



**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

November 14, 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 October 17, 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. Approval of the 2019 JPB CAC Meeting Calendar
8. Fare Policy (Melissa Jones)
9. 2018 Annual Customer Satisfaction Survey (Julian Jest)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
December 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
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 OCTOBER 17, 2018

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

MEMBERS ABSENT: B. Shaw (Chair), L. Fernandez

STAFF PRESENT: C. David, J. Navarrete, S. Petty

Vice Chair Ricardo Valenciana called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF SEPTEMBER 19, 2018

Motion/Second: Burke / Chang

Ayes: Escobar, Tucker, Valenciana,

Absent: Klein, Fernandez, Shaw

Member Larry Klein arrived at 5:46 p.m. after the minutes were approved

PUBLIC COMMENT

Jeff Carter, Millbrae, stated that he has submitted comments and can be found in the correspondence packet. He stated that earlier this month the Board discussed the Fare Policy however it appears that the Board is not soliciting input from the CAC, passengers or stakeholders. He said that a previous staff report included a fare study that indicates that in 2001, elasticity was found to be a significant deterrent to fare increases. He referenced attachments in his correspondence.

Roland Lebrun, San Jose, recognized the reduction in major incident delays because of the efforts of Joe Navarro, Deputy Chief of Rail Operations. Roland went on to say that the trespasser strike at Redwood City is a 50% chance that it was not intentional and was truly an accident due to the pedestrian crossing with trains going 79 mph. He pointed out that in the future trains will blow by at 110 mph and hopes that grade separation will be discussed soon.

CHAIRPERSON'S REPORT

None

COMMITTEE COMMENTS

Member Kevin Burke recognized staff's efforts in notifying the public of the San Francisco Weekend Closure. Mr. Burke also asked for details regarding the upcoming Hillsdale station closure plan. Jennifer Navarrete, Customer Experience Communications Lead, said that she would take note of his question and follow-up at a later date.

Member Cat Chang also recognized staff for communicating the San Francisco Weekend Closure to passengers well. Additionally, commented that the supplemental bus service provided, worked well.

Catherine David, Principal Planner, Rail Operations, responded that staff is working closely with Bus Operations and monitoring ridership during the San Francisco Weekend Closure. She also advised that she would be sitting in for Robert Sebez, Manager, Rail Compliance, as he needed to report to the incident in Redwood City. Jennifer Navarrete, Customer Experience Communications Lead, would deliver staff report and Customer Experience Taskforce Update.

PUBLIC COMMENT CONTINUED

Vice Chair Valenciana allowed additional public comment from Roland Lebrun, San Jose. Roland stated that \$2M of the Prop K fund was authorized for the improvements at the Bayshore station for the foot path and for addition lighting.

CALTRAIN BUSINESS PLAN QUARTELY UPDATE

Sebastian Petty, Principal Planner, presented the Caltrain Business Plan Quarterly Update. The full PowerPoint presentation can be found on caltrain.com

Business Plan Overview:

- Business Plan Overview
- A Vision for Growth
- Crafting a Vision
- Next Steps

Business Plan Overview:

The Business Plan addresses the future potential of the railroad over the next 20-30 years. It will assess the benefits, impacts, and costs of different service visions, building the case for investment and a plan for implementation.

The Business Plan allows the community and stakeholders to engage in developing a more certain, achievable, financially feasible future for the railroad based on local, regional, and statewide needs.

The Business Plan will cover the following:

Service

- Number of trains
- Frequency of service

- Number of people riding the trains
- Infrastructure needs to support different service levels

Business Case

- Value from investments (past, present, and future)
- Infrastructure and operating costs
- Potential sources of revenue

Community Interface

- Benefits and impacts to surrounding communities
- Corridor management strategies and consensus building
- Equity considerations

Organization

- Organizational structure of Caltrain including governance and delivery approaches
- Funding mechanisms to support future service

Mr. Petty informed the committee that staff is in phase 1 of the Business Plan process which is Service Vision Development. Caltrain has partnered with Stanford and is contributing Technical Support to the plan.

A Vision for Growth:

Mr. Petty reported that the corridor has been around for over 150 years

Milestones that Shaped the Railroad's Future

- 2008:
 - CHSRA specifies its alignment
- 2011 - 2013:
 - "Blended System" introduced
 - CHSRA Business Plan confirms Blended System
 - Senate Bills 1029 and 557 provide Prop 1A funds and codify 2-track blended system
- 2013 – 2017:
 - Peninsula Corridor Electrification Program environmentally cleared
 - Receipt of Federal Full Funding Grant Agreement
 - Full Notice to Proceed issued

Mr. Petty said that in the spring of 2019 the team will present two growth scenarios to the Board. One will generally reflect past and ongoing Blended System planning efforts while another will explore a higher level of growth. Each scenario will provide a detailed picture of how the railroad could grow over the next 20-30 years. The Board will be asked to choose one of these growth scenarios as the "Service Vision" for the corridor

Crafting a Vision:

Mr. Petty informed the committee that staff is working backward from a service vision of a fully realized Caltrain system in 2040. This will allow staff to make the best use of

resources and make decisions along the way to keep on the path of the long range vision.

The Service Vision for an achievable end state for the corridor in 2040 includes:

- Train Service - Frequencies, stopping patterns, service type and number of trains
- Infrastructure Needs - Fleet, systems, infrastructure and support facilities
- Costs - Operating, maintenance and capital
- Outcomes - Ridership, mobility benefits and revenues

Mr. Petty advised that the Service Vision exists within an established framework:

- Existing Policy Decisions
- Planned Projects
- Community Acceptability
- Market Responsiveness
- Fiscal Reality

Building Blocks for a 2040 Service Vision:

(Details can be found on the Business Plan update PowerPoint on caltrain.com)

Mr. Petty advised that there are constraints and questions staff is dealing with. Decisions and commitments that have already been made on the corridor bring three fundamental service planning questions into tension with one another:

1. Service Differentiation - How can local, regional and high speed services be blended and balanced on the corridor to best serve multiple markets?
2. Peak Service Volume - How much growth in peak train traffic volume can the corridor support and what kinds of growth may be required to meet long term demand?
3. Service Investments - What types of investments into operations, systems and infrastructure will be required to achieve the desired types and volumes of service?

Mr. Petty advised that with those constraints in mind, Caltrain is planning for the Service customers want.

- Network Integration
 - Caltrain is part of a local, regional and statewide transportation network. Planning for enhanced connectivity and a seamless customer experience is a priority.
- Coordinated Transfers
 - Timed, well-coordinated transfers increase the usability of the rail system and help provide high quality service to a larger range of travel markets.
- Clock-Face Scheduling
 - With clock-face scheduling, trains arrive and depart at consistent intervals, like every 10 minutes. This simplicity makes it easy for customers to remember train schedules, which cuts down on travel planning complexity.
- All-Day Service
 - Expanded all-day service makes the system more useful to a range of different customers and helps build new markets

Mr. Petty said that Caltrain must also consider how to balance competing priorities as it plans its future service.

Mr. Petty went on to report on the Market for Caltrain, both today and what the future might look like. He advised that the following material he will cover is given to the local policy maker groups on a monthly basis and can be found with there.

Potential, Long-Term Demand for Caltrain Service:

Purpose

- Understand the underlying long range, order-of-magnitude demand for rail service in the Caltrain corridor.
- Establishes a rough, quantified benchmark that informs how a long range service vision can be calibrated and scaled

Methodology

- Use VTA – C/CAG Model updated with latest Plan Bay Area land use forecasts
- Develop a sensitivity test using an imaginary, high frequency, unconstrained service plan that includes;
- Realistic train times (60-80 minutes SF-SJ)
- High level of sustained all-day service (8 to 16 trains per hour per direction. These frequencies are comparable to many sections of the BART system)

Mr. Petty stated that this sensitivity test suggests that providing BART-like frequencies on the Caltrain Corridor has the potential to yield BART-like ridership. Today, Caltrain serves approximately 1,300 daily passengers per mile between San Francisco and Tamien Stations, while BART serves approximately 5,200 passengers per mile along its Richmond-Daly City and Fremont-Daly City trunk lines. The sensitivity test suggests Caltrain has a long term (2040) unconstrained demand of about 4,600 passengers per mile, comparable to BART's core service in San Francisco and the inner East Bay. However, demand per mile south of Tamien is approximately 1/10th demand north of Tamien.

Mr. Petty also reported on other analysis being completed.

- The Business Case for the Service Vision - The project team will develop two "growth scenarios" or versions of a long range "Service Vision." Each version of the potential service vision will have a business case that lays out the cumulative costs and benefits associated with it.
- A Framework for Decision-making - The business case helps the JPB Board select a 2040 Service Vision with a fully informed understanding of what their choice means for the long-term costs and benefits of the system. Once the Board has selected a long range Service Vision the business case can then be further optimized and detailed.
- Building an Integrated Business Model (IBM) - The IBM evaluates changes to the Caltrain System by integrating a broad range of data inputs and analysis. It is a tool that supports the active and informed management of Caltrain's business.

- Wider Economic Benefits of Caltrain for Communities - User Benefits and Regional Economic Benefits will be Calculated for the Following Major Categories:
 - Direct & Indirect Jobs
 - User Benefits
 - Societal Benefits
 - Land Value

Community Interface:
Analysis

- Document the interface between the railroad and its surroundings
- Understand how the interface could change as the railroad and its surrounding communities grow
- Describe how the corridor-community interface is “managed” today
- Decision-making
- Delivery of projects
- Funding
- Compare with approaches used by national and international peer rail corridors

Outcomes

- Work with the communities to identify opportunities for how the corridor, not just individual projects, could be better managed to achieve both community and railroad goals. This includes considering both the appetite and need for a corridor-wide approach to address at-grade crossings.

Organizational Assessment

Key Concepts:

- Service Delivery
 - How Caltrain operates and manages service (both on and off the corridor)
 - Includes activities like train operations, maintenance, capital project delivery, joint development, planning, and budgeting
- Governance
 - The manner in which Caltrain is overseen by the Board
 - Focus on the agency's decision making process and the Board's oversight of the Caltrain organization
- Analysis
 - Initial organizational assessment and interviews with stakeholders
 - Organizational “mapping” and analysis of current Caltrain structure
 - Analysis of national and international peer railroads
- Outcomes
 - Understand the range of potential organizational structures for both service delivery and governance and evaluate at a high level
 - Work with JPB and JPA members to determine strategy and next steps
 - Identify near term priorities related to Business Plan implementation

Next Steps:

- Stakeholder Meeting Schedule
 - JPB Ad Hoc Committee

- Peninsula Corridor Joint Powers Board (JPB) (monthly memos, quarterly presentations)
- Monthly: Stakeholder
 - Project Partner Committee (PPC)
 - Local Policymaker Group (LPMG)
 - City/County Staff Coordinating Group (CSCG)
- Quarterly: Stakeholder
 - Partner General Managers (PGM)
 - Citizen Advisory Committee (CAC)
 - Stakeholder Advisory Group (SAG)
 - State and Federal Elected Officials (SFO)
 - Caltrain Commuter Coalition (C3)

Member Cat Chang asked whether different technologies can help impact the goals around the business model. For example, the integration between different service networks, aside from aligning timetables. Are there better ways to communicate within Rail Operations? She also asked whether there are better ways to communicate with passengers using station displays and whether Wi-Fi makes Caltrain a more compelling service for riders. Additionally she asked Mr. Petty to share details around the organizational model. Mr. Petty responded that he will have further details after staff completes peer studies.

Member Paul Escobar asked, regarding the stakeholder outreach, whether there will be direct interface with the public, other than through advisory committees or city councils. Mr. Petty responded that staff will be doing more direct public outreach as part of the business plan starting in November and will hold a series of public meetings along the corridor and will conduct surveys. There will also be a dedicated webpage, starting next month, on caltrain.com. Public outreach will continue in the beginning of 2019 after staff has a better idea of the service vision.

Member Kevin Burke asked what constraints prevent Caltrain from providing additional service and 10 minute headways. Mr. Petty responded that currently the physical constraints are the grade separations and the fact that Caltrain is primarily a 2 track system. Another constraint is funding and is the reason for the business case to understand the cost with more service. Kevin Burke also asked whether staff will have blended service information from the High Speed Rail Authority in time for the board decision. Mr. Petty confirmed that staff will have that information by then. Mr. Burke asked how the fare strategy will show up in the long term 2040 business plan. Mr. Petty said for the long term 2040 vision, staff will look at what the board adopts in the fare policy and that they will not assume changes and those fares will hold constant and grow with inflation.

Member Cat Tucker suggested including trigger points for increasing or decreasing service in the business plan due to city population growth or reduction. Mr. Petty advised that it is essentially the intent to with the business plan.

Member Larry Klein stated that grade separation improvements need to be part of the High Speed Rail funding. He stated that it is a critical to resolve the grade separation problem in order to be to be successful at the blending of service. Mr. Petty advised that the decision is made outside of Caltrain that include High Speed Rail, the State and other parties. Mr. Klein also stated that it is important to include, in the business plan, the changing of policy around building housing and office space on Caltrain owned property as those funding sources can become part of Caltrain's revenue stream. Mr. Petty responded that regarding development, it may be a potential significant source of revenue for Caltrain, however it will not be fully captured in the 1st phase of the business plan and that it will be further explored in the 2nd phase.

Public comment:

Andy Chow, Redwood City, would like to see different integration of services in the business plan. He said that there is an opportunity to integrate service and fares with Samtrans. This would allow for more buses to run when Caltrain has less service and vice versa. This may improve the service to Gilroy as it may cost less to run a bus than a train to Gilroy. In addition, with fare integration, passengers would not pay an extra fee to transfer from one service to the other.

Jeff Carter, Millbrae, said that the business plan does not address trains that are already overcrowded and asked whether anything can be done in the interim to expand service and although Caltrain expanded service with the Bombardier cars, Caltrain needs to expand capacity now with longer trains to accommodate the demand that exist now. Mr. Carter also said that some stations need 4 tracks to allow for express trains. In addition, he stated that there needs to be more grade separations and that the public may say that this will incur more traffic, however he stated that it is no different than a stop light that changes every 90 seconds.

Roland Lebrun, San Jose, stated that with a 7-car EMU, that there are 12 more seats than with a 5-car Bombardier. He said that the corridor needs to run 7-car Bombardier, however with an 8-car EMU; Caltrain will have 200 seats less than a 7-car Bombardier. He said that San Francisco will not allow Caltrain to run more than 6 trains per direction until 16th street is grade separated. Roland stated that the only solution is to run double length trains and with that, platforms should run 1400 ft. He said that Blossom Hill, Gilroy, Diridon, Mountain View, Sunnyvale & Bayshore already have a 1400 ft. platform. Roland stated that clock face scheduling and blended service will never happen. Roland also stated that Caltrain needs Tamien-like service to Gilroy. In regards to Governance of Caltrain, Roland stated that it needs to follow the BART model and not have an appointed board, but instead an elected board. Lastly, Roland said that High Speed Rail will not do grade separation.

Drew, San Mateo County, asked how public comment get integrates to the business plan. He asked whether there is a way to trace an idea driven by public comment.

STAFF REPORT UPDATE

Jenifer Navarrete, Customer Experience Communications Lead, reported:

On-time Performance (OTP) –

- **September:** The September 2018 OTP was 92.6% compared to 94.7% for September 2017.
 - **Vehicle on Tracks** – There was one day on September 28, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2018 there were 1514 minutes of delay due to mechanical issues compared to 415 minutes in September 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on September 23 and 26, one resulting in a fatality.
- **August:** The August 2018 OTP was 93.0% compared to 95.7% for August 2017.
 - **Trespasser Strikes** – There was one trespasser strike on August 24, resulting in a fatality.
 -

SF Weekend Caltrain Closure –

Ms. Navarrete reported that the San Francisco Weekend Closure went well despite a busy weekend with events like Fleet Week, SF 49ers game, Stanford Game and the Hardly Strictly Bluegrass event at Golden Gate Park.

• Special Event Train Service –

Services Performed:

- **Giants Baseball** – The Giants hosted 13 regular season home games in August. Total additional riders alighting and boarding at the San Francisco station, was 68,801. Year-to-date pre and regular season ridership, alighting and boarding at the San Francisco station, was 398,303, a 14 percent decrease compared to the same number of games in 2017.

The Giants hosted 14 regular season home games in September. Event ridership will be provided in November.

- **SF 49ers Pre-Season** – The SF 49ers hosted the Dallas Cowboys on Thursday, August 9 at 7:00 p.m. and 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. For preseason home games in August, the total year to date ridership alighting and boarding at Mountain View station was 2,586, a 57 percent increase compared to the same number of games in 2017.

Services Scheduled:

- **SF 49ers Regular Season** – The 49ers will host the LA Rams on Sunday, October 21, 2018 at 5:20 p.m. 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.

2018 Customer Satisfaction Survey

- The 2018 Customer Satisfaction Survey results have been finalized and will be presented to the CAC in December.

Public comment:

Jeff Carter, Millbrae, recognized Catherine David for a job well done with the Annual Counts this year. Ms. David responded and acknowledged that the new Senior Planner, Yu Hanakura, worked on the Annual Counts and included additional data and tables.

JPB CAC Work Plan

November 14, 2018

- Camera System
- Visual Messaging System Station Signage
- Grade Crossings Improvement

December 19, 2018

- Proof of Payment
- Wi-Fi Update
- Customer Satisfaction Survey (Key Findings)

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.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

November 14, 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 7:09 pm

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

TO: JPB CAC

FROM: Cindy Gumpal
Assistant District Secretary

SUBJECT: **2019 JPB CAC MEETING CALENDAR**

ACTION

Staff recommends the CAC approve the Meeting Calendar for 2019 (attached).

SIGNIFICANCE

The CAC meets the third Wednesday of each month.

BUDGET IMPACT

There is no impact on the budget.

Prepared by: Cindy Gumpal, Assistant District Secretary

650.508.6279



JPB CAC Committee Meeting Calendar for 2019

WEDNESDAY – 5:40 PM	
	January 16
	February 20
	March 20
	April 17
	May 15
	June 19
	July 17
	August 21
	September 18
	October 16
	November 20
	December 18

JPB CAC meetings: [Third Wednesday; 5:40 p.m.](#)
Second Floor Bacciocco Auditorium, 1250 San Carlos Avenue,
San Carlos

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

TO: JPB CAC

THROUGH: Seamus Murphy
Chief Communications Officer

FROM: Julian Jest
Market Research Analyst

SUBJECT: **2018 CUSTOMER SATISFACTION SURVEY KEY FINDINGS**

ACTION

This report is for information only.

SIGNIFICANCE

In May and June 2018, Caltrain conducted its annual Customer Satisfaction Survey to evaluate services provided by the agency's contract operator, Transit America Services, Inc. (TASI). The customer satisfaction ratings are one of the performance measurements used to determine a portion of the contractor's compensation. The survey also presents an opportunity to assess customer needs and provides Caltrain customers with a venue to submit comments.

Key findings from the study include ratings of 18 overall services at the stations and onboard characteristics. Also included are questions about fare type, station boardings and alightings, large items brought on board by customers and the Caltrain mobile ticketing app.

The majority of riders (82 percent) report that they are "somewhat" or "very satisfied," with their overall experience, an increase of 2 percent over the 2017 survey.

Using a scale of 1-5, with 1 meaning "very dissatisfied" and 5 meaning "very satisfied", Caltrain customers expressed improved satisfaction in a number of specific areas including:

- Overall satisfaction (from 4.05. to 4.07),
- Being informed at stations of delays that exceed 10 minutes (from 3.51 to 3.61),
- Posted information at stations (3.93 to 3.96),
- Ease of use of ticket machines (3.73 to 3.77),
- Courtesy of conductors (4.37 to 4.42),
- Professional appearance of conductors (4.51 to 4.54),
- Availability of printed materials onboard (4.21 to 4.23),
- Cleanliness of train interiors (from 3.82 to 3.85),

- Cleanliness of onboard restrooms (from 3.21 to 3.26),
- Adequacy and clarity of onboard announcements (from 3.72 to 3.81),
- Being informed onboard of delays that exceed 10 minutes (from 3.73 to 3.81),
- On-time arrival at your destination (4.07 to 4.16),
- Your sense of security while on the train (from 4.30 to 4.33).

Declines in ratings included station cleanliness (from 3.99 to 3.90) and functioning of lights at stations (from 4.28 to 4.26).

The results of questions about fare type, station boardings and alightings, Caltrain mobile ticket app and large items brought on board include:

- The Monthly Pass is used by more than one-third of respondents (36%), while more than one-fifth (22%) use Clipper Cash value, and about the same share use a Go Pass (21%). The use of Clipper Cash value increased by 6%, most likely due to the elimination of the Clipper 8-ride Ticket.
- Compared with the 2017 survey there was no change to the top stations most commonly cited by riders for both boardings and alightings from trains: San Francisco, Palo Alto, San Jose Diridon, and Mountain View.
- The mobile ticketing app had been used by 9% of respondents since its launch in February 2018, and respondents gave an average rating of 3.74 (out of 5).
- The majority of customer (75%) did not bring a large item on board when surveyed. More than one in ten (13%) of respondents brought a bike on the train, while other items brought on board included scooters, skateboards, folding bikes and luggage.

The survey also provided respondents with the opportunity to submit comments. 37% of respondents provided a comment of some type. The most common themes were:

- Schedules and frequency – made by 23% of all respondents;
- Car features and amenities – made by 10% of respondents;
- Train/car condition/comfort of ride – made by 10% of respondents;
- Fares/fare policy/ticket validation procedures – made by 10% of respondents.

The comments reveal that riders are more concerned about frequent service and a schedule that suits their needs than they are about other aspects of Caltrain service. More than twice as many comments were made by respondents relating to frequency and schedule compared to car features and amenities, train/car condition/comfort of ride or fares/fare policy/ticket validation procedures.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

The survey was conducted through the use of on-call survey contractor Corey, Canapary & Galanis (CC&G). CC&G distributed and collected paper surveys in English and Spanish onboard, randomly selecting cars to represent overall JPB ridership. A total of 44 weekday and weekend trains were targeted with a 70 percent response rate, resulting in 3,313 completed surveys. The survey has a system-wide margin of error of +/- 1.61 percent with a 95 percent confidence level.

Customer Satisfaction ratings have been collected since 1998. The overall onboard and at station ratings are at the highest levels since 2005.

Since the previous survey, Caltrain reduced weekend service, with headways increasing from 60 minutes to 90 minutes, to accommodate construction projects for electrification. Other changes include implementation of fare changes by increasing the zone fare, the Go Pass, the Monthly Pass, the Monthly Parking Permit, and the elimination of the 8-ride Ticket.

The Survey findings will be presented to the Caltrain Citizen's Advisory Committee on November 14, and the Bike Advisory Committee on November 15. The complete report is available on the Caltrain website.

The Customer Experience Task Force guides implementation of service improvements and amenities to help enhance the rider experience. The Task Force is looking into the results to determine areas of improvement to focus on.

The full report is available online at <http://www.caltrain.com/surveys>

Prepared By: Julian Jest, Market Research Analyst

650.508.6245

**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) –

- **October:** The October 2018 OTP was 94.8% compared to 93.5% for October 2017.
 - **Vehicle Strikes** – There was one vehicle strike on October 23.
 - **Vehicle on Tracks** – There was one day on October 26, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In October 2018 there were 329 minutes of delay due to mechanical issues compared to 640 minutes in October 2017.
 - **Trespasser Strikes** – There were three trespasser strikes on October 17, 23 and 28, one resulting in a fatality.
- **September:** The September 2018 OTP was 92.6% compared to 94.7% for September 2017.
 - **Trespasser Strikes** – There were two trespasser strikes on September 23 and 26, one resulting in a fatality.
- **SF Weekend Caltrain Closure** – The first weekend of the SF Weekend Closure on October 6 and 7 was a success due to collaborative planning and execution efforts between Caltrain and SamTrans. During the busy weekend with same day events including the Fleet Weekend, Hardly Strictly Blue Grass Festival, Stanford college football game and 49ers football game, staff was at San Jose Diridon, Millbrae, Bayshore and SF stations to assist customers and provide information. Caltrain Bayshore Station Ridership for the first three weekends is significantly lower (24-37%) compared to the 2018 Annual Count Baseline ridership when excluding days when extra service for special events was provided. Details are presented in the table on the next page:

Caltrain Bayshore Station Ridership - Comparison vs. 2018 Annual Count

Wknd #	Date	NB (Alight)	SB (Board)	Daily Total	2018 Base-line*	% Diff. vs. 2018 Annual Count
1	Sat 10/6/2018 **49ers and Fleet Week Extras	3,379	2,998	6,377	8,466	-24.7%
1	Sun 10/7/2018 **49ers and Fleet Week Extras	3,318	3,304	6,622	5,502	20.4%
2	Sat 10/13/18	2,961	2,370	5,331	8,466	-37.0%
2	Sun 10/14/18	2,054	2,126	4,180	5,502	-24.0%
3	Sat 10/20/18	3,135	2,786	5,921	8,466	-30.1%
3	Sun 10/21/18 **49ers Extras	2,750	2,517	5,267	5,502	-4.3%

* Baseline = total passenger load (number of passengers on board) at Bayshore recorded in the 2018 Caltrain Annual Passenger Count

** Indicates Special Event Extra Service

24 hour/day weekend work:

- Start: Friday Night after Revenue Service
- Finish: Monday Morning before Revenue Service

Weekends - Oct 6, 2018 to Late Spring 2019:

- Caltrain service north of the Bayshore Station will be suspended on the weekends
- Caltrain service south of Bayshore will remain unchanged
- Bus service will be provided from Bayshore to 4th and King and 22nd Street stations
- Caltrain weekday service will remain unchanged
- Bus Bridge Schedule and additional details are available at:
www.caltrain.com/SFWeekendClosure

- **Caltrain 2018 Annual Passenger Count** – A summary presentation to the Board was presented at the September 6 Board Meeting. The 2018 Annual Passenger Count Key Findings report is posted on the Caltrain website:
<http://www.caltrain.com/about/statsandreports/Ridership.html>

- **Special Event Train Service –**

- **Services Performed:**

- **Giants Baseball –** September Close Out: There were 14 home games in September. Total additional ridership alighting and boarding at San Francisco station, was 57,670.

Total pre and regular season additional ridership alighting and boarding at San Francisco station was 452,538, representing a 13 percent decrease over 2017.

- **San Jose Sharks –** There were 3 pre-season home games in September. Total post-game riders, including regular riders and Sharks fans, boarding at San Jose Diridon station in September was 416.

The season home opener was on Wednesday, October 3 at 7:30 p.m. vs. the Anaheim Ducks. They hosted two more regular season games (total of 4 games) in October. Event ridership will be provided in December.

- **Stanford Football –** The Stanford Cardinal hosted Utah on Saturday, October 6 (the same day the SF Weekend Closure took effect) at 7:30 p.m., and Washington State on Saturday, October 27 at 4:00 p.m. Caltrain served the Stanford Stadium station with both northbound and southbound trains before and after the game. Event ridership will be provided in December.

- **SF 49ers Regular Season –** The 49ers hosted the Arizona Cardinals on Sunday, October 7 at 1:25 p.m. (the same weekend the SF Weekend Closure took effect), LA Rams on Sunday, October 21 at 1:25 p.m. and the Oakland Raiders on Thursday, November 1 at 5:20 p.m. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. Event ridership will be provided in December.

- **Eagles, Zac Brown and Doobie Brothers Concert at AT&T Park –** On Thursday, September 20 the Eagles, Zac Brown and the Doobie Brothers performed at AT&T Park starting at 5:00 p.m. Caltrain operated two extra post-event local trains that departed San Francisco after the concert. Total additional ridership alighting and boarding at the San Francisco station was 5,279.

- **Journey, Def Leppard and Foreigner Concert at AT&T Park –** On Friday, September 21 Journey, Def Leppard and Foreigner performed at AT&T Park starting at 6:00 p.m. Caltrain operated two extra post-event local trains that departed San Francisco after the concert. Total additional ridership alighting and boarding at the San Francisco station was 7,406.

- **Jay-Z and Beyoncé Concert at Levi's Stadium** – On Saturday, September 29 at 7:30 p.m. Jay-Z and Beyoncé Concert performed at Levi's Stadium for their 'OTR II' concert tour. Caltrain provided one extra post-event northbound local train. Total additional ridership alighting and boarding at Mountain View station was 582.
- **Stanford Scavenger Hunt** – The event took place in San Francisco on the weekend of September 29 and 30. The total number of tickets sold was 941, representing a 34 percent decrease over the 2017 event. There were seven less residences participating in 2018 (13) than in 2017 (20).

Note: tickets were sold for travel in September only, due to the change in weekend service between San Francisco and Bayshore stations, effective October 6. In previous years tickets were sold for travel in September and October.

- **San Francisco Fleet Week** – On Saturday, October 6 and Sunday, October 7, Caltrain provided one extra pre-event train with limited stops from San Jose to Bayshore on both days before the Fleet Week airshows from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds. There was no extra post-event service as this event occurred the same weekend the SF Weekend Closure took effect. Fleet week riders and regular riders alighting and boarding at Bayshore station was 6,908, a 64 percent decrease compared to 2017.
- **Warriors vs. Lakers Pre-Season** – The Warriors hosted a Pre-Season game vs. the Lakers on Friday, October 12 at 7:30 p.m. at SAP Center. Post-game additional ridership including regular riders and fans, boarding at San Jose Diridon station was 531.

- **Services Scheduled:**

- **SF 49ers Regular Season** – The 49ers will host the NY Giants on Monday, November 12 at 5:15 p.m. and the Indianapolis Colts on Sunday, December 9 at 1:05 p.m. For the remaining weekend 49er home games, Caltrain will operate one additional pre-game southbound train with limited stops from Bayshore 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 that will depart Mountain View station 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.
- **Stanford Football** – The Stanford Cardinal will host Oregon State on Saturday, November 10 at 6:00 p.m. 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.

- o **San Jose Sharks** – The Sharks will host nine games in November and seven games in December. 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 departs no later than 10:45 p.m.
- o **Holiday Service** – During the following Holidays, Caltrain will run the following services:
 - Thursday, November 22 – Thanksgiving (Holiday/Sunday Service)
 - Monday, December 24 – Christmas Eve (Regular Weekday Service)
 - Tuesday, December 25 – Christmas Day (Holiday/Sunday Service)
 - Monday, December 31 – New Year's Eve (Regular Weekday Service + Pre & Post-Fireworks Special Trains)
 - Tuesday, January 1 – New Year's Day (Holiday/Sunday Service)
- o **Modified Service** – The Modified Service is a Modified Saturday Schedule with four extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Service will be implemented during the following Observed Holidays:
 - Friday, November 23 – Day After Thanksgiving
 - Monday, February 18 – President's Day
- o **PAC-12 College Football Championship Game** – The PAC-12 College Football Championship game will be held at Levi's Stadium on Friday, November 30 at 5:00 p.m. The teams are still to be determined. Caltrain will track pre- and post-game ridership.
- o **Holiday Train** – Caltrain will operate the Holiday Train in collaboration with the Silicon Valley Community Foundation (SVCF) on Saturday, December 1 and Sunday, December 2. With glittering lights and holiday decorations, the dazzling show-train will visit nine Caltrain stations between San Francisco and Santa Clara over two nights in December, providing holiday entertainment and collecting toy and monetary donations for local children who otherwise might not receive a gift during the holidays. Caltrain and SVCF also partner with local organizations to collect toys at each station for underserved children in our communities. On Saturday, December 1, the train will depart San Francisco and make stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 2, the train will depart San Francisco and make stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

Due to operational changes to enhance safety at the Holiday Train stations, there will be impacts to regular train service. On Saturday, December 1 Southbound Train 434 will stop on the Northbound Platform at the Broadway, Burlingame, San Mateo, Belmont (Island Platform), San Carlos and Redwood City. Southbound Train 436 will also stop on the Northbound Platform at Santa Clara. On Sunday, December 2 Southbound Train 434 will stop on the Northbound Platform at Millbrae, Broadway, Burlingame and San Mateo. Southbound Train 436 will also stop on the Northbound Platform at Sunnyvale and Lawrence.

o **Capital Projects –**

The Capital Projects information is current as of October 17, 2018 and is subject to change between October 17 and November 1, 2018 (Board Meeting).

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.

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 October, PG&E gas pipeline relocation along Delaware continued as well as underground PG&E electrical and, third-party and Caltrain's Positive Train Control (PTC) Fiber Optic relocations. Construction of the 25th and 28th Avenue Bridges superstructures also continued. Construction of the Mechanically Stabilized Earth (MSE) walls began at the northern section of the project near Borel Creek and 25th Avenue.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Fall of 2019 until Spring of 2020. 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

10-months late, with the completion date extended from early 2020 to October 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 October, mobilization for third party utility relocations for water, gas and electric was in progress. PG&E completed their utility relocations along Poletti Way. Critical third-party utility relocations that were originally scheduled to begin in November 2017 were delayed until August due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension has been issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. Critical path construction is now planned to resume in April 2019. Non-critical path activities such as OCS foundations for the Electrification project and work on Poletti Way will continue during the suspension period. Project delays due to Caltrans issues are projected to extend project completion from mid-2019 to mid-2020.

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.

In October, work has been completed at Ravenswood Avenue in Menlo Park, Peninsula Avenue in San Mateo, and Broadway in Burlingame. Work is now underway at Rengstorff Avenue and Castro Street in Mountain View. 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. In October, the north pedestrian crossing was closed in order for the contractor to construct the 83-foot extension of the station platform. Overall completion is forecast by the end of November.

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 acceptance testing has been delayed by approximately 5 months to January and February return dates for acceptance testing due to the vendor's labor shortages. Locomotive #922 is now scheduled to be shipped to the vendor's facility in December with an anticipated return date to CEMOF in September 2019 for acceptance testing.

AGENDA ITEM # 10 (a)
NOVEMBER 14, 2018

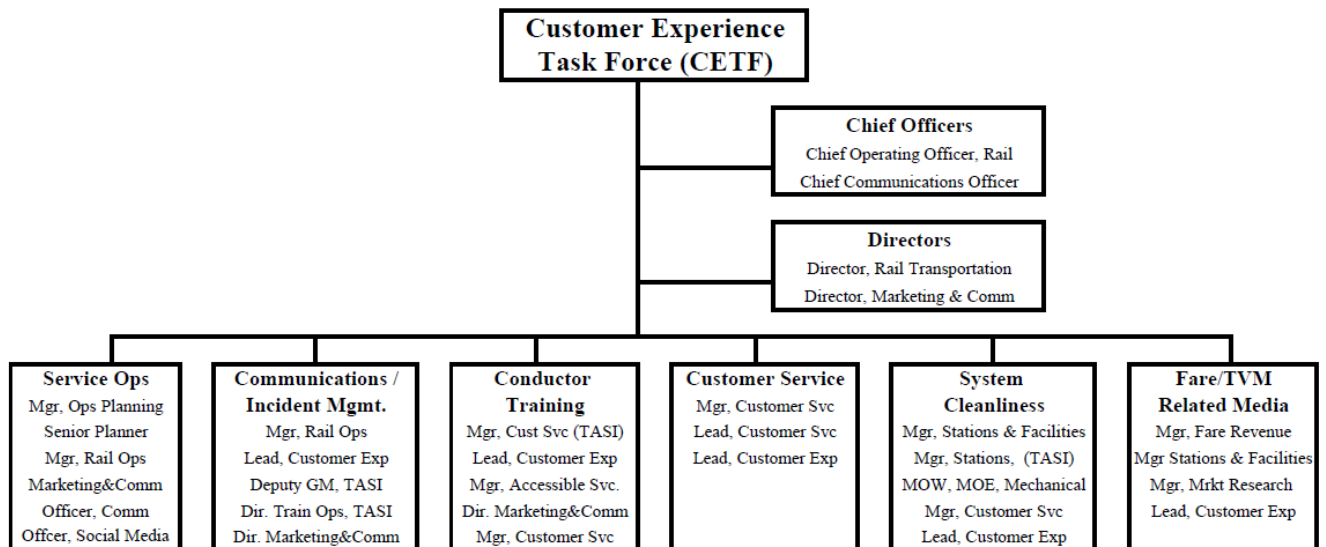
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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.
- SF Weekend Caltrain Closure:
 - On October 6, 2018 through late spring 2019, trains will not serve the San Francisco or 22nd Street stations on weekends. Trains will terminate at Bayshore Station. Free bus service will be available for Caltrain riders from Bayshore Station to 22nd Street and San Francisco stations during regular weekend Caltrain service.

Bus schedules will be included in Caltrain's weekend timetable. Buses are ADA accessible and will have limited capacity for luggage and bikes onboard. In addition to the free bus service provided, there are other transit alternatives to get to SF that may work better for some passengers.

Details regarding ticketing, parking and special events during the tunnel closures are available on the Caltrain's dedicated webpage: caltrain.com/SFWeekendClosure.

- 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.

Communications/Incident Management (CICS)

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

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

In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Training

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

- Continue to identify training opportunities for conductors.
- 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 the Rail Operations department to implement changes to better enhance the customer experience.

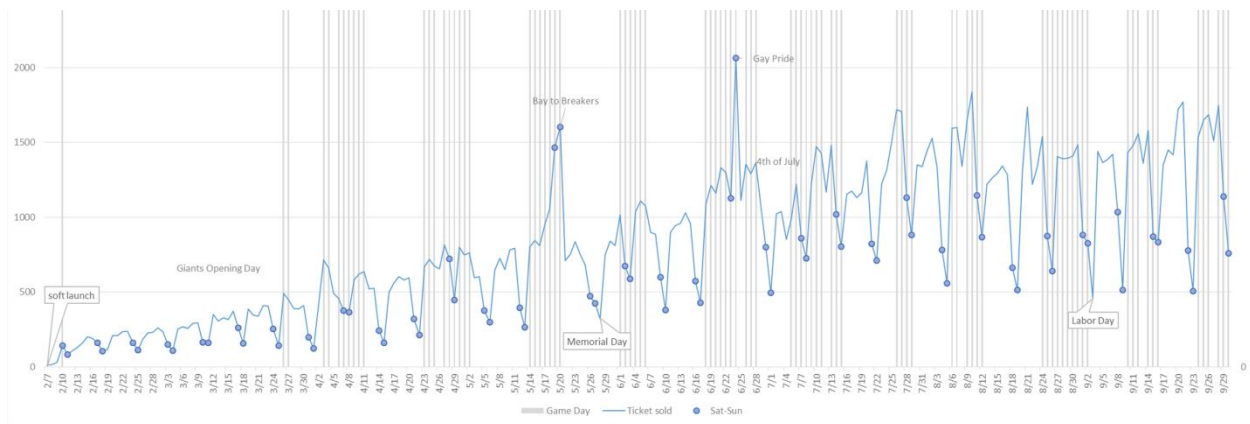
Fare/Ticket Vending Machine (TVM) Related Media

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.
- Quarterly Go Pass on Clipper Pilot Program Update
 - Average number of unique users between July and September 2018 was 8,422. During that same period, the Clipper system registered 384,381 boardings, an average of 128,127 per month. Since the beginning of the

program, 16,441 Go Pass on Clipper were distributed to three companies participating in the pilot program. In October, a fourth company was added to the pilot program.

- Quarterly Caltrain Mobile Update
 - The average ticket sales between July 2018 and September 2018 were approximately 37,336, a 63 percent increase compared to the previous quarter. Staff has been tracking the impact of special events and the use of the mobile ticketing app. There is a noticeable spike in usage during special events. The blue line in the chart below shows the ticket sales, the dots on the blue line indicates Saturday and Sunday, and the vertical lines are special events day. The highest ticket sales sold via the mobile ticketing app was on the San Francisco Pride Parade day and the second highest was during the Bay to Breakers special event day. It is also worth noting that Caltrain created a pre-purchase ticket in the mobile ticketing app for the Bay to Breakers special event.



Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring 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
 - A website has been created at CalMod.org that includes project information.

- Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
- [Launched webpage for the tunnel construction work at www.CalMod.org/SFtunnels](http://www.CalMod.org/SFtunnels).
- 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 safety improvement project.
 - In late June, crews began relocation of fiber optic cable. Due to the nature of this work Pacific Boulevard at Antioch will have a single lane closure starting in early October.
 - In mid/late-November crews will install a new storm drain and a lane will be closed on S. Delaware between 31st Avenue and Pacific Blvd.
 - 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

December 19, 2018

- Proof of Payment
- Legislative Update
- Wi-Fi Update

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.
- Camera System – to be scheduled in January
- Visual Messaging System Station Signage – to be scheduled in January
- Grade Crossing Improvement – to be scheduled in January