



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

June 21, 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. Approval of Meeting Minutes of April 19, 2017 (5:45 p.m.)
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. 2017 Annual Passenger Counts (Catherine David) (6:15 p.m.)
8. Caltrain Modernization Update (Seamus Murphy) (6:35 p.m.)
 - a) **Electric Multiple Unit Design**
9. Staff Report (Joe Navarro) (6:45 p.m.)
 - a) **Customer Experience Taskforce Update**
 - b) **JPB CAC Work Plan Update**
10. Date, Time and Place of Next Meeting
July 19, 2017 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, Cat Chang, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
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 650.508.6279 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 APRIL 19, 2017

MEMBERS PRESENT: J. Berk, H. Chamarthy, C. Chang, B. Shaw, C. Tucker,
R. Valenciana, J. Welch

MEMBERS ABSENT: G. McMullen, G. Scharff

STAFF PRESENT: C. Fromson, J. Jest, N. McKenna, J. Navarro

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

INTRODUCTION OF NEW CAC MEMBER JULIA WELCH

Ms. Welch said she lives in Half Moon Bay and works at Stanford.

REPORT OF NOMINATING COMMITTEE

Election of 2017 Vice Chair

Jonathan Berk said he and Harish Charmathy met on March 6 and are recommending Cat Tucker for Vice Chair.

Motion/Second: Shaw/Berk

Ayes: Berk, Chang, Tucker, Valenciana, Welch, Shaw

Absent: Chamarthy, McMullen, Scharff

Mr. Charmathy arrived at 5:45 p.m.

APPROVAL OF MINUTES OF FEBRUARY 15, 2017

Motion/Second: Tucker/Chang

Ayes: Berk, Chamarthy, Chang, Tucker, Valenciana, Welch, Shaw

Absent: McMullen, Scharff

PUBLIC COMMENT

Jeff Carter, Millbrae, said at the April JPB meeting a lot of people spoke against electrification. It is very important to Caltrain. Mr. Carter said the San Mateo County Transit District and Caltrain meetings will be lived streamed and hope in the future the CAC meetings will be streamed. He said the audios for all the Board meetings are on the websites and it would be good to post the CAC audios too.

Drew, San Mateo, said staff should mitigate negative impact on the environmental review of the Hillsdale station and possibility some of the changes so there is less vehicle and bicycle impact.

Doug DeLong, Mountain View, said under the current practice or policy southbound train numbers are on the mirror of the locomotives and northbound train numbers are on the top of the head-in car. He said recently he was at the Mountain View and Santa Clara stations and both times the wrong train numbers were on the consist and arrived early. Mr. DeLong said the CAC has raised the issue about trains departing early.

Roland Lebrun, San Jose, said there has been concern for a number of years over capacity. He said the Full Funding Grant Agreement that was submitted to the Federal government was wrong in a number of ways and was deliberate. The new electric-multiple units (EMU) capacity is 550 seats and a minimum on a Bombardier set is 762. Mr. Lebrun said what concerns him is the Federal Transit Administration is being told Caltrain is running five-car gallery sets, but are actually running six-car Bombardier sets.

CHAIRPERSON'S REPORT

Chair Shaw said at the March meeting he told the Board the CAC didn't approve the schedule change.

COMMITTEE COMMENTS

Ms. Tucker asked if there has been any community outreach in the neighborhood around the 25th Avenue Grade Separation Project. Casey Fromson, Director, Government and Community Affairs, said last week there were several meetings, a public meeting is scheduled for the week of April 24 and the San Mateo City Council and the JPB Board receive frequent updates.

Mr. Berk said he didn't have a chance to review the schedule and he doesn't understand the blatant disregard of customers by staff with this new schedule. He said for the last three years riders have requested more bullet trains and now there are less. Mr. Berk said there are electronic signs at the 4th and King Station, but it would be good to put the time on these signs so the conductors know when to close the doors.

Public Comment

Roland Lebrun, San Jose, said the Hillsdale Station is being called the 25th Avenue Grade Separation Project. He said at the end of last year \$125 million was taken out of State of Good Repair.

CALTRAIN TRIENNIAL SURVEY PRESENTATION

Julian Jest, Market Research Specialist, reported:

- Objective
 - Determine who our customers are by demographics, trip purpose, mode of access, frequency of use, reasons for riding and Clipper usage
 - Measure whether their needs are being met
- Methodology
 - Onboard survey
 - October 2016
 - Weekday peak, weekday off-peak and weekend trains
 - English and Spanish surveys available
 - Response

- 5,554 surveys returned
 - 74 percent response rate
- Results
 - More than 67 percent ride at least four days a week
 - About one-third have been riding less than one year
 - 60 percent of riders chose the train over their car
 - Most customers commute to work
 - Monthly pass is most popular form of payment
 - Main reason for riding is viewed as faster than other options
 - About one-third of new riders began riding due to a change of company
 - Average distance to station is 18 miles
 - More people are walking to the stations
 - Overall experience rating increased slightly from 4.04 in 2013 to 4.09 out of 5. Weekend riders seemed to be more satisfied than weekday peak riders.
 - 56 percent of riders use Clipper
 - Almost two-thirds of customers are accessing information from the Caltrain website
- Demographics
 - In 2016 the split was 41 percent female and 58 percent male riders
 - Majority of customers work full time
 - 81 percent of riders have at least a college degree
 - English is the most spoken language at home followed by Hindi and Spanish
 - Minority ridership is increasing
 - 40 percent of riders were born outside of the United States
 - Customers have a mean income of \$129,000
 - Santa Clara County had the highest ridership followed by San Mateo then San Francisco
- Next Steps:
 - Use information to inform future planning, communicate with customers, collaborate with the Metropolitan Transportation Commission (MTC) on Clipper improvements and remember that all customers are important

Public Comment

Jeff Carter, Millbrae, said what concerns him is the average income of riders. Caltrain needs to be for everyone and not just the rich and elite. There has been talk of a low income or means based fare. The MTC has studied it and found it to be a daunting task. Mr. Carter said a lot of people use the GO Pass which is a great bargain provided by the employer. He said a lot of people are not paying full fare and it is not fair to those that have to pay full fare.

Roland Lebrun, San Jose, said on page 1 of the CAC bylaws it states that items going to the Board are to come before the CAC first for review and comment. He said this survey was presented to the Board at their April 6 meeting and the CAC is now just receiving it.

CALTRAIN MODERNIZATION UPDATE

Mr. Berk asked if there is any thought if the funding doesn't come through starting over and looking at ways to get a better train system. Ms. Fromson said one scenario is there are no funds and diesel fleet stays. There are other scenarios that will need to be considered, but staff's goal is to get the funds.

Mr. Berk said the diesel fleet is old and needs to be replaced and not necessarily replaced with electric, but new diesel. Ms. Fromson said the JPB will have to make significant investment to keep the fleet rolling.

Joe Navarro, Director, Rail Operations, said no other option was looked at hoping for electrification. The Fiscal Year 2018 Operating Budget was developed being frugal with money in the hopes of electrification.

Chair Shaw asked if Caltrain would be open to a Plan B. Ms. Fromson said yes.

Chair Shaw said assuming the last 100 days in the current administration continues to the future, staff will need to figure out what to do from here as electrification may be another four years in the future. There are a lot of smart people in the region and Caltrain could garner a lot of good will if it is willing to listen and open to what else can be done. Ms. Fromson said staff is open to ideas and listens and speaks to people. She said as far as any other resources for funding staff's currently focusing on Plan A and getting the funds.

Mr. Berk said assuming the worst case happens it may be an opportunity to sit back and start from scratch. This was a railroad that originally served farmland and now serves the biggest companies in the world. Mr. Berk said the failure is not to sit back, but start with a blank slate and look at what could be designed. He said instead of looking at not potentially getting the funding as a catastrophe, think of it as an opportunity. Mr. Navarro said staff is strategizing and have capped what will be spent on the Limited Notice to Proceed (LNP).

Ricardo Valenciano asked for an explanation on the \$20 million June contract extension. Ms. Fromson said the June deadline is for when the LNP can be issued to the contractors. Originally the LNP was March 1, but due to the funding issue it was extended to June 30 at a cost of \$20 million.

Public Comment

Roland Lebrun, San Jose, said the new administration understands this project will not increase capacity. The mission is to provide congestion relief and not to create jobs in Utah. He said the \$20 million shouldn't be spent on keeping consultants and both contracts should be cancelled. Mr. Lebrun said the only way to move forward is to have 940 seats per train.

Andy Chow, Redwood City, said people have been debating for the last 30 years on whether to electrify. The conclusion is always the same there is a need to electrify. Mr. Chow said we cannot afford to wait another 30 years and there is no Plan B.

Jeff Carter, Millbrae, said Southern Pacific had plans to electrify the line in 1906. Public funding for Caltrain was taken over in 1980 by the State. Mr. Carter said politicians said no one would ride Caltrain and it is not worth doing anything, but instead need to extend Bay Area Rapid Transit (BART) to San Francisco International Airport. The more electrification gets put off the more expensive it gets.

STAFF REPORT

Mr. Navarro reported:

- Introduced Benjamin Burns, Operations Manager, who recently joined the team. Mr. Burns came from BART and prior to that worked at Union Pacific for 14 years.
- On-time performance for March was 96.5 percent and 93.8 percent for February.
- Spotters will be on trains to catch those trains that are leaving early.
- Mechanical staff is riding the morning trains and this helps if there are any mechanical issues.
- Special service includes Giants baseball and Sharks.

Mr. Berk said with Michelle Bouchard, Chief Operating Officer, Rail and the hiring of Mr. Navarro it has significantly increased his happiness and he can rely on the train when he schedules a meeting as he knows he can get there on time.

Ms. Tucker said she was in Taiwan on business and rode their trains. She said every car had a time and a destination sign. Ms. Tucker said she doesn't understand why signage can't improve on the cars. Mr. Navarro said Mr. Burns will be working on signage and correcting as needed.

Ms. Fromson said at the May meeting staff will present the EMU design.

Mr. Navarro said the San Francisco bike lockers are getting vandalized quite often so staff may be removing the lockers and possibly adding an Uber drop off location.

Chair Shaw asked about an update at a future meeting on the Communications-based Overlay Signal System (CBOSS) Project. He said the on-time consistency is very important and thanked staff.

Public Comment

Roland Lebrun, San Jose, said when Mr. Navarro came onboard things improved tremendously. CBOSS is the key to increasing capacity.

Mr. Berk left at 7:05 p.m.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

May 17, 2017 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 7:06 p.m.

**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 CALTRAIN ANNUAL COUNT PRESENTATION**

ACTION

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

SIGNIFICANCE

The presentation of the results of the 2017 Caltrain Annual Counts demonstrates the passenger ridership trends that Caltrain is experiencing. Analysis of the ridership numbers and passenger use of the stations and trains guide decisions made regarding the Fiscal Year 2018 Operating and Capital budgets.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

The Annual Counts are conducted every year in the early calendar months. This year counts were performed in February, March and April. The counts provide detailed ridership data for planning purposes. Boardings and alightings are counted on each train and at each station. Results and analysis will be delivered in the presentation and further detailed in the Key Findings Report, which will be posted on the Caltrain website this summer.

Prepared by: Catherine David, Principal Planner

650.508.6471

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

TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **May:** The May 2017 OTP was 94.2% compared to 93.6% for May 2016.
 - **Vehicle on Tracks** – There were two days, May 12 and 21, with a vehicle on the tracks that caused train delays.
 - **Vehicle Strikes** – There was one vehicle strike on May 22.
 - **Mechanical Delays** – In May 2017 there were 968 minutes of delay due to mechanical issues compared to 354 minutes in May 2016.
- **April:** The April 2017 OTP was 95.8% compared to 88.9% for April 2016.
 - **Vehicle on Tracks** – There were five days, April 6, 15, 18, 24 and 25, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In April 2017 there were 637 minutes of delay due to mechanical issues compared to 2148 minutes in April 2016.

Full Funding Grant Agreement (FFGA) – On May 23, a Full Funding Grant Agreement committing \$647 million to the Caltrain Electrification project was executed by FTA. Staff is working on a groundbreaking event to commemorate this historic event.

Board Meeting Videotape - The board meetings are now video recorded and agenda items are easily accessible with the new web streaming application. The archived videos are available on our website at

<http://www.caltrain.com/about/bod/video.html>

- **2017 Weekend Service Changes** – The implementation date of reduced Weekend Service from 60 minute to 90 minute headways (approved by the Board in March 2017) will be determined by the mobilization of the CalMod Construction Team.

- **FY18 Proposed Fare Changes** – In advance of the July Public Hearing, Caltrain is currently seeking customer feedback for proposed fare and parking changes targeted to address the \$20.7 million operating budget shortfall in Fiscal Year 2018. Public outreach is taking place at stations (both weekdays and weekend) and various public and community meetings throughout the San Francisco, San Mateo, and Santa Clara Counties. Information regarding outreach activities and the proposal itself can be found on the Caltrain website.
- **Mobile Ticketing Status** – By early fall, 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.
- **Special Event Train Service** –
 - **Services Performed:**
 - **Giants Baseball** – There were 7 Giants home games through May 25. Total additional ridership through May 25, alighting and boarding at San Francisco station, was 48,722, an average of 6,960 per game. Year-to-date additional ridership represents a 15 percent increase compared to the same number of games in 2016.
 - **U2 Concert at Levi's Stadium** – On Wednesday, May 17 at 6:30 p.m. U2 brought the Joshua Tree Concert Tour to Levi's Stadium. Caltrain operated two post-event special northbound trains. Total additional ridership alighting and boarding at Mountain View station was 3,281.
 - **Bay to Breakers** – On Sunday, May 21, 2017 Caltrain operated four pre-race special trains (two 10-car and two 6-car) and three (6-car) post-race special trains. Total northbound special train ridership was 3,821, a decrease in 32 percent compared to 2016. Total southbound special train ridership was 2,102, a decrease of 20 percent compared to 2016.
 - **Memorial Day** – On Monday, May 29, 2017 Caltrain operated Sunday Schedule in observance of the Memorial Day holiday. In addition, Caltrain operated Giants Service for the 1:05 p.m. home game.
 - **Services Scheduled:**
 - **Giants Baseball** – Regular season continues through October. Caltrain will provide regular baseball service for all home games.
 - **Gay Pride Parade & Festival** – On Sunday, June 25, Caltrain will be providing two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game, extra

capacity will also be provided post-parade and festival to accommodate crowds.

- o **Opera at the Ballpark** – On Friday, June 30, at 7:30 p.m. the San Francisco Opera returns to AT&T Park for a free performance of Don Giovanni. Caltrain will provide one extra post-event local train that will depart SF approximately 25 minutes after the event, or when full.
 - o **San Jose Earthquakes at Stanford Stadium** – On Saturday July 1, at 7:30 p.m., the San Jose Earthquakes soccer team will be hosting the Los Angeles Galaxy at Stanford Stadium. Caltrain will make stops at Stanford Stadium before and after the game.
 - o **Independence Day Fireworks** – On Tuesday, July 4, Caltrain will operate a Sunday schedule on the Independence Day holiday. This will be supplemented by extra evening service to accommodate passengers after the fireworks display in the Fisherman's Wharf area.
- **Capital Projects –**
This information is current as May 22, 2017 and may be subject to change between May 22 and June 1, 2017.

San Francisco Highway Bridges: The scope of this project is the replacement of three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction began in March 2015. At the 22nd Street Bridge, the City of San Francisco completed installation of their fire water system that was located below the north side of the bridge on May 17th. This allowed completion of the sitework including sidewalks and roadway paving at the north side and the subsequent bridge reopening to vehicle traffic on May 25, 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 in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Bids for the construction contract were received on April 26, 2017. Award of the contract, that was expected in June 1, 2017, has been deferred until funding issues are resolved with High Speed Rail. The overall construction duration is approximately 29 months after the Limited Notice to Proceed that follows contract execution.

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. During the past month, activities located outside of the creek area were in progress such as the construction of Retaining Walls #'s 1 and 2, and, the Cast-In-Drilled Hole foundations for the abutments for the tail track bridge. Due to environmental regulations, bridge construction activities that are within the creek's waterways are expected to begin on June 15th and must complete by October 15th of 2017.

Construction is forecasted to complete by January 2018. This project has been hampered by issues related to excessive rainfall and other unforeseen conditions.

South San Francisco Station Improvements: The scope of this project includes replacement of the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency. The construction contract was advertised for bids on April 12, 2017 and bids are currently due on June 6th. Award is currently planned for July 2017 contingent upon the City of South San Francisco and Caltrans consummating an agreement. The overall construction duration is approximately 20 months after the Limited Notice to Proceed that follows contract execution.

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.

Agency staff completed integrated testing with the existing Predictive Arrival/Departure System (PADS) software that displays expected train times, and, the train departure monitors were activated into service on May 3, 2017.

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three grade crossings within the city of Redwood City at Whipple Avenue, Main Street, and Broadway. This project is specially funded by the California Public Utilities Commission.

The project will improve the Whipple Avenue crossing with new vehicular and pedestrian gates, new sidewalks and ramps, new pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings will be added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design of this project has been coordinated with the City of Redwood City's improvements in the same area.

The construction contract was advertised for bids on April 25, 2017. Bids are due on June 6th. Award is planned for August 2017, construction is planned to start in the November 2017 and complete by May 2018.

FY16 Grade Crossing Improvements Project: The scope of this project is to improve the safety at 10 grade crossings along the corridor. Work items included are the installation of signals, fences, gates, curbs, lighting and signs. The existing grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards. The crossings to be improved include 16th Street in San Francisco, Broadway in Burlingame, Peninsula and 4th Ave. in San Mateo, Ravenswood in Menlo Park, Alma and Charleston in Palo Alto, Rengstorff and Castro in Mountain View, and Mary in Sunnyvale.

Also included in the construction contract is the scope of another project for the installation of medians at five crossings in Santa Clara County. The scopes of the two projects were combined into a single construction contract to improve cost and administrative efficiency. These medians are required by the FRA and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

The design was completed in December. The bid package is waiting for Federal Railroad Administration grant funds now forecasted in August 2017, before proceeding with advertisement of the construction contract for bids

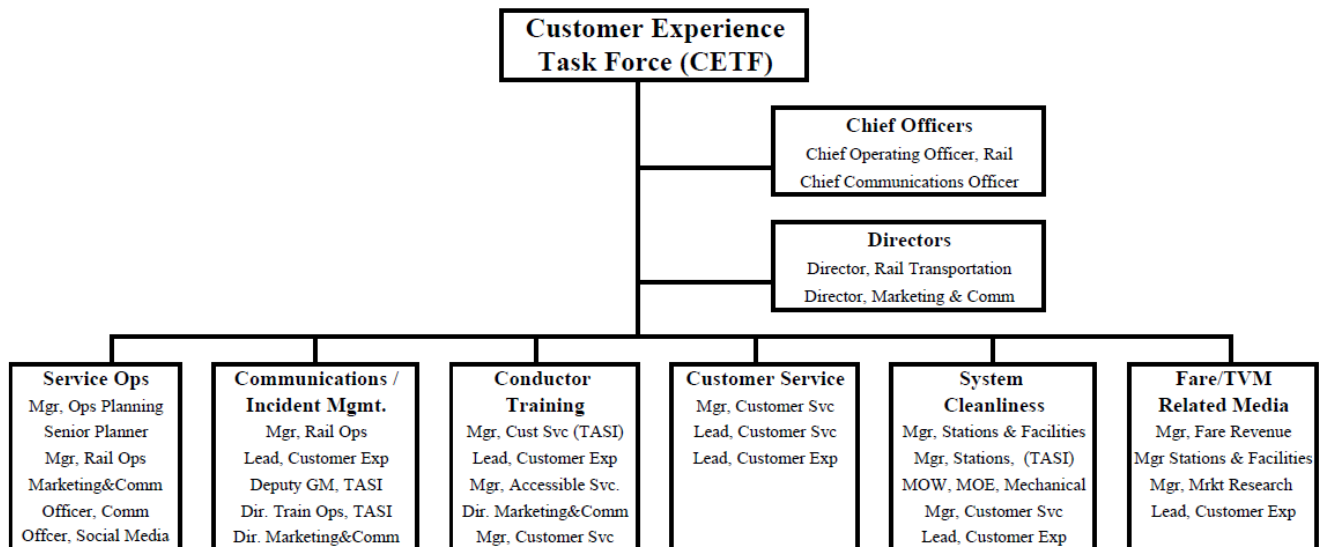
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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 Weekend Timetable Update:
 - Staff continues to monitor on-time performance, train capacity and customer feedback. Adjustments to equipment cycles post-implementation have been made to help improve capacity on crowded trains.

- With the receipt of FFGA funding, implementation of reduced Weekend Service from 60 minute to 90 minute headways (approved by the Board in March 2017) is scheduled for July 2017.

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
- 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:

- Continue to identify training opportunities for conductor refresher training
- Implementing new training program for conductors i.e. how to fare enforce using mobile ticketing application, available to passengers by the beginning of fall 2017

Customer Service

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

- Trend customer complaints to establish patterns for improvements
- Continue to expand trained Social Media Staff
- Partner with Rail Operations department to implement changes to better enhance the customer experience

Fare/Ticket Vending Machine (TVM) Related Media

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

- Continue to investigate Clipper Card issues
- Continue to follow progress of handheld clipper reader used to tag on and tag off capability
- Continue to offer customers traveling with Clipper card (8-ride Ticket or Clipper cash) availability to tag off and on at the Stanford Stadium station during special events. Caltrain staff with fare readers will be at the station to assist Clipper customers.
- Mobile Ticketing Status - By the beginning of this fall, 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
- Exploring fare and parking changes. More information on website at www.caltrain.com/proposedfarechanges

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

- Investigate potential of procurement of new TVMs

System Cleanliness

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

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

JPB CAC Work Plan

July 19, 2017

- Proposed Tariff Changes
- Business Plan

August 16, 2017

- Fare Study
- Update on Mobile Ticketing Application
- VMS Station Signage
-

September 20, 2017

-
-

October 18, 2017

-
-

November 15, 2017

-
-

December 20, 2017

-
-

Items to be scheduled

- **Station Management Plan (getting to stations, capacity, usage, forecast, and planning)** – requested by chair 3/2/16, modified 3/16/16 by Adina
- Grade Crossings Improvements
- Caltrain SRTP
- **How schedules are made** – requested 2-15-17 by Jonathan
- **Bike Parking Management Plan Update** – requested 2-15-17 by Brian
- **Communications-based Overlay Signal System Update** – requested 4-19-17 by Brian

* Date certain (time sensitive item)

Items in bold are CAC member-requested