their behalf. Ms. Jones responded that it is possible.

Public comment:
Jeff Carter, Millbrae, appreciates the report and also stated that it is important for Caltrain not to give up valuable right of way that could be used for possible expansion of the railroad and the eventual need to handle a projected ridership of 150k - 200k. Jeff said that it would be costly to expand to four tracks in the long run.

Roland Lebrun, San Jose, asked whether the primary mission is to handle real estate deals or to transport passengers throughout the corridor or. Roland said that if ridership increased from 60k to 200k, that farebox would jump from $18M/year to $300M/year. Roland asked how mixed traffic will be handled in the future and how will trains pass. He also asked how residents that live near the tracks will react and how will passenger safety happen when High Speed Rail zooms at 110MPH. Lastly, Roland asked staff to plan for longer platforms and increased ridership of 100k – 200k.

Doug DeLong, Mountain View, stated that the construction signage is not accurate at the San Carlos station. He stated that there are two signs pointing to the Historic Depot building that read “Caltrain Parking”, however all parking has moved to South of the station.

Chair Brian Shaw allowed additional public comment
Ian Quirk, Redwood City, stated that cell phone service between Millbrae and San Francisco is spotty and completely cuts out at every tunnel. He also stated that passengers are unable to be productive during their commute which results in longer hours at the office and less time with family. Ian acknowledges Caltrain’s long term goal to obtain Wi-Fi, however asks staff to consider alternate solutions for passengers as BART, Amtrak, major airlines and the Tech Company buses have. He suggests that if Caltrain were to launch an RFO today, that Caltrain would receive multiple vendor options. He said that although Wi-Fi enabled trains in 4 – 5 years is encouraging, it is not enough and an interim solution is needed.

Chair Brian Shaw advised the members that the Wi-Fi update has been moved Items to be scheduled section of the JPB CAC Work Plan.

**TUNNEL NOTCHING/MODIFICATIONS PROJECT**
Joe Navarro, Deputy Chief, Rail Operations, presented the Tunnel Modification Project presentation.

San Francisco Tunnel Work:
- Work on the four San Francisco Tunnels:
  - Grouting and Notching
  - Drainage and Track Work
  - Overhead Contact System Installation
- Pre-construction: September 2018
  - Prepare Staging Areas
  - Site/Tunnel Survey
- 24 hour/day weekend work:
  - Start: Friday Night after Revenue Service
  - Finish: Monday Morning before Revenue Service

**Weekend San Francisco Station Closure:**
- Weekends - Oct 6, 2018 to Spring 2019
  - Caltrain service north of the Bayshore Station will be suspended on the weekends
  - Caltrain service south of Bayshore will remain unchanged
  - Bus service will be provided from Bayshore to 4th and King and 22nd Street stations
- Caltrain weekday service will remain unchanged
- Bus Bridge Schedule available at [caltrain.com/SFWeekendClosure](http://caltrain.com/SFWeekendClosure)

**San Francisco Weekend Caltrain Closure Outreach:**
- Station Signage and Announcements
- Onboard Signage and Announcements
- Station Ambassadors
  - Weekend prior to first closure and every closure weekend
- News Releases and Media Advisory
- Paid and Organic Social Media Campaigns
Nextdoor, Twitter, Facebook
- Paid Print and Digital Ads
- E-Newsletters
- Dedicated Webpage
  - Alert on every Caltrain page and homepage
  - Includes Transit Alternatives
- Coordination with stakeholders:
  - Cities, Counties, Chambers, Event Organizers and Community Based Organizations
- Alerts on 511.org
- Google Maps Alert
- Customer Service Number Message
- Physical Mailers to residents near tunnels

Member Kevin Burke asked about parking at Bayshore and Mr. Navarro advised that there will be no station parking and limited street parking as the buses will be staging in that area for passenger transportation to 4th & King and 22nd St. Mr. Burke asked whether staff asked SFMTA to run additional weekend service on the T Muni Line. Mr. Navarro advised that there are a lot of projects going on and that all transit agencies are having a hard time with manpower at this time.

Chair Brian Shaw asked whether the tunnel work will be complete this year or will it continue next winter in another phase. Mr. Navarro advised that the plan is to complete all work during this phase and that if unexpected issues arise staff will make those decisions, as they come, however if there are any delays on this particular work, it will not affect the start date of electrification. Mr. Shaw asked whether Caltrain will coordinate schedules with BART to help move people from Millbrae to San Francisco as the Bus Bridge will not provide enough bandwidth to transport passengers effectively from Bayshore. Mr. Navarro advised that BART has 20 minute headway on the weekends and that passengers getting off at Millbrae will wait 20 minutes, at most. Mr. Navarro said that after the first week staff will work with BART to coordinate.

Public comment:
Jeff Carter, Millbrae, asked why the work could not be completed one tunnel at a time and have trains single track during construction, instead. Jeff also requested staff to not only coordinate schedules with BART, but to also coordinate fares. Jeff suggested staff to work with BART to honor Caltrain fare to San Francisco.

Roland Lebrun, San Jose, asked whether Caltrain will provide service on Thanksgiving. Mr. Navarro advised that Caltrain will run regular holiday service on Thursday and Friday. Roland asked staff what method will be used for tunnel notching. Mr. Navarro advised that he does not have the answer. Roland requested staff to share the method that will be used for tunnel notching as there is a method where the tracks can be lowered while addressing the draining and would be a safer method.

Doug DeLong, Mountain View, advised that the tracks are already as low as they can go. Doug also addressed an earlier comment regarding schedule changes and that
although there will be no service design changes, the Hillsdale station will be
demolished next year to support the 25th Ave. grade separation project in San Mateo
and would like to know the schedule impacts and whether it will overlap the tunnel
notching project.

Member Kevin Burke asked staff to have conductors make announcements regarding
the weekend service disruption. Mr. Navarro advised that there is a timeline in place to
notify the public.

BIKE SECURITY OUTREACH
Lori Low, Public Affairs Officer, presented the Bike Security Task Force Update.

Presentation Outline
• Interdepartmental Effort
• Data Gathering & Improvements

Interdepartmental Effort
• Monthly Meetings - Departments Involved
  o Social Media
  o Transit Police
  o Rail Operations
  o Safety & Security
  o Planning
  o Marketing
  o Community Affairs
  o Customer Service

Social Media
• Data Gathered
  o Reviewed all bike security related social media posts 2016 & 2017
  o Reviewed protocol and response
• Improvements
  o Coordinated with Transit Police and Safety and Security on standardized
    messaging/response

Transit Police
• Data Gathered
  o Bike theft reports 2016 & 2017
• Improvements
  o Sheriff’s online reporting form updated (separate “onboard” and “at
    station”)
  o Bike theft data incorporated into monthly Safety and Security Reports
  o Annual bike security presentation to BAC
  o Bike safety tips posted to both Sheriff’s and Caltrain websites
  o 529 Garage: Technology help with registering bikes, education,
    prevention, reporting, and theft recovery. Implementation Fall/Winter 2018

Rail Operations
• Data Gathered
Conductor Survey (June 2018)

- Improvements
  - Retraining response protocol with conductors
  - Possibility of security cameras at stations
  - Security cameras in electric trains
  - Bike counters in electric trains

Lost and Found

- Data Gathered
  - Inventory bikes in lost and found

- Improvements
  - Updated lost and found website with bike information
  - Lost and found recovery in San Jose and San Francisco. Implementation Fall 2018.
  - Streamline process and new online system (Auto-generates detailed questions and automatic matches). Implementation Winter 2018/2019

Other Sources

- Data Gathered
  - Customer Service: Bike security related comments from 2016 & 2017
  - Marketing: Surveys from 2015 to 2017
  - Community Affairs:
    - BAC bike security related comments from 2016 & 2017
    - Requested best practices from advocacy organizations and public agencies

- Improvements
  - 2018 Annual Survey: Bike security related data
  - Caltrain website (more accessible safety tips, best practices, Transit Police info)
  - Onboard Bike car (decals: inclusion of Transit Police information)
  - Take Ones: Transit Police flyer

Member Kevin Burke requested staff to make it easier to rent bikes at the stations. Ms. Low agreed the bike sharing is an exciting opportunity and that the new Planner of Station Access will be looking closer at bike share and bike parking options. Ms. Low also advised that the cities determine which bike shares are allowed in their jurisdiction and once the city decides which bike shares are allowed, staff can work with them.

Vice Chair Valenciana asked Ms. Low how many bikes were reported stolen last year? Mr. Navarro responded that 27 bikes were reported stolen and is minimal as Caltrain handles 5000 bikes a day.

Public comment:
Jeff Carter, Millbrae, appreciated the presentation and the bike security efforts as passengers are concerned with the new EMU design and not being able to sit with their bikes. He also appreciated the updated Lost and Found process.

Doug DeLong, Mountain View, also appreciated the updated Lost and Found process. Doug asked staff to consider putting cameras at the Palo Alto station as, according to the safety and security report, it is the station with the most reported bike thefts.

Adrian Brandt stated that the best way to prevent bike theft is to have people in close proximity of their bike. Bike theft happens quickly and by the time someone watching from a camera notices a bike theft, it is too late to catch the thief.

**STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief, Rail Operations, reported:

**On-time Performance (OTP) –**

- **August:** The August 2018 OTP was 93.0% compared to 95.7% for August 2017.
  - Vehicle Strikes – There were two vehicle strikes on August 3 and 23.
  - Vehicle on Tracks – There was one day on August 17, with a vehicle on the tracks that caused train delays.
  - Mechanical Delays – In August 2018 there were 669 minutes of delay due to mechanical issues compared to 428 minutes in August 2017.
  - Trespasser Strikes – There was one trespasser strike on August 24, resulting in a fatality.

- **July:** The July 2018 OTP was 90.5% compared to 95.8% for July 2017.
  - Trespasser Strikes – There were two trespasser strikes on July 5 and 19, both resulting in a fatality.

Mr. Navarro advised that some of the reasons for the dip in on time performance area:

1. Electrification construction has ramped up.
2. Locomotives are being overhauled in Boise, Idaho
3. PTC – Locomotives and cab cars are being pulled out of service in order to place onboard devices
4. Special Event Services

**Caltrain Electrification Construction**

Work is organized by four segment areas, with work currently occurring in segments 2, 3 and 4. Please visit [http://calmod.org/construction/](http://calmod.org/construction/) for further work segment and construction details.
Weekend Bus Bridge & Timetable Change
Caltrain will operate a weekend bus bridge between San Francisco and Bayshore Stations, including 22nd Street, due to the shutdown of tunnels to accommodate the construction activities for the Peninsula Corridor Electrification Project. Caltrain will alter its Weekend Timetable starting Saturday, October 6, 2018 through late Spring 2019.

- Buses will connect to trains at the Bayshore Station.
- Bus schedules will be reflected in revised Weekend timetable.
- Train schedules south of Bayshore Station will remain the same.

Other details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain website.

Fare Enforcement Ordinance
Adopted by the board on January 4th and launched on July 25, 2018. The appeal process has been established and accepted by the committee. As of August 23rd there has been 937 violations issued and 297 violations have been paid.

Member Cat Tucker responded to the public comment regarding Wi-Fi. She said that it has been an item that has been requested of Caltrain since Wi-Fi was made available and that Caltrain has many needs and that Wi-Fi has not bubbled to the top. She stated that the latest update regarding Wi-Fi is to wait for the EMUs to have Wi-Fi capability in 4 to 5 years. Cat advised him to lobby the Board in order to make Wi-Fi a priority sooner.

Public comment:
Roland Lebrun, San Jose, advised staff to communicate with VTA regarding Fare Violations as they do it well. Regarding the switches, Roland stated that trains do not decelerate to 45 mph at the passing station at Lawrence and has clocked them at 55 MPH and causes maintenance issues. Regarding Wi-Fi, years ago there was a company that offered to do it for free, the same company that services the Golden Gate buses and Caltrain missed that opportunity. Lastly, regarding PTC Roland stated that Caltrain will not make the December 2018 deadline and will get fined because Caltrain will not qualify for an extension.

Adrian Brandt stated that the request for Wi-Fi has been going on since 1990, when he was serving on the CAC and that it is not one of Caltrain’s priorities. Adrian asked how the conductor’s will keep track of those riders that have been banned for evading fare and not paying the fines. Mr. Navarro advised that the hand held ticket machines have a camera if the passenger does not have identification at the time of citation. In addition, if the identification is in the database more than three times and fits the criteria, Transit Police gets involved. Adrian would like to ensure that the train doesn’t stop moving when Transit Police gets involved. Mr. Navarro advised that there is a process in place for Transit Police to meet trains accordingly. Lastly, Adrian asked staff to invest in atomic clocks that receives a signal from Colorado for precise time.
Member Kevin Burke announced that next Wednesday there is an MTC meeting to review the new Clipper c2contract award which received a single bid.

**JPB CAC Work Plan**

October 17, 2018  
- Caltrain Business Plan Update  
- Camera System  
- Visual Messaging System Station Signage

November 21, 2018  
- Proof of Payment  
- Grade Crossings Improvement

December 19, 2018  
None scheduled yet

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**  
October 17, 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 7:18 pm
TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Transportation

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **September:** The September 2018 OTP was 92.6% compared to 94.7% for September 2017.
  - **Vehicle on Tracks** – There was one day on September 28, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In September 2018 there were 1514 minutes of delay due to mechanical issues compared to 415 minutes in September 2017.
  - **Trespasser Strikes** – There were two trespasser strikes on September 23 and 26, one resulting in a fatality.

- **August:** The August 2018 OTP was 93.0% compared to 95.7% for August 2017.
  - **Trespasser Strikes** – There was one trespasser strike on August 24, resulting in a fatality.

- **SF Weekend Caltrain Closure** – Trains will not serve the San Francisco or 22nd Street stations on weekends from October 6, 2018 to Late Spring 2019. Trains will terminate at Bayshore Station. Free bus service will be available for Caltrain riders from Bayshore Station to 22nd Street and San Francisco stations during regular weekend Caltrain service.

  Bus schedules will be included in Caltrain’s weekend timetable. Buses are ADA accessible and will have limited capacity for luggage and bikes onboard. In addition to the free bus service provided, there are other transit alternatives to get to SF that may work better for some passengers.

  Details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain’s dedicated webpage: [caltrain.com/SFWeekendClosure](http://caltrain.com/SFWeekendClosure).
Outreach efforts include:
  o Station Signage and Announcements
  o Onboard Signage and Announcements
  o Station Ambassadors/Field Staff
    ➢ Weekend prior to first closure and every closure weekend
  o New Releases and Media Advisory
  o Paid and Organic Social Media Campaigns
    ➢ Nextdoor, Twitter, Facebook
  o E-Newsletters
  o Dedicated Webpage
    ➢ Alerts on every Caltrain page and homepage
    ➢ Includes Transit Alternatives (transit map and estimated travel time)
  o Coordination with stakeholders
    ➢ Cities, Counties, Chambers, Event Organizers and Community Based Organizations
  o Alerts on 511.org
  o Google Maps Alert
  o Customers Service Number Message
  o Physical Mailers to residents near tunnels
  
  o **Customer Service Week** – Customer Service Week is a nationally recognized event that allows us the opportunity to celebrate the importance of customer service and the people who serve our customers on the front lines. We traditionally celebrate during the first week in October and the 2018 theme is **Excellence Happens Here**. Customer experience is a top priority here at the District and we must be sure to evolve with our customers to meet their changing needs.

Here are a few examples of how the Customer Service Department has been serving as an interactive customer experience center:

  ➢ By providing friendly and credible interactions. The Customer Service team actively shared in the Get Us Moving San Mateo County campaign by translating flyers into another language and attending town hall meetings and outreach campaigns. Customer Service also entered thousands of voter response card details and followed up on hundreds of questions from our community.

  ➢ By remaining geographically flexible. We are ready to meet our customers’ wherever they need us. The customer service team worked remotely from the Millbrae Station in support of the new ECR Rapid and Route SFO – Airport Connection, travelled with customers on the bus route 280 to obtain feedback through surveys, attended the Coastside Youth Summit, the Cultural and Resource Fair in Daly City and participated in the 25th Avenue Grade Separation Project, to name a few. We fully support boots on the ground customer service.

  ➢ By engaging in learning and training opportunities. We’ve focused on new technologies and provide training and support to our customers who
use the SamTrans and Caltrain Mobile applications and for customers that prefer to communicate through Facebook and Twitter we respond on our social media platforms. Our Customer Service Department is currently collaborating with others at the District to contribute its resources on the planning and implementation of the future Pilot Taxi Voucher Program to enhance Senior Mobility. Forward thinking and fresh ideas to enhance our customers experience are welcomed opportunities.

Where do you find a Customer Experience Team that is up for challenges, support and customer growth... look no further. The map in the back of the room leads you to our Customer Service Center because “Excellence Happens Here.”

Our staff will be celebrating this week. I am grateful for their dedication and service to the communities we serve.

- **Special Event Train Service** –
  
  - **Services Performed:**
  
    - **Giants Baseball** – The Giants hosted 13 regular season home games in August. Total additional riders alighting and boarding at the San Francisco station, was 68,801. Year-to-date pre and regular season ridership, alighting and boarding at the San Francisco station, was 398,303, a 14 percent decrease compared to the same number of games in 2017.

    The Giants hosted 14 regular season home games in September. Event ridership will be provided in November.

    - **SF 49ers Pre-Season** – The SF 49ers hosted the Dallas Cowboys on Thursday, August 9 at 7:00 p.m. and the Los Angeles Chargers on Thursday August 30, at 7:00 p.m. at Levi’s Stadium. Caltrain operated one extra post-game local train from Mountain View to San Francisco. For preseason home games in August, the total year to date ridership alighting and boarding at Mountain View station was 2,586, a 57 percent increase compared to the same number of games in 2017.

    - **Ed Sheeran Concert at AT&T Park** – On Tuesday, August 21 at 7:00 p.m. Ed Sheeran performed his 2018 North American Stadium Tour concert at AT&T Park. Caltrain operated two extra post-event local trains from San Francisco station. Total additional ridership alighting and boarding at San Francisco was 7,549.

    - **Stanford Football** – The Stanford Cardinals hosted their first weekend home game on Saturday, September 8 at 5:30 p.m. vs. USC. They also hosted UC Davis on Saturday, September 15, 2018 at 11:00 a.m. and Utah on
Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after the games. Fans can tag on and tag off using their clipper cards at the Stanford Stadium station for all weekend home games. For the two games in September, total riders alighting and boarding at Stanford station was 2,561. Average ridership per game was 1,281, a 36 percent increase compared to 2017.

- **SF 49ers Regular Season** – The 49ers hosted the Detroit Lions for their season opener on Sunday, September 16 at 1:05 p.m. at Levi’s Stadium. They also hosted the Arizona Cardinals on Sunday, October 7 at 1:25 p.m. (the same weekend the SF Weekend Closure took effect). Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. For the game in September, total ridership alighting and boarding at Mountain View station was 2,066. Total year-to-date preseason and regular season ridership alighting and boarding at Mountain View station was 4,652, a 13 percent increase compared to the same number of games in 2017.

- **Eagles, Zac Brown and Doobie Brothers Concert at AT&T Park** – On Thursday, September 20 the Eagles, Zac Brown and the Doobie Brothers performed at AT&T Park starting at 5:00 p.m. Caltrain operated two extra post-event local trains that departed San Francisco after the concert. Event ridership will be provided in November.

- **Journey, Def Leppard and Foreigner Concert at AT&T Park** – On Friday, September 21 Journey, Def Leppard and Foreigner performed at AT&T Park starting at 6:00 p.m. Caltrain operated two extra post-event local trains that departed San Francisco after the concert. Event ridership will be provided in November.

- **San Jose Sharks** – There were three pre-season SJ Sharks home games at SAP Center in late September. Event ridership will be provided in November.

The regular season home opener was on Wednesday, October 3 at 7:30 p.m. vs. the Anaheim Ducks. Caltrain will track post-game service 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 departs no later than 10:45 p.m.

- **Jay-Z and Beyoncé Concert at Levi’s Stadium** – On Saturday, September 29 at 7:30 p.m. Jay-Z and Beyoncé Concert returned to Levi’s Stadium for their ‘OTR II’ concert tour. Caltrain provided one extra post-event northbound local train that departed approximately 75 minutes after the event ended. Caltrain coordinated connecting service with VTA light rail.
- **San Francisco Fleet Week** – On Saturday, October 6 and Sunday, October 7, Caltrain provided one extra train with limited stops from San Jose to San Francisco on both days before the Fleet Week airshows from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds. There was no extra post-event service as this event occurred the same weekend as the SF Weekend Closure.

- **Services Scheduled:**

  - **Warriors vs. Lakers Pre-Season** – The Warriors will host a Pre-Season game vs. the Lakers on Friday, October 12 at 7:30 p.m. at SAP Center. Caltrain will track post-game service ridership. No extra special trains are planned. In order to promote Caltrain service to Warriors fans in advance of the 2019 Warriors season opener at Chase Center, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends, but departs no later than 10:45 p.m.

  - **SF 49ers Regular Season** – The 49ers will host the LA Rams on Sunday, October 21, 2018 at 5:20 p.m. For weekend 49er home games, Caltrain will operate one additional pre-game southbound train with limited stops from San Francisco to Mountain View for passengers to connect to the VTA light rail. The extra train will then express to San Jose Diridon station, the last station stop. After all 49er home games, Caltrain will operate one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full. While the Weekend Bus Bridge is in effect, all trains (including Special trains) will start and terminate at the Bayshore Station and connect to SamTrans Buses. Bus service will be provided to and from 22nd Street and San Francisco stations.

- **Capital Projects** –

  This information is current as of September 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.

  Resolution of a Buy America issue with Caltrans continues that will also resolve funding issues for the project. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) also continue. The AT&T relocation reimbursement request for performing utility relocation on their behalf is in the process of being transmitted.

  **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.

In September, PG&E gas pipeline relocation along Delaware continued as well as underground PG&E electrical and third-party Fiber Optic relocations. Construction of the 25th and 28th Avenue Bridges superstructures also continued. The Pedestrian Underpass by 28th Avenue is now largely completed. Subgrade preparations and levelling pads for the Mechanically Stabilized Earth (MSE) walls continued and MSE wall construction is expected to start by the end of September.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Summer of 2019 until late 2019. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary inconvenience.

Due to delays associated with obtaining UPRR approvals and its impact to beginning 3rd party fiber optic relocations; the project schedule has been affected. Overall construction completion is now forecast to be approximately 7-months late, with the completion date extended from early 2020 to mid-2020. In addition, to the schedule impacts, the project has experienced significant impacts due to the inefficiency of working around a live fiber facility, as well as incurring additional construction costs associated with installing and working around temporary steel plate, and soldier pile walls, required to protect the 3rd party fiber optic during construction.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the 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.

In September, third party utility relocations for water, gas and electric were in progress. Critical third-party utility relocations that were originally scheduled to begin in November 2017 were delayed until August due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension has been issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. Critical path construction is now planned to resume in April 2019. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way will continue during the suspension period. Project delays due to Caltrans issues are projected to extend project completion from mid-2019 to mid-2020.

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.

In September, work was completed at Sunnyvale Avenue. Work is in progress Ravenswood Avenue in Menlo Park, Peninsula Avenue in San Mateo, and Broadway in Burlingame. Overall construction is expected to complete by February 2019.

**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 is being phased in six partial sections of the station platforms so that passenger service may continue during construction. The construction of the second section of the northbound platform was completed and work has commenced in the 3rd section. The schedule impact of additional work and work suspension for Electrification related electrical grounding has extended the forecast date for completion from August to October.

**F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include compete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor’s (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #’s 920, 921 and 922.

Locomotives #’s 920 and 921 were shipped to the vendor’s facility in February and March. Both locomotives are still undergoing overhaul; the expected returned to the CEMOF facility in San Jose for Final Acceptance testing has been
delayed by approximately 5 months to January and February return dates due to the vendor’s labor shortages. Locomotive #922 is now scheduled to be shipped to the vendor’s facility in December.

**MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor’s facility location. The six locomotives are Locomotive #’s 923, 924, 925, 926, 927 and 928.

Technical specifications for the work were completed in February 2018. The Request for Proposal was advertised on June 12, 2018. Proposals were received from 2 bidders on July 31. Proposals have been evaluated and contract negotiations are complete. Award of the contract is on the agenda for the October 4, 2018 Board meeting and the overall completion of the work is scheduled for the Fall 2020.

**UPDATE: ALL BIDS WERE REJECTED**
TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, 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.
• Bikes Board First Pilot:
  o Caltrain continues to Board Bikes First at the piloted stations during weekday peak hours:
    ▪ Northbound Trains
      • Sunnyvale
      • Hillsdale
      • Redwood City
      • Palo Alto
      • Mountain View
    ▪ Southbound Trains
      • 22nd Street
  o After data analysis, Caltrain will determine the next steps of this program.

• SF Weekend Caltrain Closure:
  o On October 6, 2018 through late spring 2019, trains will not serve the San Francisco or 22nd Street stations on weekends. Trains will terminate at Bayshore Station. Free bus service will be available for Caltrain riders from Bayshore Station to 22nd Street and San Francisco stations during regular weekend Caltrain service.

  Bus schedules will be included in Caltrain’s weekend timetable. Buses are ADA accessible and will have limited capacity for luggage and bikes onboard. In addition to the free bus service provided, there are other transit alternatives to get to SF that may work better for some passengers.

  Details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain’s dedicated webpage: caltrain.com/SFWeekendClosure.

• Platform Signage:
  o During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging System and audible station announcements reflect boarding instructions for passenger’s respective train.

  Please visit http://calmod.org/construction/ for further work segment and construction details.

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.
• The 2018 Customer Satisfaction Survey results have been finalized and will be presented to the CAC next 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 conductors.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.
- Conductors began enforcing new Fare Ordinance on July 25

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 the 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 the progress of handheld Clipper reader capabilities.
- Caltrain Mobile Ticketing App
  - Caltrain Mobile will be updated in the fall 2018. moovel North America, LLC who provides the application is revamping the user experience. The new mobility app will have new look and feel with simpler navigation, and will also include Apple and Google Pay. Staff is also working on the addition of the trip planning and daily parking features which is expected to be available in the spring 2019.
- Go Pass Pilot Program—
  - Updates will be provided on a quarterly basis
- Early stages of possible procurement of new TVMs for FY19.

Outreach Efforts

- Bike Security Outreach Effort
  - The bike security outreach effort continues to bring 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 installed in March 2018.
    - A webpage was created at http://www.caltrain.com/ssfstation
  - Caltrain Electrification
A website has been created at CalMod.org that includes project information.

- Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/GetInvolved.
- Launched webpage for the tunnel construction work at www.CalMod.org/SFltunnels.

- **Grade Crossing Improvements Project**
  - To enhance the safety at 15 grade crossings from San Francisco to San Jose
  - Construction began June 2018 and will take approximately two weeks at each crossing
  - Work hours will be Monday through Friday, 7:00 a.m. to 4:00 p.m.
  - A website has been created at www.Caltrain.com/GCimprovements 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

- **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 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 safety improvement project
  - In May, PG&E began relocation of a natural gas pipeline for the project. PG&E crews will work Monday through Saturday, 7:30 a.m. to 5:30 p.m. Traffic may be impacted due to road/lane closures and traffic control. PG&E will clearly mark work areas and flaggers will help direct traffic. They anticipate the pipeline work to be completed by early November. More information can be found at www.Caltrain.com/25thGS/PGE
  - In late June, crews began relocation of fiber optic cable. Due to the nature of this work:
    - Pacific Boulevard at Antioch will have a single lane closure starting in early October.
    - Pacific Boulevard between Concar Drive and 19th Avenue is anticipated to be closed to vehicles through October. Pedestrian access will be maintained during the closure.
• In early/mid-November crews will install a new storm drain and a lane will be closed on S. Delaware between 31st Avenue and Pacific Blvd.
• The website at www.Caltrain.com/25thgs 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.
• Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
• Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
JPB CAC Work Plan

November 14, 2018

- Camera System
- Visual Messaging System Station Signage
- Grade Crossings Improvement

December 19, 2018

- Proof of Payment
- Wi-Fi Update
- Customer Satisfaction Survey (Key Findings)

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
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.