May 16, 2018 – Wednesday

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance

2. Roll Call

3. Approval of Meeting Minutes of April 18, 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. Centralized Traffic Control (Joe Navarro)

8. Update on Signage Proposal (Joe Navarro)

9. Update on South San Francisco (Chuck Bernardo)

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

11. Date, Time and Place of Next Meeting
    June 20, 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 Weich  
 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 APRIL 18, 2018

MEMBERS PRESENT: C. Chang, P. Escobar, C. Tucker, R. Valenciana, J. Welch, B. Shaw (Chair)

MEMBERS ABSENT: L. Fernandez, L. Klein

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

Chair Brian Shaw called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MARCH 21, 2018
Motion/Second: Tucker/Chang
Ayes: Escobar, Welch, Shaw
Absent: Fernandez, Klein, Valenciana

Member Ricardo Valenciana arrived at 5:46 p.m.

PUBLIC COMMENT
No public comment

CHAIRPERSON'S REPORT
Chair Brian Shaw noticed that train 365 that arrives at 4:44 pm at Palo Alto has been increasingly crowded. Wondered whether there has been a change in equipment, however has noticed an increase in ridership.

COMMITTEE COMMENTS
Member Cat Chang stated that the Go Pass program provides her employer a great incentive for the employees to take public transportation. Cat stated that her place of employment has increased in staff (size in the hundreds) and that the number of employees that commute via public transit has also increased from 30% to over 50%.

Member Paul Escobar stated that he would like to know more about WiFi on the trains and also about the Suicide Prevention tactics that have been implemented. Chair Brian Shaw stated that both are on the Work Plan; the WiFi update is scheduled for the May Meeting and the Suicide Prevention item is on the list of items to be scheduled.

Member Julia Welch stated that she received positive feedback regarding the Bikes Board First Pilot program. She said that at the Palo Alto station, it is visible and is being
very well received. She also mentioned that she appreciates the media coverage on the Pilot program and heard the announcement on the radio.

UPDATE ON PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP)

Lori Low, Government and Community Affairs Officer, presented an update on the Peninsula Corridor Electrification Project. Lori reported that Caltrain Ridership has increased in the past years with bi-directional commute with riders standing on trains going both southbound and northbound. She reported that Caltrain is at capacity today and has an aging fleet with some cars nearing the end of their service life.

Electrification Project:
Area:
- 51 miles from San Francisco to San Jose (Tamien Station)

Project:
Electrification
- Overhead Wiring
- Traction Power Facilities

Electric Trains (EMUs)
- 75 percent of fleet

Service:
Up to 79 mph Service Increase
- 6 trains / hour / direction
- More station stops / reduced travel time
- Restore Atherton & Broadway service

Mixed-fleet service (interim period) Continue tenant service
- ACE, Capital Corridor, Amtrak, Freight

Service Benefits:

<table>
<thead>
<tr>
<th>Metric</th>
<th>Today</th>
<th>PCEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example Baby Bullet Train</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retain 5-6 stops</td>
<td>60 minutes</td>
<td>45 minutes</td>
</tr>
<tr>
<td>Retain SF to SJ 60 minutes</td>
<td>6 stops</td>
<td>13 stops</td>
</tr>
<tr>
<td>Example Redwood City Station</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Train stops / peak hour</td>
<td>3 stops</td>
<td>5 stops</td>
</tr>
</tbody>
</table>

Note: Prototypical Train and Schedule

Capacity Increase:
The CalMod program lays the foundation for continued capacity growth on the corridor. Unlike diesel trains, electric trains can maintain performance while expanding the number of train cars.
Key Regional Benefits (2040):

- **Greenhouse Gases Annual**: 176,000 metric tons of CO₂
- **Daily Traffic Congestion**: 619,000 vehicle miles
- **Engine Noise**: Reduced

Note: 2013 BAC Report, generates $2.5B economic activity and 9,600 jobs

**Broad Coalition Support**
Over 250 entities support electrification, including various organizations and businesses.

**Groundbreaking**
- Caltrain Electrification Groundbreaking July 2017
- Salt Lake City Vehicle Plant Groundbreaking October 2017

**Construction Phasing**
- The corridor is segmented into 4 segments and construction will take place at 2 segments at a time: 2 & 4 followed by 1 & 3
- Daytime work and night work from 8 p.m. - 6 a.m. in order to continue train service
- Some 24 hour weekend work
- Crews will utilize acoustical barrier blankets and position lights away from homes

**Construction Activities**
- Construction has begun
  - Drilling of foundation
  - Poles have been put in place

**Construction Outreach**
Tools:
- Community meetings, direct mailers, door hangers, weekly website / email update, social media, project phone & email, outreach office

New Project Website:
- [www.calmad.org](http://www.calmad.org)
Electric Train (EMU)
Stadler
- Preliminary Designs Reviews for all major systems conducted being finalized
- Car-shell extrusions in production
- Car-body subassemblies being fabricated
- Car-shell structures being welded
- Manufacturing and Final Assembly Facility beginning construction in Salt Lake City area

Electric Train Activities
- Exterior Paint Test Samples on Sidewall Extrusion
- Upper and Lower car-body subassemblies are in progress

Electric Train Outreach
- 2015 Capacity Board Decision (bike to seat ratio, onboard bathrooms, upper doors)
- 2017 Design Progressing, Additional Public Input
  - Completed: Exterior design, Seat colors, Bike Storage
- 2018 Virtual Reality 360 Tour

Budget $1.98B
- Federal 49%
- State 38%
- Local 10%
- Regional 3%

Budget & Expenditures (in the millions)

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Current Budget*</th>
<th>Q2 Costs</th>
<th>Costs to Date</th>
<th>Estimate at Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrification</td>
<td>$696.60</td>
<td>$696.70</td>
<td>$26.70</td>
<td>$183.90</td>
<td>$696.70</td>
</tr>
<tr>
<td>SCADA</td>
<td>$0.00</td>
<td>$3.40</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.40</td>
</tr>
<tr>
<td>EMU</td>
<td>$550.90</td>
<td>$551.80</td>
<td>$17.10</td>
<td>$60.70</td>
<td>$551.80</td>
</tr>
<tr>
<td>Separate Contract &amp;</td>
<td>$417.20</td>
<td>$417.20</td>
<td>$20.50</td>
<td>$143.90</td>
<td>$417.20</td>
</tr>
<tr>
<td>Support Costs</td>
<td>$315.50</td>
<td>$311.10</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$269.60</td>
</tr>
<tr>
<td>Contingency</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$41.50</td>
</tr>
<tr>
<td>Anticipated Changes</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$41.50</td>
</tr>
<tr>
<td>PCEP Total</td>
<td>$1,980.30</td>
<td>$1,980.30</td>
<td>$64.40</td>
<td>$388.50</td>
<td>$1,980.30</td>
</tr>
</tbody>
</table>

* Includes executed change orders and awarded contracts
Note: Budget / Expenditures as of December 31, 2017

Lori stated that the budget is on track.
Contingency Drawdown Curve
Although contingency drawdown curve has dropped, the curve remains above the minimum contingency level.

Schedule
Lori reported schedule is still on track to meet the scheduled timeline.

Member Cat Tucker asked whether the project of electrification from San Jose to Gilroy belongs to Caltrain. Joe Navarro, Director of Rail Operations, advised that that territory belongs to Union Pacific. Lori Low advised that further information would be found in the Caltrain Business Plan.

Chair Brian Shaw appreciated the presentation and the status of the electrification project. Joe confirmed that the presentation is available on the CAC website.

Public Comment
Jeff Carter, Millbrae, stated that he along with other people, have been advocating for electrification for over 30 years. He noticed 35 poles have been put up in Millbrae and San Bruno and said that the poles blend in well with the vegetation. Jeff said that although complaints regarding Atherton have been made, in his opinion, there are no grounds for complaint as the poles blend in well with the surroundings. Jeff went on to say that Caltrain is applying for grant to expand trains to 8 cars instead of 6 car trains and appreciates the attempt to extend trains. He stated that Caltrain’s capacity is constrained and eventually Caltrain will need to run 10-12 car trains and will need more frequent service. Lastly, Jeff stated that he is disappointed with bathroom issue and would like to see more than just one bathroom on the train. He said that there is a need for more restrooms on the trains.

Andy Chow stated that in his 20 years of transit advocacy, he has experienced that once a transit project is under construction, there is a good chance the project will be completed. He also stated that in regards to High Speed Rail, he feels that construction in the Central Valley will be completed, however prospects of Electrification past San Jose, in his opinion, still has a long way to go.

Adrian Brandt asked, regarding PTC implementation, how is Wabtec technology interfacing with the new contractor doing electrification. Adrian advised that in the monthly Board packet there is a list of risks with Electrification that have been identified. He stated that the top risk identified is with Balfour Beatty. He stated that this is the same company that electrified trains in Denver where they experienced incompatibility issue with their Constant Time Warning device at the grade crossings. He said that because of this incompatibility, grade crossings needed to be protected 24/7. He does not want Caltrain to have this same problem. He requested staff to address this issue and to provide an update.

Chair Brian Shaw requested a response to the public comment from Adrian Brandt and requested the response be added to next month’s staff report.
Member Julia Welch shared her experience with Hillsdale parking and said that staff has done an amazing job and has improved the parking there.

UPDATE ON BIKE PARKING PLAN
Melissa Jones, Senior Planner provided an update on the Bike Parking plan.

Melissa Jones advised that the Caltrain Board of Directors adopted a new Bicycle Parking Management Plan in November 2017. Since then, Caltrain has successfully created a position for a dedicated bike access project manager. It is a principal planner position; the official title is Principal Planner - Station Access Programs. The position closes on May 4th and is posted on www.smctd.com/jobs.

Melissa also reported that Caltrain has been successful in receiving funding from the State Rail Assistance Program in the amount of $500,000. The funds will be used to hire outside bike parking vendors to better manage the bike parking system. Once the Principal Planner for Station Access Programs is hired, that person will lead the RFP process.

Caltrain submitted a grant application with TIRCP - Transit and Intercity Passenger Rail Program. The scope of the grant application included a request for $3.5M to be used for Caltrain’s capital improvements to the bike parking system. Grant approval response to be shared by end of April.

Lastly, Caltrain is exploring the bike share programs and working with local jurisdictions who are in turn working with various bike share providers on launching pilot programs. Caltrain is hoping to develop a foundational policy to help guide efforts with bike share by summer or early fall.

Member Cat Chang said that she has noticed electric scooters near 22nd street and 4th and King Caltrain stations and asked for Caltrain’s commentary regarding the scooters. Melissa Jones said that she does not have a formal comment, however mentioned that the City of San Francisco is looking to regulate them. Cat Chang also mentioned that the Ford bike share program seems to be working great. Melissa responded and said that Ford Go Bike is doing very well and mentioned that their number one station is Caltrain’s 4th and King station.

Chair Brian Shaw asked whether the bike parking vendor will operate as they do at 4th & King, a valet type of bike parking. Melissa confirmed that it is an option and a type of service that will be provided. She also stated that Caltrain will look into better managing the key and lock system. Chair Brian Shaw, as a Stanford Representative, offered to meet with the new Principal Planner for Station Access Programs, once they are hired as they have a lot of experience in bike management programs.

Public comment:
Jeff Carter, Millbrae, thanked staff for the update on the Bike Parking plan. He said that it will improve the current bike capacity problem as with an improved Bike Parking
system, passengers will more likely park their bikes at the Station and not bring them onboard the train.

Adrian Brandt stated that there is a study that was completed by staff regarding bike locker utilization which reflects low utilization. Adrian said that lockers were being used as storage units and shelter for the homeless. He then said that Bike Link is a better system as it is day use, first come first serve, type of bike parking system that is reasonably priced.

Chair Brian Shaw stated that there is an opportunity to improve the bike parking system as new technology is now available.

FARE STUDY UPDATE
Melissa Jones, Senior Planner, presented an update on the Fare Study.

Overview of presentation
- Study overview
- Key findings from Existing Conditions and Peer Comparison Reports
- Estimated elasticity of demand for Caltrain’s current system
- Update on MTC’s Regional Means-Based Fare Study
- Next steps

Study Overview
- Currently, Caltrain has no fare policy in place
- Fare Study objectives:
  - Identify potential opportunities to maximize revenue;
  - Enhance ridership; and
  - Safeguard social and geographic equity.
- Explore the trade-offs with Caltrain’s current funding structure
- Promulgate policy

Key Questions for the Fare Study
- What is the current elasticity on the system?
- How much revenue can and should Caltrain generate from fares?
- Is the current fare and pass structure the right fit for Caltrain?
- How should Caltrain phase and implement changes to its fare system?

Key Findings from Existing Conditions and Peer Comparison Reports
Based on Average Weekday Riders by Fare Product, 2007 – 2016
- Ridership has doubled since 2007
- Large growth in Go Pass and Clipper Card use in recent years

Based on Total Revenue by Fare Product, 2007 – 2016
- Fastest growing revenue source is One-Way tickets
- Monthly Pass revenue has also had high growth
Fare Products by Annual Household Income

<table>
<thead>
<tr>
<th>Fare Product</th>
<th>Under $50,000</th>
<th>$50,000 - $100,000</th>
<th>$100,000 - $150,000</th>
<th>$150,000 - $200,000</th>
<th>$200,000 or more</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-way Ticket</td>
<td>38%</td>
<td>23%</td>
<td>16%</td>
<td>8%</td>
<td>15%</td>
<td>100%</td>
</tr>
<tr>
<td>Day Pass</td>
<td>29%</td>
<td>25%</td>
<td>15%</td>
<td>12%</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Go Pass</td>
<td>5%</td>
<td>27%</td>
<td>25%</td>
<td>17%</td>
<td>26%</td>
<td>100%</td>
</tr>
<tr>
<td>Clipper Cash Value</td>
<td>17%</td>
<td>23%</td>
<td>21%</td>
<td>14%</td>
<td>25%</td>
<td>100%</td>
</tr>
<tr>
<td>Clipper 8-ride ticket</td>
<td>12%</td>
<td>19%</td>
<td>22%</td>
<td>18%</td>
<td>29%</td>
<td>100%</td>
</tr>
<tr>
<td>Monthly Pass</td>
<td>9%</td>
<td>24%</td>
<td>25%</td>
<td>18%</td>
<td>24%</td>
<td>100%</td>
</tr>
<tr>
<td>All Riders</td>
<td>16%</td>
<td>24%</td>
<td>22%</td>
<td>15%</td>
<td>23%</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Source: 2016 Caltrain Triennial Survey*

Fare Product Use by Annual Household Income (2016)
- As annual household income increases, usage of high-value products like Go Pass or Monthly Pass increases
- One-way tickets are most common in lowest income groups

October 2016 Revenue Per Rider for Full Price Products
- Revenue per rider is highest for One-way TVM and Day Pass
- Revenue per rider is lowest for Go Pass

October 2016 Revenue Per Mile for Full Price Products
- Revenue per mile is highest for One-way TVM and Day Pass
- Revenue per mile is lowest for Go Pass

Peer System Characteristics
- Fare structure for 19 systems studied (including Caltrain):
  - 12 operate with zone-based fare system
  - 7 operate with fare system of station-to-station pairs
- Zones-based system is regarded as easier to understand for passengers and is easier to enforce
- Station-to-station fares can be seen as more fair for passengers but harder to enforce
- Of the 19 systems studied, Caltrain has fares that are about average (as of May 2017 Clipper Cash fares):
  - 11th highest base fare (no change after FY18 fare increase)
  - 8th highest maximum fare (7th highest after FY18 fare increase)
  - 10th highest price per track mile (no change after FY18 fare increase)
- Majority of peer systems studied offer monthly pass:
  - Some discount longest trip; some discount shortest trip
o Others do multiplier for number of trips (like Caltrain)

Farebox Recovery Ratio
- Caltrain has highest farebox recovery of commuter rail systems (2015)

Estimated Elasticity of Demand for Caltrain’s System
Price Elasticity of Demand
- Demand elasticity is the relationship between the price of a good and the quantity of the good that is consumed
  o How price sensitive is a good?
- Elastic = a small change in price results in large changes in consumption (high price sensitivity)
- Inelastic = price changes have little effect on consumption (low price sensitivity)

Caltrain System’s Demand Elasticity
- Calculated using Caltrain’s newly developed fare elasticity model
- Demand elasticity modeling results:
  o Caltrain’s ridership is inelastic
  o Elasticity value: estimated to be -0.2
- Fare increases are unlikely to result in steep drops in ridership on Caltrain and should be revenue positive
- Resulting policy question: how much revenue should Caltrain generate from its fares?

MTC’s Means-Based Fare Study
Regional Coordination on MTC Means-Based Fare Study
- MTC study for region commenced in 2015
  o Caltrain staff is continuing to participate in regional conversations with MTC and transit operators
- Study goals:
  o Make transit more affordable for low-income residents
  o Move toward a more consistent regional standard for fare discounts
  o Develop implementation options that are financially viable and administratively feasible

Next Steps
- Update JPB in May 2018
- Finalize analysis of potential fare scenarios
- Draft Phase 1 Final Report
- Integrate analysis and findings into Caltrain Business Plan
- Determine next steps for Fare Study Phase 2:
  o Additional Go Pass analysis
  o Develop fare policy
  o Pursue Parking Study (anticipated FY19)

Member Cat Tucker was surprised that Caltrain does not have a fare policy and instead operates with a fare objective. Cat asked how objectives set and how do they change. Melissa said that the fare objectives are approved by the Board of Directors. Cat asked whether there will be a fare increase due to the fare study results. Melissa
stated that there will be no increase on fares based on the fare study results and is a tool to help analyze the effects of a fare increase.

Member Cat Chang comment was around equity in the fares. She said that it is great that Caltrain is exploring potential fare discounts. She also encourages Caltrain to look at the Go Pass as a separate product as the end users are different. In one instance the customer purchases their own ticket and in the other, the employer of the customer makes the purchase. Cat pointed out that only employees are eligible to receive the Go Pass and that contractors are not eligible. She said that those are the vast amount of people that earn the lowest salary and is a shame the Go Pass is not an available option. Cat said that the elasticity model is a great tool and asked for the main demand drivers that go into the elasticity model. Melissa said that there are a whole host of items. She also stated that low income riders are less inelastic and less price sensitive than higher income riders and is common amongst sister transit agencies. The general explanation for that is that riders who have higher income generally have an alternative transportation option and riders with lower income do not and have less transportation options. Cat encouraged Caltrain to look at the impacts of fare changes on lower income riders.

Member Paul Escobar stated that the Fare Study update is incredibly insightful. He is glad that Caltrain has a tool to possibly help low income riders. He also recommended that Caltrain not only look at revenues generated from its fares, but from which fares in regards to fare policy.

Member Julia Welch asked what the comparison is between the single ride fare media compared to the monthly pass daily rate. Julia said that the study reflects that the largest revenue contributors are low income passengers with the most expensive fares.

Member Ricardo Valenciana asked whether there is an opportunity on the weekends since there are different types of riders on the weekends. Melissa said that the opportunity is with service changes. Joe Navarro stated that the weekend ridership/fare has been looked at and unable to make changes to fares at this time.

Chair Brian Shaw referred to p.4 regarding the GO Pass. He asked whether the comparison of the GO pass is based on the ridership or based on the Go pass distribution. Melissa said that it is based on the share of ridership attributed to Go Pass determined by the Triannual Survey. Chair Brian said that the data does not reflect the many factors contributed to Go Pass and is not the same comparison to individually based fare media and encourages a more in depth look at the Go Pass in the next phase of the fare study.

Chair Brian Shaw referred to the graph on p.6 that reflects the business metrics. He asked why Caltrain struggles with budget crisis, when this graph reflects Caltrain generating revenue from fares. Joe Navarro responded that there is an aging fleet and funding is used to rebuild and repair equipment. In addition, Caltrain TVMs are 18 years old and also need attention. Additionally, in order to improve customer flow with the increase in ridership, the clipper card reader machines need to be repositioned. There are many projects pending and Joe will have further information as the year goes on.
Member Cat Tucker advised that Caltrain is not the only transit agency that has had projects deferred. Chair Brian Shaw encourages staff to present a graph that tells the complete story and include the various factors that attribute to budget for example, the aging fleet, future operation growth and member agency contributions so that the full picture is understood.

Cat Chang left at 7:06pm

Public Comment
Jeff Carter, Millbrae, said that regarding elasticity, there is a significant amount riders that participate in Go Pass and those riders do not feel the fare increase as they do not pay for their Caltrain pass. He said that there needs to be more studies completed on the subsidized compared to non-subsidized riders. He asked whether the fare study was completed in-house or with consultants. Melissa advised that Caltrain has a consultant team working on this study. Jeff said that the chart shows that member contributions have gone down and this is why Caltrain has had to increase fares.

Doug Delon, Mountain View, said that Caltrain may not have a fare policy, but he thinks that the board has adopted a farebox recovery policy. He also stated that HUD (Housing Authority) has regulations and a formal definition of income categories. Doug requested to interpret the data from the fare study to fit into the HUD standard income categories.

Andy Chow said that one of the reasons low income riders do not take advantage of the discounts is because the fare media would have to be paid for upfront. He suggests more flexible options to low income riders just as in Oregon that offers a fare cap. In addition, he suggested charging passengers riding to the Giants game full price to maximize revenue for visitors and giants fans.

Adrian Brandt said that nearly a quarter of Caltrain’s ridership earns over $200k/yr and 60% earn over $100k/yr. The lowest income riders are paying most per mile and the highest earning riders are paying the least and this is an equity issue. He also talked about reduction in JPB member contribution and said that there have been contribution cuts by over 75% in the last 7 to 8 years which makes for Caltrain to rely more heavily on passenger fares which makes Caltrain vulnerable to ridership decline. Lastly, Adrian suggests Caltrain to move to distance based fares.

Susan Wright, Belmont, said that regarding elasticity, she feels due to the study based on current ridership, a group of riders have been left out; the ones that were priced out. She suggests to poll people that are interested in riding however not a feasible option. It might be helpful information.

STAFF REPORT UPDATE
Joe Navarro, Director, Rail Operations, reported:

On-time Performance (OTP) –
- March: The March 2018 OTP was 94.3% compared to 96.5% for March 2017.
  - Vehicle Strikes – There was one vehicle strike on March 25.
Vehicle on Tracks – There were two days, March 1 and 4, with a vehicle on the tracks that caused train delays.

Mechanical Delays – In March 2018 there were 515 minutes of delay due to mechanical issues compared to 408 minutes in March 2017.

Trespasser Strikes – There was one trespasser strike on March 5, resulting in a fatality.

- **February:** The February 2018 OTP was 93.7% compared to 93.8% for February 2017.

**Mechanical Delays**
Mr. Navarro explained that the Mechanical delay minutes do not reflect the time a particular train is out of service, but that it includes the overall delayed minutes throughout the system on that day. Today the dispatch center is able to recover more quickly and affect the reduction in delayed minutes for the day. The dispatch team has done a great job in maneuvering around the mechanical issues to get service back up and running as quickly as possible.

**Tunnel Closure**
After San Francisco Giants Baseball season in October, there will be a tunnel closure for 24 weekend service. There will be no service from Bayshore to 4th & King St. due to construction.

**TVM**
Looking at replacing 10-12 Ticket Vending Machines for FY19 budget

**Platform Closure Static Signage**
There will be a media blitz informing passengers know of the new signage.

Ms. Navarrete reported:

**Bikes Board First Pilot:**
- On Monday, April 16, Caltrain will launch a five week pilot program that hopes to make boarding more efficient. This will allow bicyclists to board bike cars first at the Mountain View, Palo Alto and Redwood City stations. Caltrain staff will be on hand at those stations to assist passengers as needed.

**Caltrain Mobile Ticketing App—**
- In March, Caltrain Mobile sold 9,167 tickets. About 67.3 percent of the tickets sold were One-way and the most common ticket category used was Adult category. Caltrain Mobile was downloaded nearly 8,500 times in March.
- 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—**
In March, Clipper system registered 8,240 unique users accounted for 133,269 boardings.

The agency will continue to monitor and evaluate the pilot program throughout the year to determine future use of the Go Pass on Clipper by the remaining Go Pass participating companies.

Public Comment
No public comment

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
May 16, 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 7:25 pm
AGENDA ITEM # 10
MAY 16, 2018

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

TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- April: The April 2018 OTP was 92.6% compared to 95.8% for April 2017.
  - Mechanical Delays – In April 2018 there were 1007 minutes of delay due to mechanical issues compared to 637 minutes in April 2017.
  - Trespasser Strike – There was one trespasser strike on April 7, resulting in a fatality.

- March: The March 2018 OTP was 94.3% compared to 96.5% for March 2017.

- Special Event Train Service –

  - Services Performed:
    - San Jose Sharks – The San Jose Sharks hosted eight home-games in March. Total post-game additional riders boarding at San Jose Diridon station was 2,514. Total year-to-date post-game additional riders boarding at the San Jose Diridon station was 10,485, which represents a 25 percent decrease compared to the same number of games in the 2016/2017 season.

    The SJ Sharks hosted three regular season home games in April. The last regular season home game was on Saturday, April 7. Total post-game additional riders boarding at the San Jose Diridon station was 790.

    The SJ Sharks hosted two Stanley Cup playoff home games vs. the Anaheim Ducks in the first playoff round on April 16 and 18. The Sharks beat the Ducks in a 4-0 sweep. They also hosted three Stanley Cup playoff home games vs. the Vegas Golden Knights in the second playoff round on April 30, May 2 and 6. The Sharks lost the series 2-4.
• Giants Baseball – The Giants held two exhibition games against the
Oakland A’s at AT&T Park on Monday, March 26 and Tuesday, March 27.
Caltrain provided 2 extra post-game trains for each game. Total ridership
including regular riders and Giants fans alighting and boarding at San
Francisco station was 14,473.

The Giants hosted fifteen regular season home games in April.

• Services Scheduled:

  • Giants Baseball – Regular season continues through September. Caltrain
    will provide regular baseball service for all home games.

  • Taylor Swift Concerts at Levi’s Stadium – On Friday, May 11 at 7:00 p.m. and
    Saturday, May 12 at 7:00 p.m. Taylor Swift’s Reputation Tour comes to Levi’s
    Stadium. For both concerts, Caltrain will provide one extra post-event
    northbound local train that will depart the Mountain View Station
    approximately 75 minutes after the event ends, or when full. Post-event
    service will be coordinated with connecting VTA light rail service.

  • Bay to Breakers – On Sunday, May 20, Caltrain will operate four scheduled
    special pre-event trains and three extra post-event trains departing at 1:15
    p.m., 1:45 p.m. and 2:45 p.m. that will express from SF to Belmont and make
    all local stops to San Jose Diridon for the Bay to Breakers Race which starts
    at 8:00 a.m. in San Francisco. Riders are encouraged to purchase pre-sales
    for Day Passes available beginning Sunday, May 13 on the new Caltrain
    Mobile App. In addition, pre-sales for One-way, Day Passes and daily
    parking permits will be available beginning Wednesday, May 16 on the
    TVMs by selecting the “Bay to Breakers” button. There will be field staff and
    ambassadors at the San Jose Diridon and Palo Alto stations pre-event to
    assist passengers. Alcohol will be prohibited on the special trains.

  • Memorial Day Holiday Service – On Monday, May 28, Caltrain will operate
    a Sunday schedule in observance of the Memorial Day holiday. The
    weekend Tamien-San Jose Diridon shuttle will also operate that day.

• Capital Projects –

This information is current as of April 13, 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.

Specialized materials, in order to resolve a Buy America issue with Caltrans
related to the City of San Francisco fire hydrants, were installed by the end of
March. Resolution of this Buy America issue is a precondition of Caltrans before
resolving funding issues for the project. 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.

**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 April, precast bridge girders were set at the Beresford Creek Bridge, formwork and rebar placement for the center median bent and abutments for the 25th Avenue Bridge was in progress, and concrete placement was completed for the abutments of the Pedestrian Underpass. The precast bridge girders for the Pedestrian Underpass should be set in May. Approval is pending from the Fiber Optic carriers for the protection plan for their communications lines. Upon approval, work on the abutments for the bridges at 28th and 31st Avenue can proceed. Ground improvements at 28th Avenue were also underway to provide structural support for bridge and MSE walls at that location. The cost reimbursement agreement with the UPRR was completed which kicks off the process for the 3rd party fiber optic carriers to relocate their utilities that conflict with project.

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.

**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.

During the past month, passenger service has been shifted from the existing station platforms to temporary platforms to allow construction of shoofly tracks. Upon completion of the shoofly tracks, service will be shifted to the shoofly tracks to allow construction of the new pedestrian underpass and new centerboard platform. 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. A traffic simulation study for the highway off-ramp that is affected by this project is being completed to address Caltrans concerns that should lead to issuance of the encroachment permit. An Air Space Lease Agreement, which is also needed for utility relocations and other construction, is being executed between the City of South San Francisco and Caltrans.

**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.

During the past month, the contractor completed installation of new crossing ties and crossing panels at Main Street. The installation of pedestrian gate foundations and associated underground electrical was underway at Main Street, Broadway, and Whipple. Potholing for the foundations for the future traffic signal cantilever at Whipple Avenue was conducted and a utility conflict was discovered that will require a redesign. 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 Limited Notice to Proceed was issued on March 1, 2018 and the project is currently in the 60-day administrative period before site construction can begin that is expected to commence in May. 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.

Construction began on March 12th and approximately 200 feet of platform at the southern end was closed and demolished for surface replacement. Work was suspended to address additional work that was requested by the Electrification program for grounding of the station platform. Construction has resumed; the schedule impact of the additional work and suspension is to be determined.

**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.

Installation and testing of the cameras began on March 5th and has achieved approximately 80% progress as of April 13. 100% completion of cameras is forecast by the end of April 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 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.

Site construction began in late March and one of the three new cooling units has been installed and is currently operational. Work is now in progress for installation of the other two cooling units and to also upgrade the HVAC ductwork within the facility. The project is expected to 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:
    o Staff continues to monitor on-time performance, train capacity and customer feedback.
• Bikes Board First Pilot:
  o Caltrain continues to pilot the “Bikes Board First” program in hopes to make boarding more efficient. This allows bicyclists to board bike cars first at the Mountain View, Palo Alto and Redwood City stations. Caltrain staff continues to be on hand at those stations to assist passengers as needed.
• Platform Signage:
  o During construction station platforms may need to be closed which forces passengers to board on one side of the platform. Signs will be stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging for boarding and station announcements will reflect boarding instructions of their respective train.

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 conductors.
• In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.
• Fare Enforcement Ordinance – Training classes have been completed. New Notice of Violation for Fare Enforcement to begin at the beginning of June.

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.

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 – 
  o In April, Caltrain Mobile sold 15,794 tickets, a 72.2% increase in ticket sales compared to March. About 75.1% of the tickets sold were One-way and the most common ticket category used was Adult category (89.7%). Caltrain Mobile was downloaded nearly 15,794 times in April.
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—
  - Piloted by three companies participating in Go Pass
  - In April, Clipper system registered 8,390 unique users accounted for 132,752 boardings, a slightly decrease from previous month (<1%).
  - The agency will continue to monitor and evaluate the pilot program throughout the year to determine future use of the Go Pass on Clipper by the remaining Go Pass participating companies.
- Early stages of possible procurement of new TVMs for FY19.

**Outreach Efforts**
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 installed in March 2018.
    - 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)
  - 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
    - As early as May 21, PG&E will begin relocation of a natural gas pipeline for the project on S. Delaware between 25th Avenue and Pacific Boulevard. 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 the end of September. More information can be found at www.Caltrain.com/25thGS/PGE

- 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.
- 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.
JPB CAC Work Plan

June 20, 2018
➢ Wi-Fi Update
➢ Mobile App update

July 18, 2018
➢ Visual Messaging System Station Signage

August 15, 2018
➢ Suicide Awareness Prevention

September 19, 2018
➢

October 17, 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
➢ Proof of Payment update – requested on 2/22/18 by Chair Brian Shaw - Fall
➢ Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez