



JPB Citizens Advisory Committee

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

BOARD OF DIRECTORS 2017

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JIM HARTNETT
EXECUTIVE DIRECTOR

NOVEMBER 15, 2017 – Wednesday

5:40 p.m.

Times noted are estimated. Discussion may begin before the times listed.
Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of October 18, 2017 (5:45 p.m.)
4. Public Comment (5:50 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
5. Chairperson's Report (6:00 p.m.)
6. Committee Comments (6:05 p.m.)
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. Approval of the 2018 JPB CAC Meeting Calendar (6:15 p.m.)
8. 2017 Caltrain Customer Satisfaction Survey Key Findings (Julian Jest) (6:20 p.m.)
9. Report on Fare Enforcement Program (Jenny Le) (6:50 p.m.)
10. Staff Report (Joe Navarro) (7:10 p.m.)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
December 20, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Cat Chang, Lauren Fernandez, Brian Shaw (Chair)
San Mateo County: Harish Chamarthy, Ricardo Valenciana, Julia Welch
Santa Clara County: Cat Tucker, Larry Klein, Paul Escobar

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6279 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

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

Location, Date and Time of Regular Meetings

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

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

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Assistant District Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Assistant District Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6279, or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF OCTOBER 18, 2017

MEMBERS PRESENT: H. Chamarthy, C. Chang, P. Escobar, L. Fernandez,
B. Shaw (Chair), C. Tucker, J. Welch

MEMBERS ABSENT: R. Valenciana, L. Klein

STAFF PRESENT: R. Bolon, B. Burns, C. Gumpal, J. Navarro

Chair Brian Shaw called the meeting to order at 5:47 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF September 20, 2017

Motion/Second: Tucker/Fernandez

Ayes: Chamarthy, Chang, Escobar, Fernandez, Shaw, Tucker, Welch

Absent: Valenciana, Klein

INTRODUCTION OF NEW CAC MEMBERS REPRESENTING SANTA CLARA – PAUL ESCOBAR AND LARRY KLEIN

Mr. Larry Klein was absent. Mr. Escobar said he works for Silicon Valley Leadership Group; he is a frequent Caltrain user and is excited to be a member of the Peninsula Corridor Joint Powers Board (JPB) Citizens Advisory Committee (CAC).

PUBLIC COMMENT

Doug De Long, Mountain View said there was a tremendous amount of community engagement at the JPB meeting on October 5. He said the Business Plan Workshop is a great start, and it is a significant event in Caltrain history.

Jeff Carter, Millbrae asked if there are any minutes or recording on the Business Plan Ad Hoc Workshop, he also asked if the JPB CAC audio recordings could be available on the web page, it would make it easier than going through the process of requesting the audio.

CHAIRPERSON'S REPORT

Chair Shaw said he was invited by Caltrain to attend a meeting with Senator Carper from Delaware. Senator Carper is very supportive of trains and told great stories. Chair Shaw also said he attended the Stanford football game and was the first time he rode the train to the game; he was impressed by Caltrain staff at the football stadium stop and with the readers for the Clipper Cards.

He said it was a great improvement and a lot of people were using the readers. He also said he attended the Business Plan Ad Hoc Workshop; it was an engaged group and a turning point for Caltrain. He said staff is compiling a lot of information from the meeting and assured there will be a recap of the workshop in the future.

Public Comment

Roland Lebrun, San Jose, said the JPB should learn from Bay Area Rapid Transit (BART), their workshop is webcast live; after webcast the recordings are available online.

COMMITTEE COMMENTS

Member Julia Welch asked if Caltrain could reposition the hand rails on the trains so bicycles could get in quicker.

Adrian Brandt, Redwood City, said Caltrain needs to create a policy change that the bikes riders board first on bike cars to make it faster.

Member Harish Chamorthy arrived at 5:59 p.m.

Roland Lebrun, San Jose said two years ago he submitted a train design that would alleviate this issue; finally after two years the Bikes on Board got a hold of the correspondence and could not believe what they read. He said there is a solution out there and can assure Stadler is not even close to being a part of the solution.

Member Cat Chang arrived at 6:04 p.m.

UPDATE ON 25TH AVENUE GRADE SEPARATION

Raphael Bolon, Project Manager, reported on:

Project Elements

Construct Grade Separation (elevated rails, lowered roads) between Hillsdale Blvd and Highway 92

- Concrete bridge 25th and 28th Avenue
- Steel bridge at 31st Avenue
- Concrete retaining walls
- Mechanically Stabilized Earth (MSE) walls
- Reconstruct East 25th Avenue sidewalks and roadway
- Relocate existing utilities
- Relocate Hillsdale Station and provide station access and parking
- Construct new East-West connections at 28th and 31st Avenues

Project Benefits

- Safe rail operations
- Fewer system-wide delays
- Improved traffic flow
- Improved pedestrian and motorist safety
- Facilitate Caltrain electrification which will reduce noise and vibration

Schedule

- Mobilization – September 2017- October 2017
- Begin Construction – October 2017
- Hillsdale Station Temporary Parking – January 2018- December 2018
- Bridges and MSE Walls – October 2017 – March 2019
- 25th Avenue Closure (partial) – September 2017 – August 2018
- Bridge at East 25th Avenue (14 feet Clearance) – April 2018 – October 2019

Hillsdale Station Closure

- Enhanced train service provided at Belmont Station
- Enhanced SamTrans bus and shuttle service provided between Hillsdale and Belmont Stations
- Passengers who drive, get dropped off or use transit → use Belmont Station
- Passengers who walk to Hillsdale → take SamTrans bus (ECR Line) or shuttle to Belmont Station

Chair Shaw said Commute.org runs shuttles out of Hillsdale and asked if there is adequate layover space at Belmont for shuttles to move there for the 150 days. Mr. Bolon said no, but is doing temporary striping to accommodate it and have been working with the individuals who runs shuttles.

Public Comment

Jeff Carter, Millbrae said during past meetings there was a public comment regarding the pedestrian and bicycle access from the south of Hillsdale Blvd and is unsure if staff responded to that question. He asked if this is designed for two more additional tracks or is limited to two tracks; it is important for High Speed rail if trying to create passing tracks.

Roland Lebrun, San Jose said stop calling it 25th Avenue Grade Separation; has nothing to do with it; and should call it the Bay Meadow station, he said it is just a way to get funding. He said the real problem is there is no passing tracks, he asked why is there an island platform in the middle, he also said for safety concerns they should never let high speed trains go anywhere near the platform.

Doug De long, Mountain View, asked why there are missing images on the PowerPoint presentations, he would like staff to fix the graphic arts problem.

Andy Chow, said the bus connection is a problem because pedestrians would have to cross the street and is unsafe due to the traffic. He said it seems like this plan is going to make it worse; asked if there is a plan on the bus side.

LOS GATOS CREEK BRIDGE UPDATE

Raphael Bolon, Project Manager, reported on:

Project Location

Located along Caltrain line, in the City of San Jose, bounded by Park Avenue to the north and Interstate 280 to the south.

The Los Gatos Creek Bridge

- Owned by JPB
- MT1 owned by Union Pacific Railroad (UPRR)
- Built in 1935
- Does not meet existing current seismic safety standards
- Has structural deficiencies
- Southern timber span was damaged by fire
- Recent Flooding has caused significant scour

Project Key Elements

- Demolish existing two-track bridge
- Replace existing bridge with three new single track bridges
 - Meet current safety and seismic codes
 - Include a tail track to maintain rail operations throughout construction
- Build a Retaining Wall
 - Widen Creek Channel
 - Facilitate City of San Jose future bike trail

Project Benefits

- Safe rail operations
- Improves operations at the San Jose Diridon Station
- Addition of Tail Track

Construction Phases

- Phase I
 - Pre June 1 Work
 - Staging, fencing, temporary access roads, signal work, tail track abutment work, and retaining wall work
- Phase II – Dry Season Window
 - June 2017 – August 2017 – Single Tracking on MT1
 - Tail track bridge construction, includes bridge foundation and abutment work, pre-cast superstructure crane-in
 - August 2017 – October 2017 – Single Tracking on Tail Track
 - Existing bridge demolition, new Main Track 1 and 2 bridge construction and in-creek site mitigation
- Phase II - Post October 2017
 - Main Track 1 and 2 track and signal work, out-of-creek site mitigation, and site clean-up.

Public Comment

Roland Lebrun, San Jose said the real issue is the location of the Central Equipment Maintenance and Operation Facility (CEMOF). The station is located north of Diridon Station; the station should be south and must be relocated. Once that is done it will address all the capacity issues. He said that Caltrain needs four tracks on the stations but does not need two tracks in between the station.

STAFF REPORT UPDATE

Ben Burns, Manager Rail Operations, said his written report is in the agenda packet. He provided the following key highlights of the report:

- On-time Performance (OTP) –
 - September: The September 2017 OTP was 94.7 percent compared to 94.1 percent for September 2016.
 - Vehicle Strikes – There was one vehicle strike on September 5.
 - Mechanical Delays – In September 2017 there were 415 minutes of delay due to mechanical issues compared to 621 minutes in September 2016.
 - Trespasser Strikes – There was one trespasser strike on September 26, resulting in a fatality.
- August: The August 2017 OTP was 95.7 percent compared to 94.5 percent for August 2016.
- Reduction in Horn Noise
- Stanford Football
- Conflict Management Course Transit America Services, Inc. (TASI)

Member Cat Tucker asked how staff responds to public comments, and confirmed if we should tell the public to place it in writing. Chair Shaw said they could send an email and staff will provide a response.

Public Comment

Adrian Brandt, Redwood City, said the September 26 trespasser strike resulted in a fatality of a 14 year old girl; a freshman from Sequoia High School; she was on her way home and the family acknowledged that it was a suicide.

Roland Lebrun, San Jose said the issue is that it does not matter if it is an accident or a suicide; you must design the system to prevent these events from occurring.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

November 15, 2017 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 6:54 p.m.

**AGENDA ITEM # 7
NOVEMBER 15, 2017**

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

TO: JPB CAC

FROM: Cindy Gumpal
Assistant District Secretary

SUBJECT: **2018 JPB CAC MEETING CALENDAR**

ACTION

Staff recommends the CAC approve the Meeting Calendar for 2018 (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 2018

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

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: **2017 CUSTOMER SATISFACTION SURVEY KEY FINDINGS**

This report is for information only.

In June 2017, 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.

Caltrain selects the survey period to maximize feedback from frequent commuters. The timeframe is typically selected to avoid days with special events.

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, sources of service service-related communications, and the area in which riders think Caltrain has most improved upon this year.

The majority of riders (80 percent) report that they are "somewhat" or "very satisfied," with their overall experience, an increase of one percent over the 2016 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 4.01. to 4.05),
- Access to information about delays at stations (3.48 to 3.51),
- On-time arrival at your destination (4.03 to 4.07),
- Courtesy of conductors (4.36 to 4.37),
- Professional appearance of conductors (4.45 to 4.51),
- Availability of printed materials onboard (4.15 to 4.21).
- Posted information at stations (3.87 to 3.93).

Declines in ratings included ease of use of ticket machines (3.82 to 3.73) and cleanliness of train interiors (3.88 to 3.82).

The results of questions about fare type, station boardings and alightings, and sources of service-related communications include:

- The Monthly Pass is used by more than one third of respondents (35 percent), while one-fifth used a Go Pass (20 percent), followed by Clipper Cash value (16 percent).
- San Francisco, Mountain View, San Jose Diridon, and Palo Alto were the stations most commonly cited by riders for both boardings and alightings from trains.
- The top sources of where riders get their service disruption communications are station information boards/in-station announcements (41 percent), conductor/station agent or other Caltrain staff (37 percent) and Twitter (30 percent).

Respondents were asked to share an area in which Caltrain has most improved upon this year. The top three areas cited were:

1. Reliability/consistency/fewer accidents or delays – made by 19 percent of all respondents.
2. Schedule – made by 12 percent of all respondents.
3. Better communication about delays/information availability – made by 7 percent of all respondents.

The survey also provided respondents with the opportunity to submit comments. 31 percent of respondents provided a comment of some type. The top three themes were:

1. Schedules and frequency – made by 19 percent of all respondents;
2. Car features and amenities – made by 11 percent of respondents;
3. Delay information/service announcements/updates – made by 10 percent of all respondents;

The comments reveal that riders are more concerned about frequent service and a schedule that suits their needs than they are about the amenities provided by Caltrain. Almost twice as many comments were made by respondents relating to frequency and schedule compared to car features and amenities or delay information.

During the field survey time period, Caltrain was in the midst of seeking input on fare changes to be implemented later in 2017. Compared with the 2016 survey, the share of comments relating to fare policy increased in 2017, and was one of the five most commonly raised topics.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

The survey was conducted through the use of on-call survey contractor Corey, Canary & 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 71 percent response rate, resulting in 3,157 completed surveys.

The survey has a system-wide margin of error of +/- 1.65 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 level since 2014. The ratings for professional appearance and courtesy of conductors have steadily increased over the years, and in 2017 were at their highest levels.

Next Steps

In 2015 Caltrain developed a Customer Experience Task Force to guide 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.

Survey results will also be used to determine payment obligations as specified in the agency's rail operations contract with TASI.

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
Director, Rail Transportation

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **October:** The October 2017 OTP was 93.5 percent compared to 95.2 percent for October 2016.
 - **Vehicle Strikes** – There were two one vehicle strikes on October 5 and 16.
 - **Mechanical Delays** – In October 2017 there were 640 minutes of delay due to mechanical issues compared to 920 minutes in October 2016.
 - **Trespasser Strikes** – There were two trespasser strikes on October 12 and 19, both resulting in a fatality.
- **September:** The September 2017 OTP was 94.7 percent compared to 94.1 percent for September 2016.
- **Construction to begin on 25th Avenue Grade Separation** – Work is set to begin on Caltrain's 25th Avenue Grade Separation Project to improve safety for motorists and pedestrians, and reduce local traffic congestion. On Monday, October 23, crews began building the bridges and walls necessary for the elevated rail alignment. There will be a partial closure of the parking lot at the Hillsdale Caltrain Station, with temporary parking being made available at 31st Avenue. There will also be periodic lane closures and parking restrictions on East 25th Avenue and occasional single-tracking for Caltrain service around the area. In addition, a new, modernized Hillsdale station is scheduled to open in 2019.
- **Caltrain Receives Approval for Sales Tax Ballot Measure** – On October 10, 2017, Governor Jerry Brown signed Senate Bill (SB) 797, authored by Senator Jerry Hill, which will allow the Caltrain Board of Directors to place a measure before voters seeking resources to support enhanced commuter rail service between San Francisco and San Jose. SB 797 gives the Board the authority to place a sales tax of no more than a one-eighth-cent before voters in San Francisco, San Mateo and Santa Clara counties. The ballot measure would also require approval from

the Boards of Supervisors and the transit governing boards in each county, as well as approval of two-thirds of the voters in each of the three counties.

- **Community Meeting on Electrification Project** – Caltrain hosted a community meeting on Wednesday, October 11 at 6 p.m. at the Belmont Community and Senior Center to discuss upcoming construction activities in Belmont and San Carlos. Construction activities are set to begin within the next three months in Belmont and San Carlos. Upcoming work includes tree pruning/removal, utility relocation, the inspection of signal and communication equipment, and the installation of foundations for the overhead contact system poles.
- **Special Event Train Service** –
 - **Services Performed:**
 - **Giants Baseball** –
September Close Out: There were 13 home games in September. Average Giants fans and regular riders per game, alighting and boarding at San Francisco station, was 8,864.

October: There was one Giants home game in October to close out the season. Total pre and regular season additional ridership alighting and boarding at San Francisco station was 483,633, representing a 4 percent decrease over 2016.

Note that due to the weekend schedule change in July 2017, a new baseline ridership count was established. Weekend additional ridership was calculated using the original baseline for games through July 9, and the new baseline through the remainder of the season.

- **Stanford Football** –
September Close Out: The Stanford Cardinal hosted two games in September on Saturday, September 23 at 7:30 p.m. vs. UCLA and on Saturday, September 30 at 1:00 p.m. vs. Arizona State. For the UCLA game, Caltrain ran one additional northbound train post-game due to the late game end. Total riders alighting and boarding at Stanford station for both games was 1,368. Average ridership per game was 684, a 60 percent decrease compared to 2016.

October Preliminary: Stanford hosted one game in October on Saturday, October 14 at 8:00 p.m. vs. Oregon. Caltrain ran one additional northbound train post-game due to the late game start. Total riders alighting and boarding at Stanford station was 1,063, a 38 percent decrease compared to 2016 average ridership per game.
- **San Jose Sharks** –
September Close Out: There were two preseason and one regular season San Jose Sharks ice hockey home games in September and two additional regular season games in October. Total post-game ridership of Sharks fans and regular riders, boarding at San Jose Diridon station, for all three games was 463.

October Preliminary: There were five San Jose sharks regular season home games in October through October 17. Post-game Sharks fans and regular riders average per game, boarding at San Jose Diridon station, was 424.

Note that due to the weekend schedule change in July 2017, a new baseline ridership count will be established to calculate additional ridership.

- **Cold Play Concert at Levi's® Stadium** – On Wednesday, October 4 at 7:00 p.m. Cold Play returned to Levi's® Stadium for their 'A Head Full of Dreams' concert tour. Caltrain provided one additional post-event train after the concert ended. Total ridership alighting and boarding at Mountain View station was 2,061.
- **Stanford Scavenger Hunt** – Stanford held its yearly traditional Scavenger Hunt on five days (September 30, October 1, October 7, October 8 and October 15) for incoming freshmen. Total number of riders was 1,416, representing a 14 percent decrease over the 2016 event. There were two less residences participating in 2017 (20) than in 2016 (22).
- **San Francisco Fleet Week** – On Saturday, October 7 and Sunday, October 8, Caltrain provided one pre-event special northbound and two post-event special southbound trains on both days before and after the San Francisco Fleet Week airshows from 12:00 p.m. to 4:00 p.m. Fleet week riders and regular riders alighting and boarding at San Francisco station was 18,952, a 7 percent increase compared to 2016.

Note that Fleet Week overlapped with the Stanford Scavenger Hunt on October 7 and October 8.

- **49ers Regular Season** –The 49ers hosted the Dallas Cowboys on Sunday, October 22 at 1:05 p.m., and the Arizona Cardinals on Sunday, November 5 at 1:05 p.m. Ridership for these games will be reported in November.
- **Services Scheduled:**
 - **49ers Regular Season** – The 49ers will host the New York Giants on Sunday, November 12 at 1:25 p.m. and the Seattle Seahawks on Sunday, November 26 at 1:05 p.m. Caltrain will provide one extra pre-game express train for all weekend home games. Caltrain will also provide one extra post-game train that will depart approximately 75 minutes, or when full, after the game ends and coordinate connecting service with the Santa Clara Valley Transportation Authority (VTA) for all home games.
 - **Stanford Football** – The Stanford Cardinal will host Washington on Friday, November 10 at 7:30 p.m., the "Big Game" vs. California Berkeley on Saturday, November 18 and Notre Dame on Saturday, November 25 (game time starts still to be announced). Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after all weekend home games.

During weekday home games since Caltrain does not stop at Stanford Stadium station, fans are directed to use the Palo Alto station. From there fans can take the Marguerite Shuttle or walk to Stanford Stadium. Fans can tag on and tag off using their clipper cards at Stanford Stadium station for all weekend home games.

- o **San Jose Sharks** – The Sharks will host eight games in November. 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 San Jose Diridon station at 10:30 p.m. or 15 minutes after the game ends but no later than 10:45 p.m.

- o **Holiday Service** – During the following Holidays, Caltrain will run the following weekend services:
 - Thursday, November 23 - Thanksgiving (Holiday/Sunday Service)
 - Sunday, December 24 - Christmas Eve (Sunday Service)
 - Monday, December 25 - Christmas Day (Holiday/Sunday Service)
 - Sunday, December 31 - New Year's Eve (Sunday Service + Pre and Post-Fireworks Special Trains)
 - Monday, January 1 - New Year's Day (Holiday/Sunday Service)

- o **Holiday Schedule** – A Modified Saturday Schedule with four extra trains in each direction and one round trip from Gilroy to SF will be implemented during the following Observed Holidays:
 - Friday, November 24 - Day After Thanksgiving
 - Monday, February 19 - President's Day

The modified schedule is to support passengers that commute to work when an observed holiday falls on a weekday.

- o **College Football Championship** – The 2017 Football Championship Game between the winners of the Pac-12 North and Pac-12 South will take place Friday, December 1 at 5:30 p.m. at Levi's® Stadium. Caltrain will run one extra post-game local train from Mountain View to San Francisco that will depart at approximately 75 minutes after the game ends, or when full.

- o **Holiday Train** – Caltrain will operate the Holiday Train in collaboration with the Silicon Valley Community Foundation on Saturday, December 2 and Sunday, December 3. Glowing with thousands of 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. Donations will benefit the Salvation Army and Toys for Tots. On Saturday,

December 2, the train will depart San Francisco and make stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 3, the train will depart San Francisco and make stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

Due to operational changes in 2017 to enhance safety at the Holiday Train stations, there will be impacts to regular train service. On Saturday, Dec. 2 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, Dec. 3 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.

- **Capital Projects –**

This information is current as of October 13, 2017

San Francisco Highway Bridges: Replace three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017. Staff is waiting for the delivery of specialized materials in order to resolve a Buy America issue related to the fire hydrants that were installed as part of the project. Staff is also continuing discussions with Caltrans, City of San Francisco, and third-party utilities to secure additional funding and reimbursement for additional incurred costs associated with their portion of work.

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillside 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 Hillside 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 Hillside Station will be phased to limit impact to the operating railroad to the degree possible. The construction contract was awarded in July to Shimmick/Disney JV. The Limited Notice to Proceed was issued on August 10. A project groundbreaking ceremony was held on September 26. Mobilization activities such as the establishment of field offices and laydown/storage areas began on October 9. The Notice to Proceed to allow commencement of construction is expected by the end of October. Overall construction is expected to complete in early 2020.

Los Gatos Creek Bridge: Replace the substandard 80-year old railroad bridge that is located south of the Diridon Station in San Jose. The construction contract was awarded in October 2016 to DMZ Builders and the Notice to Proceed was issued in late January 2017. Due to environmental regulations, bridge construction activities that are within the creek's waterways are limited to the period between June and October 2017.

During the past month, the cast-in-drilled-hole (CIDH) foundations, columns/bents, bent caps and abutments for the new mainline bridges (MT1 and MT2) were completed. Placement of the pre-fabricated bridge girders was performed from October 6 through 11. Following girder placement is the installation of bridge drainage systems, handrails and grated walkways, waterproofing, trackbed underlayment, and plantings and restoration of the creekbed. Trackwork for the realigned mainline tracks (MT1 and MT2) over the new bridge is expected to begin in late October. Union Pacific Railroad is performing the trackwork work on the MT1 track in November. Work to restore the creek bed area is underway and is expected to be completed within the timeline approved by the permitting agencies. Revenue operations between the Tamien and San Jose Diridon stations are currently being conducted on the Tailtrack Bridge that was activated in August. Unforeseen weather such as record rainfall and unexpected subsurface conditions were encountered this past winter and spring. The project undertook measures to recover delays to maintain the schedule within the environmental restrictions. Construction is forecasted to complete by January 2018.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency. The construction contract was awarded to ProVen Management in August and the contract execution was completed. A Limited Notice to Proceed was issued to the contractor on October 9 to commence the 60-Day administrative period which precedes the start of field construction. Upon receipt of an encroachment permit from Caltrans, utility relocations and construction are expected to begin in December and overall completion by mid-2019.

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three grade crossings within the city of Redwood City at Whipple Avenue, Main Street, and Broadway. This project is specially funded by the California Public Utilities Commission.

The project will improve the Whipple Avenue crossing with new vehicular and pedestrian gates, new sidewalks and ramps, new pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings will be added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design of this project has been coordinated with the City of Redwood City's improvements in the same area.

The construction contract was awarded to Balfour Beatty in August. The execution of the contract was completed and the Limited Notice to Proceed (LNTP) is expected to be issued to the contractor by the end of October. Construction is now planned to start in the December 2017 and complete by June 2018.

Fiscal Year (FY) 16 Grade Crossing Improvements Project: The scope of this project is to improve the safety at ten 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 Avenue 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 Federal Railroad Administration (FRA) and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

The construction contract was originally advertised for bids in July and the sole bid received was deemed to be non-competitive. The recommendation to reject bids was approved at the October 5th Board meeting. The scope of the contract has been modified to eliminate trackwork elements that may have confused potential bidders as the remainder of the contract scope is primarily municipal civil construction items such as pavement markings, striping and minor concrete work. Subsequently, the revised contract was re-advertised for bids on October 12 with bids due in November. Award is currently planned for early 2018 and construction is expected through early 2019. The eliminated trackwork scope will be performed by our contract operator, TransitAmerica, Inc. (TASI), who is experienced in this type of construction.

Sunnyvale Station Rehabilitation Project: Replace the surface pavers in the station platform with colored cast-in-place concrete and the relocation of the north pedestrian crossing to the north by approximately 83 feet. Some of the surfaces of the platform pavers have become uneven and this project will create a smooth and even platform surface. The relocation of the north pedestrian crossing will help to clear the southern crossing that is currently partially blocked when northbound 6-car consists arrive at the Sunnyvale Station. The construction contract was awarded to Sposeto Engineering on September 7th and the execution of the contract continues. A Limited Notice to Proceed is forecasted to be issued to the contractor by the end of October to commence the 60-day administrative period. Construction is expected to begin in late 2017 and be completed by mid-2018.

Inward Facing Cameras: Install cameras on locomotives and cab cars that will video and voice record the 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. A Request for Proposal was issued on May 25th; however, no vendor proposals were submitted. Discussions with potential vendors lead to a conclusion that re-advertising the contract was unlikely to result in proposals actually being submitted.

Staff pursued and has completed sole source negotiations with the vendor who previously installed the outward facing cameras in order to implement the project. Negotiated terms and conditions are under review by legal counsel to ensure that we are compliance with legal statutes. The contract is planned to be presented to the Board for approval to award in November. Completion of installation and testing is anticipated by the spring of 2018.

New Control Point at Brittan: Add a new control point in the corridor near Brittan Avenue in San Carlos. The new control is comprised of new crossover tracks (and associated signaling equipment) that will allow trains to cross over between the two mainline tracks in the 5-mile zone between Redwood City and Belmont. An operational capacity study that was conducted in 2013 recommended the potential addition of up to eight new control points to improve system operational capacity. The study ranked this location to be the most beneficial to increase efficiency and flexibility especially in the event of emergencies and equipment breakdowns. The new control point may also potentially increase work windows for construction projects. The design was completed and the construction contract was advertised for bids on October 5. Bids are due in November and the contract award is planned for early 2018. Procurement of long lead owner furnished materials such as special trackwork and signal houses is in progress. Construction is expected to begin in early 2018 and complete by the end of 2018.

HVAC Improvements at the CCF Communications Equipment Room: Improve the cooling systems in the electronics equipment room at the Central Control Facility in San Jose. The amount of electronic equipment has greatly increased which has resulted in overloading of the existing cooling system. With the addition of newer systems such as Communications Based Overlay Signal System (CBOSS)/ Positive Train Control (PTC), Railroad Operation Control System (ROCS)/Predictive Arrival and Departure System (PADS), and upgrades to communications systems; the capacity of the existing cooling system is inadequate to maintain a sufficiently cool temperature. Equipment failure to critical systems such as dispatching and communications due to overheating is an unacceptable operational risk. Currently, this problem is being temporarily addressed by using rental cooling systems that are inadequate for future expansion and is costly. This project will address current and future cooling capacity by adding and replacing current cooling systems with newer and more efficient cooling equipment. The contract was advertised for bids in July and bids were received in August. The contract is being presented at the November Board for approval to award. Construction is expected to begin in early 2018 and complete by mid-2018.

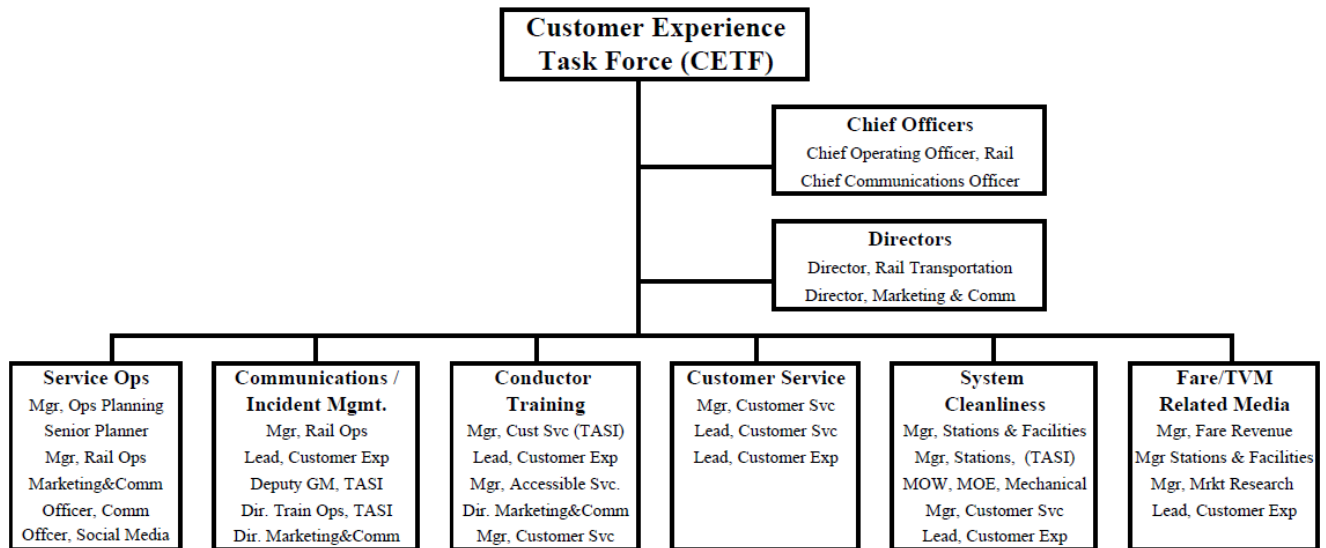
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
 CITIZENS ADVISORY COMMITTEE (CAC)
 STAFF REPORT

TO: JPB CAC

FROM: Joe Navarro
 Director, Rail Transportation

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.



Service Operations

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

- Caltrain Timetable Update:
 - Staff continues to monitor on-time performance, train capacity and customer feedback.

Communications/Incident Management (CICS)

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.
- In order to let the public know of elevators out of service, a webpage has been created to report elevator status. Elevator status can now be seen on Caltrain.com/Stations/elevatorstatus.
- 2017 Customer Satisfaction Survey Results have been finalized. The Customer Experience Taskforce will use these results to continue to set short/med/long terms goals.

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

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

Conductor Training

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

- Continue to identify training opportunities for conductor refresher training.
- Implementing new training program for conductors i.e. how to fare enforce using mobile ticketing application, available to passengers to be determined.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.

Customer Service

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

- Trend customer complaints to establish patterns for improvements.
- Partner with Rail Operations department to implement changes to better enhance the customer experience.

Fare/Ticket Vending Machine (TVM) Related Media

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

- Continue to investigate Clipper Card issues.
- Continue to follow progress of handheld clipper reader used to tag on and tag off capability.
- Continue to offer customers traveling with Clipper card (Clipper cash) availability to tag off and on at the Stanford Stadium station during special events. Caltrain staff with fare readers will be at the station to assist Clipper customers.
- Mobile Ticketing Status – TBD. Passengers are anticipated to have the technology available for mobile ticketing to purchase One-way, Day Pass and Zone Upgrade fares. Future options may include daily parking permits and components for trip planning and real-time information on service updates, among other functions.

In the long term (24 months+), the taskforce is spearheading efforts to:

- Investigate potential of procurement of new TVMs.

System Cleanliness

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

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Based on recent evaluation results, implemented a new process and procedure to ensure equipment cleanliness.

JPB CAC Work Plan

December 20, 2017

- Update on South San Francisco
- 2018 Legislative Program Report

Items to be scheduled

- **Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina**
- Grade Crossings Improvements
- **Communications-based Overlay Signal System Update – requested 4-19-17 by Brian**
- Update on Mobile Ticketing Application
- Centralized Traffic Control System Upgrade
- Visual Messaging System Station Signage
- Caltrain Business Plan

* Date certain (time sensitive item)

Items in bold are CAC member-requested