



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

BOARD OF DIRECTORS 2016

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September 21, 2016 – Wednesday

5:40 p.m.

*Times noted are estimated. Discussion may begin before the times listed.
Items in bold are CAC member-requested presentations.*

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes (5:45 p.m.)
 - a) June 15, 2016
 - b) August 17, 2016
4. Public Comment (5:50 p.m.)

Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson's Report (6:00 p.m.)
6. Committee Comments (6:05 p.m.)

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. **Incident Management and Recovery Update** (Joe Navarro) (6:15 p.m.)
8. Caltrain Modernization Update (Casey Fromson) (6:45 p.m.)
9. Staff Report (Joe Navarro) (7:05 p.m.)
 - a) **Customer Experience Taskforce Update**
 - b) **JPB CAC Work Plan Update**
10. Date, Time and Place of Next Meeting
October 19, 2016 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:** Jonathan Berk, Clarrissa Cabansagan, Brian Shaw (Vice Chair)
San Mateo County: Chris Cobey (Chair), Adina Levin
Santa Clara County: Yvonne Mills, Greg Scharff, Cat Tucker

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District 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 Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District 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.

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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.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF JUNE 15, 2016

MEMBERS PRESENT: J. Berk, C. Cabansagan, C. Cobey (Chair), A. Lee, A. Levin, G. Scharff, B. Shaw

MEMBERS ABSENT: Y. Mills, C. Tucker

STAFF PRESENT: J. Averill, C. David, C. Kwok, S. Petty, D. Stewart

Chair Chris Cobey called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF MAY 18, 2016

Motion/Second: Shaw/Berk

Ayes: Berk, Cabansagan, Lee, Levin, Shaw, Cobey

Absent: Mills, Scharff, Tucker

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Chair Cobey said Jonathan Berk gave the CAC report to the Board. There have no responses on a proposal to skip a July or August CAC meeting.

COMMITTEE COMMENTS

Annie Lee said the Caltrain and San Francisco Muni monthly pass bundle discount was discontinued. Now there is a Clipper transfer discount that automatically applies when the customer tags on and off Caltrain. After that customers get a 50-cent discount on San Francisco Muni, but that is only if the customers tag on and tag off even if they have a monthly pass. This is very unclear. No one with a monthly pass tags on and off. It is worth putting up information at San Francisco stations noting this and that there are discounts available. Interagency transfers should be improved with future versions of Clipper.

Adina Levin said San Francisco is considering a ballot measure for transportation. A couple weeks ago Santa Clara Valley Transportation Authority (VTA) approved allocation for a transportation measure for November, which includes funding for Caltrain capacity improvements such as longer platforms and longer trains. Longer platforms and longer trains can only be delivered if all three counties are covering their cost for it. It would be logical for San Francisco to consider taking up this expense as

part of their ballot measure. There is nothing official about if and when San Mateo County would do a similar ballot measure.

Jonathan Berk said last month he asked why speed restrictions are in place over construction areas when construction is not occurring at that moment. He would like someone to get back to him with an answer. Overall, Caltrain is running more efficiently. There are fewer breakdowns and trains are running more on time than they used to. The train he was on had to wait at a few stations so it would not leave early. Instead of running efficiently the schedule was changed to account for inefficiency.

Chair Cobey said some parking spaces in the San Jose parking lot do not have numbers, which makes it hard to identify the space when paying for parking. These spaces are on the east side of the north and south parking lots. He heard a complaint from someone who experienced a bus bridge on a northbound morning train during a fatality. This person was concerned about the fact that two buses showed up to empty the train, which was not enough to handle capacity.

Public Comment

Roland Lebrun, San Jose, said the San Francisco tax measure is being discussed at the San Francisco County Transportation Authority (SFCTA) CAC. Longer platforms will not happen until San Mateo County participates. The only longer platform will be at Diridon.

ANNUAL PASSENGER COUNTS

Catherine David, Senior Planner, presented:

- Purpose
 - Provide a measurement relative to previous years
 - Data for evaluating service changes
 - Allocate resources to address capacity issues
 - Validate revenue-based ridership estimates
- Data collection methodology
 - Headcount on every weekday train averaged over five weekdays
 - Headcount on every weekend train for one weekend
 - Differs from monthly revenue-based average weekday ridership (AWR) calculations
 - Fifth year for "bikes denied boarding" count
- Challenges
 - Surveys suspended during special events and construction activities
 - Surveys extended into mid-March
 - More rain in 2016 than in past several years
- AWR is 62,416, a 7.2 percent increase from last year
- Riders by time period 2015 versus 2016
 - Traditional peak difference is 2,805 riders or an increase of 9.6 percent
 - Midday is 556 riders or an increase of 8 percent
 - Reverse peak is 722 or an increase of 3.8 percent
 - Night is 88 riders or an increase of 2.7 percent
- Most stations are seeing ridership growth
- County-by-county 2015 versus 2016

- San Francisco: 1,283 additional riders or 8.3 percent increase
 - San Mateo: 1,208 additional riders or 6.7 percent increase
 - Santa Clara: 1,679 additional riders or 6.8 percent increase
- Gilroy extension ridership increased 12.7 percent since last year
- Riders per train type 2015 versus 2016
 - Baby Bullet increased 9 percent
 - Limited increased 6.7 percent
 - Local increased 2.8 percent
- Average trip length
 - Weekday: 22.8 miles
 - Baby Bullet: 27.7 miles
 - Peak non-Baby Bullet: 20.5 miles
 - Off peak: 21.1 miles
 - All locals: 20.8 miles
- Average weekday bike ridership decreased 11.1 percent to 5,520 bikes per day, which may be a reflection of the rainy counting season
- Bikes: Denied boarding
 - Fifth year counted with annual count
 - 118 bikes were denied boarding from the 528 trains counted
 - Carried approximately 29,130 bikes on the trains counted
 - Denied boardings were observed at 16 stations
 - Denials on 15 northbound trains and 8 southbound trains
- Summary
 - Passenger ridership is at an all-time height: 83 percent increase since 2010
 - Caltrain has a strong reverse-peak ridership
 - The majority of stations saw growth
 - All three counties saw increases
 - Overall weekend ridership increased
- Next steps
 - Review allocation of six-car trains
 - Fiscal Year (FY) 2017 Operating and Capital budgets must support the required resources to meet demand
 - Increasing capacity FY2017 – FY2020 is essential to continue ridership/revenue growth
 - Future service planning requires use of ridership data to develop potential service scenarios to improve capacity pre-/post-electrification

Mr. Berk said he is interested in the capacity of local trains around rush hour. He said he guesses the southbound trains from San Francisco at 9 a.m. and 10 a.m. are the fullest. He asked for the detailed data on each train. Baby Bullets are the most used. If Caltrain adds more Baby Bullets, people would move to those trains reducing the amount of people on local trains. The 8 p.m. northbound out of Palo Alto is packed. It seems like the JPB should attempt to introduce express service at 8 p.m. and 8:30 p.m. He asked why every single train does not stop at Palo Alto when it is the second busiest station. He asked for staff to get back to him with an answer on this question.

Ms. Levin asked out of the trains with denied bike boarding if any were six-car trains. This will tell staff if the six-car trains eliminated bike bumps and if there are any better

places to use the six-car trains. She asked for an update when the rest of the new cars will be put into service.

Chair Cobey asked why Atherton had a 45 percent increase over one year. Ms. David said the count was conducted on one Saturday and one Sunday. She said there has been a tremendous amount of development and new jobs near the Redwood City station, which can explain why that increase occurred.

Public Comment

Roland Lebrun, San Jose, said hopefully the Electric Multiple Unit (EMU) procurement will include automatic passenger counters. He said the consultants already decided to buy Swiss trains with only 600 seats, before ripping seats out for bikes, plus two sets of doors. The report states the most important amenity for EMUs is seating. He said the six-car train sets were paid for twice. The JPB bought 16, deployed five, and 11 were never deployed. The JPB ripped out 24 seats out of five of the cars and swapped them with the five that were deployed before, which are now parked back in Diridon. The JPB needs to buy one more Bombardier to have 12 spares and then make two more Bombardier train sets. Then two Gallery train sets can be broken down and one more car can be added to 10 Gallery train sets to make six-car trains.

Jeff Carter, Millbrae, said he suggested the JPB look at automatic passenger counters, which would get better data. Doing this count requires putting people to count passengers on the trains. The JPB had to adjust the counting schedule because of the Super Bowl, so the numbers might be skewed. The train data should be posted online. Caltrain needs more than six trains per hour per direction. Ms. David said staff is hoping automatic counters can be added to the EMUs. The key findings reports are posted online. She is planning to include the counts for each train in this year's report when she posts it. This data is used to identify maximum loads at various times.

Mr. Berk said the Excel file of the raw should be posted. Ms. David said she will post it.

Andy Chow, Redwood City, said reasons the maximum bike capacity is over 80 are because some people bring folding bikes onboard but are still counted as a bike even though they are not using bike spaces, some bicyclists cram on and add more bikes than what is allowed by Caltrain, and some people get off mid-line and others come on.

Ms. Levin asked if Mr. Lebrun's suggestion makes sense and if staff is working on it. Ms. David said the next steps are to make sure the current trains are being maximized with the 2016 count data.

Ms. Levin said the question was if there are ways to put existing cars in service and shuffle the trains around to have more six-car trains. Ms. David said they're being analyzed and it is being considered.

Danielle Stewart, Acting Director, Rail Transportation, said some of the cars are still in the process of being rehabilitated. No target service date is known.

CUSTOMER EXPERIENCE SURVEY RESULTS

Christiane Kwok, Manager, Market Research and Development, presented:

- Objectives
 - Guide the Customer Experience Taskforce in choosing the priorities for future investments
 - Narrow the questions to be used in the upcoming Annual Customer Satisfaction Survey
- Methodology
 - Online survey
 - February 28 to March 20
 - Opt-in, not statistically valid
 - Various outreach methods
 - Response
 - 2,956
 - 92 percent completed the entire survey
- Service ratings (five-point scale: five = very important, one = not at all important)
 - More frequent service: 4.2
 - Trains with shorter commute times: 4.18
 - More shoulder peak service: 3.89
 - More frequent weekend or mid-day service: 3.33
 - Expanded service after 10:30 p.m.: 2.94
 - Expanded service between San Jose and Gilroy: 1.92
- Service Rankings
 - Top three priorities identified
 - More frequent service
 - Trains with shorter commute times
 - More shoulder peak service
- Communications ratings
 - Improved real-time updates onboard or at stations: 4.34
 - Schedule and real-time information on a smartphone application: 4.33
 - Better directional signage at stations: 2.99
- Customer comfort/enjoyment ratings
 - Allowing food and drinks onboard: 3.3
 - Quiet car: 3.24
 - Increased bike storage and bike share facilities: 2.97
 - Pay as you go Wi-Fi: 2.68
 - Access to concessions at stations: 2.6
- Payment ratings
 - Improved ticket machines with Clipper integration: 3.82
 - A smartphone application with mobile ticketing: 3.65
 - Ability to pay for parking using mobile application: 3.27
- Rankings
 - Top priorities identified
 - Improved real-time updates
 - Schedule and real-time information available on a smartphone application
 - Improved ticket machines with Clipper integration
 - A smartphone application with mobile ticketing

- Value of service relative to the cost to customer
 - Ranked 5: 14 percent
 - Ranked 4: 28 percent
 - Ranked 3: 33 percent
 - Ranked 2: 12 percent
 - Ranked 1: 6 percent
 - Mean: 3.35
- Use of Transportation Network Company (TNC)
 - Yes: 43 percent
 - No: 55 percent
 - Not sure: 2 percent

Chair Cobey asked if bikes are included in TNCs. Ms. Kwok said no.

Mr. Berk asked if shuttles are included in the TNCs. Ms. Kwok said no.

- Electric train amenity ratings
 - Seating: 4.43
 - Standing/leaning room: 3.34
 - Onboard bathroom: 3.01
 - Bike storage: 3.01
 - Maximum seating (bathrooms at stations only): 2.81
 - Luggage storage: 2.36
- Electric train amenity rankings
 - Top priorities identified
 - Seating
 - Standing/leaning room
 - Bike storage
 - Onboard bathroom
- What customers like about diesel cars and want to keep on electric trains
 - 52 percent of respondents answered this question
 - 49 percent of comments related to seating
 - 15 percent single seats on second level, 9 percent seating with tables, 8 percent comfortable seats
 - 32 percent of comments were about onboard amenities
 - 12 percent about having onboard bathrooms
 - 27 percent of comments were about train design/features
 - 12 percent about having two levels
- What customers dislike about diesel cars and want to change on electric trains
 - 57 percent of respondents answered this question
 - 20 percent of comments related to seating
 - 18 percent of comments related to capacity
 - 7 percent not enough seats or cars, 6 percent too crowded, 5 percent not enough standing room
 - 17 percent of comments were about amenities
 - 7 percent no Wi-Fi, 5 percent lack of outlets, 4 percent air conditioning

- Rider characteristics
 - 50 percent riding for four years or more, 34 percent for one to three years
 - 59 percent ride at least four days a week
 - 32 percent Go Pass users, 31 percent Caltrain Monthly Pass users
 - 82 percent traveling to or from work
- Demographics
 - 53 percent male
 - 71 percent between 25 and 54
 - 53 annual incomes of \$100,000 or more
 - 61 percent white, 20 percent Asian
- Additional comments
 - 1,182 respondents provided comments
 - 46 percent related to service
 - 20 percent more frequent trains or expanded service
 - 11 percent were positive comments
 - 9 percent were communications related
 - 8 percent were about announcements/messages/updates
- Next steps
 - Used Customer Experience Survey data to develop additional questions for the Customer Satisfaction Survey (June 2016)
 - Develop customer experience focus group

Ms. Levin said TNC numbers are striking. She asked if there will be more data gathered about it. She asked if people use TNCs during peak hour or when no other options are available, if they use them frequently, daily, or just occasionally, where people take the TNCs to, and which stations from, and if it is for the first mile or last mile. Ms. Kwok said she can bring the issue up with the taskforce to see where they want to go with it.

Ms. Levin asked if the data is available in Excel format. Ms. Kwok said she could probably post it.

Clarrissa Cabansagan said the TNC data could be used for managing parking or the cost of parking.

Brian Shaw said this is not the survey to do an analysis on TNC use by Caltrain riders. A different survey would need to be done for that specific purpose.

Ms. Kwok said in October there will be the Triennial Customer Survey. One of the questions is about access and egress from stations. Staff could consider including this question.

Public Comment

Doug DeLong, Mountain View, said easiest way to find out about TNCs is to ask TNCs for their data. In the olden days, when the front cover of the Caltrain timetable was right side up and then it was opened, the print was also right side up. Now when it is open the customer has to rotate the timetable to see right-side-up print.

Roland Lebrun, San Jose, said free Wi-Fi service was not offered as a rating option on the survey because of the unlikelihood of it being an option for Caltrain to offer. There is an easy fix: a different managing agency should run Caltrain. Capitol Corridor, Altamont Corridor Express, Amtrak, and VTA provide Wi-Fi. The question about value of service was asked before the fare increase. The top priority should be seating. He said Chuck Harvey, Deputy CEO, Organizational Support/Special Projects, came up with the idea to take apart train sets to make six-car trains.

Jeff Carter, Millbrae, said he is bothered by the demographics showing Caltrain riders have high income. People see that and think fares are too low. The problem is fares are too high, which prevents low-income people to ride Caltrain. Other surveys showed having bathrooms onboard was a higher priority. Gallery car seats used to flip, but when the California State Department of Transportation operated the train they locked the seats in place in their current configuration. Seating versus bathrooms versus bikes goes back to shortsighted service projections. More cars per train and more trains per hour are needed.

BIKE PARKING MANAGEMENT PLAN

Sebastian Petty, Principal Planner, presented:

- Capacity and access challenges
 - Between 11 percent and 19 percent of customers make “bike-based” trips to and/or from system
 - Majority (approximately 90 percent) involve taking a bike onboard the train
 - Peak load trains often over capacity for bikes and people
 - Bike riders sometimes “bumped” or denied boarding due to capacity limits
- Caltrain electrification
 - Increase in service levels, capacity and performance
 - Six peak-hour trains
 - 8:1 seats to bikes ratio on new trains (versus existing 9:1)
 - Future blended system with California High-Speed Rail Authority (CHSRA) and service to Transbay Terminal
- Growing bike-based trips on Caltrain
 - Caltrain ridership projected to double by 2040
 - Caltrain wants to grow both the number and share of bike-based trips to the system
 - Expansion of onboard bike capacity included in electrification, but must be balanced against overall capacity needs
 - Long-term growth in the number of bike-based trips to the system will also require increased utilization of wayside facilities (bike parking and bike share)
- Key questions
 - What is the market for bike parking at Caltrain?
 - What will the future demand for bike-based trips to Caltrain be?
 - What mix of bike parking will best serve Caltrain customers?

- Which customers will always choose to bring their bike on board versus which ones might choose to park a bike if better facilities were available?
- How can Caltrain deliver high-quality bike parking?
 - What goals and standards should apply to Caltrain's bike parking system?
 - What is the best model for managing and operating a bike parking system? What resources may be needed?
 - How should investments be focused and phased in the bike parking system?

Cordelia Crockett, Senior Transit Planner, Stantec, presented:

- General schedule
 - Data collection and customer research:
 - Start: Now
 - Duration: five months
 - Performance goals and targets
 - Start: August 2016
 - Duration: 5 months
 - Management and implementation recommendations:
 - Start: December 2016
 - Duration: 4 months
- Key activities
 - Data collection
 - Analysis of Metropolitan Transportation Commission (MTC) survey data
 - Parking occupancy and turnover data collection
 - Customer research
 - Intercept survey of "bikes onboard" users (summer 2016)
 - Web-based open survey (summer 2016)
 - Keyed locker user survey (summer 2016)
 - Focus groups (fall 2016)
 - Outreach
 - Caltrain Bicycle Advisory Committee and CAC
 - Study Technical Advisory Committee
 - Project website/comment form
 - Additional public meetings as requested by stakeholders
- Existing bike parking system
 - There are currently 660 racks, over 1,000 mechanical keyed lockers, 60 e-lockers, and 380 bike stations
- MTC data
 - Survey period: October/November/December 2014
 - Sample size: 5,704 trips on Caltrain, including 1,094 bike-based trips
 - Data types: trip type (home to work, home to college/university, etc), trip origin, access mode, origin station, access mode, egress mode, exit station, trip destination, socioeconomic information
 - Detailed information about bicycle access, including type of bike parking used at the entrance station and whether bike was brought onboard

- Additional data collection
 - Observe midday bike rack usage at top stations
 - Collect data on usage of keyed, e-locker and shared bike facilities
 - Observe “efficiency” of keyed locker usage at top stations
- Intercept survey
 - Collect 320+ completed surveys by interviewing passengers in the bike cars during July
 - Focus will be customers who currently bring their bike onboard
 - Intercept methodology used to insure representative sample
 - Questions explore trip patterns observed in the MTC data and examine customers' interest/ability to store bike at a Caltrain station rather than take it onboard
- Questionnaire – keyed locker users
 - Collect 20+ completed surveys from the users of keyed lockers through an e-mail/mail back questionnaire
 - Questions will aim to explain observed usage of these lockers and identify positives and shortcomings of current parking system
- Web-based survey
 - Open to everyone
 - Will occur after onboard survey
 - Will provide more general format for input
 - Questions related to trip patterns, bike parking needs and options
 - Not a representative sample
- Focus groups
 - Three focus group meetings planned for early fall
 - Will be held along the Caltrain corridor, likely in the afternoon/evening commute period
 - Focus group participants will be selected through respondents to the intercept survey who provide their contact information
 - Focus groups will be used to explore ideas and concepts for bike parking
 - improvements

Mr. Berk said the presentation never mentions bike share. It should be an important consideration as an alternative to bike lockers.

Mr. Berk left at 7:15 p.m.

Mr. Shaw said Caltrain does not own many of the stations and bike parking is at the stations themselves. He asked if there will be discussion with the municipalities involved to find out what they will allow Caltrain to do at those stations. Mr. Petty said a technical advisory committee will be formed with representatives from all three counties and municipalities with the highest bike ridership, Stanford, and Facebook. That group can serve as a basis for having those discussions.

Ms. Levin asked if theft and theft statistics will be look into. Mr. Petty said it will be looked into. The multijurisdictional nature about who a person calls when their bike is stolen creates a challenge.

Ms. Levin said customers should be asked what viable choices they have, what their tradeoffs are and what drives their behavior. Some people use more than one station depending on their needs each day.

Ms. Lee said bike share is critical. As it get ramped up it is important to see how it affects Caltrain's projections. People might not use some services because bikes might get stolen. Cost could be a factor. Caltrain is not charging to bring bikes on trains but will charge to use these facilities. She asked if these issues are related to full sized bikes not foldable bikes or scooters. Mr. Petty said those issues are things that would be asked about in a focus group scenario.

Ms. Cabansagan said Bay Area Rapid Transit (BART) has a bike station plan and when they were determining the new cars and configuration for bikes they only had space onboard for three bikes. They are planning to make sure there is secure bike parking. The presentation did not show average distance per station for the last mile. There is a tradeoff between bringing a bike onboard, having a seat on the train or what to do at the end of the trip. Mr. Petty said those types of issues like how to manage bike parking could change over time as ridership grows, as bike share expands, and as TNCs become more common in some areas. Staff will look at how to make the system flexible and create a system that is equitable for users and cost efficient for Caltrain.

Mr. Shaw said at the end of the focus group staff should find out what ability Caltrain has to influence bikes onboard. He asked what all the things are that have to be in place to make it so people don't need a bike on the train. It might be shuttles, bike share, storage, folding bikes. This is how Caltrain is beginning to manage this issue. Staff needs to think about ongoing data sets, evaluation and the things Caltrain can influence.

Public Comment

Roland Lebrun, San Jose, said there is a monetary incentive to bring a bike onboard versus leaving it at a station. He said people with monthly parking passes do not get dedicated parking spots for their cars, so there should not be dedicated spaces for bikes. Electronic lockers should be Clipper based where customers get the first 12 hours free. If the bike is still in the locker after 12 hours, customers should get charged \$1 per hour. It should be first come first served. Right now trains have 762 seats and room for 80 bikes, so the ratio is 9.5:1. Staff will rip out 120 seats, going from 762 to 480 seats and from 80 bikes to 60, and this will provide the 8:1 ratio. New EMUs will each have capacity of 1,000 standees.

Greg Scharff arrived at 7:33 p.m.

Doug DeLong, Mountain View, said he was shocked to learn how few bike parking places there are on the Caltrain line. Three million dollars was provided by the Board to address this problem, but the need is more like \$10 million. There are some stations where the existing bike racks are over 100 percent utilized, so people lock their bikes to fences and poles. If there is no place to park a bike, customers will bring bikes onboard.

Jeff Carter, Millbrae, said it is great Caltrain is looking into this. Staff is asking for stakeholder input on bike parking. Caltrain is also doing a fare study, but there has been no customer outreach and no focus groups and staff hasn't presented anything to the CAC. It would be great if Caltrain could have more wayside parking. Caltrain does not have enough parking capacity for cars and bikes.

Andy Chow, Redwood City, said Caltrain has plenty of shared bike parking. Menlo Park, Palo Alto, and Mountain View have shared bike storage facilities. They don't work together. They are all separate programs and require different fees and keys. There are better examples with BART. Their shared facilities and lockers work as a single system. This is an opportunity for Caltrain to join the program and use the same system as BART.

STAFF REPORT

Ms. Stewart said:

- Joseph Navarro will be starting June 20 as the Director, Rail Operations.
- Ms. Stewart researched the question about reporting late trains at one minute late versus five minutes late. This is an industry standard. Long Island Railroad, New Jersey Transit, Southeastern Pennsylvania Transportation Authority, and Capital Metro all follow that standard.
- The stations manager went to look at the wayfinding concerns at the 22nd Street Caltrain Station. An ambassador was there at the time and there was adequate signage.
- Last month there were questions related to the operating and capital budgets and partner contributions. Staff will try to send out update over e-mail or will address it at the next meeting.

Customer Experience Taskforce

Ms. Stewart said:

- Staff will consider CAC comments on the Playbook on Service Interruptions before publishing it.
- A month ago the JPB hired a contractor who has been instrumental in the Railroad Operation Control System and Predictive Arrival/Departure System (PADS) and pushing limits of what the systems can do. This person has looked into advanced technology. The weekend of June 25 staff will be displaying nomenclature related to the trains associated with the Pride Parade and baseball service to test out the technology.

Ms. Levin said the northbound train she was on today was early into Palo Alto and some other trains show up early. She asked if that is being looked at to see if the new times are right. Ms. Stewart said staff is still monitoring the timetable revisions.

Ms. Levin asked if the PADS plan includes making an application programming interface available to the public. She asked if Caltrain will provide access to real-time data. Ms. Stewart said the system is not at that point yet.

Mr. Shaw said trains have had to slow down through San Mateo because of the rehabilitation work. It looks like it is getting closer to done. He asked what the plan is to

return speed on bullet trains through San Mateo and if it will require a schedule change. This is slowing trains down by two or three minutes. Ms. Stewart said the timetable change took into account the slow speed orders. Staff continually monitors train service as it relates to construction. Future timetables will take project completion into account.

Annie Lee asked for an update on the mobile ticketing pilot program. This may be a replacement for Clipper. Ms. Stewart said she does not have an update at this time but it is on the work plan for a future presentation.

Mr. Shaw asked for an update on the additional Bombardier cars and the ability to use them to increase the length of trains. There is not a lot of room in the schedule because of construction, but if trains can be made longer it should be done. He would like to get an update in August or September.

Work Plan and Discussion of Possible Bye Month

Ms. Stewart said she would like to move incident management and recovery to September so Mr. Navarro will have time to address the issue and potentially make some changes. The two other items slated for July, the MTC fare study and the Caltrain fare study scope will not be ready for the July meeting.

Chair Cobey said it looks like the July meeting might be the bye meeting.

Mr. Shaw said the CAC owes it to the public to meet and they have a right to be heard, and there are issues that he would like to get updates on.

Mr. Scharff said he does not understand how there could be a meeting if there is nothing on the agenda. It seems silly to meet just for public comment. He would not vote to have a meeting.

Chair Cobey said he could just make a decision. Josh Averill, Assistant District Secretary, said the CAC rules say a bye month has to be voted on by the CAC. He asked if the CAC feels comfortable delegating the authority to the chair to make the decision. There were no objections.

Caltrain Electrification Update

Ms. Stewart said:

- In June the Board directed staff to include one restroom on each six-car EMU train consist.
- Several parties have committed to provide additional funding sources to the Peninsula Corridor Electrification Project associated with the 2014 cost estimate. The agreement was approved at the May JPB meeting.
 - \$28.4 million from the MTC
 - \$9 million from the JPB California's low-carbon transit operations program
 - \$20 million each from VTA, the San Mateo County Transportation Authority, and the SFCTA/city and county of San Francisco
 - \$113 million from CHSRA

Public Comment

Andy Chow, Redwood City, said one reason for development in San Jose is the Greyhound station was moved the train station because the city wanted to redevelop the old station. The Amtrak ticket counter extended its hours to 1 a.m. because of the late-night Greyhounds. This means the bathrooms will be open longer.

Roland Lebrun, San Jose, said he strongly advises against canceling the July meeting because of what is happening at the Board. If there is nothing to present, he is happy to present something. The staff memorandum recommending one bathroom per EMU was posted one day before the Local Policy Makers Group met, and they voted to have two bathrooms per train. The JBP has no plans to increase capacity for the next six years. If one extra Gallery car is added per train, dwell times will decrease by 20 percent due to the additional door. He said PADS has never worked. It does not show trains at the correct time and it shows non-existent trains. He said mobile ticketing won't work because people will just wait for the conductor to start checking tickets before they purchase a ticket.

Jeff Carter, Millbrae, said there will always be public comment, a chairperson's report and committee comments, so there should not be a bye month. He said San Francisco has something against onboard bathrooms.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

Date to be determined 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 8:04 p.m.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF AUGUST 17, 2016

MEMBERS PRESENT: J. Berk, C. Cobey (Chair), A. Levin, Y. Mills, G. Scharff, B. Shaw

MEMBERS ABSENT: C. Cabansagan, C. Tucker

STAFF PRESENT: M. Bouchard, C. Fromson, N. McKenna, J. Navarro, S. Petty

Chair Chris Cobey called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 15, 2016

Motion/Second: Shaw/Levin

Ayes: Berk, Levin, Shaw, Cobey

Absent: Cabansagan, Scharff, Tucker

Abstain: Mills

There were not enough favorable votes to approve the minutes. Approval of the June 15 minutes will be continued at the September 21 meeting.

PUBLIC COMMENT

Doug DeLong, Mountain View, said he is happy to see a Caltrain cab car and five Metrolink cars for a six-car consist. He looks forward to the remaining Metrolink cars being refurbished as there is a definite need for capacity.

Greg Scharff arrived at 5:45 p.m.

Jeff Carter, Millbrae, said there was discussion at a previous meeting on the ridership survey and a number of people were asking for the raw data be posted on line in an excel format. He said he appreciates the additional Bombardier trains in service and hopefully extra capacity can be increased on the Gallery sets too.

CHAIRPERSON'S REPORT

Chair Cobey said he sent a memo to the Board urging them to fill the vacancies and make their appointments of CAC members.

COMMITTEE COMMENTS

Jonathan Berk said it is time to reap the fruits. There used to be a timetable that didn't work and trains are waiting in the stations. He said it is time to start running the old schedule.

Adina Levin said trains are arriving on the old schedule and wait at the station.

CALTRAIN FARE POLICY STUDY OVERVIEW

Sebastian Petty, Principal Planner, presented:

- Background
 - Last Caltrain fare study 2001
 - Much has changed since 2001
 - Caltrain lacks dedicated funding source
 - Strategic Plan includes number of objectives related to fares and revenue
- Study purpose
 - JPB requested study of fare policy and structure to:
 - Identify potential opportunities to maximize revenue
 - Enhance ridership
 - Safeguard social and geographic equity
- Scope of study
 - Two phases planned
 - Phase I
 - Technical studies to determine correct fare elasticity
 - Includes study of current structure and passes as well as industry best practices
 - Using technical data, fully scope Phase II
 - Phase II
 - Draft and evaluate fare policy
 - Public and stakeholder outreach
- Key questions to explore
 - How much revenue can/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
- Phase 1 Tasks
 - Task 1 – refine purpose and need
 - Task 2 – existing conditions and background
 - Task 3 – develop survey scope
 - Task 4 – research and peer review
 - Task 5 – fare elasticity modeling
 - Task 6 – develop phase 2 scope
- Study timeline
 - Summer/fall 2016
 - JPB and CAC update
 - Consultation solicitation and selection
 - Complete Tasks 1 - 3
 - Winter/spring 2017
 - Complete Tasks 4 -5
 - JPB and CAC milestone update
 - Summer/fall 2017
 - Complete Task 6
 - JPB and CAC milestone update
 - Initiate Phase II

- Outreach and stakeholder engagement
 - Phase I – research oriented
 - Technical Advisory Committee (TAC)
 - Rider surveys
 - JPB and CAC
 - Phase II – policy promulgation and implementation
 - All of the above plus
 - Public meetings
 - Title VI process
- Next steps
 - Development of TAC
 - Consultation solicitation

Chair Cobey asked if the Board had any questions on this presentation. Mr. Petty said one Board member was very interested in parking, but that will be looked at separately and also how staff equates fares to service.

Mr. Berk said the difference Michelle Bouchard, Chief Operating Officer, Rail, has made is amazing. He said this is fantastic to be doing this analysis. He said it is important to clearly understand the objectives as difficult decisions will have to be made. Mr. Berk said if fares are increased is there a concern that more drivers and congestion will be on the highways. The survey needs to be explicit. He agrees that parking needs to be looked at.

Ms. Levin said people who commute to Palo Alto on Caltrain work for larger companies, but lower paid workers often work for smaller companies and will drive as they don't have access to the same benefits as the higher income workers do including the Go Pass and pre-tax commuter benefit. She said the Go Pass may be a very good deal for the larger employers and maybe the larger employers should pay a higher price for the pass. In the future electrification will offer more frequent and faster service. Ms. Levin said besides looking at parking look at access too.

Mr. Scharff said the goal should be to maximize ridership and eliminate greenhouse gases. The big social justice issues are corporations can buy the Go Pass, but smaller restaurants cannot. He would hate to see going to an 80 percent farebox recovery and then lose funding from the partner agencies. Mr. Scharff said when he takes the train at 11 a.m. he is not costing the system anything, but at 8 a.m. and standing shoulder to shoulder he is costing the system something. There should be a benefit to taking the train at non-peak times. There are some trains that could run with higher fares with fewer stops.

Brian Shaw said he agrees demand pricing should be looked at. Caltrain is in the same place as San Francisco is with parking. Caltrain is suffering from a crisis with their overcrowding and it needs to be solved now. This fare study is a great thing to help solve this problem. Mr. Shaw said as someone who administers the Go Pass there is a lot that goes behind the scenes. His company provides Caltrain a lot of extra support for administering the Go Pass to their employees and brings a lot of value back to Caltrain.

Yvonne Mills said the demand based pricing bothers her. She said those that can afford it are paying for better service because they can afford it. She said a lot of service workers work off times and there are not enough trains for them or are they better served by a bus. She said staff needs to look at the public as a whole and not just those that can afford the service.

Chair Cobey said he would like to see all the detail on demand pricing before a decision is made. He asked what is fare indexing. Mr. Petty said the Bay Area Rapid Transit has this and it is compared to the Consumer Price Index.

Mr. Berk asked if those using the Go Pass are getting a better deal. Mr. Petty said based on consumption the Go Pass is a significantly lower source of revenue per passenger.

Chair Cobey said he uses a senior pass and would like the assumptions for pricing on the senior pass.

Mr. Scharff said he thinks congestion pricing would help with the service workers as they would be on a less crowded train due to their work hours.

Chair Cobey asked if this study will go as broad as who takes the train and who takes the bus. Mr. Petty said that might be further down the line.

Ms. Levin said it takes two hours for a person travelling from San Jose and on Caltrain it is 45 minutes. The city of Palo Alto has data that shows people would drive versus taking Caltrain. She said SamTrans is starting to look at a Highway 101 Express Bus Study.

Chair Cobey asked if the public will have access to the studies.

Public Comment

Doug DeLong, Mountain View, said it would be useful to educate the JPB and the public on this fare study. There is a certain category of riders that won't feel the increase such as Go Pass users. He said it is too bad that the pass doesn't take into account the vast diverse financial equity among all riders.

Jeff Carter, Millbrae, said Caltrain needs to secure a dedicated funding source and the member agency contributions need to remain the same. Santa Clara Valley Transportation Authority (VTA) has a 15 percent farebox, SamTrans has a 25 percent farebox and Caltrain has an even higher farebox recovery. Mr. Carter said people who work a fixed schedule shouldn't have to wait for a certain train because of congestion pricing. The Go Pass is priced at three times a two-zone monthly pass, but don't know how many employees use the Go Pass.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP) QUARTERLY UPDATE

Casey Fromson, Manager, Government Affairs, presented:

- Electrification infrastructure
 - Design Build Contract
 - Best value proposal: Balfour Beatty
 - Negotiations through end of June

- Authorization Limited Notice to Proceed (LNTP) – July 7, 2016
- Pacific Gas and Electric
 - Master agreement executed
 - Continue coordination on Power Quality study
- Tunnel modifications
 - 65 percent design plans completed
 - Final design targeted for the end of 2016
- Centralized Equipment Maintenance and Operations Facility (CEMOF)
 - Schematic design complete
 - Preliminary design to start once vehicle design is available
- Utility relocation
 - Monthly utility coordination meetings continued with telecommunication and power carriers
 - Final verification requests were submitted to utility companies
- Electric Multiple Units (EMU)
 - EMU contract
 - Single proposer: Stadler
 - Negotiations through end of June
 - Authorization LNTP – July 7, 2016
 - EMU related activities
 - Buy America pre-award audit conducted at Salt Lake City facility
 - Continue work on system interface matrix
- Safety
 - Hazard Management Plan complete
 - Integrating utilization of IndustrySafe application into project lifecycle
 - Internal audit of Safety and Security Management Plan
 - Started updated of the Caltrain Roadway Worker Protection Program
- Third party agreements
 - City/county agreements: 10 approved, nine in-process
 - Cooperative agreements: San Mateo and Santa Clara counties approved, San Francisco in-process
 - Utilities: California Public Utilities Commission operating rules in-process
 - Transportation: California State Department of Transportation in-process
- Schedule
 - Environmental clearance – January 2015
 - LNTP – July 2016
 - Notice to Proceed (NTP) – spring 2017
 - Electrification infrastructure construction – 2017 – 2020
 - First train set delivered – 2019
 - Final system testing – 2020
 - Rollout first passenger service with electric trains – 2021
- Budget and expenditure
 - Electrification: budget \$697 million, actual this quarter \$0
 - EMU: budget \$551 million, actual this quarter \$0
 - Separate contract and support: budget \$416 million, actual this quarter \$5.42 million
 - Contingency: budget \$316 million, actual this quarter \$0

- Peninsula Corridor Electrification Project (PCEP) total: budget \$1.98 billion, actual this quarter \$5.42 million
- Funding update
 - Seven-party Supplemental Memorandum of Understanding (MOU)
 - Approved: JPB, Santa Clara Valley Transportation Authority, San Mateo County Transportation Authority, San Francisco County Transportation Authority, Metropolitan Transportation Commission, California High-Speed Rail Authority, city and county of San Francisco
 - Federal Transit Administration (FTA) Core Capacity
 - First quarterly meeting with FTA headquarters and region
 - Preparing for Fiscal Year (FY) 2018 President Budget
 - Finalizing documentation for engineering phase
 - Preparing to request the Full Funding Grant Agreement (FFGA)
- Risk/quality/environmental
 - Risk management
 - 223 risks; 97 retired
 - Top risk: overhead utility relocation
 - Quality
 - Four internal audits conducted
 - Zero non-conformance reports issued
 - Environmental consultation and permits
 - Completed Section 106 process
 - Completed Section 7 Endangered Species Act
 - Ongoing coordination other permits
- Real estate
 - 66 appraisal packages
 - 21 appraisals completed
 - Two acquisition offers
- Community/Disadvantaged Business Enterprises (DBE)
 - Community relations
 - 48 community presentations
 - Press releases, website updates
 - Many stakeholder meetings (State and Federal staff, city/county staff, advocacy groups, chambers and businesses)
 - DBE participation and labor
 - To be determined

Ms. Levin said staff has made presentations to the Board on the construction schedule and would like to hear an update. Ms. Bouchard said weekends will run on 90 minute headways compared to the current hourly headways. During the week there will be single tracking during non-peak and evening hours.

Ms. Levin asked when more detail will be available on the schedule. Ms. Fromson said as soon as it is available it will be shared.

Ms. Levin said San Francisco wanted stronger oversight on the Communications-based Overlay Signal System Project. Ms. Fromson said the Board will be getting a presentation on the oversight and mechanisms in place at the September meeting.

Public Comment

Doug DeLong, Mountain View, said he is glad to hear the contract signature milestone was reached. He said undisclosed sources said appropriations committee staffers were taking a tour of the Transbay sight and impressed with what they saw. He is glad to hear there will be no weekend shutdowns for the project.

STAFF REPORT

Ms. Bouchard said:

- Joe Navarro was introduced as the new Director, Rail.
- The lease for eight locomotives seems promising and a down payment has been made. Mr. Navarro will be inspecting the locomotives at the end of the month. These locomotives will be put in service while the older locomotives go through their state of good repair maintenance. This will help with a five-year fix and bolster reliability of the system. Staff will be going to the Board in October for approval of the full number of locomotives to lease.
- TransitAmerica (TASI) has been the contract operator for the last three and a half years and the base contract is up June 2017. The contract requires notification six months prior to the contract end date. Amtrak was the contractor for 20 years. Staff is working to identify improvements with TASI and arrive at a mutual negotiation and extension of contract.
- The timetable was changed in April. The deploying of six six-car trains is working out well. August on-time performance is almost at 95 percent goal. Staff has been working with TASI to keep mechanical delays to a minimum and quick recovery.

Mr. Berk said it is amazing the difference Ms. Bouchard has brought to the system and run time and getting extra locomotives.

Ms. Bouchard said increase in service on the shoulder peaks helped alleviate capacity on those trains.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 21, 2016 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 7:16 p.m.



1

Incident Command

THE INCIDENT COMMAND SYSTEM (ICS) IS A STANDARDIZED APPROACH TO THE COMMAND, CONTROL, AND COORDINATION OF EMERGENCY RESPONSE PROVIDING A COMMON HIERARCHY WITHIN WHICH RESPONDERS FROM MULTIPLE AGENCIES CAN BE EFFECTIVE.

9/16/2016

Customer Perspective Playbook for Incident Response

2

Caltrain: Behind the Scenes of a Major Service Disruption

PLAYBOOK FOR SERVICE INTERRUPTIONS

Some weeks can seem interminable for Caltrain commuters. Particularly when routine delays created by heavily crowded trains combine with more critical events such as a vehicle strike or hazardous incident to make you feel like you spend more hours on the train than at home or at the office. We get that sometimes our customers feel like they are in the dark, with little information and a lot of time spent waiting for something, anything, to happen.

This 'playbook' is an overview, meant to provide the customer with some insight as to what's happening behind the scenes to quickly restore service, while caring for traumatized crew members, and attempting to be respectful of the victim, the investigators, and all of those who respond to help manage the scene.

Our incidents can generally be divided into three categories. The nature of these incidents directly influences the amount of disruption the customer can expect.

1. **Incident Investigations**
(Delay estimated up to 1 hr. 40 min.)

The launch of an investigation signifies that an incident has resulted in a serious and possibly tragic outcome which can impact the rail service dramatically. An investigation is initiated when a vehicle is struck while stopped, illegally on Caltrain tracks or when a person is struck by a train while trespassing on rail property.

Police, Fire, EMS, Coroner and railroad personnel are all required to respond to the scene and response time can be impacted by time of day. For example during the peak hour commute periods, emergency response vehicles may be caught in rush hour traffic. Other railroads must leave by vehicle to take over the train's operations, which can account for some of the delays to restoring service. The investigation is led by the police department and supported by the railroad personnel. Even though these incidents occur on Caltrain property, it is necessary that all of these agencies assist us at the scene as they have essential roles. Unfortunately, coordinating this response and completing an investigation can cause significant delays, particularly for the train involved in the incident because it is treated as a 'homed' scene until the coroner and police have completed their investigation.

Caltrain staff will put a contingency plan in action and a number of service recovery plans may be initiated and communicated to customers. These may include:

- Diverting train traffic away from or around the location of the incident.
- Changing the timing patterns of trains to accommodate stranded passengers.
- Canceling all trains to local service, unless otherwise specified, to increase passenger options.
- Extensive bus bridge between stations.
- Single-tracking in the incident area.

2. **Mechanical Issues**
(Delay estimated from 5 minutes to 60 minutes)

Caltrain, like all railroads, tries very hard through preventative maintenance programs to avoid mechanical failures.

Website, Social Media and Press Releases

CALTRAIN SERVICE DISRUPTION PLAYBOOK: WHAT TO EXPECT

When Caltrain experiences a major service disruption, we know how confusing things can get for our passengers. No passenger wants to be stuck in a train for a significant amount of time, and that discomfort is only amplified when our riders don't know when they'll be on the move again or what has caused the major delay.

Caltrain is hoping to address this issue by posting a behind-the-scenes "Playbook" of all the inner workings that go on within the agency when a major service disruption occurs. Caltrain cannot promise that our passengers won't be subject again to a severe service delay, but at least now we can provide some context into how these issues are resolved.

The playbook breaks down the service disruptions into three main categories: incident investigations, mechanical issues and police activities. For each category, an estimated time is given for when service could be restored, a parcel of information that provides insight into how these disruptions differ.

Incident investigations are the most serious disruption, and often entail fatalities on the right-of-way. These delays can result in a train being out of service for hours. For each category, an estimated time is given for when service could be restored, a parcel of information that provides insight into how these disruptions differ.

Mechanical issues also require a disruption service for as long as it takes to repair the train. These delays can result in a train being out of service for hours. For each category, an estimated time is given for when service could be restored, a parcel of information that provides insight into how these disruptions differ.

A full breakdown of each service disruption is available at <http://caltrain.com/incident-command>.

Caltrain has a dedicated network of good people, and the agency is a interoperability system that will be disruptions are unfortunately an inevitable part of the industry. We hope this can be a helpful resource for passengers.

9/16/2016

Incident Command (SOP)

3

- Updated IC SOP and Identified Players and Roles
 - Train Crew – will establish initial incident command and will be in charge until relieved; make initial assessment

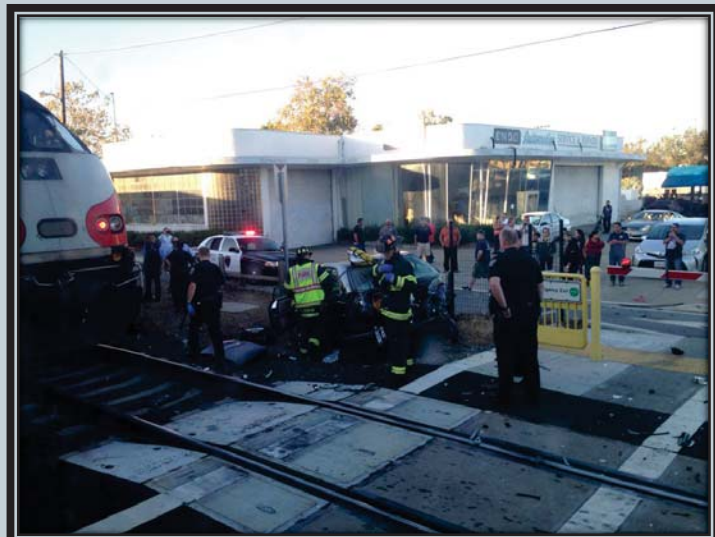
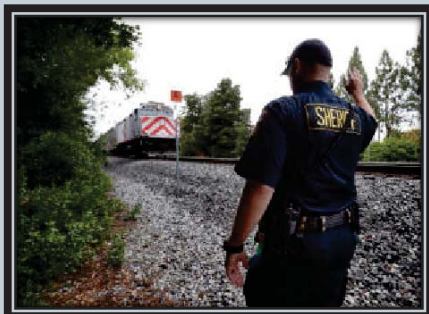


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Incident Command (Cont.)

4

- Transit Police – will take command upon arrival and will set a unified command with Caltrain as a liaison until command is transferred back to Caltrain

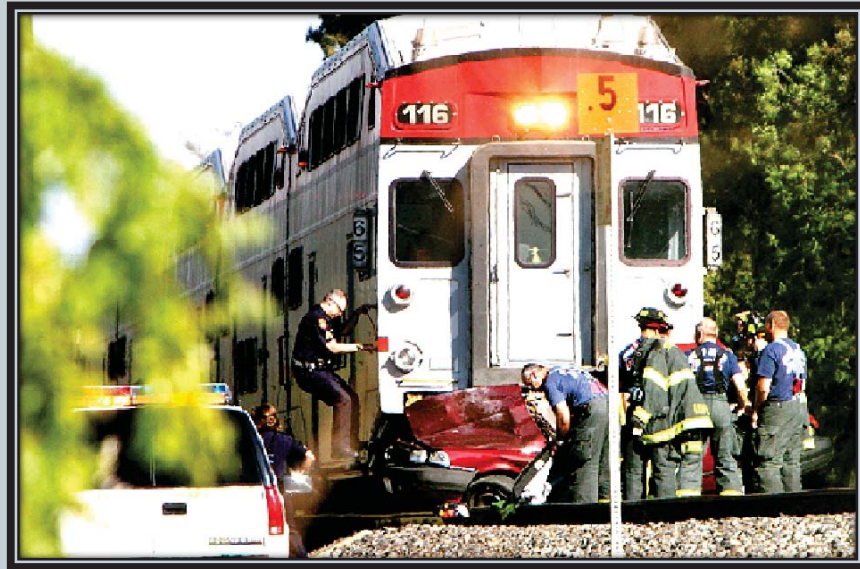


9/16/2016

Incident Command (Cont.)

5

- EMS, Fire, Coroner and/or environmental will be dispatched as needed

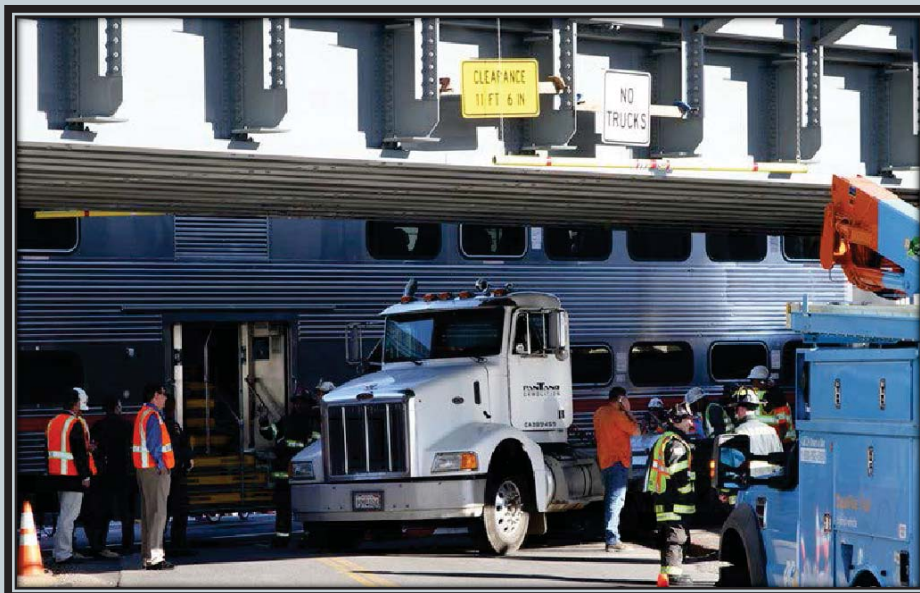


9/16/2016

Incident Command (Cont.)

6

- Caltrain will mobilize assets to the site to mitigate service disruption

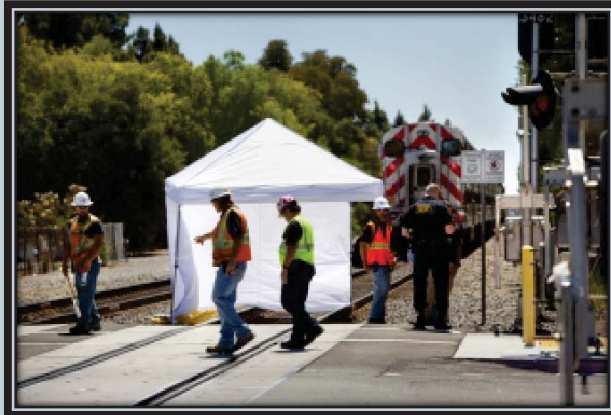


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Incident Command (Cont.)

7

- Caltrain will look for options to continue service (slower order, single tracking, bus bridge, turn trains) based on the crew initial assessment



Single Tracking around an incident



Bus Bridge around an incident area

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Incident Commander

8

Check List
Provided and in
possession with all
crew members
(check list will
establish initial IC
and will accompany
any transfer of IC

TransitAmerica Services		INCIDENT COMMAND CHECKLIST	
<small>Instructions: At the beginning of an incident, the Conductor will use this checklist to collect information. This checklist will be handed off to the relieving Incident Commander. This checklist must be fully filled out and remain in use until the incident has concluded. Send to the Safety Department within 4 hours of the conclusion of the incident.</small>			
Train Crew Names: Engineer _____		Information Collection	
Track # _____	Train # _____	Conductor _____	A/C _____
Consist B# _____		Direction of Travel (Circle) North _____ South _____	
Location Stopped _____		MP _____ Crossing _____	
Type of Incident: <input type="checkbox"/> Trespasser Strike <input type="checkbox"/> Vehicle Strike <input type="checkbox"/> Derailment <input type="checkbox"/> Other: _____			
# of PAX _____		# of PNA _____	
# of Bikes _____		# of Passengers Injured _____	
Brief Description of Injuries: _____			
Transit Police - Arrived: _____		Cleared: _____	
Fire Dept./EMS - Arrived: _____		Cleared: _____	
Coroner - Arrived: _____		Cleared: _____	
Mechanical Assessment			
Visual Inspection of train is intact, nothing is protruding, dragging or hanging, and can operate safely. <input type="checkbox"/> Yes <input type="checkbox"/> No			
Brief Description of Damage: _____			
Track Assessment (Circle All That Apply)			
Visual Assessment and Inspection of track is intact and not damaged, and can be operated on <input type="checkbox"/> Yes <input type="checkbox"/> No			
Brief Description of Damage: _____			
Tracks Obstructed		Info / Cause	
Main 1	Yes _____ No _____	_____	
Main 2	Yes _____ No _____	_____	
Other	Yes _____ No _____	_____	
Service		Time Cleared	
Main 1	Hold Per _____ Single Tracking _____	Speed _____	Start Time _____ Release Time _____
Main 2	Hold Per _____ Single Tracking _____	Speed _____	Start Time _____ Release Time _____
Other	Hold Per _____ Single Tracking _____	Speed _____	Start Time _____ Release Time _____
Signal Assessment			
Status of Grade Crossing Apparatus: <input type="checkbox"/> Good <input type="checkbox"/> Damaged			
Brief Description of Damage: _____			
Return to Service			
Transit PD has released the Tracks		Time _____	
Transit PD has released the Scene		Time _____	
MoW has released all tracks at MAS		Time _____	
Checklist Prepared By: _____			
Rail Liaison Transfer Information			
Name: _____	Transfer to _____	Time _____	
Name: _____	Transfer to _____	Time _____	
Name: _____	Transfer to _____	Time _____	

QPS FORM-0032
Incident Command Checklist
August 16, 2016

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Incident Notification and Update

9

- VMS (Stations and platforms)
- Conductor Announcements (onboard)
- Website (Caltrain, 511 . . .)
- Social Media (Facebook, Tweeter, Instagram . . .)
- Press



9/16/2016

Lesson Learned from Past Incidents (FY16)

10

- July 6, 2016 (1st Incident)
 - Train 269 Vehicle Strike at MP 24.8 (Whipple Ave.)
 - ✦ *Why can't crew perform initial assessment of incident (equipment, track, crossing . . .) in order to determine if it is safe to continue service*
 - ✦ *Ordered the operator to single track immediately*
- July 11, 2016
 - Train 102 Vehicle Strike at MP 14.8 (North of Broadway Ave. / 15.0)
 - ✦ *Conductor asked for relief / ability to operator the train without a conductor*

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- July 21, 2016

- Train 138 Vehicle Strike at MP 15.03 (Broadway Ave.)
 - ✦ *Caltrain staff responded to the scene and thanked the engineer and conductors for operating the train to the terminal destination*

- August 5, 2016

- Train 329 Trespasser Strike at MP 47.51 (Virginia St.) (Cyclist)
 - ✦ *We don't have to wait for environmental if the person and/or article has been removed / mitigate unnecessary delay*

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Lesson Learned from Past Incidents (Cont.)

- August 12, 2016

- Train 195 Trespasser Strike at MP 47.51 (Virginia St.)
 - ✦ *Streamlining the incident response and notification / incident response was completed in 30 minutes*
- Vehicle on Track at MP 25.88 (Chestnut St.)
 - ✦ *Trains instructed to advance to the crossing*

- August 13, 2016

- Vehicle on Track at MP 0.62 (Mission Bay Dr.)
 - ✦ *Transit Police put a hold on both tracks but were not at the scene*
 - ✦ *Incident command transferred to SF PD who were at the scene and single tracking opened as a result*

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Lesson Learned from Past Incidents

(Cont.)

13

- August 21, 2016
 - Vehicle on track at MP 37.82 (Mary Ave.)
 - ✦ *Train 427 instructed to advance to the crossing*
 - ✦ *Conductor walked the train and was able to provide initial assessment*

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Questions?

14

The End

9/16/2016

**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) –

- **August (through August 28):** The preliminary August 2016 OTP was 94.1 percent compared to 87.9 percent for August 2015. For trains within 10 minutes, the OTP was 97.2 percent.
 - **Trespasser Strike** – There were two trespasser strikes during August - Friday, August 5 and Friday, August 12. There were no fatalities as a result.
- **July:** The July 2016 OTP was 92.2 percent compared to 83.9 percent for July 2015. For trains within 10 minutes, the OTP was 95.1 percent.
 - **Vehicle Strikes** – There were three vehicle strikes during July - Wednesday, July 6, Monday, July 11, and Thursday, July 21. There were no fatalities as a result.
 - **Vehicle on Tracks** – There was one day (July 18) with a vehicle on the tracks that caused significant delays.
 - **On-Time Performance Monitoring** – Excluding three days (July 6, 11, and 18) with significant delays due to vehicle strikes and a vehicle on the track, OTP rises to 95.2 percent.
- **Special Event Train Service –**
 - **Services Performed:**
 - **Giants Baseball (through August 28)** – There were 13 Giants home games in August. Total additional ridership in August, alighting and boarding at San Francisco station, was 72,350, an average of 5,565 per game. Year-to-date additional ridership represents a 19 percent decrease compared to the same number of games in 2015.

- **Kenny Chesney Concert at Levi's Stadium** – On Saturday, August 6 at 5:00 p.m. Kenney Chesney was joined by fellow musicians Miranda Lambert and Sam Hunt for the 'Spread the Love' concert tour at Levi's Stadium. Caltrain provided one extra post-event northbound local train. Total additional ridership alighting and boarding at Mountain View station was 579.
- **Guns N' Roses Concert at AT&T Park** – On Tuesday, August 9 at 6:30 p.m. Guns N' Roses reunited for the 'Not in This Lifetime' concert tour at AT&T Park. Caltrain operated two extra post-event special trains (the Belmont Express and local train from SF). Total ridership alighting and boarding at San Francisco was 9,794.
- **SF 49ers Pre-Season Games at Levi's Stadium** – The 49ers hosted the Houston Texas on Sunday, August 14 at 4:00 p.m. Caltrain operated two extra pre-game special trains from San Francisco to Mountain View before the Sunday game. After the game, one extra post-game local train operated from Mountain View to San Francisco. Total ridership alighting and boarding at Mountain View station was 1,368, a 24 percent decrease compared to the first 2015 pre-season home game.
- **SF 49ers Pre-Season Games at Levi's Stadium** – The 49ers hosted the Green Bay Packers on Friday, August 26 at 7:00 p.m. Caltrain did not operate extra pre-game service during the evening commute. After the game, one extra post-game local train operated from Mountain View to San Francisco. Total ridership alighting and boarding at Mountain View station was 1,666, an 18 percent decrease compared to the second 2015 pre-season home game.
- **Services Scheduled:**
 - **Giants Baseball** – Caltrain continues to provide regular baseball service for all home games through October.
 - **Stanford Football** – The Stanford Cardinals will host their first 2016 home football game of the season Friday, September 2 vs. Kansas State University at 6:00 p.m. Since Caltrain does not stop at Stanford Stadium Station during weekday games, fans are directed to use the Palo Alto Station. From there fans can take the Marguerite Shuttle or walk to Stanford Stadium. For the remaining regular season weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after games.
 - **Cold Play Concert at Levi's Stadium** – On Saturday, September 3 at 7:00 p.m. Cold Play returns to Levi's Stadium for their 'A Head Full of Dreams' concert tour. Caltrain will provide one extra post-event northbound local

train that will depart approximately 75 minutes after the event ends, or when full.

- **SF Fest 2016 On the Green at AT&T Park** – On Sunday, September 4, at 3:00 p.m. iconic bands Journey, Santana, Steve Miller Band, The Doobie Brothers, and Tower of Power will appear in concert at AT&T Park. Caltrain will operate one extra pre-event train that will depart San Jose Diridon at 12:30 p.m. and make all local weekend stops to San Francisco. Caltrain will run two extra post-event trains for this special event. The Belmont Express train will depart San Francisco approximately 15 minutes after the event ends, or when full. The local train will depart San Francisco approximately 25 minutes after the event ends, or when full.
- **Labor Day** – On Monday, September 5, Caltrain will run Sunday Service in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle will also operate that day.
- **Beyoncé Concert at Levi's Stadium** – On Saturday, September 17 at 7:30 p.m. Beyoncé returns for her 2nd 'Formation World Tour' concert at Levi's Stadium in 2016. Caltrain will provide one extra post-event northbound local train that will depart approximately 75 minutes after the event ends, or when full.
- **49ers Regular Season Games at Levi's Stadium** – The 49ers will host the Los Angeles Ram for their season opener on Monday, September 12, at 7:20 p.m. After the game, Caltrain will run one extra post-game local train from Mountain View to San Francisco that will depart at approximately 75 minutes after the games end, or when full. Caltrain will provide extra service for all remaining 2016-2017 49ers football season home games.
- **San Jose Sharks** – Three pre-season San Jose Sharks ice hockey home-games are set for late September and early October at SAP Center. Caltrain will track post-game service ridership. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs San Jose Diridon station at 10:30 p.m. or 15 minutes after the game ends, but departs no later than 10:45 p.m.
- **Capital Projects:**
 - **San Mateo Bridges Replacement:** The scope of this project is to replace structurally deficient bridges in San Mateo at Tilton Avenue, Santa Inez Avenue, Monte Diablo Street, and Poplar Avenue. Construction began in November 2014. Weekend bridge cutover replacements that began in October 2015 were completed in April 2016. Final retaining and wingwalls, fencing, street clean-up items and final trackwork improvements that began in May were substantially completed in August 2016. Construction punch list items and contract closeout will commence in September.

- **San Francisco Highway Bridges:** The scope of this project is for the replacement of three overhead vehicular bridges located at 23rd Street, 22nd Street, and Paul Avenue in San Francisco. Construction began in March 2015. The 23rd Street Bridge replacement was completed in April 2016. At the 22nd Street Bridge, relocation of AT&T utilities and the preparations for demolition continued in August. Pedestrians will be detoured in September to cross 22nd Street on the temporary pedestrian overpass. Demolition of the existing bridge will begin in September. At Paul Avenue, the new concrete bridge deck was poured. Work on the barrier rails and lateral utilities in the street will begin in September. The Paul Avenue Bridge is forecasted to be completed by the fall of 2016. The completion of the 22nd Street Bridge is expected in the spring of 2017.

- **San Mateo 25th Avenue Grade Separation Project:** The scope of this project is to raise the elevation of the alignment from Hillsdale Avenue to south of the Highway 92 Overcrossing. 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. Environmental Clearance, Final Design, Right-of-Way acquisition and coordination with affected utility companies are ongoing. The California High-Speed Rail Authority approved their funding portion for this project in August. The schedule forecast is to complete the design by the fall of 2016 and to advertise the construction contract for bids in the winter of 2016. Construction is to begin in the summer of 2017 and is to be completed in the spring of 2020.

- **Los Gatos Creek Bridge:** The scope of this project is to replace the substandard 80-year old railroad bridge that is located south of the Diridon Station in San Jose. The construction bid package was advertised for bids in June. Bids were received on August 2 and the evaluation of bids has been completed. The award of the contract is on the Board agenda for September. Coordination with the city of San Jose, Union Pacific Railroad and affected utility companies continues. Advance utility relocations are currently underway. Due to environmental regulations, work within the creek's waterways is restricted from mid-June to mid-October of 2017. Construction is forecasted to begin in early 2017 and complete by early 2018.

- **San Francisco Crew Facilities Rehabilitation:** The scope of this project is to renovate and rehabilitate the train crew facility that is located at the San Francisco Yard at 5th and Townsend Streets. The crew facility is used by train engineers and conductors during shift layovers for rest breaks and sanitation. The existing crew facility is outdated and lacks proper mobility, security, and plumbing. Construction activity began in February 2016. The installation of bathroom plumbing fixtures, assembly of lockers, and electrical finishes were completed in August. Completion of the project is

expected in fall 2016.

- o **Train Departure Monitors at 4th & King and San Jose Diridon Stations:** The scope of this project is to add electronic signage at the 4th and King and San Jose Diridon Stations that provide patrons with information that direct passengers to the proper platforms for designated trains. The contractor began construction in August 2016 and completed electrical conduit work at the Diridon Station. The contractor will begin electrical conduit work at the San Francisco 4th and King station in September. Completion of this project is expected in the winter of 2016.

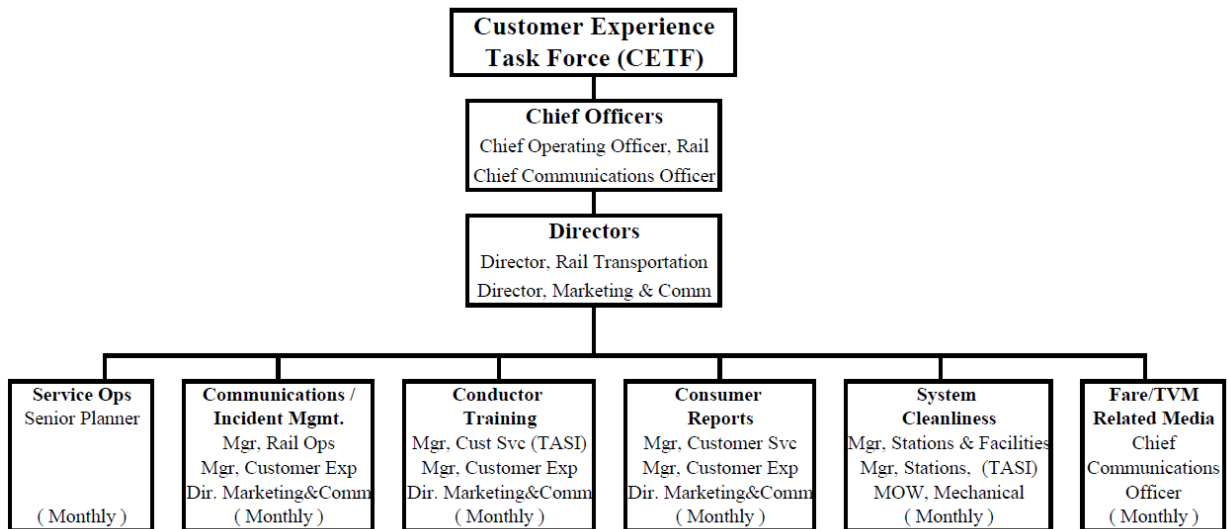
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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 to:

- Continue to monitor a new public timetable to improved service reliability (implemented April 4)
- Study potential service expansion

Communications/Incident Management

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

- Continue to monitor the Predictive Arrival and Departure System and provide fixes to the system as identified
- Continue efforts to survey passengers
- Finalized Incident Management Protocol
- Public facing “playbook for service interruptions” has been posted on Caltrain website
- Continue to identify ways to improve vehicle signage

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:

- Developed a Language Assistance Plan and corresponding training for front-line Caltrain Rail Operations staff. Training completed.

Consumer Reports

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

- Trend customer complaints to establish patterns for improvements

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
- Request for Proposal has been posted for mobile ticketing

In the long term (24 months+), the taskforce is spearheading efforts to:

- Investigate potential of procurement of new TVMs
- Investigate and follow updates to Clipper Readers

System Cleanliness

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

- Use the results from customer/passenger survey to enhance the customer experience, both onboard trains and at train stations

JPB CAC Work Plan

September 21, 2016

- **Incident management and recovery** – requested by chair 3/2/16
- CalMod Update

October 19, 2016

- Impact to service for electrification/CP Brittan
-

November 16, 2016

- CalMod Quarterly Update
-

December 21, 2016

- Nominating committee for 2017 officers
- **Mobile ticketing** – requested 12-16-15
-

January 18, 2017

- Officer elections
- Short Range Transit Plan update
-

February 15, 2017

-
-

Items to be scheduled

- **Station Access and Parking (getting to stations, capacity, usage, forecast, and planning)** – requested by chair 3/2/16, modified 3/16/16 by Adina)
- **MTC means-based fare pricing study**

* Date certain (time sensitive item)

Items in bold are CAC member-requested