



**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

April 18, 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 March 21, 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. Update on Peninsula Corridor Electrification Project (PCEP) (Lori Low)
8. Update on Bike Parking Plan (Melissa Jones)
9. Fare Study update presentation (Melissa Jones)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Taskforce Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
May 16, 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: Ricardo Valenciana (Vice Chair), 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 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

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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 MARCH 21, 2018

MEMBERS PRESENT: C. Chang, L. Fernandez, C. Tucker, R. Valenciana, L. Klein,
B. Shaw (Chair)

MEMBERS ABSENT: J. Welch, P. Escobar

STAFF PRESENT: J. Navarro, J. Averill, J. Navarrete, R. Scarpino, P. Givens

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF FEBRUARY 21, 2018

Motion/Second: Klein/Tucker

Ayes: Chang, Fernandez, Valenciana, Shaw

Absent: Welch, Escobar

PUBLIC COMMENT

Shirley Johnson, San Francisco, former chair of the Caltrain Bicycle Advisory Committee advised that she was concerned with the Capacity presentation delivered at last month's CAC Meeting. She asked the CAC committee to review the last page of this month's JPB CAC Correspondence as she included an outline of some of the problems she had with the presentation. She advised that back in July 2015, the JPB unanimously approved 8:1 seat to bike ratio on EMU trains, however she said that the 8:1 ration was approved with an expectation that there would be more bike capacity than today, comparable seat capacity as today and one more train per hour. She stated that although 6 EMU trains meet the 8:1 seat to bike ratio, it does not meet the Board's directive due to less bike and seat capacity as today. She said that Caltrain has applied for funding to run 8 car EMU trains which will meet the Board's 2015 directive with more bike/seat capacity and one more train per hour. She asked the CAC encourage Caltrain to follow the Board's 2015 directive, pending funding.

Member Ricardo Valenciana arrived at 5:47 p.m.

CHAIRPERSON'S REPORT

Chair Brian Shaw said that the Go Pass on Clipper (pilot program) at Sanford is going well. He said that it has been a good transition and hopes Caltrain can factor challenges if the Go Pass is to move entirely to the Clipper platform.

Chair Brian Shaw also stated that he has noticed an improvement with On Time Performance and it has been very consistent.

Lastly, Chair Brian Shaw stated that the Board has requested his notes from this meeting to be included in the Board packet which is due to Staff approximately two weeks following the CAC Meeting.

COMMITTEE COMMENTS

Member Cat Chang is interested in the Go Pass Clipper Pilot Program. She stated that she would like to know whether the Go Pass on Clipper is an improvement over the current method and whether this method will become broader. Chair Brian Shaw said that once the data is available, it will be valuable in determining whether changes to services are needed, for example, with Shuttle schedules.

Member Cat Chang also mentioned that she saw the flyers on the train advising passengers of the new Notice of Violation of Fare Enforcement and appreciates Staff's efforts with additional outreach regarding increased enforcement.

UPDATE ON PLATFORM SIGNAGE

Joe Navarro, Director, Rail Operations, provided an update on platform signage. He stated that during construction the equipment is not housed near the work zone and needs to travel miles along the tracks to the designated work zone. During this equipment move, station platforms need to be closed which forces passengers to board on one side of the platform. Joe stated that Staff is improving signage. Signs will be stationed on the platforms advising passengers to "look up and listen" to the Visual Messaging for boarding and station announcement for boarding instructions of their respective train.

Member Cat Tucker asked Staff whether these signs will be reflective and Staff confirmed that they will be retro-reflective.

Chair Brian Shaw asked whether the signs will remain at the station when construction is not happening. Joe responded that they would be stationary at the affected station platforms within the work zones. Passengers will rely on the visual messaging and station announcements. Chair Brian Shaw also mentioned that the Caltrain Twitter feed reports platform closures. Member Larry Klein advised that because the signs will be stationary whether or not construction is happening, passengers may ignore them and that a flashing light indicating construction will be helpful. Joe agreed to monitor passenger complaints and will consider the idea of flashing lights during construction.

Public Comment

Jeff Carter, Millbrae, stated that the Visual Messaging Boards are not always accurate and that there are not always audible station announcements. He says that he has witnessed times where the passengers are on the wrong side of the platform and where trains have had to wait for the passengers to cross over. He also stated that the current signs indicating platform closure are located on the platform and not where passengers walk on to the platform. He stated that placement of these signs will be important to direct passengers accordingly.

Doug DeLong, Mountain View, stated that he is a part of the South Bay Historical Railroad Society which is the group that restored and maintained the Santa Clara Depot. He mentioned that he has noticed that when platform signs are not in use at the Santa Clara station, they are being leaned against the historic building and requests Staff to treat the historic station with more respect.

Andy Chow had a comment regarding the visual messaging sign. He said that at stations with closed platforms, that there should not only be visual/station announcements advising passengers of where not to board, but also should have messages on the opposite platform validating that passengers are on the correct platform for boarding.

Drew, San Mateo, suggested adding verbiage like "alternate" or "different" to boarding information. This will get passengers to look for alternate boarding instructions.

Roland Lebrun, San Jose, stated that his comment is regarding VTA connection between Caltrain and Light Rail at Tamien. He stated that when he transfers from VTA to Caltrain there is signage with Caltrain departure/schedule information however on his return trip, there is no signage for VTA departure/schedule information. He would like VTA to improve signage.

POSITIVE TRAIN CONTROL UPDATE PRESENTATION (PTC)

Joe stated that there was a late cancellation and that he will instead present the PTC presentation.

Discussion

- Program timeline
- PTC program and industry status
- Contracting objectives and strategy
- Path forward and Wabtec
- Funding

Timeline

- Pre-2008 Caltrain began development Communications Based Overlay Signal System (CBOSS) Positive Train Control (PTC). *CBOSS is no longer
- 2008 Rail Safety Improvement Act, Federal Mandate PTC
- 2011 Contract with PTG
 - \$239M Budget (\$159M for PTG contract)
 - Original in-service date October 2015
- 2016 Peer review, multiple partnering efforts
- 2017 (Feb.) Termination PTG contract after persistent delays, associated program cost increase and lack of performance
- PTG Termination Last Resort – Advised regulators (FRA & FTA) – Coordination with funding partners – Secured program assets (fiber, spares, Backup Control Center Facility etc)
- Summer 2017 Pursue Options with Alstom – Contractual issues associated w/ relationship PTG – Prohibitively unreasonable price

- Fall 2017 / Winter 2018 Revisit Scope – Solicit proposals from original RFP proposers – Evaluate industry since original award in 2011

Program Status

- Installation of all subsystems complete
 - On-Board Equipment
 - Wayside Interface Unit & FRA Official Validation Testing
 - Back office
 - Fiber optic backbone
 - Base stations (14)
 - Control center
 - High Rail Testing for FRA Official Critical Assets Complete
- Spectrum leased
- Train brake testing and federation in-process
- Draft RSD application submitted to FRA

Industry Status

- PTC implementation problematic
- FRA rigid requirements for extension to 2018 deadline
 - February 5 meeting with FRA indicates no flexibility
- Interoperability significant challenge even when using same technology
- Capital funding scarce
- Operations and SOGR funding not available from grants
 - Significant impacts to operating budgets
- Availability resources (people and technology) challenge
- Few vendors in the industry

Lessons Learned

- Caltrain PTC team hired and in place
 - Will work in concert with Wabtec to deliver the program
 - Will ensure knowledge transfer
- Go live planning – Interdisciplinary team working to ensure smooth transition to operations and maintenance
- Peer discussions/benchmarking
 - Knowledge share among properties with the same challenges
 - Future benchmarking for estimating ongoing SOGR and Operating costs

Contracting Objectives & Strategy

- Meet December 2018 Federal PTC mandate
- Retain knowledge / experience project team
- Procure in compliance with applicable FTA guidelines
- Minimize procurement time
- Maximize cost efficiencies
- Minimize risk

Path Forward

- Most Viable Alternative: Wabtec
 - Second highest ranked proposer in original RFP
 - Additional recent proposal solicitation /outreach confirmed ability to deliver

- Technology (I-ETMS) already approved by FRA
- Used by Union Pacific (UP) on San Jose to Gilroy corridor (JPB was going to install same equipment on locomotives in UP territory)
- Facilitates interoperability with UP and tenants
- Reduced maintenance costs
- Developed passenger rail functionality

Wabtec Transition

- Original CBOSS PTC designed to be interoperable with Wabtec platform
- Not a complete change-out
 - Onboard -60% re-used/repurposed/retrofit. Some components used for spare, pilot units
 - Data Communication System (DCS)- 100% reused
 - Office - 75% Used with 2 servers kept for spares
 - Wayside - 90% equipment can be re-used, the remainder used for spares
 - Backup Central Control Facility (BCCF) - 100% reused
 - Database - 100% reused
 - Transponders - Not used by I-ETMS. Keeping transponders to aid in train

Wabtec Contract

- Scope
 - On-board installation
 - Assessment and integration of all systems
 - Hi-Rail and Lab equipment
 - FRA documentation
- Incentives: \$2 million
- Risk sharing: \$1.9 million
- Contingency: \$4.5 million
- Total contract budget: \$49.5m
- Eligibility for extension by 12/18
- Compliant PTC system within allowed time

Funding Status

- ~\$59M remaining in funds
 - Cover contract budget through system acceptance
 - Program support costs through 2018
- Total program budget and funding plan to be developed
 - Brought back to the Board once field assessments have begun (June/July)
- Staff currently identifying grant and funding opportunities

Next Steps

- Contract
 - Award Contract and issue NTP
 - Begin field assessment and submit alternate Revenue Service Demonstration (RSD) strategy and extension request to FRA (April)
 - Onboard equipment installation complete (Dec)
 - Enter RSD (Dec)
 - Complete staff training

- Submit Safety Certification Program
- Program
 - Monthly board reporting and updates
 - Ensure rigorous oversight feedback loop w/ partners
 - Continue PCEP PTC interface coordination
 - Develop final program budget and funding plan
 - Continue go live team efforts

Member Larry Klein asked whether Staff will meet the deadline at the end of December 2018. Joe advised that although he is not the expert in this department, he feels that Caltrain can ask for an extension and hoping to meet the deadline. Larry Klein requested an update in July. Joe will review the Work Plan for an update as things progress.

Public Comment

Jeff Carter, Millbrae, stated that there was criticism of CBOSS and that internet blogs predicted its failure. Jeff requested a cost comparison of PTC between the various passenger commuter type railroads.

Doug DeLong, Mountain View, revisited the history of PTC and said that he believes Caltrain is now on a path forward with relatively minor breakage.

Roland Lebrun, San Jose, stated that the minutes of November 2011 reflect that Wabtec was the lowest bidder when PTC was originally awarded. Roland stated that the problems with CBOSS could have been identified sooner had they been brought to TTCI. Roland said that there are problems with the Stadler EMU and advised Staff to refer to TTCI to identify these problems.

SUNNYVALE STATION REHABILITATION PROJECT PRESENTATION

Robert Scarpino presented the update on the Sunnyvale Station Rehabilitation Project.

Background Information

- Existing platform is constructed with concrete with sections of pavers mixed in between concrete bands
- The continual vibration from passing trains has caused the pavers to continually settle
- The settling of the pavers has created multiple tripping hazard along both platforms
- Periodic repairs over the last seven years has helped stabilize the problems, permanent solution required now

Scope of Work

- Remove existing pavers between concrete footings, prepare the subgrade, install #4 rebar, back fill, finish with tan colored concrete & saw cut, stabilize all joints and epoxy grout finish
- Extend the platform, relocate North Pedestrian crossing 83' towards Mathilda Avenue

- Relocate the two existing Mini-High North Relocate Tactile Tile, PNA Shelters, ADA Squares, Wheelchair Lifts and Signage

Platform modifications

- Remove existing pavers between concrete footings, prepare the subgrade, install #4 rebar, back fill, finish with brick colored and stamped concrete
- Stabilize all joints and epoxy grout finish
- Relocate Mini-Highs, Tactile Tile, PNA Shelters, ADA Squares, Wheelchair Lifts and Signage

Next Steps

- Develop Plans and Specifications put out to bid, awarded bid to Sposeto (General Contractor) in 2017
- Notice to Proceed February 2018
- Construction started March 12, 2018
- Estimated time to complete 4 months
- Estimated cost \$750K

Member Larry Klein asked about ADA ramp accessibility during construction and Rob responded by saying that there will be ADA accessibility at all times.

Public Comment

Jeff Carter, Millbrae, asked whether there is a plan to extend the platform to accommodate more than 6 cars. Rob Scarpino responded that the current plan is to accommodate a 6 car train.

Roland Lebrun, San Jose, said that there are Caltrain Engineering Standards and that the platforms should be 700 ft. long. Roland requested Staff to make all platforms the same length.

Adrian Brandt, Redwood City, said that he disagrees with making the Sunnyvale platform only one car length longer when Caltrain plans to run longer trains.

STAFF REPORT UPDATE

Joe Navarro, Director, Rail Operations, reported:

On-time Performance (OTP) –

- **February:** The February 2018 OTP was 93.7 compared to 93.8 percent for February 2017.
 - Vehicle Strikes – There were two vehicle strikes on February 10 and 12.
 - Vehicle on Tracks – There were two days, February 9 and 27, with a vehicle on the tracks that caused train delays.
 - Mechanical Delays – In February 2018 there were 240 minutes of delay due to mechanical issues compared to 792 minutes in February 2017.
- **January:** The January 2018 OTP was 96.2 percent compared to 94.4 percent for January 2017.

Grade Crossing Update

Mr. Navarro provided a brief update on Broadway Ave. He reported that staff met with the CPUC the week prior. Mr. Scarpino added that they also met with the City Traffic Engineer to discuss signage and possible options to mitigate the problems Caltrain has been facing at grade crossings. It was identified that there is an opportunity at Caltrans to address traffic control as it is the cause of the frequent number of people attempting to cross Caltrain train tracks in a hurry. Currently the CPUC and the City Traffic Engineer are in discussions of possibly adding different controls which would allow better traffic flow. Caltrain will meet with both parties in two weeks to discuss their proposed improvements.

Mr. Navarro reported that they are looking at painting the envelop red at East Meadow grade crossing. Mr. Scarpino advised that the city will be setting up cameras at Alma East Meadow, Churchill and Charleston grade crossings within the next 4-6 weeks. Caltrain hopes to use that data to make improvements.

Public Comment

Adrian Brandt, Redwood City, stated that there are two classes of problems. The first class of problems is with people driving onto the tracks due to drivers following their GPS. The second is with drivers in violation of the vehicle code and stopping their vehicles on the tracks. He advised that the only way to mitigate these issues is to increase signage to avoid drivers from driving onto the tracks and for the second issue, to install cameras in order to cite violators.

Roland Lebrun, San Jose, stated that in order to address the GPS issue, when drivers turn onto the tracks, Caltrain will need to follow what is done in the U.K. On each side of the grade crossing they have sharp spikes to stop the vehicles from entering the tracks.

Customer Experience Task Force

Ms. Navarrete reported:

Special Events

- San Francisco Giants Service 2018 Season:
 - Belmont Express train will no longer be in service due to low ridership
 - 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.
 - Improved Communications for Giants 2018 Season Service:
 - Visual Messaging System
 - Messaging Scroll to promote Specials Northbound Scheduled Trains
 - Working to update the Visual Messaging System to identify Special Northbound Trains when approaching the platform labeled with an "S" (i.e. S01, S03)
 - Giants Service 2018 Season Brochure/Website
 - Added pre game Special Trains, scheduled times and highlighted in Orange

- More information can be found on the website at www.caltrain.com/riderinfo/speialevents/SFGiants

Conductor/Customer Service Representatives Training

- Fare Enforcement Ordinance – Notice of Violation of Fare Enforcement training began in March and will conclude by the end of the month.

Caltrain Mobile Ticketing App

- In February, Caltrain Mobile sold 3,284 tickets.
- Caltrain Mobile was downloaded nearly 5,000 times since launch.

GO Pass Pilot Program

- In February, the Clipper system registered more than 120,000 rides.

Outreach Efforts

- Bike Security Outreach Effort
 - A new bike security outreach effort is being launched, bringing the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard.
- Construction Project Customer Communication
 - Caltrain has updated its website with pages dedicated to individual constructions projects. Passengers are also able to sign up for email notification with construction project updates.

Public Comment

Adrian Brandt, Redwood City, suggested Caltrain not identify special trains with an "S", but rather an "X". He also commented on the new fare enforcement policy. He said that there is no sliding window for violations. He said that once the passenger violates the fare enforcement more than three times, there is a 90 day blackout with no sliding window. Adrian said that BART has a sliding window. Mr. Navarro said that he will look into that concern.

Chair Brian Shaw asked Mr. Navarro to confirm whether there is a 90 day block out period and Mr. Navarro responded by saying that he will take a closer look at the violation process and if, not already in place, will consider making it a sliding window.

Shirley Johnson, San Francisco, appreciated the Bike Security Efforts update and shared a personal experience about why seats near bikes are extremely important to stop theft.

Jeff Carter, Millbrae, stated that he has been riding the train since 1977 and uses a monthly pass on Clipper. He is concerned because under the new system, there will be no discretion for regular riders and that this is not customer friendly.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

April 18, 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 6:59 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) –

- **March:** The March 2018 OTP was 94.3% compared to 96.5% for March 2017.
 - **Vehicle Strikes** – There was one vehicle strike on March 25.
 - **Vehicle on Tracks** – There were two days, March 1 and 4, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In March 2018 there were 515 minutes of delay due to mechanical issues compared to 408 minutes in March 2017.
 - **Trespasser Strikes** – There was one trespasser strike on March 5, resulting in a fatality.
- **February:** The February 2018 OTP was 93.7% compared to 93.8% for February 2017.
- **Special Event Train Service –**
 - **Services Performed:**
 - **San Jose Sharks** – The San Jose Sharks hosted six home-games in February. Total post-game Sharks fans and regular riders, boarding at San Jose Diridon station, was 2,058. Total year-to-date post-game Sharks fans and regular riders, boarding at San Jose Diridon station, is 10,428.

There were eight SJ sharks regular season home games in March.

The Sharks hosted three regular season ice-hockey games in April. The last regular season game was on Saturday, April 7, 2018.

- **Giants Baseball** – The Giants held two exhibition games against the Oakland A's at AT&T Park on Monday, March 26 at 7:15 p.m. and Tuesday, March 27 at 6:05 p.m. Caltrain provided 2 extra post-game trains.

The Giants regular season home opener against the Seattle Mariners was on Tuesday, April 3 at 1:35 p.m. Caltrain provided two extra pre-game trains departing from SJ and one extra post-game train.

- **Mexican National Soccer Team vs. Iceland** – On Friday, March 23, 2018 at 7:00 p.m. the Mexican National Soccer Team and Iceland team played at Levi's Stadium. No additional service was provided, but ridership was monitored.

- **Services Scheduled:**

- **San Jose Sharks** – The Sharks are contenders for the playoffs. Caltrain will be tracking post-game service ridership for all regular season and post-season home games. Specials Service for the playoffs will be determined at a later date.
- **Giants Baseball** – The Giants will host thirteen season home games in April. For Weekday Day games Caltrain will provide one extra Pre-game train departing from SJ and one extra post-game train. For Weekday Evening games Caltrain will provide two extra Post-game trains. For Weekend games Caltrain will provide two extra Pre-game trains departing from SJ and two extra post-game trains. New for the 2018 season, visual message signs will identify special scheduled northbound trains when approaching the platform labelled with an "S" (i.e. S01, S03). All post-event trains will provide local service (the Belmont Express will no longer be in service). In addition, for Weekday and Saturday games, there will be no extra service after 12:05 a.m. in the event that a Giants game goes into extra innings. This is to provide overnight construction windows for the Electrification Project.

Additional service information is available in the Giants Baseball Brochure placed onboard the trains and on the Caltrain website: www.caltrain.com/sfgiants.

- **Capital Projects –**

This information is current as of March 14, 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.

Specialized materials, in order to resolve a Buy America issue with Caltrans related to the City of San Francisco fire hydrants, were received on March 10.

Installation of these materials is scheduled for the weekends of March 17-18 and March 24-25. Resolution of this Buy America issue is a precondition of Caltrans before resolving funding issues for 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. 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 still under review by legal counsel before transmittal to AT&T.

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the City of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Construction of the elevated rail alignment and the new Hillsdale Station will be phased to limit impact to the operating railroad.

During the past month, work continued on the construction of Borel Creek Bridge, the Pedestrian Underpass structure between 28th and 31st Avenues, signal system modifications at the 25th Avenue grade crossing, and fabrication of Mechanically Stabilized Embankment (MSE) wall panels. Schedule delays in 3rd party fiber optic utility relocations have impacted progress at the 28th and 31st Avenue bridges. The temporary closure of the Hillsdale 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.

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 that currently impacts the overall system operational efficiency will be removed.

During the past month, the contractor completed administrative requirements and the Notice to Proceed was issued. The contractor had been working under a restricted Limited Notice to Proceed that only allowed shoofly trackwork construction to proceed that is required to build temporary station platforms that allows the pedestrian underpass to be constructed. 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. An Air Space Lease Agreement that is also needed for utility relocations and other construction is being executed between the City of South San Francisco and Caltrans. The Electrification contractor has moved out of its work staging area just north of the South San Francisco station thereby eliminating the access conflict between the two

contracts.

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.

During the past month, directional underground boring for conduits crossing beneath the railroad tracks and street pavements at all three sites were completed. Work in progress during March includes underground electrical and installation of crossing panels at Main Street, underground electrical at Broadway, and construction of the foundations for the future traffic signal cantilever at Whipple Avenue. 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 Limited Notice to Proceed was issued on March 1, 2018 and the project is currently in the 60-day administrative period before site construction can begin that is expected to commence in May. 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 Notice to Proceed was issued and construction began on March 12th. Construction is phased so that only approximately 200 feet of platform is closed for surface replacement at any one time. Passenger and bicycle boarding patterns will be temporarily rerouted due to construction. The first area of construction is at the southern end of the platform. Construction is expected to 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.

Installation and testing of the cameras began on March 5th and is expected to be approximately 50 percent complete by the end of March. Completion of installation of all cameras is forecast by the end of April 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.

Site construction was expected to begin in late March for the construction of foundations for the new Air Cooling Equipment to be added. The project is expected to complete by the summer of 2018.

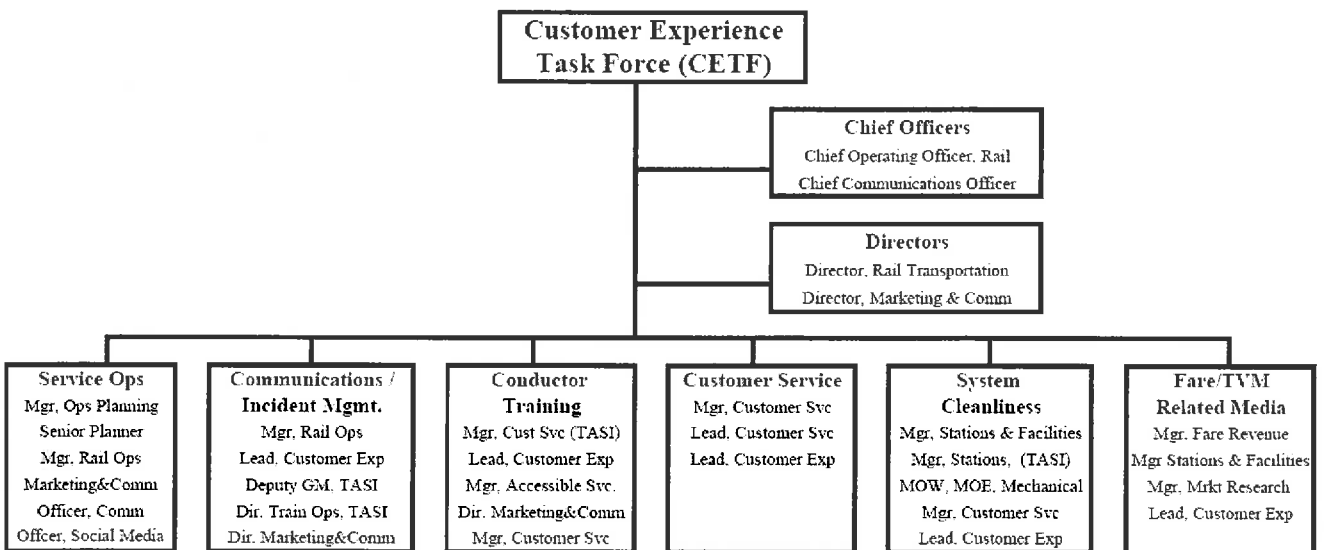
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.

- San Francisco Giants Service 2018 Season:
 - Implemented Visual Messaging System to identify Special Northbound Trains when approaching the platform labelled with an “S” (i.e. S01, S03)
 - More information can be found at <http://www.caltrain.com/riderinfo/specialevents/SFGiants>
- Bikes Board First Pilot:
 - On Monday, April 16, Caltrain will launch a five week pilot program that hopes to make boarding more efficient. This will allow bicyclists to board bike cars first at the Mountain View, Palo Alto and Redwood City stations. Caltrain staff will be on hand at those stations to assist passengers as needed.

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.
- Fare Enforcement Ordinance – Training classes have been completed. New Notice of Violation for Fare Enforcement to begin at the end of April.

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.
- Customer Service Representatives training on the new Notice of Violation for Fare Enforcement process has been completed.

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 obtained additional handheld clipper readers to better assist with the new Notice of Fare Violation process.
- Caltrain Mobile Ticketing App -
 - In March, Caltrain Mobile sold 9,167 tickets. About 67.3 percent of the tickets sold were One-way and the most common ticket category used

was Adult category. Caltrain Mobile was downloaded nearly 8,500 times in March.

- Currently staff is exploring with moovel North America, LLC the addition of daily parking and components for trip planning and real-time information on service updates, among other functions.
- Go Pass Pilot Program –
 - Piloted by three companies participating in Go Pass
 - In March, Clipper system registered 8,240 unique users accounted for 133,269 boardings.
 - The agency will continue to monitor and evaluate the pilot program throughout the year to determine future use of the Go Pass on Clipper by the remaining Go Pass participating companies.
- Early stages of possible procurement of new TVMs for FY19.

Outreach Efforts

The taskforce is spearheading efforts to:

- Bike Security Outreach Effort
 - A new bike security outreach effort is being launched, bringing the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018
 - Temporary Platform installed in March 2018.
 - A webpage was created at <http://www.caltrain.com/ssfstation>
 - Caltrain Electrification
 - Launched new website for Caltrain Electrification; www.CalMod.org
 - Sunnyvale Station Rehabilitation Project
 - Construction began March 12, 2018
 - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents
 - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs
 - A website was created at <http://www.Caltrain.com/SunnyvaleStation> that includes project information and allows individuals to sign up for weekly updates
 - A hotline (650.508.7726) and email (construction@caltrain.com) have been established
 - 25th Avenue Grade Separation Project
 - Construction continues on this 2 ½ year project
 - Over 450 people have signed up for the weekly construction update

- 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.
- 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.

JPB CAC Work Plan

May 16, 2018

- Centralized Traffic Control Presentation
- Wi-Fi Update
- Signage Proposal Update

June 20, 2018

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July 18, 2018

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August 15, 2018

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September 19, 2018

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Items to be scheduled

- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- Grade Crossings Improvements
- Visual Messaging System Station Signage
- Mobile App - requested on 2/22/18 by Chair Brian Shaw - Fall
- Proof of Payment update – requested on 2/22/18 by Chair Brian Shaw - Fall
- Suicide Awareness prevention – requested on 2/25/18 by Member Paul Escobar - Fall
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez