



Customer Experience Update

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Agenda Item #9

Agenda

- Accomplishments

- Bikes Board First System Wide
- Proof of Payment
- Station Improvements
- SF Giants Service
- Mobile App
- JPB Train/Station Evaluation

- Works In Progress

- Lost and Found
- Sustainability Efforts
- Ticket Vending Machine (TVM)
- Grade Crossing Improvements
- F-40 Locomotive Overhaul
- Uniforms
- Electrification Progress
- SF Hillside Clean Up

ACCOMPLISHMENTS

Bikes Board First System Wide



ACCOMPLISHMENTS cont'd

Proof Of Payment



ACCOMPLISHMENTS cont'd

Station Improvements



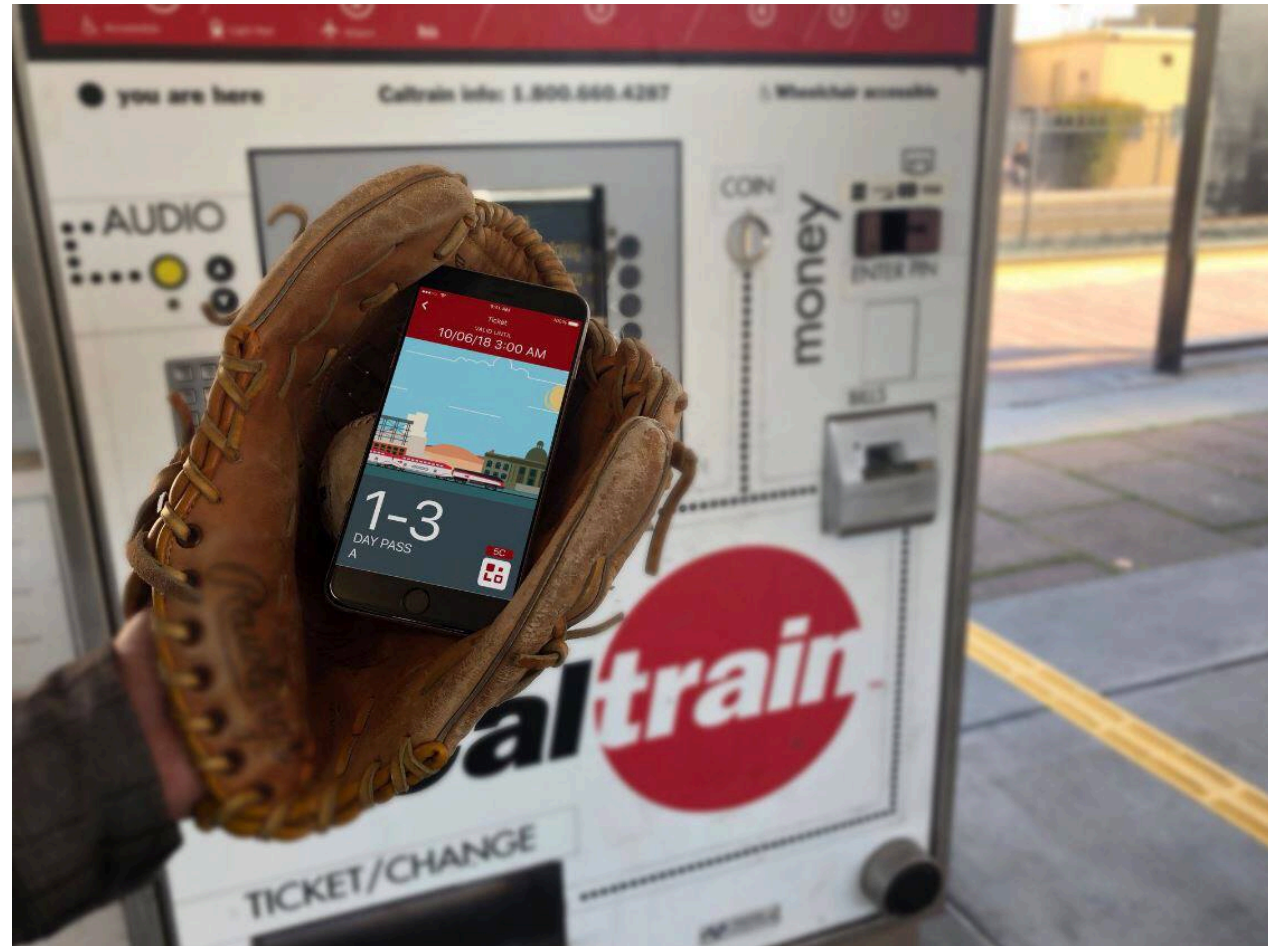
ACCOMPLISHMENTS cont'd

SF Giants Service



ACCOMPLISHMENTS cont'd

Mobile App




ACCOMPLISHMENTS cont'd

JPB Train/Station Evaluation



WORKS IN PROGRESS

Lost and Found



DATE: _____ EMP #: _____

TRAIN #: _____ CAR #: _____

LOCATION: _____
OTHER THAN TRAIN

ARTICLE: _____

04402

DATE: _____

DROP-OFF LOCATION / NAME: _____

ARTICLE: _____

04402



WORKS IN PROGRESS cont'd

Sustainability Efforts



WORKS IN PROGRESS cont'd

Ticket Vending Machine (TVM)



WORKS IN PROGRESS cont'd

Grade Crossing Improvements



WORKS IN PROGRESS cont'd

F-40 Locomotive Mid-Life Overhaul



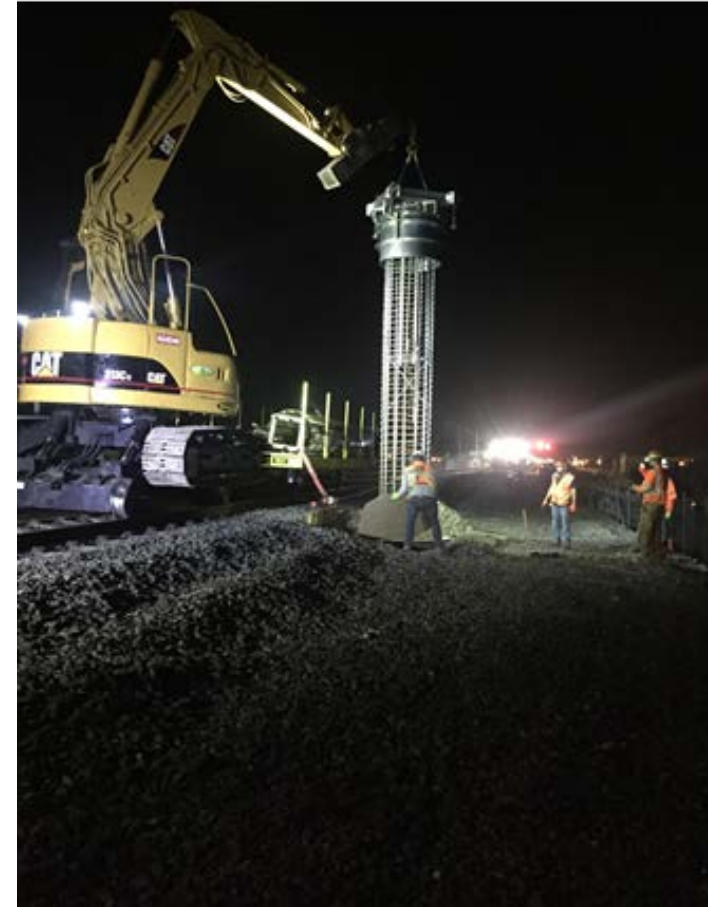
WORKS IN PROGRESS cont'd

Uniforms



WORKS IN PROGRESS cont'd

Electrification Progress



WORKS IN PROGRESS cont'd

San Francisco Hillside Clean Up

