

JPB BOARD MEETING
November 1, 2018

Correspondence Packet as of
October 24, 2018

From: Alex Wykoff
To: [Board \(@caltrain.com\)](mailto:Board@caltrain.com)
Subject: Re: Update on Caltrain Real-Time Passenger Notification During Delays
Date: Friday, September 28, 2018 3:22:07 PM

Thank you Cindy.

Sent from my iPhone

On Sep 28, 2018, at 3:17 PM, Board (@caltrain.com) <BoardCaltrain@samtrans.com> wrote:

Good afternoon,

Thank you for your email. I will forward this information to the appropriate staff and include it in the correspondence file for the next Board meeting.

Please contact me if you have any questions.

Cindy Gumpal
Acting District Secretary
650-508-6279

From: Alex Wykoff [<mailto:>]
Sent: Thursday, September 27, 2018 4:27 PM
To: Board (@caltrain.com)
Cc:
Subject: Update on Caltrain Real-Time Passenger Notification During Delays

Good Afternoon Caltrain Board,

I am writing to the Board to learn of what I hope to be a definitive plan of how Caltrain will keep riders advised of train movement within the system. The current "My Caltrain" app/Twitter feed is woefully inadequate and the station reader boards and audio announcements often lack accurate information. This need for real time train location availability to passengers, is vital during significant delays when mechanical or emergency incidents arise. My question is simple: If private ride share companies and the airline industry can provide a smart phone user with the location and movement of the car/plane they will be using, why does Caltrain not utilize that same, inexpensive and widely available technology?

During large incidents/long system wide delays, passengers need real-time data to make informed decisions of how they will get home, to work, or to an event. Riders must know if the train is moving to them or stuck at a station in order to arrange for a ride, take the bus, or even if they have time to get something to eat. The current system does none of that. The nature and details of what happened and why trains are not moving is irrelevant. Most reasonable folks know Caltrain is working hard at getting things back to normal given the circumstances. It is the lack of communication that is both maddening and frankly, inexcusable given the resources and technology available.

Passengers commit and sacrifice their family time and ever increasing expense to support public transportation. We deserve accurate and real-time communication. I am a Gilroy resident who bikes and rides the train to work each day, 12 months per year despite the weather. I have done so for more than five years and no intention of stopping. I rely on Caltrain. I work in local government and encourage my colleagues to leave the car at home and give public transportation a try. Many of my colleagues live along the Caltrain corridor, yet do not ride. Our City is actively pursuing employee incentives to expand alternative commute options. Caltrain has a pole position in that initiative. It is however, very difficult when something as simple as poor, outdated communication techniques, turn people off. I am the only City employee who rides Caltrain and am asked about my experience by curious would-be riders. I am honest with the good and bad. How can I be your advocate when it comes to the incredibly poor communication? A vague "not knowing" train status equates to system unreliability to the non-rider. We both know unreliability, perceived or not, is the bane of public transportation. You can erode that myth quite simply with a solid plan and implementation.

I'm not going anywhere. I believe in what you do. I support the electrification, and I will continue to ride daily. I do however, believe strongly that Caltrain needs to step up its game with communicating in a real-time way. Accidents and equipment malfunctions will always be a challenge. The low hanging fruit for Caltrain is the communication. Grab it. Do it.

Living in Gilroy and working in the San Jose area I am unable to attend Board meetings in San Carlos, but I would appreciate if this communication could be included as written communications in lieu of my ability to speak at the public comment item of your next Board meeting. Thank you in advance for your time and I appreciate your thoughtful response.

Alex Wykoff
Gilroy, CA

From: [Low, Lori](#)
To: [Gumpal, Cindy](#); [Provence, Daniel](#); RE: Two months
Subject: waiting on a bike locker key
Date: Tuesday, October 02, 2018 11:36:45 AM

Dear Mr. Bomar,

Council Member Gee brought your feedback to our attention, and I wanted to get back to you. First, thank you for taking the time to inform us of your experience. We are currently working to increase the availability of Caltrain's keyed bike lockers by monitoring locker activity and cancelling rental agreements at underused lockers. We are also interested to hear from Caltrain customers about how we can improve bike parking operations at our stations.

I also wanted to let you know that in 2017, the Board approved the [Bike Parking and Management Plan \(BPMP\)](#) which recommends a set of management and administrative reforms and implementation strategies to optimize the performance of Caltrain's bike parking system. To enact the plan, Caltrain recently hired Dan Provence, a full-time staff member focused on BPMP implementation. We're excited about the upcoming improvements to Caltrain's bicycle parking program, as bikes are a sustainable first and last mile solution. You can contact Dan at provenced@samtrans.com to provide more details about your experience and how things can be improved in the future.

Thank you again for your feedback.

Best,

Lori Low

From: Daniel J. Bomar <>
Sent: Friday, September 28, 2018 5:43 AM
To: Council-Jeff Gee
Subject: Two months waiting on a bike locker key

Dear Mr Gee,

You are receiving this letter because you are a representatives of San Mateo County Transit District.

I want to begin by thanking Simone for meeting me and attempting to explain why it has taken more than two month to get a key to my locker.

I received the key on Wednesday 19th Sept. Thanks for the key guys, not sure why it took 9 weeks to do what should have taken two to three days.

From a customer's stand point, this delay is unwarranted. Though customers are renting the lockers and are not owner, they still have some basic rights. May I suggest management review the protocol for replacing a lock and incorporate some of the ideas/concepts from the following statement:

If it isn't an emergency, and the lessor of the locker has not request an emergency lock change, the lock should not be removed until the lessor has a key to the new lock in their possession.

On the surface Caltrain presents it's self as a well ran professional organization. It only took a small scratch to expose a maintenance department that has issues duplicating and mailing a key. What is going on in this department and why doesn't management seem to care to address the issue. Are they that understaffed that someone couldn't take 10 to 15 minutes to mail a key? If the person who has delayed the delivery of my locker key by two month is an employee, than they need to explain to management why the excessive delay in delivering a key. If they are a contractor, than their contract with Caltrain should be reviewed and cancelled if all possible.

Can you please be kind enough to extend my contract to cover the time I wasn't able to use my locker.

Thanks,

Respectively,

Daniel J. Bomar

PA Locker #10

From: Karthikeyan Gopal
To: [Board \(@caltrain.com\)](mailto:Board (@caltrain.com))
Subject: Need restrooms in new electric caltrains. Please do NOT eliminate them.
Date: Thursday, October 04, 2018 10:03:59 AM

Regards,
Karthik.



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October 4, 2018

Honorable V. Raymond Swope
Judge of the Superior Court
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655

Dear Judge Swope:

I am writing on behalf of the Board of Directors of the Peninsula Corridor Joint Powers Board (JPB). This letter will serve as the JPB's formal response to the July 24, 2018 letter from the Superior Court transmitting the report from the 2017-2018 Civil Grand Jury with regard to management of the Caltrain Modernization (CalMod) Program and the relative ease with which the public can locate information on CalMod. The JPB's Board of Directors reviewed and approved (on October 4, 2018) this response to the Grand Jury report's 11 findings (numbered F1 and F3-F12) and three recommendations (R1-R3).

As the report notes, the \$1.98 billion CalMod Program includes electrification of the Caltrain right-of-way between San Jose and San Francisco and phased replacement of Caltrain's fleet of diesel rail cars with new high-performance electric-powered rail cars (known as Electric Multiple Units or "EMUs").

It is apparent, and the JPB appreciates, that the report was extensively and carefully researched, and takes appropriate notice of the numerous oversight mechanisms in place for the CalMod Program. The JPB also appreciates the opportunity to respond to the report's findings and recommendations.

Findings

The JPB agrees with all of the findings set forth in the report. Relative to findings F9, F11 and F12, and as addressed further below, the JPB has made and will continue to make improvements to information available on the Caltrain and CalMod websites, including CalMod Monthly Progress Reports, which will include more detail on the use of contingency funds, project schedules and milestones.

Recommendations

The JPB values the Grand Jury's recommendations, all of which concern the transparency of CalMod information. As the three recommendations are so intertwined, we offer the following response to all of them.

As the report notes, publicly-available CalMod budget and schedule information is updated regularly and made available through the PCEP Monthly Progress Reports. To access these reports, it is not necessary to navigate through each Board of Directors agenda link. Rather, these reports are consolidated in the online "CalMod Documents Library," which is accessible in two clicks from either the Caltrain homepage or the Calmod.org homepage. Still, it is concerning that the Civil Grand Jury was not able to navigate to this resource. In response, the JPB has changed both webpages to make this information more readily accessible, including by making updates to the sites' search functionality.

Furthermore, the CalMod Monthly Progress Reports currently include a chart that tracks CalMod's progress vis a vis its projected budget. Also, the Executive Summary of each CalMod Monthly Reports lists critical milestones, and tracks the completion of these milestones against their projected completion dates. However, Caltrain will explore strategies for elevating and expanding this information within the Monthly Progress Report and on the websites, and will focus such improvements on providing meaningful transparency for the public.

In addition, the JPB wishes to address some of the Grand Jury report's assumptions and recommendations related to the CalMod contingency. For "mega" projects like CalMod, the contingency is not simply a dollar amount added to an overall project budget. Instead, it is an essential part of the funding plan and is actively managed throughout project implementation as risks are anticipated and then retired, one by one, over time. This contingency and risk register process and progress are addressed in the CalMod Quarterly Reports, located on the same webpage as the CalMod Monthly Reports. To date, all CalMod contingency expenditures have been within the contingency budget.

In sum, the JPB believes that the completed and planned changes will fully address recommendations R2 and R3, and will address underlying needs expressed in recommendation R1. However, the JPB has determined that development of an interactive dashboard would be disproportionately costly relative to its value as all of the information that would be contained in such a resource already is available or planned through the means described above.

Thank you for the opportunity to respond to your report; I trust you will find our comments helpful.

Sincerely,



Jim Hartnett
Executive Director, Peninsula Corridor Joint Powers Board

cc: Board of Directors
via email to: grandjury@sanmateocourt.org

From: Scott Yarbrough
To: [Caltrain, Bac \(@caltrain.com\)](#); [Board \(@caltrain.com\)](#); [Bikes on Board](#)
Subject: 10 cyclists bumped from #269
Date: Wednesday, October 10, 2018 5:25:58 PM

Again.