



**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

September 19, 2018 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of August 15, 2018
4. Public Comment
Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson's Report
6. Committee Comments
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. Station Toolbox (Melissa Jones)
8. Tunnel Notching Project (Joe Navarro)
9. Bike Security Outreach (Lori Low)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
October 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
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: Kevin Burke, Ricardo Valenciana (Vice Chair)
Santa Clara County: Cat Tucker, Larry Klein, Paul Escobar

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee 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 Committee 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 650.508.6223, 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 AUGUST 15, 2018

MEMBERS PRESENT: K. Burke, C. Chang, P. Escobar, L. Klein, C. Tucker, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: L. Fernandez

STAFF PRESENT: J. Navarro, J. Navarrete, M. Reggiardo, T. Bartholomew

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

APPROVAL OF MINUTES OF JULY 18, 2018

Public Comment

Roland Lebrun, San Jose, stated that he would like to recognize a job well done with the CAC meeting minutes. He suggested having the same structure for the JPB Board Meeting Minutes.

Drew, San Mateo, said he appreciates the meeting minutes. He wanted to clarify his public comment from the July 18th meeting minutes on p. 23 regarding the Work Plan. He said that he either attended the Samtrans CAC meeting or the Samtrans Board Meeting, where they demonstrated a Samtrans app that also included Caltrain routing information.

An update was made to Drew's Public Comment under Work Plan to reflect that he either attended the Samtrans CAC meeting or the Samtrans Board Meeting, where they demonstrated a Samtrans app that also included Caltrain routing information. The updated draft of Meeting Minutes for July 18 was approved.

Motion/Second: Tucker / Escobar

Ayes: Burke, Chang, Klein, Valenciana, Shaw

Absent: Fernandez

PUBLIC COMMENT

No public comment

CHAIRPERSON'S REPORT

Chair Brian Shaw welcomed the new CAC committee member, Kevin Burke. Kevin introduced himself and stated that he represents San Mateo County and lives in Belmont. He is a software consultant and works with Tech companies to resolve

software issues. He said that he doesn't own a car and commutes on Caltrain, all along the Peninsula, for work. He is excited to be a voice for the passengers of Caltrain.

Chair Brian Shaw advised that there is another appointment from San Mateo County that is due and that the CAC may have another member joining, with the Board's approval, in September.

COMMITTEE COMMENTS

No committee comments

RAIL SAFETY EDUCATION & SUICIDE PREVENTION

Tasha Bartholomew, Communications Officer, presented the Rail Safety & Suicide Prevention presentation

Overview:

- Don't Shortcut Life Public Education Program
- Suicide Prevention Initiatives
- September Activities
 - Rail Safety Month
 - Suicide Prevention Week

Don't Shortcut Life (Operation Lifesaver):

- In partnership with Operation Lifesaver, Caltrain has a public education program in place called Don't Shortcut Life that offers free rail safety presentations to the community.
- Operation Lifesaver is a national nonprofit public safety education and awareness organization dedicated to reducing collisions, fatalities and injuries at grade crossings, as well as trespassing on or near railroad tracks.

Three E's of Rail Safety:

- Education
- Engineering
- Enforcement

Education:

Rail Safety Presentations are given to the community such as:

- Students (Pre-K to High School)
- General adult audiences
- Driving schools
- Family/Homeless shelters

Since 2013, Caltrain staff has made nearly 150 presentations to approximately 10,300 individuals

Engineering:

Presentations include improvements being made along the corridor such as:

- Grade crossing improvements in Redwood City at Whipple, Main and Broadway.
 - At Broadway, new pedestrian gates were installed along with new pavement markings.
- Grade Separation –
 - 25th Ave
 - San Carlos
 - Belmont
 - San Bruno

Grade separation improves safety.

Enforcement – Transit Police

- The Transit Police Unit of the San Mateo County Sheriff's Office serves as the law enforcement arm of Caltrain
- Transit Police patrol the Caltrain corridor and are engaged in enforcement activities that have proven effective at preventing further loss of life through:
 - Crisis intervention training. The training helps them recognize people who may be a threat to themselves and allows the Transit Police to refer individuals for treatment

The Monthly Safety and Security Report can be found on Caltrain.com

Unfortunately though, not all lives can be saved on the tracks and fatalities happen on the Caltrain corridor. Tasha stated that it is her job along with the social media team to communicate when incidents occur. She has worked very closely with the local news media about responsible reporting as it relates to fatalities on the railroad tracks, especially if it appears to have been intentional.

Each year, Caltrain experiences numerous fatalities along the rail corridor from San Francisco to San Jose and beyond. While the Transit Police is the lead investigator of these incidents, the final cause of death is determined by the coroner or medical examiner in San Francisco San Mateo County or Santa Clara County. Caltrain addresses suicides and works with the local communities to help stop suicides as best it can.

Suicide Prevention Initiatives

Community partnerships:

- San Mateo County Suicide Prevention Committee
- Santa Clara County Suicide Prevention Advisory Committee
- Project Safety Net (Palo Alto)

Tasha stated that suicide is the 10th leading cause of death among Americans. For nearly a decade, Caltrain has engaged numerous behavioral and mental health organizations in San Francisco, San Mateo and Santa Clara counties to address the root causes of suicide and to help be part of the solution.

Crisis Text Line:

- In December 2016, Caltrain formed a partnership with Crisis Text Line

- Crisis Text Line provides free, 24/7 support for people in crisis via text
- Research has shown that text messaging has become a preferred communication method, which is why this new partnership with Crisis Text Line is so important

Promoting Crisis Text Line:

- To help get the word out and promote the Crisis Text Line Number, Caltrain created leaflets and interior ad signs onboard trains
- Flyers have been posted on station boards at every Caltrain station

Caltrain + Crisis Text Line

- Promotion of 741741
 - In train stations, on trains, and (soon) on train tracks
- Escalate Active Rescues
 - Work directly with Transit Police to bring people in crisis to safety
- Data Reports
 - Crisis trends data reports about the Bay Area
 - No incidents have been reported from individuals at a station, but have had individuals texting from home, considering committing suicide at a Caltrain station.

Caltrain Activities

- Installed 250 suicide prevention signs at stations
 - There is Help
- Dedicated suicide prevention resource page
- Raised \$25,000 for American Foundation for Suicide Prevention's Out of the Darkness Walks
- Sponsored the Caminar for Mental Health Symposium three times

September Activities

Rail Safety Month

Activities:

- Creating a rail safety Public Service Announcement that shows what Caltrain staff does whenever there is an incident on the tracks
- Hosting a safety booth at Facebook Festivals in Menlo Park on September 8th
- On September 25th, Caltrain and Transit Police participating in Operation Clear Tracks which is being organized by Amtrak Police
 - Focus area - Whipple Avenue, Brewster Avenue and Broadway grade crossings in Redwood City
- Promoting rail safety through social media -#CaltrainSafe

National Suicide Prevention Week:

- National Suicide Prevention Week -
 - September 9 to 15
- Participating in social media campaigns with regional community partners

Member Larry Klein referred to page 6 of the presentation, regarding grade crossing improvements, and pointed out the yellow striped bump on the far tracks between the two rails. He asked whether this object will help prevent drivers from driving on the tracks as this yellow striped bump is not at all grade crossings and would help improve safety. Joe Navarro, Deputy Chief, Rail Operations, stated that he would like to further improve the safety at grade crossings and that once Union Pacific agrees to work around General Order 26, Caltrain will look at placing something higher and bigger to detour drivers from driving on the tracks. However Joe will take a closer look at this yellow striped bump located between the rails as a possible option.

Member Cat Tucker asked how one requests a Rail Safety Education presentation. Tasha responded to contact her directly at communications@samtrans.com. Cat thanked Tasha for keeping track of the incidents and asked whether she also tracked incidents by location. Tasha confirmed that the agency also keeps track of incident location.

Member Kevin Burke asked for clarification of interventions. Tasha explained that an intervention is when Transit Police removes a trespasser from the tracks. Tasha explained that any individual on the tracks are considered trespassers. Kevin also asked how staff measures how well suicide prevention is doing and whether there are metrics and/or bench marks to compare against. Tasha said that her team does not have data to compare to. She mentioned that she does receive reports from Crisis Text Line and as of yet, she determined that not a lot of people are texting. Tasha said that she will request data from the 800 number and will report back to the CAC with that data. Kevin also asked whether fatalities on the tracks are a source of liability to Caltrain. Tasha stated that she does not have that information. Joe stated that there are measures in place to prevent people from entering the tracks and individuals that trespass have entered the tracks illegally. Kevin asked with electrification and the ability for trains to decelerate faster, whether staff projects that it will help prevent suicides. Joe responded that the braking rate will be better; however it is difficult, when something sudden and unexpected occurs, to stop quick enough to avoid a strike. Kevin also asked where strikes occur most and Tasha responded that most times they occur at grade crossings.

Member Paul Escobar thanked Tasha and Joe for the presentation. Paul stated that suicide is the 10th leading cause of death and the 2nd leading cause among youth, ages 10 – 24. Paul observed on page 10 of the presentation that in 2009 there was a significant increase that lasted through 2015 and dips in 2016 and asked whether staff had insight as to why the reduction of deaths on the tracks. Tasha stated that she does not have a definitive answer, however would hope that part of it is due to the targeted outreach, educating the communities on Rail Safety and Suicide Prevention by the Agency and Transit Police removing trespassers, recognizing people who are threats to themselves and/or to others and referring these individuals for treatment. Paul asked in what communities these occur most. Tasha responded that they happen in all counties, however they occur more in San Mateo County and Santa Clara County than in San Francisco County. Paul asked for demographics. Tasha responded that it is mostly adults; middle aged white males. Paul asked whether there is targeted outreach for adult white males. Tasha said that Santa Clara County has radio spots

during the sports cast and have talked about putting information on coasters at sports bars. Paul asked to provide details on how Caltrain works with its Community Partnerships. Tasha said that Caltrain meets with the Community Partners monthly to talk about the issues that are going on. Lately, Caltrain has been collaborating with San Mateo County on ideas for Suicide prevention week. San Mateo County will focus on the LGBTQ community. Paul then asked about Rail Safety month activities and Caltrain's focus in Redwood City. He asked whether there are other teams that have other focus areas. Tasha advised that Caltrain is a part of the Northern California Rail Safety Team and is made up of other Rail Agencies and the CPUC. This year Caltrain's Rail Safety focus will be in Redwood City. Paul asked Joe what the build looks like in order to prevent more deaths by suicide. Joe responded that being in the railroad industry for over 35 years that it is almost impossible to stop. What staff will continue to do is educate the communities that there is help. Joe went on to say that staff has an ongoing fencing program that works on putting up additional fencing along the right of way. Paul ended his comment by asking staff to let the committee know whether there is anything they can do to support these efforts.

Member Cat Chang asked staff what how it plans to allocate efforts as there may be a limit to how effective engineering can be and asked whether there will be additional investment in education and/or enforcement. Tasha said that her team will be strategizing as electrification is approaching. In the meantime, her focus is to certify more of the Caltrain staff to conduct Rail Safety Presentations and Suicide Prevention. Cat suggested adding a 4th E, for Engagement which goes beyond the education piece. Tasha thanked Cat for her suggestion.

Vice Chair Ricardo Valenciana asked whether staff is targeting the homeless population. Joe responded that staff is working with Transit Police to tackle this issue. He will schedule staff from another department to further present on this topic to explain the clean-up plan of the right of way. Chair Brian Shaw would like to place this item on the Work Plan for whenever staff is ready to present.

Chair Brian Shaw asked whether it is always the Transit Police that intervene with trespassers. Tasha responded that Transit Police works with other law enforcement agencies and confirmed that it is always law enforcement intervention. Chair Shaw suggested, time allowing, completing comparisons to other railroads, comparable to Caltrain, to determine whether numbers are typical for a railroad like Caltrain. This will help identify and determine that these efforts are making a difference and the need for continued resources and support. Member Paul Escobar would like to hear back on the comparison to sister agencies and hopes to see best practices shared to help prevent fatalities on the tracks.

Member Larry Klein requested for a further breakdown of the report in the non-suicide deaths category, to identify vehicle related deaths.

Chair Brian Shaw requested this presentation to be an annual report to the CAC and requested it to be added to the Work Plan as a standing item. Tasha acknowledged that it would be a good time of year as it falls on the month prior to Rail Safety month.

Public comment:

Jeff Carter, Millbrae, appreciates the presentation and staff's efforts to prevent suicide. Jeff requested the monthly Safety and Security report presented to the JPB Board be made available online for the public.

Roland Lebrun, San Jose, said that there are several missed opportunities. For example at Sunnyvale, funds are being used to rebuild Caltrain's station; however he doesn't see funds being used to increase safety measures and is part of the station design. He submitted a proper station design in the CAC packet. He stated that if a train does not stop at a station, that train should not pass through near the platform. The design shows trains passing behind a barrier wall. This barrier wall will help prevent a passenger gaining access to these trains that blow by stations and will also prevent passengers from being sprayed with debris while waiting on the platform. Roland said that staff may be interested in Ria Hutabarat Lo's proposal.

Doug DeLong, Mountain View, said that when it comes to vehicle vs. trains, we are faced with a new problem; drivers are looking at and following their navigation systems, instead of outside their windshield. There is a national database that indicates the location of all grade crossings, however the navigation system does not warn drivers of these grade crossings. He stated that the navigation system manufactures are negligent in warning users of the hazards of rail crossings.

Adrian Brandt, Redwood City, has been riding Caltrain since 1979 and said that it is important to understand a problem in order to address it properly. He stated that there is a problem with the fatality reporting because when the coroner finds no evidence of a suicide, those deaths are categorized as non-suicides. In the presentation, non-suicide is reported to be at 29% and is high for non-suicides and believes that number includes true suicides. Adrian analyzed deaths by train for the past two years, and five out of fifteen deaths occurred in Redwood City, four of fifteen were at grade crossings, that's two-thirds of deaths that occurred away from grade crossings and only one out of fifteen involved a vehicle. Adrian requested staff to use three categories going forward, Suicides, Non-Suicides and Indeterminate. Today the indeterminate deaths are categorized in the non-suicide category and exaggerate the number of accidental strikes. In his opinion, he believes that in the past 2 years, 14 out of 15 deaths are suicides. Adrian asked whether those individuals that are cited for trespassing, are counted as interventions and whether the intervention data is accurate and do not include the homeless living along the tracks. Adrian asked for better statistics in order to allocate resources better.

CALTRAIN BUSINESS PLAN UPDATE

Melissa Reggiardo, Principal Planner – Caltrain Modernization and the Deputy Project Manager for the Caltrain Business Plan, presented the Caltrain Business Plan Update.

Member Larry Klein stated that electrification and increasing capacity is critical in the short term and long term to make Caltrain viable. Larry asked whether Bay Area issues such as traffic and housing are in the business plan. For example, the concept of

utilizing surface level parking with housing above as well as commercial infrastructure as a long term income stream. As far as outreach, how does Caltrain envision capturing rider stakeholder's input on a per county basis other than standing committees and county/city staff? Melissa stated that staff is currently developing a public outreach strategy which may include several methods for obtaining input from different populations that include current riders and future riders and beyond that to include the general communities Caltrain operates through. Melissa stated that there will be more information to follow this fall.

Member Cat Tucker stated that although this is a 2040 business plan, she did not see much of South County included although she understands that it is Union Pacific territory. She stated that Gilroy is the fastest growing city in Santa Clara County. Melissa responded that staff will certainly look at potentially increasing service levels to Gilroy as part of the service planning element and is working with High Speed Rail. She stated that Caltrain cannot plan a blended service without High Speed Rail as a partner. Melissa stated that Caltrain has a limited control over that portion of the corridor as Caltrain does not own it. Melissa stated that there will be more information to follow.

Member Kevin Burke stated that he would like to see more pedestrian traffic and density around Caltrain stations. He went on to ask what plans are in place to build around Caltrain stations with the city's input. Melissa advised that through the community interface assessment, Caltrain will be holding meetings to understand the city's goals and priorities for the corridor and what has worked well in the past and what has not.

Member Paul Escobar thanked Melissa for her presentation. Paul asked, regarding the business plan development, what is Caltrain's approach when thinking about future possible scenarios. Melissa advised that this topic will be the focus of next month's written business plan presentation and more details will follow. Paul would like to see more flexibility around new and developing technologies for example with automated vehicles.

Member Cat Chang is excited to see the analysis around the economic drivers of demand. Cat suggested looking at substitutes and competition for Caltrain service over the next 20 years. Cat also reiterated looking at all of Caltrain's assets in a real estate perspective and assessing all of the possibilities. Lastly, Cat would like to see technology in the business plan, not just in terms of service itself, but with technologies like the mobile app, future customer interfaces, technological investments in terms of software and scheduling tools to help improve service and to include integrating digital displays.

Vice chair Ricardo Valenciana asked whether Caltrain has considered the effect BART's extension to San Jose will have on ridership. Melissa responded that a key part of the service planning exercise will consider what happens at major terminals and whether there is needed capacity.

Chair Brian Shaw suggested including BART in discussions regarding San Francisco and San Jose connections when developing a 25 year business plan. He also said that a

key element to the Business Plan is getting trains to the Sales Force Transbay Trainbox. Brian also mentioned that there is a growth with employment in the tech sector that Caltrain needs to consider. He suggested learning more about the tech companies and their business plans as it may affect an increase in ridership.

Public comment:

Jeff Carter, Millbrae, stated that Caltrain is unlike a business for profit like an airline and likes to say that Caltrain is a publicly funded transit service that provides reasonably priced transportation up and down the Peninsula. Jeff asked staff to look at increasing capacity. Jeff suggested looking at stakeholder input from non-riders and identifying what will get them to ride Caltrain. Jeff also asked how the business plan addresses door-to-door tech shuttles that are offered free of charge to the rider. He stated that tech campuses have acres of free parking and may be considered competition for Caltrain. He also said that although Caltrain was compared to Metrolink in the business plan, he stated that Metrolink's fares are too high and offer less capacity than Caltrain and he hopes that Caltrain can learn from their mistakes.

Doug DeLong, Mountain View, complimented the presentation and appreciated the added graphics. He said that today Caltrain is running at 130% capacity and plateauing at 65k average weekday riders. Doug stated that staff should consider a business plan that would carry 200k – 400k rides a day and figure out a way to handle this potential increased capacity. In addition, Doug asked Caltrain to consider retail business at Caltrain stations and to learn from BART as those spaces are now vacant and have proven to be problematic.

Roland Lebrun, San Jose, referred the committee to their packet as he included a 40 page document for their review. He said that regarding the Transbay Terminal, DTX will make it impossible to connect Transbay to the Eastbay. As far as the business plan, he said that it is important for BART and Google to be included. He encouraged everyone to attend the community meeting at the San Jose's City Hall at 6:00pm to express the importance of BART and Google being included. Regarding South County, the population continues to grow and service will need to meet the increasing demand. Regarding capacity, Roland stated that all of the Baby Bullet stations need to be a quarter of a mile long and that Caltrain needs to have trains that can carry over 2k passengers. Roland asked staff to consider trains with more capacity instead of more trains with less capacity. Lastly he stated that Caltrain cannot risk both safety and capacity and should design stations more like Lawrence and Bayshore.

Drew, San Mateo, requested staff to consider station locations and the possibility of building new stations. Drew mentioned that the Hillsdale station has moved 800 ft. north and is now closer to Hayward Park and has made a bigger gap from Belmont. In regards to capacity, Drew suggested to create a guideline to follow when building around tracks and to plan for the possibility of adding tracks. Drew also suggested considering biotech growth in the business plan.

Adrian Brandt stated that the 2010 census data shows that within a 0.5 mile radius of the Sales Force Transit Terminal, there are more jobs than at any other Caltrain station

combined. Adrian said that this statistic is dated and emphasizes the importance for Caltrain to reach the Transbay Center. Additionally, Adrian requested staff to remove "commuter" from its title. He said that Caltrain is more than a commuter rail system as it provides more than just commuter service and should be at BART's level of service. In addition, regarding the fare system, he stated that zone based fare is inequitable and should instead have station to station fares; distance based fares.

VISUAL MESSAGING SYSTEM STATION SIGNAGE

Chair Brian Shaw tabled item #9 to next month's meeting in the interest of time.

STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

On-time Performance (OTP) –

- **July:** The July 2018 OTP was 90.5% compared to 95.8% for July 2017.
 - **Vehicle on Tracks** – There was one day on July 27, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In July 2018 there were 1144 minutes of delay due to mechanical issues compared to 603 minutes in July 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on July 5 and 19, both resulting in a fatality.
- **June:** The June 2018 OTP was 91.9% compared to 94.5% for June 2017.
 - **Trespasser Strikes** – There was one trespasser strike on June 2, resulting in a fatality.

Caltrain Electrification Construction –

Work is organized by four segment areas, with work currently occurring in segments 2, 3 and 4. Please visit <http://calmod.org/construction/> for further work segment and construction details.

Caltrain Emergency Preparedness Exercise –

On July 19, from 10:30 a.m. to 2:30 p.m. Caltrain conducted its annual live Emergency Preparedness exercise, a federal requirement per 49 CFR Part 239. This year's exercise simulated a train versus motor vehicle in tracks event at Bayshore Station. Preparation for the event began at 6:30 a.m. and demobilization of the event occurred at 4:30 p.m. There were 40 volunteer Passengers, who acted as Observers and Role Players, who provided feedback to the Agency. Feedback from our Passengers during these types of exercises, especially from our ADA participants is vital to the Agency and the sponsoring organizations who were involved in the exercise. Sponsoring partners included San Mateo County Sheriff's Office – Transit Police Bureau, San Mateo County Sheriff's Office – Office of Emergency Services, San Francisco Municipal Transportation

Agency, San Francisco Fire Department, North County Fire Authority & American Medical Response.

Bikes Board First Pilot Program #2 – On Monday, June 11, through Friday, July 13, Caltrain continued the pilot program that allowed bicyclists to board bike cars first on trains during the morning peak at three other stations (Sunnyvale – NB trains, Hillsdale – NB Trains and 22nd St. – SB trains). Passengers with bicycles were encouraged to board the bike cars at the southern end of the platform. Caltrain staff was on hand at the stations to enforce the policy, which would prevent bicyclists from having to navigate through a crowd of riders blocking the entrance. In addition the conductors on the trains helped to enforce the pilot. The boarding's were timed and compared to the standard boarding process to determine if this new approach could make Caltrain overall service more efficient. The findings of the expanded pilot program, which was crafted with input from the Caltrain Bicycle Advisory Committee and bicycle advocacy groups, was presented to the BAC on July 19, 2018.

Fare Evasion Policy –

The 2nd seat drop (notices placed on every seat on all morning commute trains) took place on Thursday, June 21. Passengers were alerted to "Don't Risk It! Buy a ticket. No Ticket = \$72 Notice of Violation" and directed to www.caltrain.com/FINES for additional details. The program was fully rolled out on Wednesday, July 25.

Special Event Train Service –

- **Services Performed:**
 - **Giants Baseball** –The Giants hosted 14 regular season home games in July.
 - **Independence Day Holiday Service & SF Fireworks Service** – On Wednesday, July 4, Caltrain operated a Sunday schedule in observance of the Independence Day holiday. Caltrain also provided three extra post-SF special trains to accommodate the additional crowds. Caltrain carried 3,569 additional riders, a 24 percent decrease compared to 2017. Due to the reduction in weekend service there were two less trains in 2018 compared to 2017.
 - **SJ Earthquakes vs. Manchester United** – On Sunday, July 22, at 2:00 p.m., the SJ Earthquakes competed against Manchester United at Levi's Stadium. No additional service was provided. Caltrain coordinated connecting service with VTA.
 - **Gilroy Garlic Festival** – On Saturday, July 28, and Sunday, July 29, Caltrain provided a 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 Gilroy Station at 4:00 p.m. Attendees purchased a ticket for the charter trains separately. Tickets were sold in advance online at

gilroygarlicfestival.com. The charter train ticket included shuttle service to and from the Gilroy station to the festival, and also included festival admission.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 19, 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 7:46 pm

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

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Transportation

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **August:** The August 2018 OTP was 93.0% compared to 95.7% for August 2017.
 - **Vehicle Strikes** – There were two vehicle strikes on August 3 and 23.
 - **Vehicle on Tracks** – There was one day on August 17, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In August 2018 there were 669 minutes of delay due to mechanical issues compared to 428 minutes in August 2017.
 - **Trespasser Strikes** – There was one trespasser strike on August 24, resulting in a fatality.
- **July:** The July 2018 OTP was 90.5% compared to 95.8% for July 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on July 5 and 19, both resulting in a fatality.
- **Weekend Bus Bridge & Timetable Change** – Caltrain will operate a weekend bus bridge between San Francisco and Bayshore Stations, including 22nd Street, due to the shutdown of tunnels to accommodate the construction activities for the Peninsula Corridor Electrification Project. Caltrain will alter its Weekend Timetable starting Saturday, October 6, 2018 through late Spring 2019.
 - Buses will connect to trains at the Bayshore Station.
 - Bus schedules will be reflected in revised Weekend timetable.
 - Train schedules south of Bayshore Station will remain the same.

Other details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain website

- **Fare Enforcement Ordinance** – Adopted by the board on January 4th and launched on July 25, 2018. The appeal process has been established and

accepted by the committee. As of August 23rd there has been 937 violations issued and 297 violations have been paid.

- o **Special Event Train Service –**

- **Services Performed:**

- o **Giants Baseball** – The Giants hosted 14 regular season home games in July. Total additional riders alighting and boarding at the San Francisco station, was 89,316. Year-to-date pre and regular season ridership, alighting and boarding at the San Francisco station, was 329,502, a 16 percent decrease compared to the same number of games in 2017.

The Giants hosted 13 regular season home games in August.

- o **Gilroy Garlic Festival** – On Saturday, July 28, and Sunday, July 29, Caltrain provided a roundtrip charter service between San Jose and Gilroy for the Gilroy Garlic Festival. The charter train ticket includes shuttle service to and from the Gilroy station to the festival, and includes festival admission. Total Gilroy charter train ridership was 1,230, representing a one percent decrease compared to 2017 ridership.
 - o **International Champions Cup** – On Saturday, August 4, at 5:00 p.m., AC Milan competed against FC Barcelona in the International Champions Cup held at Levi's Stadium. Caltrain operated one extra post-event train. Total additional riders alighting and boarding at Mountain View station was 870.
 - o **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers hosted the Los Angeles Chargers on Thursday, August 30, at 7:00 p.m. at Levi's Stadium. Caltrain operated one extra post-game local train from Mountain View to San Francisco that was coordinated with connecting VTA light rail service. Event ridership will be provided in October.
 - o **Ed Sheeran Concert at AT&T Park** – On Tuesday, August 21 at 7:00 p.m. Ed Sheeran performed his 2018 North American Stadium Tour concert at AT&T Park. To accommodate the crowds expected for the pop singer, Caltrain operated two extra post-event local trains from San Francisco station.
 - o **Stanford Football** – The Stanford Cardinal hosted their first 2018 home game of the season on Friday, August 31 at 6:00 p.m. vs. San Diego State. They also hosted their first weekend home game on Saturday, September 8 at 5:30 p.m. vs. USC. During weekday home games since Caltrain does not stop at the Stanford Stadium Station, fans are directed to use the Palo Alto Station. From there fans take the Marguerite Shuttle or walk to Stanford Stadium. For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and

after games. Fans can tag on and tag off using their clipper cards at the Stanford Stadium station for all weekend home games.

- **Labor Day** – On Monday, September 3, Caltrain operated Sunday Service (24 trains) in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle also operated on that day.
- **Services Scheduled:**
 - **Giants Baseball** – Regular season continues through September. Caltrain will provide regular baseball service for all home games. The Giants will have 14 regular season home games in September.
 - **SF 49ers Regular Season** – The 49ers will host the Detroit Lions for their season opener on Sunday, September 16 at 1:05 p.m. at Levi's Stadium. For weekend 49er home games, Caltrain will operate one additional pre-game southbound train 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. While the Weekend Bus Bridge is in effect, all trains (including Special trains) will start and terminate at the Bayshore Station and connect to SamTrans Buses. Bus service will be provided to and from 22nd Street and San Francisco stations.
 - **Eagles, Zac Brown and Doobie Brothers Concert at AT&T Park** – On Thursday, September 20 the Eagles, Zac Brown and Doobie Brothers will perform at AT&T Park from 5:00 p.m. to 11:00 p.m. To accommodate the crowds expected for these bands, Caltrain will operate two extra post-event local trains that will depart San Francisco after the concert or when full. The last train departs at 12:05 a.m.
 - **Journey, Def Leppard and Foreigner Concert at AT&T Park** – On Friday, September 21 Journey, Def Leppard and Foreigner will perform at AT&T Park from 6:00 p.m. to 11:00 p.m. To accommodate the crowds expected for these bands, Caltrain will operate two extra post-event local trains that will depart San Francisco after the concert or when full. The last train departs at 12:05 a.m.
 - **Jay-Z and Beyoncé Concert at Levi's Stadium** – On Saturday, September 29 at 7:30 p.m. Jay-Z and Beyoncé Concert return to Levi's Stadium for their 'OTR II' concert tour. Caltrain will provide one extra post-event northbound local train that will depart approximately 75 minutes after the event ends, or when full. Caltrain will coordinate connecting service with VTA light rail.
 - **San Jose Sharks** – Three pre-season SJ Sharks ice hockey home-games are set for late September at SAP Center. The regular season home opener will

be on Wednesday, October 3 at 7:30 p.m. vs. the Anaheim Ducks. Caltrain will track post-game service 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 departs no later than 10:45 p.m.

- o **Capital Projects –**

This information is current as of August 17, 2018

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.

Resolution of a Buy America issue with Caltrans continues that will also resolve funding issues for the project. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) also continue. The AT&T relocation reimbursement request for performing utility relocation on their behalf is in the process of being transmitted to AT&T.

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.

In August, PG&E gas pipeline relocation along Delaware continued. Underground PG&E electrical and third-party Fiber Optic relocations commenced in August. Construction of the abutments of the 25th and 28th Avenue Bridges continued. The precast girder for the Pedestrian Underpass was placed and is being post-tensioned. Subgrade preparations for the Mechanically Stabilized Earth (MSE) walls continued in anticipation of beginning MSE wall construction in September.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Summer of 2019 until late 2019. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary inconvenience.

Due to delays associated with obtaining UPRR approvals and its impact to beginning 3rd party fiber optic relocations; the project schedule has been affected. Overall construction completion is now forecast to be approximately 7-months late, with the completion date extended from early 2020 to mid- 2020. In addition, to the schedule impacts, the project has experienced significant impacts due to the inefficiency of working around a live fiber facility, as well as incurring additional construction costs associated with installing and working

around temporary steel plate, and soldier pile walls, required to protect the 3rd party fiber optic during construction.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the 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.

In August, work also continued for the new centerboard platform and, the relocation of the JPB's Positive Train Control fiber optic lines. The Air Space Agreement between the City of South San Francisco and Caltrans has now been resolved that delayed construction of the pedestrian underpass and third-party utility relocations. Third party utility relocations are now being mobilized and construction schedules are being coordinated to allow water and PG&E gas and electric relocations to proceed concurrently. Project delays due to Caltrans issues are projected to extend project completion from mid-2019 to early 2020. This project is the subject of a Board action at this meeting.

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 project was substantially completed in early July, and, contract close-out is in progress. This will be the final report for this project.

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 Auzeais and West Virginia in San Jose.

In June and July, the Notice to Proceed was issued on June 4, 2018. In August, work was completed at East Meadow Drive and Sunnyvale Avenue. Work is in progress at Auzerais Avenue and West Virginia Street in San Jose and is expected to complete by the end of August. Overall construction is expected to complete by February 2019.

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 is being phased in six partial sections of the station platforms so that passenger service may continue during construction. The construction of the first section of the northbound platform was completed and work has commenced in the 2nd section. The schedule impact of additional work and work suspension for Electrification related electrical grounding has extended the forecast date for completion from August to October.

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.

Installation and testing of the cameras was completed in April. The final activity of training of TASI personnel in the operations and maintenance of the cameras has also been completed. Contract close-out is in progress. This will be the final report for this project.

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. This problem was being temporarily addressed by using rental cooling systems that was 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.

All construction and installation activities were completed in July. Final Testing and balancing of the new HVAC systems was completed in mid-August. Contract close-out is in progress. This will be the final report for this project.

F-40 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in February and March. Both locomotives are still undergoing overhaul; the expected return to the CEMOF facility in San Jose for Final Acceptance testing has been delayed by approximately 4 months to December and January return dates. Locomotive #922 is now scheduled to be shipped to the vendor's facility in December.

MP-36 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor's facility location. The six locomotives are Locomotive #'s 923, 924, 925, 926, 927 and 928.

Technical specifications for the work were completed in February 2018. The Request for Proposal was advertised on June 12, 2018. Proposals were received from 2 bidders on July 31. Proposals have been evaluated and contract negotiations are in process. Award of the contract is currently forecast for late 2018 and overall completion of the work in Fall 2020.

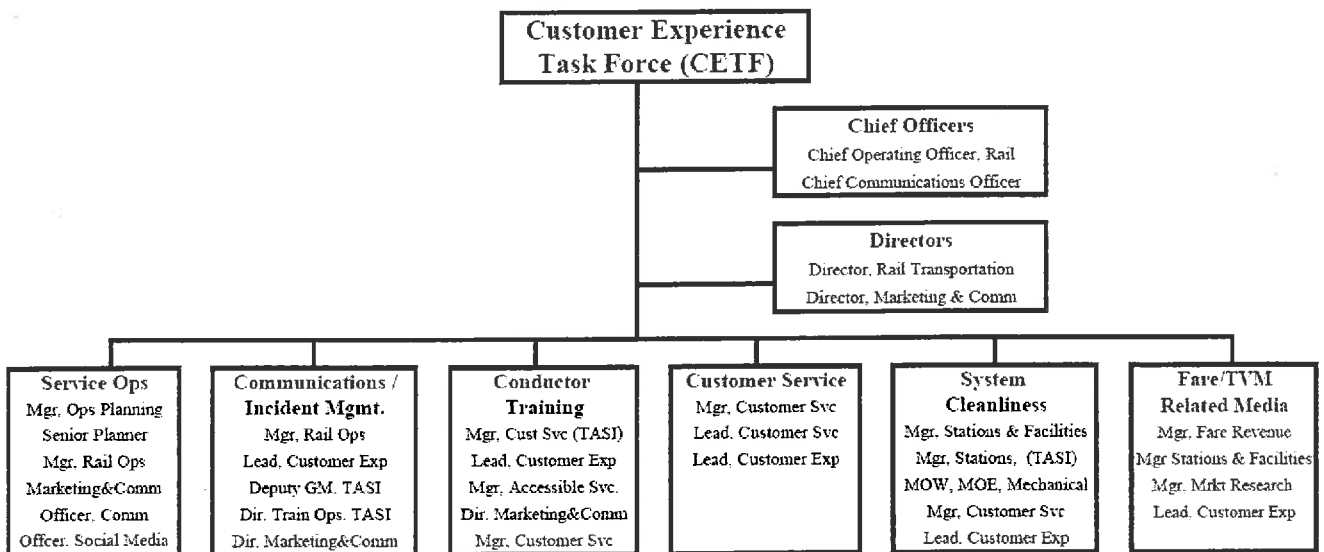
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, 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.

- Bikes Board First Pilot:
 - Caltrain continues to Board Bikes First at the piloted stations during weekday peak hours:
 - Northbound Trains
 - Sunnyvale
 - Hillsdale
 - Redwood City
 - Palo Alto
 - Mountain View
 - Southbound Trains
 - 22nd Street
 - After data analysis, Caltrain will determine the next steps of this program.
 - Weekend Bus Bridge & Timetable Change:
 - Caltrain will operate a weekend bus bridge between San Francisco and Bayshore Stations, including 22nd Street, due to the shutdown of tunnels to accommodate the construction activities for the Peninsula Corridor Electrification Project. Caltrain will alter its Weekend Timetable starting Saturday, October 6, 2018 through late Spring 2019.
 - Buses will connect to trains at the Bayshore Station.
 - Bus schedules will be reflected in revised Weekend Timetable.
 - Train schedules south of Bayshore Station will remain the same.
 - Other details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain website
 - Platform Signage:
 - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to "look up and listen". The Visual Messaging System and audible station announcements reflect boarding instructions for passenger's respective train.
- Please visit <http://calmod.org/construction/> for further work segment and construction details.
- Fare Enforcement Ordinance:
 - Adopted by the board on January 4th and launched on July 25, 2018. The appeal process has been established and accepted by the committee. As of August 23rd there has been 937 violations issued and 297 violations have been paid.

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.
- The 2018 Customer Satisfaction Survey fieldwork has been completed. Surveyors were distributing and collecting questionnaires on Caltrain from May 8 through

June 7. The data has been processed and a report is being produced. Further information to follow.

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 conductors.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.
- Conductors began enforcing new Fare Ordinance on July 25

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 the 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 the progress of handheld Clipper reader capabilities.
- Caltrain Mobile Ticketing App
 - Caltrain Mobile will be updated in the fall 2018. moovel North America, LLC who provides the application is revamping the user experience. The new mobility app will have new look and feel with simpler navigation, and will also include Apple and Google Pay. Staff is also working on the addition of the trip planning and daily parking features which is expected to be available in the spring 2019.
- Go Pass Pilot Program –
 - Updates will be provided on a quarterly basis
- Early stages of possible procurement of new TVMs for FY19.

Outreach Efforts

The taskforce is spearheading efforts to:

- Bike Security Outreach Effort
 - A new bike security outreach effort has been launched, bringing the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018

- Temporary Platform installed in March 2018.
- A webpage was created at <http://www.caltrain.com/ssfstation>
- Caltrain Electrification
 - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched new website for Caltrain Electrification; www.CalMod.org
- Grade Crossing Improvements Project
 - To enhance the safety at 15 grade crossings from San Francisco to San Jose
 - Construction began June 2018 and will take approximately two weeks at each crossing
 - Work hours will be Monday through Friday, 7:00 a.m. to 4:00 p.m.
 - A website has been created at www.Caltrain.com/GCimprovements that includes project information and allows individuals to sign up for weekly updates
 - A hotline (650.508.7726) and email (construction@caltrain.com) have been established
- Sunnyvale Station Rehabilitation Project
 - Construction began March 12, 2018
 - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents
 - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs
 - A website was created at <http://www.Caltrain.com/SunnyvaleStation> that includes project information and allows individuals to sign up for weekly updates
 - A hotline (650.508.7726) and email (construction@caltrain.com) have been established
- 25th Avenue Grade Separation Project
 - Construction continues on this 2 ½ year project
 - In May, PG&E began relocation of a natural gas pipeline for the project on S. Delaware between 25th Avenue and Pacific Boulevard. PG&E crews will work Monday through Saturday, 7:30 a.m. to 5:30 p.m. Traffic may be impacted due to road/lane closures and traffic control. PG&E will clearly mark work areas and flaggers will help direct traffic. They anticipate the pipeline work to be completed by the end of September. More information can be found at www.Caltrain.com/25thGS/PGE
 - In late June, crews began relocation of fiber optic cable starting at Pacific Boulevard and Concar Drive, going underneath State Route 92, and ending just south of Borel Creek. Due to the nature of this work, Pacific Boulevard between Concar Drive and 19th Avenue is anticipated to be closed to vehicles through October. Pedestrian access will be maintained during the closure.

- The website at www.Caltrain.com/25thgs continues to be a resource for riders and the community, as it's continually updated with the latest construction photos, presentations, and construction information

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.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.

JPB CAC Work Plan

October 17, 2018

- Caltrain Business Plan Update
- Camera System
- Visual Messaging System Station Signage

November 21, 2018

- Proof of Payment
- Grade Crossings Improvement

December 19, 2018

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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
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by chair, Brian Shaw on 8/15/18.
- Wi-Fi Update