



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

BOARD OF DIRECTORS 2017

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EXECUTIVE DIRECTOR

January 18, 2017 – 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. Election of Officers
4. Approval of Meeting Minutes of November 16, 2016 (5:45 p.m.)
5. Public Comment (5:50 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
6. Chairperson's Report (6:00 p.m.)
7. 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.
8. Crisis Text Line Partnership and Suicide Prevention Presentation
(Tasha Bartholomew) (6:30 p.m.)
9. Proposed Weekday Service Changes (Catherine David) (6:45 p.m.)
10. Staff Report (Joe Navarro) (7:20 p.m.)
 - a) **Customer Experience Taskforce Update**
 - b) **JPB CAC Work Plan Update**
11. Date, Time and Place of Next Meeting
February 15, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Jonathan Berk, Brian Shaw (Vice Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana
Santa Clara County: Geoffrey McMullen, 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.

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 Assistant District 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 650.508.6279, 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.

**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 NOVEMBER 16, 2016

MEMBERS PRESENT: H. Chamarthy, C. Cobey (Chair), G. McMullen, G. Scharff, B. Shaw, R. Valenciana

MEMBERS ABSENT: J. Berk, C. Tucker

STAFF PRESENT: J. Averill, C. Fromson, J. Jest, J. Navarro

Chair Chris Cobey called the meeting to order at 5:51 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF OCTOBER 19, 2016

Motion/Second: Shaw/McMullen

Ayes: Chamarthy, McMullen, Shaw, Valenciana, Cobey

Absent: Berk, Scharff, Tucker

PUBLIC COMMENT

Andy Chow, Redwood City, said the electrification funding agreement has not been executed, but the expectation is it will be done before President Obama leaves office. He said even if it does get done, the next administration could turn back the clock. It takes longer than a political term to complete infrastructure construction. He is worried about what kind of funding will be available for Caltrain over the next four years.

Doug DeLong, Mountain View, thanked staff for getting the train arrival and departure information realigned in San Jose. Caltrain car 179 has a squeak that sounds like the blower and air handler. It is annoying to be in that car, and the restroom could use cleaning.

Jeff Carter, Millbrae, said last month it was announced there would be a modified schedule for the day after Thanksgiving. He was hoping it would be better, but it is progress. Caltrain is the only system in the area that does not run a regular schedule on the day after Thanksgiving. This will be a help and people will appreciate it.

CHAIRPERSON'S REPORT

Chair Cobey said he submitted a written CAC report at the last Board meeting. Members can suggest topic additions to the Work Plan or moving items from the "to be scheduled" section to a specific meeting date.

COMMITTEE COMMENTS

Brian Shaw thanked Caltrain for adding additional cars to the peak-hour southbound trains last week. Stanford plans to promote that to specific commuters so they will know there is more capacity available to head south from Palo Alto in the evenings. This has been a concern about getting on certain trains, and he hopes that adding cars will encourage people to ride.

Chair Cobey thanked Caltrain for adding more capacity. He normally takes Train 283 from Diridon, and on Monday staff forgot to change the train signage from 18 to 83. There is work to be done on train signage.

APPROVAL OF THE 2017 JPB CAC MEETING CALENDAR

Motion/Second: Shaw/Cobey

Ayes: ChamCarthy, McMullen, Shaw, Valenciana, Cobey

Absent: Berk, Scharff, Tucker

2016 CUSTOMER SATISFACTION SURVEY RESULTS

Julian Jest, Market Research Specialist, presented:

- Objectives
 - Determine customer satisfaction levels
 - Performance measurement
 - Informs contract operator compensation
 - Additional research opportunities
 - Service adjustments
 - Investment in customer amenities
 - Origin and destination stations
- Methodology
 - Onboard survey overview
 - June 2016
 - 44 trains (36 weekday trains (peak and off peak) and eight Saturday trains
 - English and Spanish surveys available
 - Response
 - 4,097 completed surveys
 - 78 percent response rate
- Results (scale of one to five) [2015 numbers in brackets]
 - Overall satisfaction
 - 4.01 [3.93]
 - 79 percent somewhat or very satisfied [75 percent]
 - 4 percent somewhat or very dissatisfied [5 percent]
 - At stations
 - Functioning of lights – 4.26 [4.23]
 - Cleanliness of station and parking lots – 3.98 [3.97]
 - Information boards – 3.87 [3.85]
 - Ease of use of Ticket Vending Machines (TVM) – 3.82 [3.76]
 - Being informed of delays – 3.48 [3.40]

- Onboard
 - Conductors appearance – 4.45 [4.39]
 - Sense of personal security – 4.32 [4.28]
 - Courtesy of conductors – 4.36 [4.25]
 - Availability of printed materials – 4.15 [4.14]
 - Cleanliness of train exteriors – 4.09 [4.07]
 - On-time arrival – 4.03 [3.86]
 - Cleanliness of train interiors – 3.88 [3.86]
 - Onboard announcements – 3.68 [3.63]
 - Delays information – 3.71 [3.58]
 - Cleanliness of onboard restrooms – 3.26 [3.27]
- At stations versus onboard – Riders' overall experience with Caltrain increased in 2016
 - At stations – 3.94 [3.92]
 - 74 percent somewhat or very satisfied [73 percent]
 - 4 percent somewhat or very dissatisfied [4 percent]
 - Onboard trains – 4.08 [4.00]
 - 82 percent somewhat or very satisfied [78 percent]
 - 3 percent somewhat or very dissatisfied [3 percent]
- Service adjustment priorities
 - 38 percent preferred more frequent service at the expense of a faster commute
 - 62 percent preferred a faster commute at the expense of more frequent service
- Enhancing the customer experience – to help Caltrain evaluate several investments to enhance the customer experience, customers were asked to rank the importance of the following items:
 - Onboard Wi-Fi: 51 percent first choice, 29 percent second choice, 20 percent third choice
 - Real-time schedule information and service updates at stations on trains, via mobile: 36 percent first choice, 45 percent second choice, 19 percent third choice
 - Ability to purchase Clipper products at stations: 16 percent first choice, 26 percent second choice, 58 percent third choice
- 2012 – 2016 scores
 - Everything considered, experience at Caltrain stations: 2016-3.94, 2015-3.92, 2014-3.98, 2013-3.97, 2012-3.92
 - Everything considered, experience onboard Caltrain: 2016-4.08, 2015-4.00, 2014-4.11, 2013-4.10, 2012-4.09
 - Overall Caltrain experience at stations and onboard trains: 2016-4.01, 2015-3.93, 2014-4.05, 2013-4.04, 2012-4.01
- Survey comments
 - Provided by 35 percent of respondents
 - Top three themes:
 - Crowding/capacity/frequency – 26 percent
 - Late trains/timeliness – 17 percent
 - Clipper/payment-related – 12 percent

- Next steps
 - Customer experience task force (CETF)
 - Real-time communication
 - Mobile ticketing (January 2017 contract award)
 - Conductor and station communications
 - Service evaluation
 - Ratings determine payment obligations to Transit America Services, Inc. (TASI)
- Full report available at www.caltrain.com/surveys

Mr. Shaw asked if Caltrain is looking at a schedule to facilitate the preference for a faster commute versus more frequent service. The current schedule is maxed out under the current conditions. Joe Navarro, Director, Rail Transportation, said this will be considered after electrification. At this time, there is not room to accommodate this change.

Casey Fromson, Manager, Government and Community Affairs, said this is another data point for staff to understand what the customers are interested in. After electrification there will be faster and more frequent service.

Ricardo Valenciana asked when the survey is conducted. Mr. Jest said the annual survey is conducted in June and the triennial survey was last conducted in October 2016.

Mr. Valenciana suggested staff conduct the survey in the summer and ask about air conditioning. In July, there were wide variances in how air conditioned one car was from another. There might be interesting findings around this question.

Harish Chamorthy said it would be good to have data around how frequently people use Caltrain and the difference in response to people who don't take it often versus people who do. Mr. Jest said frequency of use is in the triennial survey.

Chair Cobey said the survey results are excellent in face of increasing ridership and aging equipment. He asked how the analysis of comments is developed. One interest he has had is getting public input. This survey resulted in over 1,400 written comments. He asked if those comments were compared to last year's comments. Mr. Jest said he has not made that comparison, but he could look into it.

Chair Cobey asked if there will be any analysis of the comments. He said 1,400 comments is a lot of input. He said he wants to make sure the comments are considered. He looks forward to reading the comments.

Mr. Valenciana asked if staff has surveyed to see if there is demand for express trains on weekends. Mr. Jest said he is not aware of a focus on that.

Chair Cobey said he saw data that said weekend express service is fairly popular. He said the level of satisfaction of long-time or frequent riders is relatively high.

Public Comment

Jeff Carter, Millbrae, said he is concerned about the wording used in the question about frequency of service versus faster service. This makes people think they will lose express trains for more service. No station should have once-per-hour service, but there are a number of stations that do. At 22nd Street, there is a 90-minute wait between southbound trains. This is not conducive to bringing people onto the train. It should be looked at to improve frequency not at the expense of express service. Frequency needs to be studied more in-depth.

CALTRAIN MODERNIZATION UPDATE

Casey Fromson, Manager, Government and Community Relations, presented:

- Peninsula Corridor Electrification Project timeline
 - Local Policy Maker Group (LPMG) and City/County Staff Coordinating Group (CSCG) formed October 2013
 - Phase I: Environmental clearance (January 2013 to January 2015)
 - Phase II: Procurement process (February 2015 to September 2016)
 - Phase III: Limited Notice to Proceed (LNTP) (September 2016 to March 2017)
 - Phase IV: Construction/testing/activation (March 2017 to 2021)
- Electric trains – activities
 - Advance design
 - Manufacture vehicles
 - Deliver/test vehicles
 - Coming weeks will provide additional information on detailed schedule
- Electrification – activities
 - Advance design
 - Utility identification (potholing)
 - Field investigations (geotechnical/signal house)
 - Vegetation removal
 - Founding installation
 - Poles and cantilever installation
 - Wire and hangers
 - Testing
- Electrification – LNTP
 - Timeframe: September 2016 to March 2017
 - Advance design
 - Cooperative agreements with cities: additional review opportunities and staff reimbursement
 - Utility location and field investigations
 - Phased work starting in Zone 4 and Zone 2 followed by 3 and 1
 - 75 percent work scheduled during the day
- Electrification – Notice to Proceed (NTP)
 - March 2017 to fall 2020
 - Phased work
 - Zones 4 and 2
 - Zones 3 and 1
 - Early 2017 will provide additional information on detailed construction schedule

- Outreach
 - Following the Communications-based Overlay Signal System/Positive Train Control outreach coordination example
 - Close coordination with CSCG (senior staff from all 17 cities) and LPMG (elected officials) critical
 - Information
 - Weekly website update
 - Weekly e-mail distribution
 - Electronic updates
 - Traditional/social media
 - Project hotline and e-mail
- Outreach venues
 - JPB: monthly update, report website, CAC, Bicycle Advisory Committee, Caltrain Accessibility Advisory Committee
 - Elected officials: LPMG/CSCG, Federal and State stakeholders, city councils, agency partners
 - Community: civic organizations, advocacy groups, construction advisory teams, public meetings
 - Riders: ambassadors, station tabling and signage, onboard
- Outreach NTP
 - Dedicated outreach team
 - Community outreach office
 - 24-hour hotline/e-mail
 - Interactive website and application
 - Education campaign
 - Major milestone events
- Electric vehicle outreach
 - Rider focus
 - Stakeholder input key design elements
 - Seats
 - Standing space
 - Bikes
 - Interior lift
 - Multiple opportunities as design progresses
 - In-person meetings, station visits, onboard, traditional/social media, website
- High-level schedule
 - Environmental clearance (January 2015)
 - LNTP award (September 2016)
 - NTP (spring 2017)
 - Electrification infrastructure construction (2017 to 2020)
 - First train set delivered (2019)
 - Final system testing (2020)
 - Roll out first passenger service with electric trains (2021)

Chair Cobey said the only action the CAC has taken was about onboard bathrooms. He asked what the Board's position is on bathrooms. Ms. Fromson said the Board decided there will be one bathroom on each train.

Mr. Shaw asked if there is any risk to the \$647 million from FTA after the inauguration even if it is signed and approved before then. Ms. Fromson said once it is signed, it has to go through an annual appropriations process. Caltrain already has \$73 million in previously appropriated funds. The risk comes every year to make sure appropriators provide funding. Typically agencies get their FFGA funding, but staff will watch it closely.

Mr. Valenciana asked what an interior lift is. Ms. Fromson said lifts are for Americans with Disabilities Act (ADA) passengers and are needed because the new vehicles will have doors at the lower level and doors at the upper level. This was done at the request of the California High-Speed Rail Authority (CHSRA) to not preclude some future design decisions. A final decision on whether or not to use the upper doors will be made at a later point. When the trains are operation in 2021, the trains will only use the lower doors.

Public Comment

Andy Chow, Redwood City, said if Caltrain is not ready for construction, legislators' priorities might change. He does not support dual platform heights. There may be a very good chance that Caltrain will have the doors built, but for the 20- or 30-year lifespan of the vehicles the doors won't be used. He said Governor Brown is pushing high-speed rail, but when he leaves no one else will push for it.

Greg Scharff arrived at 6:39 p.m.

Jeff Carter, Millbrae, said he is concerned about dual height platforms. This was CHSRA dictating platform and car design to Caltrain. No one knows what high-speed rail will look like when it arrives. They may have a compatible low-floor rail vehicle that will have level boarding at 25 inches. He hopes the full funding agreement will happen before January 20. He hopes at some point there will be option to have at least a second bathroom on each train.

Mr. ChamCarthy left at 6:42 p.m.

STAFF REPORT

Mr. Navarro said:

- Caltrain added one additional car each to two existing five-car Gallery trains on November 14.
- The emergency response plan was posted online in September.
- At this time there is no funding vehicle train signage. Staff will pursue TASI to make sure the proper signage is on trains.
- Staff is working diligently with the vendor to correct some of the problems that have occurred with the Visual Messaging System (VMS) since accepting the system. Staff hopes to have the train number posted on the VMS when the train is in the station and have the announcement of the train number when it arrives in the station.
- Due to capacity issues, it would almost be impossible to enforce a quiet car on the train. There are other railroad systems, such as in New York City and New Jersey Transit, that are giving up the quiet car because of the capacity.

- Wi-Fi is not in the budget right now but staff is looking into it as a possibility for Fiscal Year 2018.
- Follow-up items
 - Doors closing – Staff is getting a camera system to start monitoring stations.
 - Ridership data – The data in Excel format will be posted online in December.
 - Bombardier Rehabilitation Update – Staff will try to put Bombardier train sets out on weekends to help mitigate issues with capacity, bicycles, and ADA access.
 - Incident recovery – the Playbook that was put online clearly states that staff does not make every train a local during service interruptions.
- On-time performance
 - October – 95.2 percent compared to 86.9 percent for October 2015.
 - September – 94.1 percent compared to 86.2 percent for September 2015.

Chair Cobey asked what the electrical boards in Diridon Station are for. Mr. Navarro said they will have the train listed and the time it leaves. He will try to get the sign to flash the train that is loading. Behind the TVMs will be a schedule board so passengers will be able to see the schedule. The same thing is being done in San Francisco as well as schedule monitoring boards. Staff is working with the Metropolitan Transportation Commission (MTC) on the 511.org website because they changed the way they accept data from local systems. Staff is working to develop a translator so MTC can accept Caltrain's data and then get real-time information. Staff is also working on possibly reducing the flash rate for the Global Positioning System, which is currently every 10 seconds. He hopes to reduce it to five or three seconds, and this will allow for more accurate information about trains coming into and leaving stations.

Geoffrey McMullen asked if the door closing issue is happening within the system or just at major departure points. Mr. Navarro said it is rare. The issue he referred to happened in San Francisco.

Mr. McMullen asked if there is budget to put in cameras. Mr. Navarro said there are some cameras, but not what he would prefer. He is looking for grant money to get a security system where it needs to be.

Mr. McMullen asked if the Wi-Fi budget is too large to consider adding it into this fiscal year as opposed to the cameras. Mr. Navarro said staff tries not to add anything into the budget once it is set.

Mr. Scharff asked how much Wi-Fi would cost. Ms. Fromson said it is in the millions.

Chair Cobey asked when the next timetable will come out. Mr. Navarro said it will go in front of the Board on December 1 and then staff will begin public outreach.

Ms. Fromson said this is updating the schedule for bigger work windows for the electrification project and other capital projects. It will be a significant change to the schedule. It is anticipated the weekday timetable will go into effect in April, and the

weekend change would happen later. After the December Board meeting there will be a series of updates and public outreach meetings. The CAC will get the update in January.

Chair Cobey asked if the CAC will see a choice of timetables. Ms. Fromson said no.

Work Plan

Mr. Shaw said the December meeting is ambitious. There are some big agenda items on the list. Josh Averill, Assistant District Secretary, said he is trying to figure out what can be moved to January.

Public Comment

Jeff Carter, Millbrae, said he heard from staff that the Excel ridership data will be posted online in December. He asked if details about the possible weekend service changes we be available before the schedule goes before the Board. Ms. Fromson said no.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

December 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 6:55 p.m.

**PENINSULA CORRIDOR JOINT POWERS BOARD
STAFF REPORT**

TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Seamus Murphy
Chief Communications Officer

SUBJECT: **CRISIS TEXT LINE PARTNERSHIP ANNOUNCEMENT AND SUICIDE PREVENTION**

ACTION

This report is for information only. No Board action is required.

SIGNIFICANCE

Caltrain devotes a significant effort to educating the public about rail safety, but identifying strategies to specifically address suicides is challenging.

Investigations into the fatalities that occur on the Caltrain corridor reveal that an overwhelming majority are intentional acts. For nearly a decade, Caltrain has engaged numerous behavioral and mental health organizations in San Francisco, San Mateo and Santa Clara counties as partners to address the root causes of suicide on the Caltrain corridor and throughout the communities that Caltrain serves.

In 2015, there were 20 fatalities on the Caltrain right of way, 17 of them were suicides. Suicide is the tenth leading cause of death for Americans and there is a growing national awareness that suicide is a preventable public health problem, which is why Caltrain has formed a new partnership with Crisis Text Line.

Crisis Text Line offers free, 24/7, anonymous counseling services via text messaging for individuals who may be depressed, having suicidal thoughts or suffering from a mental disorder. Caltrain's new partnership is one more resource to help prevent and reduce suicide.

How it works:

1. A person in crisis would text the word BAY to 741741.
2. A trained crisis counselor receives the text and responds quickly.
3. The crisis counselor helps the individual move from a "hot" moment to a "cool calm" to stay safe and healthy using effective active listening and suggested referrals – all through text message using Crisis Text Line's secure platform. The goal response time is five minutes.

Crisis Counselor Supervisors plan to use the 1-877-SAF-RAIL number to reach the Transit Police whenever they identify a texter who is having suicidal thoughts near the right of way or at a Caltrain station.

To promote the partnership, Caltrain will be posting fliers on station boards at all of its stations; producing Take Ones and interior ad cards for all trains; promoting the partnership on visual message signs and the Caltrain website, as well as through social media and news releases. In addition, Caltrain and Crisis Text Line held a press event November 30 to formally announce the partnership.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

Over the years, Caltrain has stepped up its suicide prevention initiatives by installing approximately 250 suicide prevention signs at all of its stations; raising more than \$25,000 for the American Foundation for Suicide Prevention's Out of the Darkness Walks and twice sponsoring the Caminar for Mental Health Symposium.

In addition, Caltrain has worked with local community organizations to implement suicide prevention plans including the San Mateo County Suicide Prevention Committee, Palo Alto's Project Safety Net and Santa Clara County Suicide Prevention Advisory Committee.

The Transit Police Bureau is responsible for policing Caltrain property. These highly-skilled law enforcement professionals have received specialized Crisis Intervention Training to help them recognize people who may be a threat to themselves and refer them for appropriate treatment.

Prepared by: Tasha Bartholomew, Communications Officer

650.508.7927

**PENINSULA CORRIDOR JOINT POWERS BOARD
STAFF REPORT**

TO: Joint Powers Board

THROUGH: Jim Hartnett
Executive Director

FROM: Michelle Bouchard
Chief Operating Officer, Rail

SUBJECT: **2017 WEEKDAY SERVICE CHANGES**

ACTION

This report is for information only. No Board action is required.

SIGNIFICANCE

Staff will provide an informational update on the 2017 Weekday Service Changes to the Board. In order for changes to be implemented in coordination with the Santa Clara Valley Transportation Authority's next service change on April 10, 2017 and all other transit connections and stakeholders, staff needs to finalize the 2017 weekday service changes by early February 2017.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

The Peninsula Corridor Electrification Project (PCEP) requires access to the Caltrain right of way during specific work windows throughout the week and weekend to enable installation and testing of the electrification system. Accommodation of these work windows will necessitate changes to the Caltrain weekday timetable in spring 2017 and the weekend timetable in the summer of 2017. Staff also has identified additional schedule changes that can improve and streamline Caltrain operations and customer experience while still supporting the PCEP.

Staff expects the revised timetables to be in effect for nearly the entire construction and testing phases of the PCEP, though periodic adjustments may be required to accommodate work on the right of way.

Comments on the 2017 Proposed Service Changes were sought and accepted at the public outreach meetings, through the dedicated Caltrain website www.caltrain.com/proposedchanges, via mail, e-mail, and through the Customer Service Center. Both weekday and weekend comments will be taken from December 1, 2016 through March 2, 2017. Staff has reviewed public comments to date and has taken them into consideration prior to finalizing the 2017 Weekday Schedule Changes.

Note: The 2017 Proposed Weekend Service Changes will be discussed and presented to the Board at the March 2, 2017 Public Hearing / Board Meeting.

Prepared by: Matt Verhoff, Manager, Rail Operations Planning

650.207.8020

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

TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: **STAFF REPORT**

**December
On-time Performance (OTP) –**

- **December:** The preliminary December 2016 OTP was 95.2% compared to 90.9% for December 2015. For trains within 10 minutes, the OTP was 97.4%.
- **Trespasser Fatalities** – There were three trespasser fatalities on December 18, 23 and 27 that caused a total of 1,827 minutes of delay.
- **Vehicle on Tracks** – There were three days, December 1, 4 and 10 with a vehicle on the tracks that caused delays.

**November
On-time Performance (OTP) –**

- **November:** The preliminary November 2016 OTP was 92.5 percent compared to 88.1 percent for November 2015. For trains within 10 minutes, the OTP was 95.6 percent.
 - **Trespasser Strikes** – There was one trespasser strike on November 22.
 - **Vehicle on Tracks** – There were four days, November 11, 20, 24 and 25 with a vehicle on the tracks that caused delays.
- **October:** October 2016 OTP was 95.2% compared to 86.9% for October 2015. For trains within 10 minutes, the OTP was 97.7%.
 - **Vehicle Strikes** – There was one vehicle strike on October 16 that caused delays.
 - **Vehicle on Tracks** – There were two days, October 7 and 14 with a vehicle on the tracks that caused delays.
- **2017 Proposed Caltrain Weekday/Weekend Service Changes –**
Caltrain is proposing service changes to accommodate the Peninsula Corridor Electrification Project (PCEP) and to improve and streamline Caltrain service

during PCEP construction. Caltrain will hold public meetings in January to present the proposals and receive comments. The meetings will take place at stations (both weekdays and weekend) and various public and community meetings throughout the San Francisco, San Mateo, and Santa Clara Counties. The Public Hearing and Meeting Notices, Frequently Asked Questions, Calendar for Public Meetings, Draft Proposed Weekday and Weekday Timetables Changes, and a Comment Form are available at www.caltrain.com/proposedchanges. An informational update on the 2017 Proposed Weekday Service Changes will be provided to the Board on February 2, 2017. The Public Hearing on the 2017 Proposed Weekend Service Changes will be held March 2, 2017.

- **Caltrain 2017 Annual Count Survey** – The 2017 Caltrain Annual Count Survey will be conducted starting the week of Tuesday, January 17, 2017 (the day after the Martin Luther King Holiday) and is anticipated to be completed in February. A presentation to the Board summarizing the findings will be given in summer 2017.
- **2016 Annual Count Key Findings Report** – On November 30, the 2016 Annual Count Key Findings Report and excel file with weekday and weekend ridership by train (requested by the CAC) was uploaded to the Caltrain Website: <http://www.caltrain.com/about/statsandreports/Ridership.html>
- **Special Event Train Service –**
 - **Services Performed:**
Note: The Special Event Train Service Report for New Year's Eve and the Foster Farms Bowl will be included in the Board Notes for the February 2, 2017 JPB Board Meeting.
 - **49ers Regular Season Games at Levi's Stadium** – The 49ers hosted one game in the month of December on Sunday, December 11 (vs. the New York Jets). Caltrain operated two pre-game special service southbound trains and one post-game special service northbound train for this game. Total additional ridership alighting and boarding at Mountain View was 2,317, an 8% decrease compared to December 2015 total additional ridership.
 - **San Jose Sharks** – The San Jose Sharks hosted six regular season home-games in December through December 23. Total additional post-game riders boarding at San Jose Diridon in December was 2,152. Year-to-date additional ridership boarding at San Jose Diridon is 7,388 which represents a 30% increase compared to the same number of games in 2015.
 - **PAC-12 College Football Championship** – The 2016 Football Championship Game between the Washington Huskies vs. the Colorado Buffaloes took place at Levi's Stadium on Friday, December 2, at 6:00 p.m. Caltrain operated one extra post-game local train from Mountain View to San Francisco. Total riders alighting and boarding at Mountain View station was 2,661, a 9% decrease compared to the 2015 PAC-12 game.

- **2016 Holiday Train** – Caltrain operated the Holiday Train in collaboration with the Silicon Valley Community Foundation on Saturday, December 3 and Sunday, December 4.
 - § Approximately 25,000 people converged on Peninsula train stations to see the glittering show train, hear holiday tunes, see Santa and his friends, and donate toys to children in need.
 - § Nearly 2,500 toys and almost \$2,500 was collected during Holiday Train weekend. Toys donated at stations benefit The Salvation Army Season of Sharing Program.
 - § A \$15,000 donation made to the U.S. Marine Corps Reserve's Toys for Tots program by the Holiday Train was able to purchase approximately 1,500 toys for the non-profit organization.
 - § Since the first Holiday Train in 2001, more than 55,000 toys have been distributed to Bay Area children who otherwise might not receive gifts at Christmas.
- **Holiday Service** – Caltrain operated Saturday Service on Christmas Eve, Saturday, December 24 and Sunday Service on Christmas Day, Sunday, December 25.
- **Day after Christmas Modified Service (Pilot Program)** – Caltrain operated Modified Service (Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to SF) on Monday, December 26 –the day after Christmas. Total additional ridership alighting and boarding at San Francisco was 297 less than usual Saturday service ridership. Total riders using the service between Tamien and Gilroy was 18.
- **Services Scheduled:**
 - **49ers Regular Season Games at Levi's Stadium** – The 49ers will host the Seattle Seahawks on Sunday, January 1, at 1:25 p.m. Caltrain will run two pre-event special baby bullet trains from San Francisco to Mountain View to connect with VTA light rail. 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 game ends, or when full.
 - **San Jose Sharks** – The Sharks will host nine regular season ice-hockey games in January. Caltrain will be tracking post-game service ridership. No additional special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
 - **Holiday Service** – During the following Holidays, Caltrain will run the following weekend services:
 - § Saturday, December 31 - New Year's Eve (Saturday Service + Pre & Post-Fireworks Special Trains)

§ Caltrain will be FREE from 8 p.m. on 12/31 until the last special reaches San Jose.

§ Sunday, January 1 - New Year's Day (Sunday Service)

- o **Future Modified Service (Pilot Program)** – Modified Service (Modified Saturday Schedule with six extra trains in each direction and includes one round trip from Gilroy to SF) will be implemented during the following remaining Observed Holidays:

§ Monday, January 2 - Day After New Year's

§ Monday, February 20 - President's Day

The modified schedule supports passengers that commute to work when an observed holiday falls on a weekday.

- o **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train will run on Monday, January 16, 2017. The Celebration Train will provide free service for those in the Peninsula who wish to attend the annual celebration of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK).

The Celebration Train will provide free, ticketed service from San Jose (9:45 a.m. departure) to San Francisco (10:55 a.m. arrival), with stops in Palo Alto (10:05 a.m. departure) and San Mateo (10:20 a.m.), and will be a ticketed event. Attendees must register in advance in order to receive a free commemorative ticket. Commemorative tickets will be valid for the Celebration Train and for one southbound Caltrain trip after 1 p.m. on January 16, 2017. Registration for tickets will be available in late December 2016.

- **Capital Projects –**

The status update below is current as of December 23, 2016:

San Francisco Highway Bridges: The scope of this project is for the replacement of three obsolete 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. The Paul Avenue Bridge was completed in November 2016. At the 22nd Street Bridge, bents and abutments were completed in December. The installation of precast bridge girders is expected in early January 2017 that will be followed by construction of the bridge deck, the return of utilities to their final alignment, and the construction of pavement and sidewalks. 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.

Right-of-Way acquisition and coordination with affected utility companies and the City of San Mateo are ongoing. The design was completed and the contract was advertised for bids on December 22, 2016. Pre-bid meetings with potential bidders are planned for at the beginning of January 2017 with bid submissions thereafter. Award of the contract is expected in the spring 2017. Construction is to begin in the summer of 2017 and complete 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.

A Limited Notice to Proceed was issued to the contractor in October. Upon completion of administrative requirements, a Notice to Proceed is anticipated to be issued to the contractor in January 2017 to begin field mobilization activities such as the preparation of field offices and storage areas, and temporary access roads. Coordination with the City of San Jose and the UPRR continues. Advance utility relocations continued in December. 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.

South San Francisco Station Improvements: The scope of this project is to replace the side platforms with a new centerboard platform and a connecting pedestrian underpass to new plazas in downtown South San Francisco to the west, and to the new plaza and shuttle area to the west. This project will result in removal of the hold-out rule at this station that currently impacts operational efficiency.

The project is currently in final design with completion forecast in early 2017. Coordination with affected utility companies, the City of South San Francisco, and the Union Pacific Railroad continue. Advertisement for bids and advance utility relocations are planned to begin in early 2017. Construction is forecast to begin in the summer of 2017.

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 boarding designated trains.

In December, the contractor completed monitor installation and electrical cable connections at both stations. Integrated testing of the monitors with the Predictive Arrival/Departure system is anticipated to begin in January 2017. Completion of this project is expected in early 2017.

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three (3) grade crossings in the city of Redwood

City; Whipple Avenue, Main Street, and Broadway. This project is specially funded by the California Public Utilities Commission.

The project will reconstruct the Whipple Avenue crossing with new vehicular and pedestrian gates, sidewalks and ramps, and pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design of this project has been coordinated with the City of Redwood City to complement improvements being made by the City. The design was completed in December and the bid package is in preparation for advertisement in the winter. Construction is planned to start in the summer of 2017 and complete by early 2018.

FY16 Grade Crossing Improvements Project: The scope of this project is to improve ten (10) grade crossings along the corridor. Work items included in this project are: the installation of signals, fences, gates, curbs, lighting and signs. The existing active grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards and recommendations. The crossings to be improved include 16th Street, Broadway (Burlingame), Peninsula Avenue, 4th Avenue, Ravenswood Avenue, Alma Street, Charleston Road, Rengstorff Avenue, Castro Street, and Mary Avenue.

Also included is the installation of medians at five (5) crossings in Santa Clara County. These medians are required by the FRA and intended to discourage vehicles from driving around down gates. The five crossings are Churchill Avenue, East Meadow Drive, Sunnyvale Avenue, Auzerai Street, and West Virginia Street.

The design was completed in December and the bid package is in preparation for advertisement.

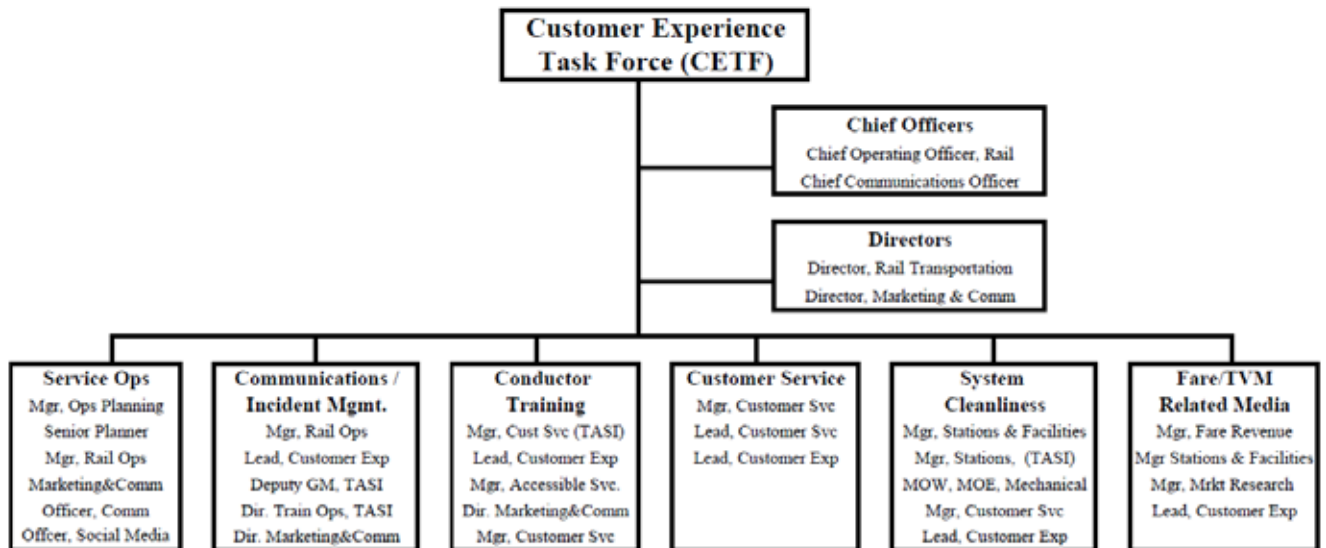
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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:

- Caltrain Timetable Update:
 - Caltrain staff is working on updating the Caltrain timetable to help minimize the impact to service, maintain customer experience and service reliability during several Capital Projects scheduled through 2021.

- Caltrain will hold public meetings to present the timetable proposals and receive comments. The meetings will be held over the next several weeks. Please visit www.caltrain.com/proposedchanges for the latest scheduled meetings
- Continue to monitor the current public timetable to improve service reliability (implemented April 4)

Communications/Incident Management (CICS)

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

- Continue to monitor the Predictive Arrival and Departure System and provide fixes to the system as identified
- Crisis Text Line Partnership - On November 30, 2016 Caltrain publicly announced a new partnership with Crisis Text Line, a national non-profit organization that offers free, 24/7, anonymous counseling services via text messaging for individuals who may be depressed, having suicidal thoughts or suffering from a mental disorder
- Continue to identify ways to improve vehicle signage. No funding available for FY17.

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:

- Identifying training opportunities for conductor refresher training

Customer Service

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

- Trend customer complaints to establish patterns for improvements
- The Customer Ticketing Center has changed locations from the 2nd floor to the glass-enclosed kiosk to the left of the lobby doors at 1250 San Carlos Ave, San Carlos, effective January 17, 2017.

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 progress of handheld clipper reader used to tag on and tag off capability
- Mobile Ticketing Status - Caltrain passengers are one step closer to a mobile ticketing option, following an approval on January 5 by the agency's Board of Directors to develop the new fare technology.

During its monthly meeting, the Caltrain Board of Directors approved an estimated \$643,733 for a two year contract with the moovel Group to develop, implement, maintain and host an app that will allow customers to purchase fares on their mobile phones.

By this summer, passengers are anticipated to have the technology available for mobile ticketing to purchase One-way, Day Pass and Zone Upgrade fares. Future options may include daily parking permits and components for trip planning and real-time information on service updates, among other functions.

- TVM Screen – Working on a project to update TVM Screens to spell out Eligible Discount categories to “Senior / Disabled / Youth / Medicare”

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:

- Monitor process improvement procedures to ensure equipment cleanliness
- Continue to analyze results from customer/passenger survey to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations

JPB CAC Work Plan

February 15, 2017

- Support Board Recommendation on Service Changes
- Draft Short Range Transit Plan
- **Advise the Board Regarding the Citizen Advisory Committee's Assessment of Caltrain Performance**

March 15, 2017

-
-

April 19, 2017

- Update on Mobile Ticketing Application
-

May 17, 2017

- Capital and Operating Budgets
-

June 21, 2017

- Annual Passenger Counts
-

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
- Fare Policy Study
- **Automated Enforcement of Grade Crossings** – requested by Adina (and public member) 9/21/16
- Grade Crossings Improvements
- EMU Design

* Date certain (time sensitive item)

Items in bold are CAC member-requested