



JPB Citizens Advisory Committee

1250 San Carlos Avenue, San Carlos, CA 94070
Bacciocco Auditorium, 2nd Floor

BOARD OF DIRECTORS 2018

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JIM HARTNETT
EXECUTIVE DIRECTOR

January 17, 2018 – 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 December 20, 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. Update on Mobile Ticketing Application (Christiane Kwok) (6:15 p.m.)
9. Train Delay and On Time Performance (Ben Burns) (6:20 p.m.)
10. Staff Report (Joe Navarro) (6:50 p.m.)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
February 21, 2018 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:** Cat Chang, Lauren Fernandez, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
Santa Clara County: Cat Tucker (Vice Chair), Larry Klein, Paul Escobar

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 DECEMBER 20, 2017

MEMBERS PRESENT: H. Chamarthy, C. Chang, L. Fernandez, L. Klein, C. Tucker, R. Valenciana, J. Welch, B. Shaw (Chair)

MEMBERS ABSENT: P. Escobar

STAFF PRESENT: C. Bernardo, C. Gumpal, J. Navarrete, J. Navarro, S. Petty

Chair Brian Shaw called the meeting to order at 5:45 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF NOVEMBER 15, 2017

Motion/Second: Klein/Tucker

Ayes: Chamarthy, Chang, Fernandez, Klein, Tucker, Valenciana, Welch, Shaw

Absent: Escobar

PUBLIC COMMENT

Roland Lebrun, San Jose, said we need more passing stations in the peninsula.

Jeff Carter, Millbrae, said that in the past Caltrain did a study on the idea of having more passing stations, he suggested passing tracks extended through South San Francisco and San Bruno so it would make the system more versatile and provide better service in the peninsula.

Adrian Brandt, Redwood City, asked the status on the Communication-based Overlay Signal System (CBOSS) Positive Train Control (PTC) litigation. He said it is important that staff communicates the status of the litigation to the public.

CALTRAIN BUSINESS PLAN

Sebastian Petty, Senior Policy Advisor, provided a report on the Draft Business Strategy Principles and Draft Caltrain Business Plan Scope of work that will help guide the further development of the Caltrain Business Plan. He said staff continues conversations with corridor stakeholders to raise awareness of the Business Plan effort. Notable outreach has included discussion with local, state and federal elected officials.

Cat Tucker asked if staff is looking at marketing in the smaller stations that need more ridership and trains, an example is Gilroy. Mr. Petty said yes the analysis will cover the plan for the entire corridor that Caltrain operates that also includes Gilroy. The constraint is that JPB does not own the Gilroy corridor so there might be a challenge but the plan will consider all possibilities to build a case.

Ms. Tucker said staff needs to be more transparent, all the behind the scenes workshops is not transparent, this is public money and the public needs to be informed. Member Tucker agreed that staff needs to be more engaged with the public.

Ricardo Fernandez asked if there are any plans for shuttles from northern peninsula stations to the San Francisco Airport. Mr. Petty said most of the shuttles are operated through the bus system; he will follow up with staff and provide more information.

Chair Shaw, recommended a JPB CAC Ad Hoc Committee for an opportunity with deeper involvement as well as the public involvement to help de-escalate political concerns of the Business Plan.

Public Comment

Jeff Carter, Millbrae, asked what is staff doing in the short term; how long can Caltrain survive with current overcrowded conditions; how long are the current local motive fleets going to last; issue with parking at the stations and the main issue of how is Caltrain going to address the funding from the partner agencies that continue to decrease funding.

Roland Lebrun, San Jose, said you cannot increase the train traffic because there is no way to pass and if you go above six trains an hour the gates would not go up; it will be this way until you fully grade separate the entire peninsula. He said the only way to increase capacity is to increase the number of passengers each train can carry.

UPDATE ON SOUTH SAN FRANCISCO

Charlemagne Bernardo, Senior Project Manager, provided an overview of the benefits, construction and timeline of the South San Francisco Station Improvement project that entails center board platform, pedestrian underpass, track and signal work, removal of Holdout Rule and shuttle pick-up/drop-off.

Harish Chamarthi asked if South San Francisco is a passing station. Mr. Bernardo said he is unfamiliar with the term passing station.

Julia Welch said there are issues with parking. She asked if there are any opportunities to lease local parking spaces. Joe Navarro, Director Rail, said there are a few businesses in the area and are looking into leasing parking spaces.

Chair Shaw said the parking closure will represent a revenue loss to Caltrain unless an arrangement can be made with nearby parking. Mr. Navarro said they are looking into a business next door to the station. He said it is a small revenue loss and only utilize 60 percent of current parking spaces.

Public Comment

Roland Lebrun, San Jose, said he is supportive of the project but the problem is the design. There is an island platform and there would be trains blasting on each side but on the north end side there is a pedestrian crossing.

Andy Chow, Redwood City, said he is not sure if this project would work as there are four tracks in San Bruno and Brisbane; there will be no way in South San Francisco to accommodate these four tracks and will not provide the capacity. He said there should be a segment to connect or possibly a longer four track segment.

STAFF REPORT UPDATE

Joe Navarro, reported:

On-time Performance (OTP) –

- **November:** The November 2017 OTP was 94.8 percent compared to 92.5 percent for November 2016.
 - **Vehicle on Tracks** – There were six days, November 1, 9,10,14,17 and 24, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2017 were 534 minutes of delay due to mechanical issues compared to 878 minutes in November 2016.
- **October:** The October 2017 OTP was 93.5 percent compared to 95.2 percent for October 2016.

Mr. Navarro said that there are issues with the vehicles following the Global Positioning System (GPS) systems and turning into the tracks and causes train delays. He said there is a possible upcoming pilot program plan to re-paint the railroad crossings. He provided information on fleet; he said staff has been working on overhauling and rebuilding locomotives off the property.

Chair Shaw asked if the extra trains were provided with resources from the events or if it was only public service. Mr. Navarro said it is for public service. Chair Shaw suggested providing the extra trains with resources from these special events as extra revenue. He said to possibly include this in the Business Plan.

Ms. Tucker said staff needs to be more transparent by providing the public more information on project design; this would avoid questions from the public. Mr. Navarro said some of these design were old and staff had to re-evaluate these designs. He said he hopes it would be better internally and all the stakeholders are informed of the new design.

Ms. Tucker requested that staff provide an update on the pending litigation on matters related to the Communications Based Overlay Signal System (CBOSS) project. Chair Shaw suggested including this in the agenda work plan and requested staff find out how much information they can provide regarding this lawsuit.

Mr. Navarro provided an update on the Customer Experience Taskforce. Highlights include that the mission is to identify and develop ways to improve the customer experience on Caltrain service. The taskforce is a joint effort between the agency and Transit America Services, Inc. and includes both operations and communications staff.

Larry Klein asked about Sunnyvale Station Rehabilitation that is currently based on a six car configuration. He heard that there is talk about a seventh car and said it seemed short sided. Mr. Navarro said he will follow up with the project manager.

Cat Chang said there seems to be more human waste in the tunnels of the Palo Alto station. She also said there are more homeless people and likely because of the cold weather. Mr. Navarro said he will relay the message to the Sheriff's department.

Public Comment

Roland Lebrun, San Jose, said Mr. Navarro has been with the agency for eighteen months and before Mr. Navarro got here, people were trapped without air conditioning, kicking windows to get out of trains. He said that in regards to the CBOSS litigation, he read in the papers the first law suit was the contractor sued Caltrain for breach of contract and then Caltrain countersued them.

Adrian Brandt, Redwood City, said he has seen people drive in the tracks all the time and it is worse now that people follow the GPS. He is glad to hear staff is working on this issue. He suggested maybe low curbs to keep car from driving in the wrong lane or warning signs with reflectors.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

January 17, 2018 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 7:11pm

**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) –

- **December:** The December 2017 OTP was 93.9 percent compared to 95.1 percent for December 2016.
 - **Vehicle on Tracks** – There were five days, December 6, 8, 13, 17, and 26, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In December 2017 there were 499 minutes of delay due to mechanical issues compared to 481 minutes in December 2016.
 - **Trespasser Strikes** – There was one trespasser strike on December 11, resulting in a fatality.
- **November:** The November 2017 OTP was 94.8 percent compared to 92.5 percent for November 2016.
- **Hillsdale Station Parking Lot Relocation** – Starting Tuesday, January 2, the parking lot on the northwestern end of the Hillsdale Station will be closed due to the 25th Avenue Grade Separation Project. Parking will be available in the new temporary lot opened on the east side of the station which is accessible from E. 28th and E. 31st Avenues at South Delaware Street.
- **San Carlos Station Parking Lot Update** – Starting Monday, January 8, the parking lot at the main entrance of the San Carlos Station, directly south of the Depot Café, will be closed due to the San Carlos Transit Village Project construction. ADA and Depot Cafe parking stalls will be moved to the newly constructed adjacent parking lot area where site improvements are being finalized. Since July 2017, regular parking stalls has been available in the newly completed south lot located at El Camino Real and Olive St. Installation for the traffic light at the station parking entrance located at Cherry St. and El Camino Real is targeted to be completed in Spring 2018.

- **Go Pass on Clipper Pilot Program** – Starting Monday, January 1, select Go Pass companies (SamTrans, Stanford and SRI) will be participating in the Go Pass on Clipper Pilot Program. Employees will no longer flash their ID badge with a Go Pass sticker, but instead will be required to utilize a Clipper card for proof-of-payment. Additional details are available on www.caltrain.com/tagit.

Moving Go Pass companies to Clipper will help with:

- Ridership data info by requiring the customers to tag on and tag off for every single trip.
- Streamline the management of the program and misuse by allowing the companies to delete the Go Pass product from the cards when lost, stolen or when an employee is terminated.
- Collecting accurate data to help evaluate the cost of the program.

In anticipation of longer lines at Clipper CIDS, Caltrain is working on station circulation to identify better positions for the Clipper CIDs or install new ones. Stations being evaluated are San Francisco, 22nd St, Redwood City, Menlo Park, Palo Alto and San Jose. Work is being prioritized for Palo Alto, Menlo Park and Redwood City. TASI will monitor and track issues with customers.

- **Overhaul of Diesel Locomotives** – Two Caltrain F40s (#920 and #921) were shipped out on December 18th. The third F40 (#923) will be shipped out in Spring 2018. Each overhaul will require 6-7 months to complete.
- **Caltrain 2018 Annual Count Survey** – The 2018 Caltrain Annual Count Survey will be conducted starting the week of Tuesday, January 16, 2018 (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 2018.
- **Special Event Train Service** –
- **Services Performed:**

- **49ers Regular Season** – The 49ers hosted the Arizona Cardinals on Sunday, November 5th at 1:05 p.m., the New York Giants on Sunday, November 12th at 1:25 p.m. and the Seattle Seahawks on Sunday, November 26th at 1:05 p.m. Caltrain operated one additional pre-game express train and one additional post-game local train for all games. Total additional ridership alighting and boarding at Mountain View was 5,730. Total year-to-date ridership alighting and boarding at Mountain View was 15,013, a 30 percent decrease compared to the same number of games in 2016.

There were two 49ers home games in December on the 17th and 24th. For each game, Caltrain provided one extra southbound pre-game express train and one extra northbound post-game local train.

- **Stanford Football** – Stanford hosted Notre Dame on Saturday, November 25th at 5:00 p.m. in their last regular season game. Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after all weekend home games. Total riders alighting and boarding at Stanford Stadium Station was 1,346, a 22 percent decrease compared to 2016 average ridership per game. Season total ridership alighting and boarding at Stanford Stadium Station, excluding the Big Game, was 3,777. Average ridership per game was 944, a 45 percent decrease compared to 2016.
- **PAC-12 College Football Championship** – The 2017 Football Championship Game between Stanford and USC took place on Friday, December 1st at 5:00 p.m. at Levi's® Stadium. Caltrain operated one extra post-game local northbound train. Total additional riders alighting and boarding at Mountain View station was 2,546, a 4 percent decrease compared to the 2016 PAC-12 game.
- **Holiday Train** – The Caltrain Holiday Train, presented by Silicon Valley Community Foundation, was held on December 2nd and 3rd. The event was a success due to support from various sponsors, community volunteers and dedicated staff. Approximately 35,000 people converged at the various train stations to see the glittering show train, hear holiday tunes, see Santa and his friends and donate toys to children in need. This season's Holiday Train brought in a total of 3,150 toys, a 24 and increase from 2016. Toys donated benefitted 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 enabled the purchase of approximately 1,500 toys for the non-profit organization. Since the Holiday Train's inception in 2001, nearly 60,000 toys have been distributed to Bay Area children who otherwise might not have received gifts at Christmas.
- **San Jose Sharks** – There were eight SJ sharks regular season home games in November. Total post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 2,398. Total year-to-date post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 5,552.

There were six SJ sharks regular season home games in December.

- **Christmas Day** – Caltrain operated Holiday/Sunday Service on Monday, December 25th.
- **Foster Farms Bowl** – The Foster Farms Bowl between the Arizona Wildcats vs. Arizona Boilermakers was held at Levi's Stadium on Wednesday, December 27th at 5:30 p.m. Due to low ridership for past Foster Farms Bowls at Levi's Stadium and out-of-state teams competing, no additional service was planned but ridership was monitored.

- **New Year's Eve** – Caltrain operated Sunday service on Sunday, December 31st and provided additional capacity for pre-SF fireworks trains 435, 437 and 439 as well as provided extra post-SF fireworks trains making all weekend local stops from San Francisco to San Jose until 2 a.m. Caltrain also provided free fares from 8 p.m. until the last southbound special reached San Jose.
 - **New Year's Day** – Caltrain operated Holiday/Sunday service on Monday, January 1st.
- **Services Scheduled:**
 - **San Jose Sharks** – The Sharks will host four games in January. Caltrain will track post-game ridership for all home games. No extra 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 no later than 10:45 p.m.
 - **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train will run on Monday, January 15th. The Celebration Train will provide free ticketed service for those in the South Bay and 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 express from San Jose (at 9:45 a.m.) and make stops in Palo Alto (at 10:05 a.m.) and San Mateo (at 10:20 a.m.) before its final arrival in San Francisco (at 10:55 a.m.). Attendees must register in advance in order to receive a free commemorative ticket. Commemorative tickets will be distributed the day of the event and will be valid for the Celebration Train and for one southbound Caltrain trip after 1 p.m. on January 15th, 2018.

- **Capital Projects –**

This information is current as of December 18, 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.

Staff is waiting for the delivery of specialized materials in order to resolve a Buy America issue related to the fire hydrants that were installed as part of the project. The delivery of the materials is expected in January 2018. Staff is also continuing discussions with Caltrans, City of San Francisco, and third-party utilities to secure additional funding and reimbursement for additional incurred costs associated with their portion of work. Pacific Gas and Electric (PG&E) has reimbursed the PCJPB for their associated costs.

Cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) was submitted and is now in discussions. The AT&T relocation reimbursement request is being prepared by staff for submission. Caltrans discussions are pending completion of the fire hydrants in January.

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.

During the past month, temporary shoring that supports construction excavation activities were completed for the future bridges at 28th Avenue and the Pedestrian Underpass between 28th and 31st Avenues, and, is planned for completion at the 31st Avenue Bridge by the end of December. Placement of Cast-In-Drilled-Hole (CIDH) pile foundations for the future bridges was completed at the Pedestrian Underpass and is in-progress at the 28th Avenue Bridge. Upon completion at 28th Avenue, CIDH operations will move to 31st Avenue. Construction of the abutments of the Pedestrian Underpass has begun. Work is also in progress for the bridge over Borel Creek, underground utility relocations near 25th Avenue, construction of temporary replacement parking east of the railroad tracks and along Pacific Avenue, and clearing and grubbing throughout the alignment. Overall construction is expected to complete 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. The construction contract was awarded in October 2016 to DMZ Builders and the Notice to Proceed was issued in late January 2017. Due to environmental regulations, bridge construction activities that are within the creek's waterways are limited to the period between June and October 2017. During the past month, the installation of the trackwork on the new MT1 and MT2 mainline bridge was completed and revenue operations between the Tamien and San Jose Diridon stations has been switched over from the Tailtrack Bridge to the MT1 mainline bridge. Upon completion of punchlist items, double track service south of the San Jose Diridon station should be restored in January. The contractor is now working on completing the Bioswale drainage systems and the rerouting of the storm drain system as requested by the City of San Jose.

Unforeseen weather such as record rainfall and unexpected subsurface conditions were encountered this past winter and spring. The project undertook measures to recover delays to maintain the schedule within the environmental restrictions. Construction is forecasted to complete 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.

A Limited Notice to Proceed was issued to the contractor on October 9 to commence the planned 60-day administrative period which precedes the start of field construction. The contractor is delinquent in providing required administrative submittals, therefore, the Notice to Proceed and the commencement of construction is delayed from the planned start in December. Upon completion of administrative requirements, construction is now expected to commence in January 2018. Overall contract completion remains scheduled by mid-2019. Third party utility relocations, except for Kinder-Morgan fuel lines, are awaiting the City of South San Francisco's acquisition of an encroachment permit from Caltrans. Relocation of the Kinder-Morgan fuel line, which is entirely in Caltrain right-of-way, has been completed. Site coordination with the Electrification project continues as the Electrification contractor is currently working just north of the South San Francisco station.

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. 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 and construction schedule of this project has been coordinated with the City's improvements in the same area.

The Limited Notice to Proceed (LNTP), initiating the 60-day administrative period that precedes construction, was issued to the contractor on November 8th. Administrative submittals and reviews are in progress. Construction is planned to start in the January 2018 and substantially complete by July 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.

The construction contract also 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 originally advertised for bids in July and the sole bid received was deemed to be non-competitive. The recommendation to reject bids was approved at the October 5th Board meeting. The scope of the contract has been modified to eliminate trackwork elements that may have confused potential bidders as the remainder of the contract scope is primarily municipal civil construction items such as pavement markings, striping and minor concrete work. Subsequently, the revised contract was re-advertised for bids on October 12 and multiple bids were received on November 9. Staff evaluation of the bids is complete and approval to award is planned for the January 4, 2018 Board meeting. After approval to award, contract execution will follow and then a Limited Notice to Proceed will be issued. Construction is expected to last 1-year from the Limited Notice to proceed. The eliminated trackwork scope will be performed by Caltrain's contract operator, TASI, who is experienced in this type of construction.

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 construction contract was awarded to Sposeto Engineering on September 7th and the execution of the contract continues pending the contractor's documentation submittal. A Limited Notice to Proceed is to be issued to the contractor when the required insurance and bonding documents are submitted by the contractor. Construction is expected to begin in early 2018 and be completed by mid-2018.

Inward Facing Cameras: Install cameras on locomotives and cab cars that will video and voice record the train 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 are 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 and Burlington Northern Santa Fe.

The contract was awarded in November to Rail Power Services LLC. The execution of the contract is in progress. Upon completion of contract execution, expected by late December, a Limited Notice to Proceed will be issued to the contractor to commence the administrative period. Completion of installation and testing is anticipated by the spring of 2018.

New Control Point at Brittan: Add a new control point in the corridor near Brittan Avenue in San Carlos. The new control is comprised of new crossover tracks (and associated signaling equipment) that will allow trains to cross over between the two mainline tracks in the 5-mile zone between Redwood City and Belmont. An operational capacity study that was conducted in 2013 recommended the potential addition of up to eight new control points to improve system

operational capacity. The study ranked this location to be the most beneficial to increase efficiency and flexibility especially in the event of emergencies and equipment breakdowns. The new control point may also potentially increase work windows for construction projects.

The construction contract was advertised for bids on October 5. Addenda were issued in November and bids are now due in December. Contract award is planned for early 2018. Procurement of long lead owner furnished materials such as special trackwork and signal houses is in progress. Construction is expected to begin in early 2018 and complete by the end of 2018.

HVAC Improvements at the CCF Communications Equipment Room: Improve the cooling systems in the electronics equipment room at the Central Control Facility in San Jose. The amount of electronic equipment has greatly increased which has resulted in overloading of the existing cooling system. With the addition of newer systems such as CBOSS/PTC, ROCS/PADS, and upgrades to communications systems; the capacity of the existing cooling system is inadequate to maintain a sufficiently cool temperature. Equipment failure to critical systems such as dispatching and communications due to overheating is an unacceptable operational risk. Currently, this problem is being temporarily addressed by using rental cooling systems that are inadequate for future expansion and is costly. This project will address current and future cooling capacity by adding and replacing current cooling systems with newer and more efficient cooling equipment.

The contract was awarded in November to Smith Electric Service. The contract has been executed and a Limited Notice to Proceed was issued on December 11th to commence the administrative period. Construction is expected to begin in early 2018 and complete by the summer of 2018.

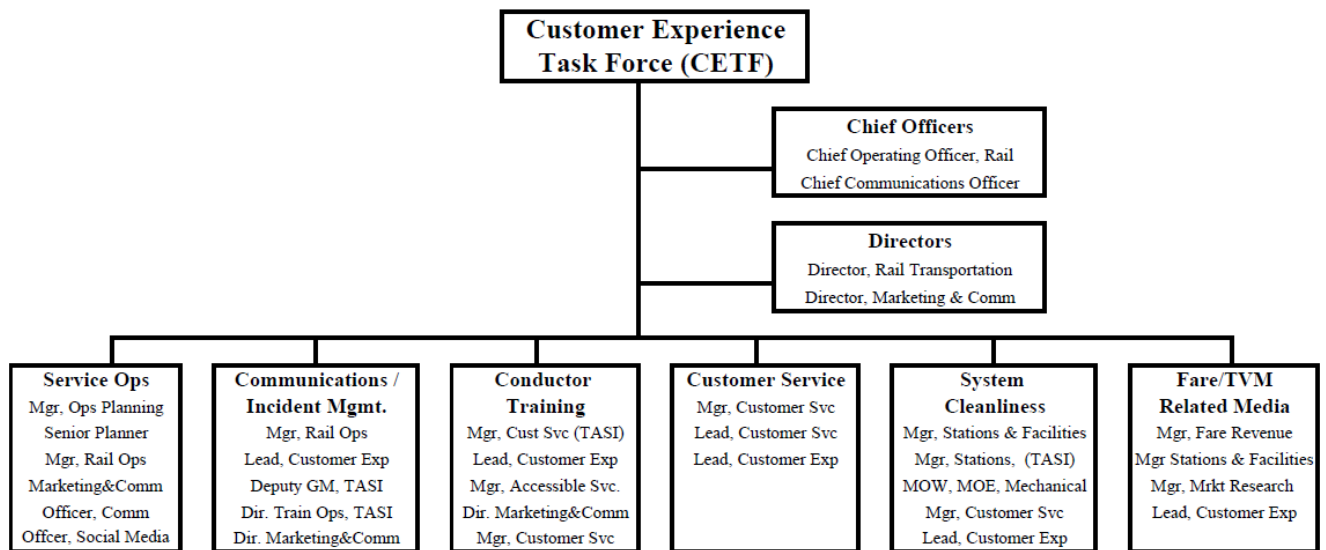
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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.

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.
- 2017 Customer Satisfaction Survey Results have been finalized. The Customer Experience Taskforce will use these results to continue to set short/med/long terms goals.

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.
- New training program for conductors on fare enforcement using mobile ticketing application, available to passengers -TBD.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.

Customer Service

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

- Trend customer complaints to establish patterns for improvements.
- 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 (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 TBD – 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.
- GO Pass Pilot Program – GO Pass to be added to Clipper cards available for customers at Stanford University, SRI and Samtrans only at this time, during the pilot program, beginning in January 2018.
- Caltrain Fare Evasion Ordinance -
 - The Caltrain Board of Directors unanimously adopted a new fare ordinance on January 4, which is expected to improve Caltrain's fare

compliance process by minimizing clerical errors, court congestion and passenger conflicts.

- Caltrain currently uses a proof-of-payment/honor-based system, and conductors are responsible for daily fare inspections. Evaders will now receive a Fare Evasion Notice that will reduce man-hours, free up conductors to check more tickets, and has the potential to generate more revenue.
- Early stages of possible procurement of new TVMs for Fiscal Year (FY) 2019.

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.
- Based on recent evaluation results, implemented a new process and procedure to ensure equipment cleanliness.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.

JPB CAC Work Plan

February 21, 2018

- Update on Peninsula Corridor Electrification Project (PCEP)
- Update on Positive Train Control (PTC)

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**
- Visual Messaging System Station Signage
- Centralized Traffic Control System Upgrade

* Date certain (time sensitive item)

Items in bold are CAC member-requested