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

June 20, 2018 – Wednesday  
5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance  
2. Roll Call  
3. Approval of Meeting Minutes of May 16, 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. Mobile App Update (Christiane Kwok)  
8. Bikes Board First Pilot Update (Jennifer Navarrete)  
9. Staff Report (Joe Navarro)  
   a) Customer Experience Taskforce Update  
   b) JPB CAC Work Plan Update  
10. Date, Time and Place of Next Meeting  
    July 18, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building,  
    2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA  
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:  
San Francisco City & County:  Cat Chong, Lauren Fernandez, Brian Shaw (Chair)  
San Mateo County:  Ricardo Valenciana (Vice Chair), Julia Welch  
Santa Clara County:  Cat Tucker, Larry Klein, Paul Escobar
INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at http://www.caltrain.com. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

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

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

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

Public Comment
If you wish to address the Committee, please fill out a speaker’s card located on the agenda table and hand it to the Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities
Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Committee Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6223, or TTY 650.508.6448.

Availability of Public Records
All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.
MINUTES OF MAY 16, 2018

MEMBERS PRESENT: C. Chang, P. Escobar, L. Fernandez, L. Klein, C. Tucker, J. Welch, B. Shaw (Chair)

MEMBERS ABSENT: R. Valenciana (Vice Chair)

STAFF PRESENT: J. Navarro, J. Navarrete, C. David, C. Bernardo

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

APPROVAL OF MINUTES OF APRIL 18, 2018
Motion/Second: Tucker/Chang
Ayes: Escobar, Welch, Shaw, Fernandez, Klein
Absent: Valenciana

PUBLIC COMMENT
Jeff Carter, Millbrae, mentioned that his comments are included in CAC public correspondence packet. He stated that during last month’s CAC meeting there was a presentation on fare study that mentioned elasticity value estimated to be -0.2. He requested staff to provide an explanation of elasticity. He also asked staff what ridership and revenue loss would look like with a 5% or 10% fare increase.

CHAIRPERSON’S REPORT
Chair Brian Shaw noticed that there have been minor equipment issues lately. He understands that the fleet is 30+ years old and wanted to mention the recent equipment issues.

COMMITTEE COMMENTS
Member Cat Chang stated that she noticed the correspondence packet included CAC applications with personal information although privacy was selected and she requested that information be removed. Staff advised that correspondence packet is only available in print at the meeting. Correspondence packets were collected and personal information was removed as requested.
CENTRALIZED TRAFFIC CONTROL

Joe Navarro, Director, Rail Operations, conducted a demonstration on how Centralized Traffic Control functions. He presented video replay of the morning peak hours at 4th and King St. Station. Joe explained that the system is a graphic representation of the railroad that allows the dispatch to see train location. The system allows for the dispatcher to remotely control signals and develop routes. Train movement does not happen automatically and is done by manual entry by the dispatch. When there is a service disruption the dispatch moves the trains accordingly. The video showed trains turning within the 20 minute goal at the 4th & King St. station during the morning peak hours.

Joe reported that there have been improvements made to the control system, most recently with a ROCS (Rail Operation Control System) refresh that included new hardware equipment obtained and updates to the existing software. Although there have been recent updates made, there are ongoing items that tie into the system that need to be resolved which include updates to PADS (Predictive Arrival/Departure System) and VMS (Visual Message Sign).

Public comment:
Roland Lebrun, San Jose, asked staff whether the video was a snapshot of the existing CATS system and Joe confirmed and stated that it was a 3 hour video snapshot condensed into 6 minutes of the AM peak hours. Roland asked whether it is ARINC and Joe confirmed. Roland went on to say that Caltrain has written a letter to the FRA that basically indicates block signaling will no longer be used due to switching to IATMS. Roland then said he had a couple of points to go over. First he said that trains are able to be turned within 5 minutes as he has witnessed it happening at the Tamien station. Roland said that not having a simulator on property is a problem as it would prove that no more than 2 tracks, in and out of the Transbay terminal, is needed.

UPDATE ON SIGNAGE PROPOSAL

Joe Navarro, Director, Rail Operations, reported an update on the Platform Signage. Joe advised that on May 7th, Platform Signs advising passengers of platform closures have been placed at the affected stations. He reports that approximately 2 complaints a week have been made since then, from passengers still not noticing these static signs on the platform. Joe stated that he is currently working with ARINC to update the VMS (Visual Message Sign) to reflect a standing message of “Platform Closed” at the affected platform and anticipates this update sometime in June. Joe advised that by taking these measures, there are significant cost savings to the District.

The Platform Signs read “Due to construction, track assignments can change with limited warning. The scrolling message on the digital sign and platform announcements provide the most up to date information”

Chair Brian Shaw asked whether these signs are placed directly below the VMS (Visual Message Sign) directing passengers to look up and asked whether the VMS then reflects the status of the platform. Joe confirmed that the static signs are on the platforms, however that the standing message, “Platform Closed” will be in effect in June. Chair Brian Shaw asked about the current process. Joe advised that currently
the static platform signs are stationed on the platform at all times, that there are audible station announcements and that the VMS (Visual Message Sign) scrolls an Ad Hoc message in intervals, however that between intervals the schedule message appears and may confuse passengers. The goal is to have a standing “Platform Closed” on the VMS at all times during platform closures and anticipates rolling this out in June.

![Stop Sign](image)

**UPDATE ON SOUTH SAN FRANCISCO STATION IMPROVEMENT PROJECT**

Chuck (Charlemagne) Bernardo, Senior Project Manager, presented an update on the South San Francisco Station Improvement Project.

**Project Elements / Benefits**
- Pedestrian Underpass
- Shuttle Pick-up/Drop-off
- Accessibility Improvements
- Center Board Platform
- Removal of Holdout Rule
- Safety Improvements
- Fewer System-wide delays

![Project Diagram](image)

Chuck then presented pictures of the progress to date of the project. He stated that most of the construction is related to track elements.
Current elements of construction
- Track Removal
- Track Shift
- Track Rehabilitation
(PowerPoint presentation available on Caltrain website)

Next elements of construction
- Platform construction on the Westside
- Electrification foundation installation
- Excavation for underpass

Member Paul Escobar asked what safety features will be in place at the pedestrian path underground for pedestrian safety. Chuck responded that the underpass was laid out in conjunction with the City of South San Francisco and that safety was an important element as part of the design. For example with the alignment of the path there will be no blind spots and there will be a clear view to the other side. There will always be sufficient lighting at any time of the day for pedestrian safety.

Chair Brian Shaw noticed that the shuttle pick has shifted from one side of the station to the other. Chuck confirmed this set up and said that all shuttles will be on the West side of the platform for the duration of the project. However once the project is complete both sides can accommodate shuttle service. The City of South San Francisco may take the lead on coordinating shuttle service on the East side, however the public will be notified if and when this occurs at the completion of the project.

Public comment:
Roland Lebrun, San Jose, asked the CAC members whether they know the definition of the “Hold out Rule”. Chair Brian Shaw explained that the hold out rule is currently in place at stations with narrow center platforms for passenger safety. The hold out rule allows only one train to enter the station at a time. Eliminating the hold out rule will allow trains to run more efficiently and effectively and will become very critical with High Speed Rail. (This project will improve passenger service and safety at the station, and will allow Caltrain to eliminate the “holdout rule”. Currently trains must “hold out” beyond the station if another train is in the station, and cannot enter the station until the first train has left. This project will allow more than one train to enter or pass through the station at a time, allowing for more flexibility in scheduling trains.)
Roland continued to say that seven years ago several people were nearly killed due to a baby bullet speeding through a station. Roland pointed out that on the second slide of the PowerPoint presentation there is an overpass above the underpass and doesn’t make sense of it. Roland stated that this type of platform design is a disaster and that an island type of platform should not be designed on a High Speed Rail line that will run at 110 MPH. He asked what is the source of funding for this project. He mentioned that there will be a pedestrian crossing that is not in the design on the PowerPoint. Roland also stated that to his knowledge these are Union Pacific tracks.
STAFF REPORT UPDATE
Joe Navarro, Director, Rail Operations, reported:

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
  - Giants Baseball
- Services Scheduled:
  - Taylor Swift Concerts at Levi’s Stadium
  - Bay to Breakers
  - Memorial Day Holiday Service

Capital Projects
- San Francisco Highway Bridges
- San Mateo 25th Avenue Grade Separation Project
- South San Francisco Station Improvements
- Redwood City Grade Crossing Improvements
- FY16 Grade Crossing Improvements Project
- Sunnyvale Station Rehabilitation Project
- Inward Facing Cameras
- HVAC Improvements at the CCF Communications Equipment Room

San Bruno Station
Joe advised that staff is looking to improve communication at the San Bruno Station to inform passengers of platform closure from street level.

Caltrain Mobile Ticketing App
- 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.

Chair Brian Shaw asked whether the inward facing cameras are a requirement. Joe responded that it is a requirement and will help with incident investigations.

Public Comment
Jeff Carter, Millbrae, stated that under item 10a) Customer Experience Task Force Update, the Go Pass Pilot Program indicates that the Clipper system registered 8,390 unique users and accounted for 132,752 boardings. Dividing the boardings by the users, it results in 15.82 boardings per user. Jeff asked whether that means that each Go Pass user only rides 15.82 times or 7-8 days per month? He also stated that it was similarly reported last month. He asked to reference his correspondence in the correspondence packet for further details. Jeff requested staff to provide clarification. Jeff also requested origin and destination data to be made available.

Joe Novarro, Director, Rail Operations, responded and said that he would have a response by the next meeting.

Chair Brian Shaw advised that the Go Pass is available for use 7 days a week, at any time during the day, in any direction.

Adrian Brandt, asked Staff for an update on previous possible solutions to help avoid drivers driving into the right of way to help reduce vehicle strikes.

Joe Novarro, Director, Rail Operations advised that staff is still working to resolve.

Roland Lebrun, San Jose, asked staff whether they needed a complete specification. Joe responded everything is handled.

JPB CAC Work Plan Update
Chair Brian Shaw advised that he and Vice Chair Ricardo spoke to staff to finalize the work plan for the remainder of the year.

Tentatively scheduled:
June 20, 2018
- Wi-Fi Update
- Mobile App update
July 18, 2018
- Visual Messaging System Station Signage
August 15, 2018

Chat Brian Shaw requested the committee to provide additional topics to be considered for the work plan.

Member Cat Tucker asked for an update on the budget and Chair Brian said that the update typically happens late summer.

Cat also asked about the Business Plan and Brian also advised that the update will be presented to the CAC at some point.

Paul Escobar asked whether ideas can be submitted at a later time and Brian confirmed that option is available.

Member Julia Welch requested a follow-up to the Fare Study. She stated that it was compelling information and serious cautions on interpretation of the findings were concerning particularly about the burden on low income passengers and whether there is a grant to help low income passengers. Brian Shaw mentioned that there will be a phase 2 on the fare study that will include Go Pass data.

DATE, TIME AND LOCATION OF NEXT REGULAR 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.

Adjourned at 6:37 pm
AGENDA ITEM # 9
JUNE 20, 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) –

- **May:** The May 2018 OTP was 94.5% compared to 94.2% for May 2017.
  - Mechanical Delays – In May 2018 there were 1014 minutes of delay due to mechanical issues compared to 1063 minutes in May 2017.

- **April:** The April 2018 OTP was 92.6% compared to 95.8% for April 2017.

- **Fare Evasion Policy** – Caltrain continues to inform the public of the new proof of payment system for fare enforcement. This includes Visual Message Sign (VMS) messages, Public Address (PA) system announcements and Conductor Announcements regarding the new fare ordinance. Passengers are directed to the dedicated webpage [www.caltrain.com/fines](http://www.caltrain.com/fines) for details of the Fare Evasion Policy. Transit Police Officers and Train Conductors continue to alert passengers of the ordinance change. The full roll-out of the program has been delayed to June due to the delayed contract execution with Turbo data, the third party vendor to support the ordinance.

- **Bikes Board Pilot Program** – Caltrain’s five week pilot program that allowed bicyclists to board bike cars first on northbound trains during the morning peak at the Mountain View, Palo Alto and Redwood City stations started on April 16 and ended on May 18. The goal was to improve on-time performance by reducing station boarding and alighting times. The pilot program has had mixed results.

  In June Caltrain is continuing the pilot program at three other stations during the morning peak (Sunnyvale – NB trains, Hillsdale – NB Trains and 22nd St. – SB trains) to gather more data and determine its effectiveness.

- **Station Platform Signage** – During construction, some Caltrain station platforms may be closed for varying periods of time requiring passengers to board on a single side of the platform (single tracking) for trains running in either direction. On May 7th, station platform signs advising passengers of platform closures were placed at impacted stations. Signs advise passengers to “Stop, Look Up and Listen” and
read “Due to construction, track assignments can change with limited warning. The scrolling message on the digital sign and platform announcements provides the most up to date information.” The visual messaging for boarding and audible station announcements reflects boarding instructions for passenger’s respective train.

- **New Monthly Fare Raie** – Effective July 1, 2018, Caltrain will increase the Monthly Pass rate from 14 to 15 days beginning with July pass sales period starting June 21.

  Caltrain’s Board of Directors approved changes to the rail agency’s fares and parking fees during its August 3, 2017 Board Meeting, Resolution No. 2017-61. Fares were last adjusted on October 1, 2017.

- **Special Event Train Service** –

  - **Services Performed:**

    - **San Jose Sharks** – The San Jose Sharks hosted three regular season home games in April. Total post-game additional riders boarding at San Jose Diridon station was 790. Total additional riders for the season, boarding at San Jose Diridon station, was 11,275, which represents a 23% decrease compared to the 2016/17 season.

      The SJ Sharks hosted two post-season home games vs. the Anaheim Ducks in the 1st round playoffs and one post-season home game vs. the Las Vegas Knights in the 2nd round playoffs in April. Total additional post-game ridership was 935. Total additional post-game ridership was 935, which represents a 2 percent decrease compared to the 2016/17 playoff average ridership per game.

      The SJ Sharks hosted two additional post-season home games round vs. the Las Vegas Knights in May. The Knights eliminated the Sharks in the 2nd round playoffs (4-2), ending the Sharks post-season run. Total additional post-game riders boarding at San Jose Diridon station was 872. Average ridership per game during the playoff season was 361, which represents a 13 percent increase compared to the 2016/17 playoffs.

    - **Giants Baseball** – The Giants hosted 15 home games at AT&T Park in April. Total additional ridership alighting and boarding at the San Francisco station was 87,282.

      The Giants hosted nine regular season home games in May. Total additional ridership alighting and boarding at San Francisco station was 46,636. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 141,213, a 22 percent decrease compared to the same number of games in 2017.
• **Taylor Swift Concert 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 came to Levi’s Stadium. For both concerts, Caltrain provided one extra post-event northbound local train that departed Mountain View Station, which was coordinated with connecting VTA light rail service. Total additional riders at the Mountain View Station on May 11 was 1,703 and on May 12 was 828.

• **Bay to Breakers** – On Sunday, May 20, 2018 Caltrain operated four scheduled special pre-event trains and three extra post-event trains departing for the Bay to Breakers Race which started at 8:00 a.m. in San Francisco. Pre-sales for One-way, Day Passes, and daily parking permits were available on the Caltrain Mobile App beginning on Sunday, May 13 and on at TVMs beginning on Thursday, May 17 by selecting the “Bay to Breakers” button. This was the 1st year Pre-Sales Tickets were offered using Caltrain Mobile. Total Bay to Breakers Pre-Sales Tickets sold on Caltrain Mobile were 1,184. There were field staff and ambassadors at the San Jose Diridon and Palo Alto stations pre-event to assist passengers. Total northbound special trains ridership was 3,215, a decrease of 16 percent compared to 2017. Total southbound special trains ridership was 877, a decrease of 15 percent compared to 2017. Some potential factors that may contribute to the event ridership decline may include a decrease in overall race attendance, race organizers cracked down on booze and efforts to make event more family friendly in recent years, decrease in student participation from nearby colleges along the Caltrain corridor, attendees using alternative transportation methods to get to and from the race and the overcast weather the morning of the event.

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

• **Services Scheduled:**

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

  • **Gay Pride Parade & Festival** – On Sunday, June 24, Caltrain will be providing two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game the same day, extra capacity will also be provided post-parade and festival to accommodate crowds.

  • **Independence Day Holiday Service & SF Fireworks Service** – On Wednesday, July 4, Caltrain will operate a Sunday schedule in observance of the Independence Day holiday. This will be supplemented by extra evening service to accommodate passengers after the SF fireworks display in the Fisherman’s Wharf area.
Capital Projects –

This information is current as of May 18, 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) continue. The AT&T relocation reimbursement request has been reviewed by legal counsel and will be transmitted 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 May, work continued on the bridge abutments and bents at the 25th Avenue bridge and pedestrian underpass. Temporary protection of third party fiber optics was constructed to allow construction activities to continue on the 28th and 31st avenue bridges. With the UPRR agreement consummated in April, PG&E has commenced relocation of their natural gas lines that are in conflict with the project alignment. The relocation of 3rd party fiber optic communication cables is pending.

The temporary closure of the Hillsdale Station, to allow completion of the project, is forecast to occur in the Winter 2018 and Spring 2019. 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.

In May, shootly tracks have been constructed and the construction of the new centerboard platform has commenced. The relocation of the JPB’s Positive Train Control fiber optic lines is also underway. The construction of the pedestrian underpass and Third party utility relocations are still awaiting the City of South San Francisco’s acquisition of an encroachment permit from Caltrans.
Lease Agreement, which is also needed for utility relocations and other construction, is still 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 May, the contractor completed installation of new pedestrian gate mechanisms at throughout the project; the gate arms will be installed in the future concurrent with the activation of the pedestrian gates. The contractor also completed the foundations for the traffic signal cantilever at Whipple Avenue, began sidewalks and tactile tiles at Whipple, and completed and activated a new vehicle crossing gate at Main Street. Construction is expected to be substantially complete by July 2018.

An amendment to the Caltrans Funding Agreement is to be presented at the June Board Meeting to accept additional CPUC Section 130 funds of $252,250 that was requested due to receiving construction bids that were higher than planned. The capital budget will also be modified accordingly.

**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 still in the administrative period before site construction can begin. Field work is expected to commence in late May or early June with the first location at Alma Street in Palo Alto. 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 was suspended in March to address additional work for electrical grounding of the station platform. Contract modifications and procurement of materials for the additional work associated grounding has been ongoing. Preparatory work for the relocated north pedestrian crossing gate has been completed. Platform construction is expected to resume in late May; 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 has been completed. Training of TASI personnel in the operations and maintenance of the cameras is pending scheduling by the vendor who is balancing their resources and activities with the work that they are separately performing on behalf of the Positive Train Control (PTC) project for the installation of onboard PTC equipment.

**HVAC Improvements at the CCF Communications Equipment Room:** Improve the cooling systems in the electronics equipment room at the Central Control Facility in San Jose. The amount of electronic equipment has greatly increased which has resulted in overloading of the existing cooling system. With the addition of newer systems such as CBOSS/PTC, ROCS/PADS, and upgrades to communications systems; the capacity of the existing cooling system is inadequate to maintain a sufficiently cool temperature. Equipment failure to critical systems such as dispatching and communications due to overheating is an unacceptable operational risk. This problem was being temporarily addressed by using rental cooling systems that was 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. The newly in-service cooling unit has
replaced the rental cooling system. During May, the upgrade of the HVAC ductwork within the facility has been completed. Installation of the other two cooling units is in progress. The project is expected to complete by the summer of 2018.

**F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C 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 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 December 2017. Both locomotives are still undergoing overhaul and are expected to be returned to the CEMOF facility in San Jose in August for Final Acceptance testing. Locomotive #922 is to be shipped to the vendor’s facility in June and the forecast date for return is January 2019 for Final Acceptance testing.

**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 Contracts & Procurement division is currently preparing Request for Proposal documents and coordinating legal review for advertising the contract. Award of the contract is currently forecast for late 2018 and completion of the work in Fall 2020.
TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: CUSTOMER EXPERIENCE TASKFORCE UPDATE

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.

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

- Caltrain Timetable Update:
  - Staff continues to monitor on-time performance, train capacity and customer feedback.
- Bikes Board First Pilot:
  - Caltrain’s five week pilot program that allowed bicyclists to board bike cars first on northbound trains during the morning peak at the Mountain View, Palo Alto and Redwood City stations started on April 16 and ended on May 18. The goal was to improve on-time performance by reducing station boarding and alighting times. During the pilot, those times were decreased to within a desirable range across these stations, with some trains shaving more than a minute from their boarding times. The Bikes Board First policy remains in effect at these stations.

On Monday, June 11, Caltrain expanded the Bikes Board First program to three additional stations: Sunnyvale and Hillsdale on the northbound platform, and 22nd Street on the southbound platform. Caltrain staff continues to be on hand at those stations to assist passengers as needed.

- Platform Signage:
  - Caltrain continues to place static platform signs at all stations within the designated work segments during construction. Work is organized by four segment areas, with work currently occurring in segments 2 and 4 followed by work in segments 1 and 3. Please visit http://calmod.org/construction/ for further work segment and construction details.

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.

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 fieldwork has been completed. Surveyors were distributing and collecting questionnaires on Caltrain from May 8 through June 7. The surveys will now be processed and the data analyzed. Further information to follow.
- ROUTE SFO: Caltrain SFO Connection – On Sunday June 24, 2018, SamTrans will launch direct bus service from the Millbrae Transit Center (Caltrain and BART) to terminal stops at San Francisco International Airport including International Courtyard A, Terminal 2, Terminal 3 and International Courtyard G. All buses will have additional luggage racks. There will be free promotional rides between June 24 and July 7. After the free promotion, regular fares apply (Cash Only: $2.25 for adults and $1.00 for Seniors and Youth). For more info visit: http://www.samtrans.com/schedulesandmaps/timetables/Route_SFO.html
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 – New Notice of Violation for Fare Enforcement to begin during the summer.

**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.
- Customer Service will partner with Marketing to promote Route SFO. On Sunday June 24, 2018, SamTrans will launch direct bus service from the Millbrae Transit Center (Caltrain and BART) to terminal stops at San Francisco International Airport. Customer Service will be present at the Millbrae station during the midday hours for approximately 2 weeks; week of June 25 and July 2, excluding the holiday to promote the new service and to assist the public with questions.

**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 (preliminary) –
  - In May, Caltrain Mobile sold 22,534 tickets, a 42.7% increase in ticket sales compared to April. About 65.5% of the tickets sold were One-way and the most common ticket category used was Adult category (92.1%). Caltrain Mobile was downloaded 13,951 times in May.
  - 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 May, Clipper system registered 8,686 unique users accounted for 140,515 boardings, a 3.5 percent increase from previous month.
  - 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
  o 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
  o South San Francisco Station
    ▪ Construction began January 2018
    ▪ Temporary Platform installed in March 2018.
    ▪ A webpage was created at http://www.caltrain.com/ssfstation
  o Caltrain Electrification
    ▪ Launched new website for Caltrain Electrification; www.CalMod.org
  o Grade Crossing Improvements Project
    ▪ To enhance the safety at 15 grade crossings from San Francisco to San Jose
    ▪ Construction anticipated to begin in late June 2018 and 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
  o 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
  o 25th Avenue Grade Separation Project
    ▪ Construction continues on this 2 ½ year project
    ▪ In May, PG&E began 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](http://www.Caltrain.com/25thGS/PGE)

- In July, crews may begin installing a new storm drain on S. Delaware between 31st Avenue and Pacific Boulevard. Crews will work Monday through Saturday, 7:30 a.m. to 4:30 p.m. Partial sidewalk and lane closures, as well as parking restrictions will occur in this area of work. The work is anticipated to take one month.
- The website at [www.Caltrain.com/25thGS](http://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

July 18, 2018
- Business Plan Update
- 2018 Annual Passenger Counts

August 15, 2018
- Visual Messaging System Station Signage
- Suicide Awareness Prevention

September 19, 2018
- Wi-Fi Update
- Tunnel Notching Project

October 17, 2018
- Grade Crossings Improvement

November 21, 2018

December 19, 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
- 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
- Budget Update – requested on 5/16/18 by Member Cat Tucker