



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

February 21, 2018 – Wednesday

5:40 p.m.

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

1. Pledge of Allegiance
2. Roll Call
3. Election of Officers
4. Approval of Meeting Minutes of January 17, 2018 (5:45 p.m.)
5. Public Comment (5:50 p.m.)
Public testimony by each individual speaker shall be limited to three minutes
6. Chairperson's Report (6:00 p.m.)
7. Committee Comments (6:05 p.m.)
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
8. Caltrain Capacity Analysis (6:15 p.m.)
9. Staff Report (Joe Navarro) (6:30 p.m.)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
10. Date, Time and Place of Next Meeting
March 21, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

All items on this agenda are subject to action

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

INFORMATION TO THE PUBLIC

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

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

Location, Date and Time of Regular Meetings

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

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

Public Comment

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

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

Accessibility for Individuals with Disabilities

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

Availability of Public Records

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

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING**

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

MINUTES OF JANUARY 17, 2018

MEMBERS PRESENT: C. Chang, L. Fernandez, R. Valenciana, J. Welch, L. Klein,
P. Escobar, B. Shaw (Chair)

MEMBERS ABSENT: C. Tucker, H. Chamarchy

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

Chair Brian Shaw called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

ELECTION OF OFFICERS

A nominating committee was not established; the members agreed to meet and determine a member from each county. Chair Shaw requested this item included on the next meeting agenda.

APPROVAL OF MINUTES OF DECEMBER 20, 2017

Motion/Second: Klein/Escobar

Ayes: Chang, Fernandez, Welch, Klein, Escobar, Shaw

Absent: Tucker, Chamarchy, Valenciana

PUBLIC COMMENT

Roland Lebrun, San Jose, said the issue is train capacity and line capacity. He commended Chair Shaw's report to the Board during the last meeting. He requested that the members look at the Citizens Advisory (CAC) bylaws and see what the CAC member's roles are on the committee. He said the members' role should be to address Caltrain issues as well as provide input to the Board. He also asked that the member name plates that reflect the counties they represent should be clearer.

Ricardo Valenciana arrived at 5:52 p.m.

Drew, San Mateo, said he appreciates the staff that is working on the New Hillsdale Station/ 25th Avenue Grade Separation in San Mateo and also options to improve things on the stations coming from the South.

CHAIRPERSON'S REPORT

Chair Shaw said Stanford recently implemented a program to use clipper card as the Go Pass platform; the data would be helpful for Stanford and Caltrain in evaluating the Go Pass program and allowing Caltrain to understand the use of the program and Stanford understanding the value.

COMMITTEE COMMENTS

Member Paul Escobar requested more information or a possible future presentation regarding Wi-Fi on the trains. Chair Shaw said it has been over one year since the discussion of Wi-Fi; he agreed and asked staff to include as an item on work plan.

Public Comment

Roland Lebrun, San Jose, provided the members a history on Wi-Fi; he said that a few years ago Caltrain presented to the Board a proposal for \$29 million dollars, during the meeting an individual from private company offered to provide service for free and the motion was denied. He said the latest new is Caltrain is trying to get Transit and Intercity Passenger Rail Program (TIRCP) funding to enable Wi-Fi.

MOBILE TICKETING APPLICATION

Russell Arnold, Director, Marketing and Communications, said the Mobile Ticketing application (App) is set to launch on February 10, 2018 at the Giants FanFest, he reported:

Mobile ticketing features

- Products available: One-way, Day Pass and Zone Upgrade
- Fare rules – same as paper ticket (purchase and activate)
- Fare price – same as ticket machines

Promotion plan

- Phase I – Tease
- Phase II – Launch with Product Details, How to Download, How to Use, Frequently Asked Questions
- Phase III – Continual Education, Awareness

Next steps

- Trip Planning
- Daily Parking

Ms. Fernandez asked if it was an app or a mobile website. Mr. Arnold responded it will be an app. Ms. Fernandez suggested it should be a mobile website as it would be easier to go through your phone browser and purchase in an online store as oppose to downloading the app.

Julia Welch suggested an indicator that delivers to mobile phones that provides available parking spaces. Mr. Arnold agreed but the data from the ticket vending machine would need to synchronize with the indicator on a mobile phone; not sure if the ticket machines are robust enough and might require possible upgrade on the ticket machines.

Larry Klein asked if the app requires Global Positioning System (GPS) enabled at all times. Mr. Arnold responded it is not through GPS; the riders would need to choose the station destination.

Lauren Fernandez asked when showing the conductor the app, does it require data connection. Mr. Arnold responded no, it is an app and located in cell phone wallet; does not require data.

Mr. Escobar asked what kind of data is collected and stored. Mr. Arnold said you can purchase as a guest or create an account and data is not linked to a person.

Cat Chang asked what the consequences are if a rider just purchased the ticket at the last minutes once they boarded the train. Joe Navarro responded the rider will get a violation; all signs state that riders should have a proof of payment prior to boarding the train.

Ms. Chang asked if staff about security around payment details and billing. Mr. Arnold responded yes the app is in compliance and secure. He also mentioned that San Francisco Municipal Transportation Agency (SFMTA) and Santa Clara Valley Transportation Authority (VTA) use the same app.

Ms. Welch asked if there would be any advertisement on the app. Mr. Arnold said they would not allow any advertisement.

Public Comment:

Adrian Brandt, Redwood City, asked about the flashing light on the app; suggested there should be the time stamp on the purchase. Mr. Arnold said yes it is time stamped. Mr. Brandt also asked about back ride prevention if it is direction stamped. Mr. Arnold said yes it is from zone to zone. Mr. Brandt said Redwood City and Millbrae are on the same zone. Mr. Brandt suggested PayPal.

Roland Lebrun, San Jose, said it is time to start thinking about the transit system like the rest of the world. He said pre-pay and upload is fine but bottom line like every transit system on the world; you don't get on platform until you are validated; need to tag on/off; the agency should implement the tagging system. He said it is important for the data to go on Clipper for the purpose of transit planning; to find out what system the riders are using. He asked what the cost of the app and funding source is; he said he would have a personal problem if it is through the Caltrain fare box.

Andy Chow, Redwood City, he said SFMTA and VTA have their own app; understand the market for the app; frequent users rely on clipper card but occasional users that would ride user SFMTA, VTA and Caltrain would that rider have to download the app for all three or one single process; it would be unfortunate if it is three. He said Chicago has an app that supports bus and train; the technology exists.

TRAIN DELAY AND ON TIME PERFORMANCE

Ben Burns, Manager Rail Operations, reported on On-Time performance improvement, key highlights of the report:

- On-Time (OTP) Performance Goal: 95 percent trains On-Time
- On-Time = 5 minutes and 59 seconds or less
- On-Time Perform. Measurement – Time Points
 - End of Line: San Francisco, San Jose, Tamien, Gilroy

- Mid-Line: Redwood City
- On-Time Performance tracked Daily, Monthly, Yearly
- Improved Monthly OTP:
 - Over Past Year since Oct 2016:
 - 6 months exceed 95 percent OTP
- Improved Year-to-Date OTP:

Oct 2017: 94.9 percent	Oct 2014: 91.6 percent
Oct 2016: 94.0 percent	Oct 2013: 91.1 percent
Oct 2015: 86.2 percent	Oct 2012: 89.0 percent

Chair Shaw asked about the change for bike boarding procedures; riders that do not have a bike would use other doors so bikers can get enter the train; he asked if this was still being considered. Mr. Burns said the study pilot started in December but did not have much data due to the weather and there were no bikers. Mr. Burns said they will continue the study in April when the weather is better and more bikers.

Julia Welch suggested that during the study of bikers going first; there should be more signage on the trains providing riders this information.

Public Comment

Roland Lebrun, San Jose, suggested staff should add more passing stations to prevent delays and fatalities. He also said the passing station design needs improvement.

Adrian Brandt, Redwood City, suggested staff should be careful and accurate when doing statistics and studies; consider weather conditions as factor; timing on bikes boarding; data on seconds of boarding/off boarding.

STAFF REPORT UPDATE

Joe Navarro, Director, Rail Operations, reported:

On-time Performance (OTP) –

- **December:** The December 2017 OTP was 93.9 percent compared to 95.1 percent for December 2016.
 - **Vehicle on Tracks** – There were five days, December 6, 8, 13, 17, and 26, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In December 2017 there were 499 minutes of delay due to mechanical issues compared to 481 minutes in December 2016.
 - **Trespasser Strikes** – There was one trespasser strike on December 11, resulting in a fatality.
- **November:** The November 2017 OTP was 94.8 percent compared to 92.5 percent for November 2016.

Mr. Navarro said the Customer experience task force report will be updated during the next meeting.

Mr. Escobar asked about the selling of alcohol on the train. Mr. Navarro said it is not being considered at this time. Mr. Shaw clarified that alcohol is allowed on the train if riders bring their own but Caltrain will not sell alcohol.

Public Comment

Adrian Brandt, Redwood City, said that the customer experience especially on 4th and King during special event days needs to be improved; unfair to have riders wait outside during special events; riders should be allowed in the trains to wait.

Roland Lebrun, San Jose, suggested an app called Transloc that is used by other transit agencies; provides a map of entire network and shows all location of all trains that are active on the network; the dots of direction provides information on when the train arrives. He said he was unsure of why Caltrain is not using this app.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

February 21, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 6:50 pm

**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) –

- **January:** The January 2018 OTP was 96.2 percent compared to 94.4 percent for January 2017.
 - **Vehicle Strikes** – There were two vehicle strikes on January 10 and 11.
 - **Vehicle on Tracks** – There were two days, January 13 and 14, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In January 2018 there were 439 minutes of delay due to mechanical issues compared to 254 minutes in January 2017.
 - **Trespasser Strikes** – There was one trespasser strike on January 17, resulting in a fatality.
- **December:** The December 2017 OTP was 93.9 percent compared to 95.1 percent for December 2016.
- **Special Event Train Service –**
- **Services Performed:**
 - **San Jose Sharks** – There were six SJ sharks regular season home games in December. Total post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 1,640. Total year-to-date post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 7,192.

There were four SJ sharks regular season home games in January.
 - **49ers Regular Season** – The 49ers hosted the Tennessee Titans on Sunday, December 17 at 1:25 p.m. and the Jacksonville Jaguars on Sunday, December 24 at 1:05 p.m. at Levi's Stadium. Caltrain operated one

additional pre-game express train and one additional post-game local train for both games. Total additional ridership alighting and boarding at Mountain View was 3,453. Total year-to-date ridership for the season alighting and boarding at Mountain View was 18,466, a 31% decrease compared to 2016.

- **Foster Farms Bowl** – The Foster Farms Bowl between the Arizona Wildcats vs. Purdue Boilermakers was held at Levi’s Stadium on Wednesday, December 27th at 5:30 p.m. Due to low ridership for past Foster Farms Bowls at Levi’s Stadium and out-of-state teams competing, no additional service provided. Average additional ridership per train alighting and boarding at Mountain View station was 24, a 72 percent increase compared to 2016 when the Indiana Hoosiers played the Utah Utes. Total additional ridership alighting and boarding at Mountain View station was 730.
- **New Year’s Eve** – Caltrain operated Sunday service on Sunday, December 31st and provided additional capacity for pre-SF fireworks trains 435, 437 and 439 and also provided six extra post-SF fireworks trains making all weekend local stops from San Francisco to San Jose. Caltrain also provided free fares from 8 p.m. until the last southbound special reached San Jose. Post-fireworks service carried 5,209 riders, which represents a 13 percent decrease compared to 2016 ridership. Total additional riders alighting and boarding at San Francisco station was 9,959, which was similar to 2016 ridership.
- **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train operated on Monday, January 15, 2018. The 8-car train departed San Jose Diridon at 9:45 a.m. with limited stops to Palo Alto, San Mateo, and San Francisco. Total ridership alighting at San Francisco was 925, which represents a 3 percent decrease compared to 2017 service.
- **SF Giants Fan Fest** – On Saturday, February 10, 2018, Caltrain provided extra capacity for trains 423 and 801 for riders heading to the SF Giants Fan Fest which was held at AT&T Park from 10 a.m. to 3 p.m. After the event, Caltrain deployed two extra local trains from San Francisco.
- **Services Scheduled:**
 - **San Jose Sharks** – The Sharks will host six games in February. Caltrain will track post-game ridership for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but no later than 10:45 p.m.
 - **President’s Day** – On Monday, February 19, 2018, in observance of the President’s Day Holiday, Caltrain will operate a Modified Schedule, Saturday Service with four extra trains in each direction including one round trip from Gilroy to San Francisco. The Tamien to SJ Diridon Weekend Shuttle

will also operate additional shuttles. Schedules are available onboard trains and on the Caltrain Website Holiday Service webpage.

- **Capital Projects –**

This information is current as of January 18, 2018

San Francisco Highway Bridges: Replace three obsolete overhead vehicular bridges located in San Francisco at 23rd Street, 22nd Street, and Paul Avenue. Construction started in March 2015 and was substantially completed in May 2017.

Staff is waiting for the delivery of specialized materials in order to resolve a Buy America issue related to the fire hydrants that were installed as part of the project. The delivery of the materials has been extended to February 2018 due to supplier's manufacturing delays. 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. PG&E has reimbursed the PCJPB for their associated costs. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) continue. The AT&T relocation reimbursement request was completed by staff and is under review by legal counsel before transmittal to AT&T. Caltrans funding discussions are pending completion of the fire hydrants in February.

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.

During the past month, placement of Cast-In-Drilled-Hole (CIDH) pile foundations for the future bridges was completed at the Pedestrian Underpass between 28th and 31st Avenues, and the bridges at 28th Avenue and 31st Avenues. Work also continued for the bridge over Borel Creek, underground utilities near 25th Avenue, and completed temporary replacement parking east of the railroad tracks along Pacific Avenue. Existing parking lots at the Hillside Station were closed to facilitate construction. Parking has been temporarily diverted to the temporary replacement parking areas. The temporary closure of the Hillside Station, to allow completion of the project, is forecast to occur in late 2018. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary inconvenience. 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 Bioswale drainage systems and the rerouting of the storm drain system as requested by the City of San Jose was completed. Double track service south of the San Jose Diridon station on mainline tracks MT1 and MT2 was restored in January. Contract close-out activities are in progress.

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.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency.

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

Redwood City Grade Crossing Improvements: The scope of this project is to improve the safety devices at three grade crossings within the city of Redwood City at Whipple Avenue, Main Street, and Broadway. The project will improve the Whipple Avenue crossing with new vehicular and pedestrian gates, new sidewalks and ramps, new pavement markings and striping. At Broadway, new pedestrian gates will be installed and new pavement markings will be added. At Main Street, new fencing, pedestrian gates, and pavement markings will be installed. The design and construction schedule of this project has been coordinated with the City's improvements in the same area.

The Limited Notice to Proceed (LNTP), initiating the 60-day administrative period that precedes construction, was issued to the contractor on November 8th. Contractor's Administrative submittals and acquisition of city permits and traffic control plan approvals are behind schedule therefore the Notice to Proceed that

was planned for January is delayed until February 2018. Construction is expected to be substantially complete by July 2018.

FY16 Grade Crossing Improvements Project: The scope of this project is to improve the safety at 10 grade crossings along the corridor. Work items included are the installation of signals, fences, gates, curbs, lighting and signs. The existing grade crossing warning devices will be retrofitted to meet the latest California Public Utilities Commission standards. The crossings to be improved include 16th Street in San Francisco, Broadway in Burlingame, Peninsula and 4th Ave. in San Mateo, Ravenswood in Menlo Park, Alma and Charleston in Palo Alto, Rengstorff and Castro in Mountain View, and Mary in Sunnyvale.

The construction contract also includes the installation of medians at five crossings in Santa Clara County. The scopes of two projects were combined into a single construction contract to improve cost and administrative efficiency. These medians are required by the FRA and are intended to create a barrier that discourages vehicles from driving around down crossing gates. The five crossings are Churchill and East Meadow in Palo Alto, Sunnyvale Avenue in Sunnyvale, and Auzerais and West Virginia in San Jose.

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

Sunnyvale Station Rehabilitation Project: Replace the surface pavers in the station platform with colored cast-in-place concrete and the relocation of the north pedestrian crossing to the north by approximately 83 feet. Some of the surfaces of the platform pavers have become uneven and this project will create a smooth and even platform surface. The 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. The Limited Notice to Proceed was issued on December 15th to commence the 60-day administrative period. Construction is expected to begin in mid-February 2018 and complete by the summer of 2018.

Inward Facing Cameras: Install cameras on locomotives and cab cars that will

video and voice record the train operators during revenue operations. Currently there are outward facing cameras on locomotives that record the right-of-way from the vantage point of the operators. The inward facing cameras are recommended by the National Transportation Research Board and assists in post-accident investigations. Inward facing cameras are already in service on Metrolink in Southern California and by railroads such as the Union Pacific and Burlington Northern Santa Fe.

The Notice to Proceed was issued to Rail Power Services LLC on December 21, 2017. Administrative and design submittals are in progress. The contractor is coordinating vehicle availability and the scheduling of installations with the Mechanical department staff at the Centralized Equipment and Maintenance Facility (CEMOF) in San Jose. Completion of installation and testing is anticipated by the spring of 2018.

New Control Point at Brittan: Add a new control point in the corridor near Brittan Avenue in San Carlos. The new control is comprised of new crossover tracks (and associated signaling equipment) that will allow trains to cross over between the two mainline tracks in the 5-mile zone between Redwood City and Belmont. An operational capacity study that was conducted in 2013 recommended the potential addition of up to eight new control points to improve system operational capacity. The study ranked this location to be the most beneficial to increase efficiency and flexibility especially in the event of emergencies and equipment breakdowns. The new control point may also potentially increase work windows for construction projects.

The construction contract was advertised for bids on October 5. Bids are due on January 25, 2018. Contract award is planned for April 2018. Procurement of long lead owner furnished materials such as special trackwork and signal houses is in progress. Construction is expected to begin in early 2018 and complete by the end of 2018.

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

The contract was awarded in November to Smith Electric Service. The contract has been executed and a Limited Notice to Proceed was issued on December

11th to commence the 60-day administrative period. Construction is expected to begin in early 2018 and complete by the summer of 2018.

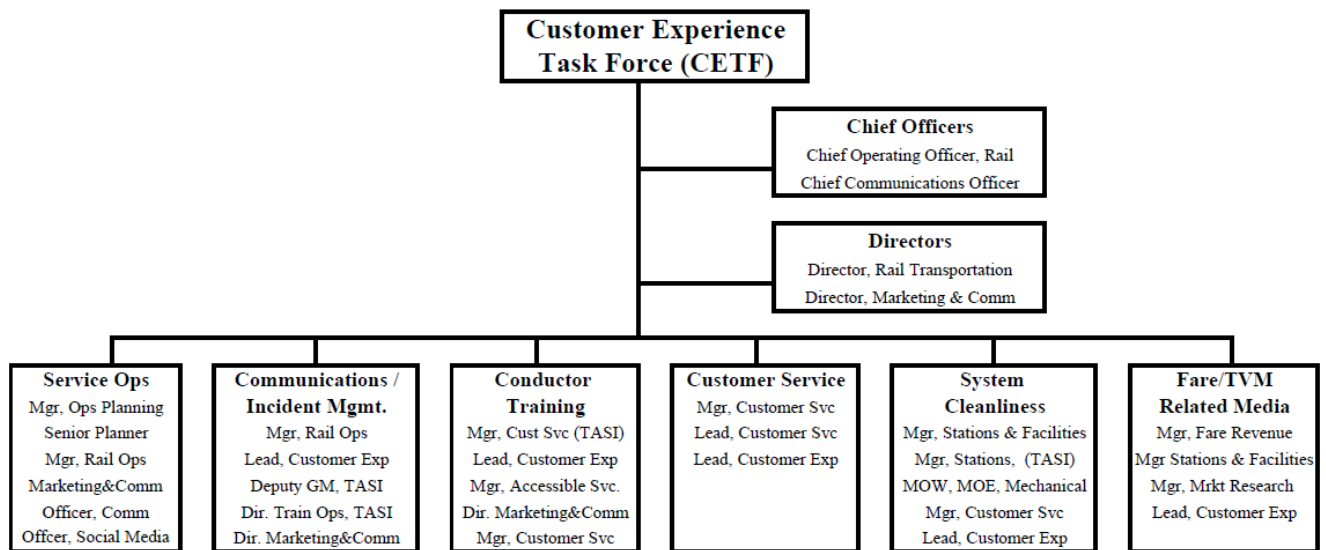
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Joe Navarro
Director, Rail Transportation

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



Service Operations

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

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

- Caltrain hosted a booth at this year's Giants FanFest on February 10. This allowed the opportunity to interact with riders to explain the changes to Extra Services to and from Giants Games. Two major changes are:
 - Belmont Express train will no longer be in service
 - There will be no Extra Service after 12:05 a.m. in the event that a Giants game goes into extra innings. This is due to provide the overnight construction windows for the Electrification Project.
 - More information can be found at <http://www.caltrain.com/riderinfo/specialevents/SFGiants>

Communications/Incident Management (CICS)

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.
- 2017 Customer Satisfaction Survey Results have been finalized. The Customer Experience Taskforce will use these results to continue to set short/med/long terms goals.

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

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

Conductor Training

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

- Continue to identify training opportunities for conductor refresher training.
- New training program for conductors on fare enforcement using mobile ticketing application has been completed. Will review both conductor and passenger feedback.
- 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.
- Train on New Mobile Ticketing Application to better assist customers.

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.

- Caltrain Mobile Ticketing App -
 - On February 10, Caltrain launched “Caltrain Mobile”, the rail agency’s official mobile ticketing application that allows riders to purchase and activate tickets from their smart phone devices.
 - Caltrain Mobile will enhance the overall customer experience for Caltrain riders by making it unnecessary to visit ticketing machines before boarding at stations. The app offers One-Way, Day Pass and Zone Upgrade digital tickets for adults and passengers who qualify for discounted fare.
 - Future options may include daily parking permits and components for trip planning and real-time information on service updates, among other functions.
- GO Pass Pilot Program –
 - In January 2018, three participating companies in the Go Pass program (Stanford University, SRI and Samtrans) will utilize Clipper cards as their proof-of-payment. The goal of this pilot program is to ensure accurate ridership information which will help Caltrain manage the cost of the Go Pass program, and, with its participants, deal with employee and resident separations, and misuse, in a more efficient way and support fare enforcement efforts. The agency will monitor and evaluate the pilot program throughout the year to determine future use of Go Pass on Clipper by the remainder of the participating companies.
- Caltrain Fare Evasion Ordinance -
 - The Caltrain Board of Directors unanimously adopted a new fare ordinance on January 4, which is expected to improve Caltrain’s fare compliance process by minimizing clerical errors, court congestion and passenger conflicts.
 - Caltrain currently uses a proof-of-payment/honor-based system, and conductors are responsible for daily fare inspections. Evaders will now receive a Fare Evasion Notice that will reduce man-hours, free up conductors to check more tickets, and has the potential to generate more revenue.
- Early stages of possible procurement of new TVMs for FY19.

System Cleanliness

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

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