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JIM HARTNETT  
EXECUTIVE DIRECTOR

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

**August 16, 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. Introduction of the new CAC member, Lauren Fernandez, San Francisco County
4. Approval of Meeting Minutes of July 19, 2017 (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. Fare Study Update (Liz Scanlon) (6:15 p.m.)
9. Bike Parking Management Plan Update (Liz Scanlon) (6:35 p.m.)
10. Caltrain Business Plan Update (Sebastian Petty) (6:55 p.m.)
11. Staff Report (Joe Navarro) (7:10 p.m.)
  - a) **Customer Experience Taskforce Update**
  - b) **JPB CAC Work Plan Update**
12. Date, Time and Place of Next Meeting  
September 20, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
13. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Cat Chang, Lauren Fernandez, Brian Shaw (Chair)  
**San Mateo County:** Harish Chamarthy, Ricardo Valenciana, Julia Welch  
**Santa Clara County:** 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](mailto: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](mailto: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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JULY 19, 2017**

**MEMBERS PRESENT:** H. Chamarthy, C. Chang, B. Shaw (Chair), R. Valenciana, J. Welch

**MEMBERS ABSENT:** C. Tucker

**STAFF PRESENT:** B. Burns, N. McKenna, S. Murphy, J. Navarrete

Chair Brian Shaw called the meeting to order at 6:00 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF APRIL 19, 2017**

Motion/Second: Chang/Valenciana

Ayes: Chamarthy, Chang, Valenciana, Welch, Shaw

Absent: Tucker

**PUBLIC COMMENT**

Roland Lebrun, San Jose, said the 25<sup>th</sup> Avenue Grade Separation Project is the 2011 Hillsdale Area Plan. He said this will not increase capacity in the corridor. There are issues with putting a center platform with high speed trains going through at 100 miles per hour. California High Speed Rail Authority (CHSRA) states they don't need to have passing tracks along the peninsula.

Drew, San Mateo, asks for the CAC support to utilize the 31<sup>st</sup> Avenue overcrossing bridge as a path from the new platform to Hillsdale Boulevard. His current walk is 12 minutes to the station and to the new station it will be a 20 to 25 minute walk. This is changing his decision on whether to continue to use Caltrain.

Doug DeLong, Mountain View, thanked staff for the new timetable. He said he took Train 268 tonight and the car he was in was rocking terribly.

George Kranen, Belmont, said he is a casual Caltrain rider. He would urge coordination between Caltrain and Bay Area Rapid Transit (BART) at the Millbrae Station. Mr. Kranen said between commute hours Caltrain operates hourly and seems to arrive after the BART train departs the station.

### **CHAIRPERSON'S REPORT**

No report.

### **COMMITTEE COMMENTS**

None.

### **PROPOSED FARE AND PARKING FEES**

Seamus Murphy, Chief Communications Officer, presented:

- Increase monthly parking from \$55 to \$82.50 effective October 1.
- Increase Go Pass from \$190 to \$237.50, raising the minimum cost to employers from \$15,960 to \$19,950 effective January 1, 2018 and from \$237.50 to \$285, raising the minimum cost to employers from \$19,950 to \$23,940 effective January 1, 2019.
- Increase the Monthly Pass multiplier from 13 days to 14 days effective October 1, 2017 and the monthly multiplier from 14 days to 15 days effective July 1, 2018.
- Eliminate the discounted 8-ride ticket.
- Increase the zone fare by 25-cents effective October 1, 2017.
- Revenue from recommended fare changes would be \$6.8 million in Fiscal Year (FY) 2018 and \$13.9 million in FY2019.
- Staff will present their recommendation for Board approval at the August 3 meeting.

Chair Shaw asked why the operating budget is causing the increase. Mr. Murphy said the operating budget is increasing because of the contractual obligation to Transit America Services and revenue is needed to bring Positive Train Control on line.

Chair Shaw asked if going to 90 minute service will save money and if the loss of ridership is factored into the increase. Mr. Murphy said yes elasticity was factored into this increase.

Chair Shaw said this a two-year proposed fare increase and the fare study will be completed at end of 2017 so will there be a chance the recommendations may be changed in FY2019. Mr. Murphy said they will be considered separately.

Julia Welch asked when the last fare increase was. Mr. Murphy said February 2016 and the base fare was increased by 50-cents and daily parking was increased.

### Public Comment

Jeff Carter, Millbrae, said low income riders use the highest fare product and the current system is unfair based on 13 mile zones. He said he has been suggesting a point-to-point pricing and it will be more economical for low income riders. Mr. Carter said he can support staff's recommendation and would like to see the Go Pass phased in over three years instead of two. He asked why the monthly pass is being attacked as it is priced reasonable and should be looking at how the monthly pass is purchased by other agencies. Mr. Carter said Metrolink provides free parking at their stations and transfers to other transit agencies.

Roland Lebrun, San Jose, said he will be submitting a letter regarding the budget. He said staff is budgeting \$2,000 per train and losing 16 trains over the weekend which is a savings of \$1.8 million. He said staff keeps blaming the rail contractor but the real issue is the overhead agency costs charged by SamTrans. Every year the Board has an opportunity to terminate SamTrans which would save money, not have to increase fares and put the money in surplus.

Doug DeLong, Mountain View, said the Go Pass proposal really twisted Stanford's tail as they are the biggest user of the Go Pass. He said some increase in the Go Pass is warranted but broadening the Go Pass to service workers would go a long way to help lower income riders move to a more cost effective fare.

### **CALTRAIN MODERNIZATION UPDATE**

Mr. Murphy presented:

- All local, regional and State funding has been secured along with the \$647 million executed Federal Transit Administration Core Capacity Grant.
- Notices to Proceed were issued to train and infrastructure builders.
- Electric train design
  - Dedicated website
  - Electric Multiple Unit (EMU) exterior design public poll
  - Confirmed configuration
    - Seats
    - Standee space
    - Bike storage location
    - Bathroom location
    - Interior information sign locations
    - Electric outlet locations
  - Next steps
    - Capture feedback on design elements
    - Continue rollout of key design features for public input and education
      - Seat color options – July/August 2017
      - Interior life – summer 2017
      - Onboard bike storage designs – August/September 2017
      - Exterior/interior sign content – December 2017
    - Public feedback paired with technical analysis
- On-board lifts
  - All cars will be Americans with Disability Act (ADA) accessible
  - Second car from north will align with the mini-high and the platform-based manual lift will be utilized when necessary
  - Two interior lifts
  - Lifts will only be used when train is stationary and conductor operated
  - Lift meets ADA requirement of 600 pounds
  - Caltrain is reinforcing the aisle, door vestibule area and bridge plate to accommodate 800 pounds.
- Construction update was provided

Cat Chang asked if it is possible to have a train without a lift. Mr. Murphy said an ADA passenger has to be able to transition between the cars.

Harish Charmathy asked if there will be electrical displays, messaging and Wi-Fi on the trains. Mr. Murphy said staff is looking at interior signage and exploring concepts and will eventually share with the public for feedback. Wi-Fi continues to be explored and staff wants to launch with electrified service, but there is a cost.

#### Public Comment

Jeff Carter, Millbrae, said he is concerned about the bathrooms. There needs to be two bathrooms on all trains. He said level boarding needs to happen sooner rather than later.

Doug DeLong, Mountain View, said CHRSA is trying to put in a system that doesn't accommodate other train systems in the State.

Roland Lebrun, San Jose, said CHSRA should be using bi-level boarding trains. No one is addressing the number of seats in the new trains. He said Stadler's EMUs don't meet Caltrain capacity issue.

Adrian Brandt, said one bathroom per train isn't enough. He asked if there will be video cameras onboard the trains. Ben Burns, Manager, Rail Operations, said once a person hits the call button the cameras will rotate among the train and go straight to the engineer who can contact the conductor.

Mr. Brandt said it would be nice to have two sets of exterior train number displayed at different levels.

#### **STAFF REPORT**

Mr. Burns reported:

- On-time performance for June was 94.5 percent compared to 90.4 percent in June 2016.
- Vehicle signage for the new EMUs will be a dot matrix and inside will be an LED screen that the engineer can program.

#### **DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

August 16, 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.

**CALTRAIN BUSINESS PLAN UPDATE – JULY 2017**

**From:** Mark Simon, Chief of Staff  
**Prepared By:** Sebastian Petty, Senior Policy Advisor

**Background:**

Staff introduced the Caltrain Business Plan (Plan) with a presentation at the April 2017 Peninsula Corridor Joint Powers Board meeting. The presentation began with a retrospective of Caltrain's business performance since the introduction of Baby Bullet express service and a description of Caltrain's current financial challenges. The presentation then framed the purpose of the Plan in terms of;

- The imperative for Caltrain to achieve financial stability by aligning the railroad's costs and service delivery with available revenue and funding streams
- The opportunity to maximize the public value of the investment in electrification
- The need to understand the railroad's true long-term needs and to seek funding as part of upcoming ballot and legislative actions

The presentation went on to describe a year-and-a-half-long process that would include the development of an enhanced Capital Expenditure Plan, a core business plan for Caltrain services, and an expansion blueprint that would identify how the Caltrain corridor can best integrate with regional and statewide services and travel markets.

**Update:**

Since the April 2017 presentation, Caltrain staff has worked internally and in coordination with JPB partners and stakeholders to refine the Plan scope and further define schedule and resource needs. In doing so, Caltrain staff has developed a two-phase approach to the development of the Plan. This phased approach will provide the Board, partner agencies and the public with early and meaningful opportunities to shape the overall scope and outcomes of the Plan.

**Phase 1: Development of a Business Strategy**

The first phase of the Plan will be the development of a Business Strategy. The Business Strategy will provide an opportunity to further clarify the Plan's "problem statement" and will survey the range of issues and choices that collectively influence the Caltrain system's business outcomes. The strategy will then provide specific direction and guidance regarding the subset of issues that most urgently need to be addressed in the Plan.

Through its Planning and Rail Operations on call contracts Caltrain has procured the services of three consultants with significant domestic and international rail expertise:

- Peter Gertler, HNTB
- Tom Matoff, LTK
- Steve Hoskins, independent consultant

These experts will work with Caltrain staff to develop an initial Business Strategy framework that will then be refined and expanded through a series of intensive meetings and workshops to be held in mid-September. Meetings will span a variety of formats and will include internal, stakeholder and public audiences. Board member participation in a subset of these workshops is requested and assumed.

Caltrain staff is also developing plans for supplemental stakeholder and public outreach both in advance of and following the September workshops.

Following the completion of the September workshops, Caltrain and its consultants will draft a Business Strategy and present it to the full Board for review and adoption. At that time, staff will also present the Board with a detailed scope, resourcing and project management plan for Phase 2 of the Plan.

## **Phase 2: Completion of the Business Plan**

Phase 2 of the Plan will include the detailed technical work needed to turn the Business Strategy into a fully articulated Plan. The scope of Phase 2 will be developed and refined during Phase 1. Nevertheless, staff anticipates that Phase 2 should include significant technical work addressing critical business areas such as;

- Future service levels, service patterns and updated ridership forecasts
- Infrastructure needs and phasing strategies
- Organizational and contracting considerations
- Review of supplemental business areas including fare policy, transit oriented development and provision of first- and last-mile connections

These technical evaluations will culminate in the development of financial projections for the railroad paired with a series of proposed actions and funding strategies that will show the choices Caltrain can make to achieve financial stability. As previously described to the Board, the final Plan will include both a “Core” business plan that directly addresses the Caltrain commuter rail service as well as an “Expansion Blueprint” that speaks to how the Caltrain corridor interfaces with other regional and state projects and services.

## **Resourcing:**

Phase 1 of the Plan has been fully funded using project development funds adopted in prior years’ Caltrain Capital Budgets. The total cost of consultant services for Phase 1 has been budgeted at \$168,000.

The resource needs for Phase 2 have not been fully assessed but currently are estimated at in excess of \$1 million, a level of funding necessary given the scale of



technical work contemplated. Funding for this portion of the Plan has not yet been identified. Caltrain will discuss Phase 2 funding and project management approaches with its partners and stakeholders as Phase 1 work advances.

### **Relationship of the Business Plan to Ongoing Planning Efforts**

There is a direct relationship between the Plan and a number of ongoing Caltrain planning efforts. Staff's intent is that the Plan leverage and build off of ongoing planning work when possible both as a means of economizing on resources and to ensure policy coherence. The individual planning efforts described below will be the subject of separate Board updates and actions.

- **The Short Range Transit Plan (S RTP):** Staff is currently assessing how best to coordinate the timing and content of an S RTP update with the larger Plan process and will return to the Board with a recommendation.
- **The Fare Study:** Caltrain is in the midst of a fare study with a targeted completion of early 2018. It is anticipated that the Fare Study, not the Plan, will be the venue for detailed discussion about Caltrain's fare structure and policies. The Plan will coordinate closely with the fare study, incorporating research and analysis from this effort along with any fare-related policy direction provided by the Board.
- **The Rail Corridor Use Policy, Station Management Toolbox, and Transit Oriented Development Policy:** The Caltrain Planning and Real Estate Departments have undertaken a suite of studies that will collectively provide analysis, guidance and recommendations related to JPB property use, station access and transit oriented development. The Board received an initial briefing on the Rail Corridor Use Policy and Station Management Toolbox in November of 2016 and will receive a more comprehensive update on all three projects in the coming months. The Plan will closely coordinate with these efforts, leveraging their technical findings and incorporating any policy direction the Board provides through these studies.
- **Blended Service Planning:** Caltrain has been coordinating with the California High Speed Rail Authority (CHSRA) since May of 2016 regarding assumptions about blended service and infrastructure included in the Authority's EIR / EIS for the San Jose to San Francisco segment. As referenced by Director Gillett at the May Board meeting, the California State Transportation Agency (CalSTA) has requested that both Caltrain and CAHSRA engage with CalSTA in a joint planning effort to better understand constraints and opportunities related to the provision of blended service in the Caltrain corridor. The scope and timing of this effort are still under discussion but will be closely coordinated with the Plan process as will any potential opportunities for state funding identified through Senate Bill 1.

**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) –**

- **July:** The July 2017 OTP was 95.8% compared to 92.2% for July 2016.
  - **Vehicle on Tracks** – There was one day on July 9, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In July 2017 there were 603 minutes of delay due to mechanical issues compared to 724 minutes in July 2016.
- **June:** The June 2017 OTP was 94.5% compared to 90.4% for June 2016.
- **2017 Weekend Service Changes** – In support of construction activities for the Caltrain Electrification Project and other Capital Projects, weekend service was reduced from 60 minute to 90 minute headways effective Saturday, July 15, 2017. The number of trains on Saturday was reduced from 36 to 28 and on Sunday it was reduced from 32 to 24. On the weekends, Caltrain is running 6-car trains to provide additional capacity. Over the next few months, ridership counts at the terminal stations (San Francisco and San Jose) are being tracked to establish a new weekend ridership count baseline.
- **Electrification Construction Ribbon Cutting Ceremony** – Governor Jerry Brown joined Congresswoman Nancy Pelosi, Congresswoman Anna Eshoo, Congresswoman Jackie Speier and a number of state and local elected officials, business leaders, transportation advocates and environmentalists were at the Millbrae Caltrain Station on Friday, July 21, at 10:00 a.m. to celebrate the official groundbreaking ceremony for the Caltrain Electrification Project.
- **Mobile Ticketing Status** – By the 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 13 Giants home games in July. Average Giants fans and regular riders per game in July, alighting and boarding at San Francisco station, was 11,295.

*Note for Giants service, due to the change in the weekend train schedule, a new baseline ridership count will be established over the next few months to calculate additional ridership.*

- **4<sup>th</sup> of July Fireworks** – Caltrain operated three post-fireworks special local trains to accommodate crowds. Caltrain carried 4,675 additional pre and post fireworks riders, a 24 percent decrease compared to 2016. The event was on a Tuesday which may have impacted the ridership.
- **San Jose Earthquakes at Stanford Stadium** – On Saturday July 1, at 7:30 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium along with a post-game fireworks show. Caltrain made six pre-game and seven post-game stops at the Stanford Stadium station. Ridership was 1,759, a 31 percent decrease compared to 2016.
- **James Taylor & Bonnie Raitt Concert** – On Saturday, July 29, at 7:00 p.m. James Taylor & Bonnie Raitt performed at AT&T Park. Caltrain provided special southbound local train service after the concert. Ridership for this event will be reported in September.
- **SJ Earthquakes Charter Service & Santa Clara Station Tunnel Opening** – On Saturday, July 29, Caltrain provided roundtrip charter service from San Francisco to Santa Clara for the SJ Earthquakes Home Game at Avaya Stadium at 4:45 p.m. Riders with July 29 SJ Earthquakes tickets or in SJ Earthquakes gear rode free. Caltrain, the Earthquakes and VTA promoted service to Avaya Stadium using the newly constructed Pedestrian/Bike Tunnel at Santa Clara Station (approximately a 20 minute walk to/from the station to the stadium). Ridership for this event will be reported in September.
- **Gilroy Garlic Festival** – On Saturday, July 29, and Sunday, July 30, Caltrain provided roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train departed San Jose Diridon Station at 10:00 a.m. and departed Gilroy Station at 5:00 p.m. Ridership for this event will be reported in September.

- **Services Scheduled:**

- **Giants Baseball** – Regular season continues through October. Caltrain will provide regular baseball service for all home games. Due to the Weekend Service Changes that were effective starting Saturday, July 15, updated Giants Weekend Service has been posted on [caltrain.com/sfgiants](http://caltrain.com/sfgiants).
- **Lady Gaga Concert at AT&T Park** – On Sunday, August 13 at 7:00 p.m. Lady Gaga will perform the Joanne World Tour concert AT&T Park. To accommodate the crowds expected for the pop singer, Caltrain will operate extra local post-event service.
- **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers will host the Denver Broncos on Saturday, August 19, at 6:05 p.m. and the Los Angeles Chargers on Friday, August 26, at 7:00 p.m. For weekend 49er home games, Caltrain will operate one additional pre-game southbound trains with limited stops from San Francisco to Mountain View for passengers to connect to the VTA light rail. The extra train will then express to San Jose Diridon station, the last station stop. After all 49er home games, Caltrain will operate one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full.

- **Capital Projects –**

This information is current as of July 21, 2017

**San Francisco Highway Bridges:** Replace three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017. The contractor is completing final punchlist items, clean-up and demobilization. Staff is working on final project closeout items including resolution of a Buy America issue related to the hydrants installed as part of the project.

**San Mateo 25th Avenue Grade Separation Project:** Raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Construction of the elevated rail alignment and the new Hillsdale Station will be phased to limit impact to the operating railroad to the degree possible. The construction contract was awarded on July 6th to Shimmick/Disney JV. Contract execution is in progress and the Limited Notice to Proceed that will kick-off the 60-day administrative period is expected in August. Construction is expected to begin in the Fall and be completed in early 2020.

**Los Gatos Creek Bridge:** Replace the substandard 80-year old railroad bridge that is located south of the Diridon Station in San Jose. During the past month, activities continued inside of the creek area for the Bent #'s 2 and 3 foundations

and columns of the tail track bridge. Precast concrete bridge girders for the new tailtrack bridge were installed. Work continued for the installation of trackwork for the new tailtrack bridge. Upon completion of the tailtrack bridge and associated trackwork, revenue operations will be cutover from the existing mainline onto the tailtrack to maintain service south of the San Jose Diridon Station while the existing mainline bridges over Los Gatos Creek are being replaced this summer. Due to environmental regulations, bridge construction activities that are within the creek's waterways are limited to the period between June and October 2017. Construction is forecasted to be completed by January 2018.

**South San Francisco Station Improvements:** Replace 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 12th and bids were received on June 22nd. Bid evaluations are complete and the award is scheduled for August 3, 2017 contingent upon the City of South San Francisco and Caltrans consummating a real estate "air space" agreement at the July 25th South San Francisco City Council meeting. Upon receipt of an encroachment permit from Caltrans, utility relocations and construction are expected to begin this Fall and overall completion by mid-2019.

**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 project design has been coordinated with the City of Redwood City's improvements in the same area. The construction contract was advertised for bids on April 25th and bids were received on June 6th. Award is scheduled for August 3, 2017, construction is planned to start in November 2017 and be completed 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 include the installation of signals, fences, gates, curbs, lighting and signs. Existing grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards. The crossings to be improved include 16th Street in San Francisco, Broadway in Burlingame, Peninsula and 4th Ave. in San Mateo, Ravenswood in Menlo Park, Alma and Charleston in Palo Alto, Rengstorff and Castro in Mountain View, and Mary in Sunnyvale. The construction contract includes the installation of medians at five crossings in Santa Clara County. The scopes of two projects were combined into a single construction contract to improve cost and administrative efficiency. These

medians are required by the FRA and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

The construction contract was advertised for bids on July 4th and bids are due on August 15th. Funding from the FRA is expected in August. Contract award is scheduled for October 5th. Construction should begin January 2018 and be completed by Fall of 2018.

**Sunnyvale Station Rehabilitation Project:** Replace the surface pavers in the station platform with colored cast-in-place concrete and the relocation of the north pedestrian crossing to the north by approximately 83 feet. Some of the surfaces of the platform pavers have become uneven and this project will create a smooth and even platform surface. The relocation of the north pedestrian crossing will help to clear the southern crossing that is currently partially blocked when northbound 6-car consists arrive at the Sunnyvale Station. The construction contract was advertised for bids on June 19th and bids were due on July 25th and award is currently planned for September 7th. Construction is expected to begin in late 2017 and be completed by mid-2018.

**Inward Facing Cameras:** Install cameras on locomotives and cab cars that will video and voice record the operators during revenue operations. Currently, there are outward facing cameras on locomotives that record the right-of-way from the vantage point of the operators. The inward facing cameras were recommended by the National Transportation Research Board and assists in post-accident investigations. Inward facing cameras are already in service on Metrolink in Southern California and by railroads such as the Union Pacific. A Request for Proposal was issued on May 25th. Two site visits were conducted and attended by multiple vendors. Proposals were due on July 6th; however, no vendor proposals were submitted. Staff is now determining the next steps and alternatives to implement the project.

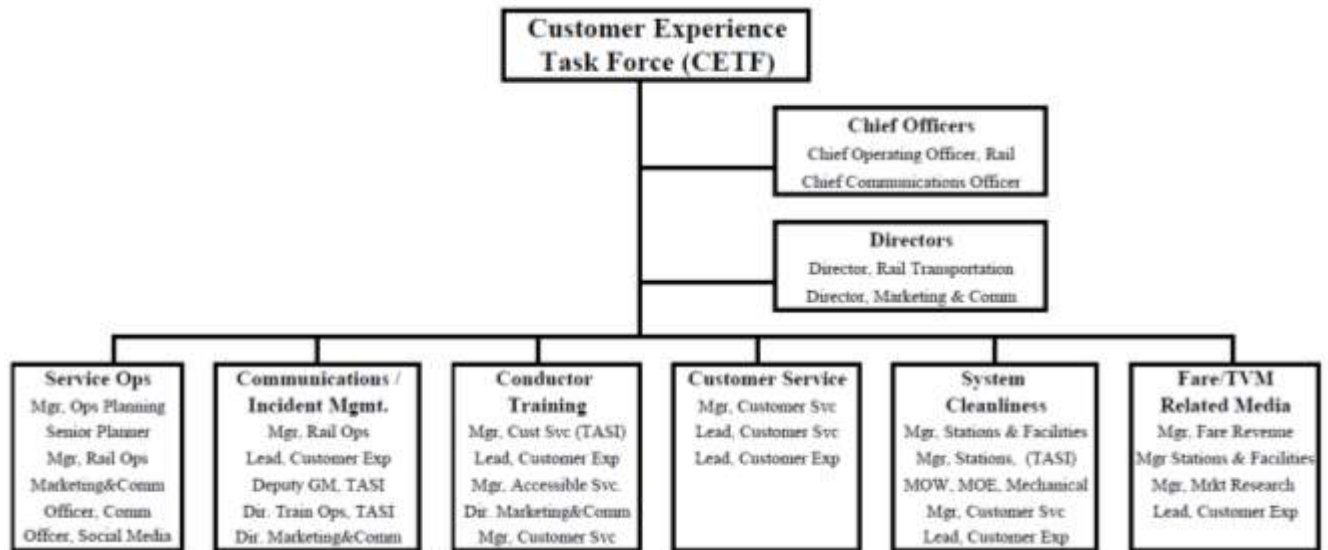
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

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:
  - 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.

## **Communications/Incident Management (CICS)**

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.

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 to be determined

## **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](http://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**

September 20, 2017

- Los Gatos Creek Bridge Update
- Centralized Traffic Control System Upgrade

October 18, 2017

- Update on Mobile Ticketing Application
- Update on South San Francisco Station
- Visual Messaging System Station Signage

November 15, 2017

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December 20, 2017

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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
- **Communications-based Overlay Signal System Update** – requested 4-19-17 by Brian

\* Date certain (time sensitive item)

**Items in bold are CAC member-requested**