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CINDY CHAVEZ  
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JEFF GEE  
DAVE PINE  
CHARLES STONE  
MONIQUE ZMUDA

JIM HARTNETT  
EXECUTIVE DIRECTOR

**JPB Citizens Advisory Committee**  
**1250 San Carlos Avenue, San Carlos, CA 94070**  
**Bacciocco Auditorium, 2<sup>nd</sup> Floor**

**August 15, 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 July 18, 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. Rail Safety & Suicide Prevention (Tasha Bartholomew)
8. Caltrain Business Plan Update (Sebastian Petty)
9. Visual Messaging System Station Signage (Joe Navarro)
10. Staff Report (Joe Navarro)
  - a) Customer Experience Taskforce Update
  - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting  
September 19, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

*All items on this agenda are subject to action*

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

## **INFORMATION TO THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or [cacsecretary@caltrain.com](mailto: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](mailto:cacsecretary@caltrain.com).

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

### **Location, Date and Time of Regular Meetings**

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

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

### **Public Comment**

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

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

### **Accessibility for Individuals with Disabilities**

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Committee Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com); or by phone at 650.508.6223, or TTY 650.508.6448.

### **Availability of Public Records**

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

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

**MINUTES OF JULY 18, 2018**

**MEMBERS PRESENT:** C. Chang, P. Escobar, C. Tucker, R. Valenciana (Vice Chair),  
B. Shaw (Chair)

**MEMBERS ABSENT:** L. Fernandez, L. Klein,

**STAFF PRESENT:** J. Navarro, J. Navarrete, C. David, C. Scarella, Y. Hanakura

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

**APPROVAL OF MINUTES OF JUNE 20, 2018**

Motion/Second: Escobar / Tucker

Ayes: Chang, Valenciana, Shaw

Absent: Fernandez, Klein

**PUBLIC COMMENT**

Doug DeLong, Mountain View, advised that the Transbay community meetings are coming to an end because the terminal is scheduled to open on August 12. Doug mentioned that there will be a block party on August 11 in celebration of the opening in which the public is invited to attend. Doug also mentioned that the public may sign up for tours prior to the opening. Lastly, Doug expressed his excitement for electrification and its interaction with the new Transbay Transit Center.

Roland Lebrun, San Jose, stated that his comment is in regards to capacity. He stated that Caltrain requested \$3.7M of the 2016 Measure B funding from VTA. Roland advised that the proposition for Measure B states that \$300M is to be used to increase capacity between San Jose and San Francisco and that \$14M is to be used to provide additional service between San Jose and Gilroy. Roland asked, now that Caltrain has the funding, when to expect seven-car baby bullet trains.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw stated he would move to the next Agenda item due to time constraints.

**COMMITTEE COMMENTS**

No committee comments

## APPROVED FY2019 OPERATING AND CAPITAL BUDGETS

Cynthia Scarella, Manager, Budgets, presented the Approved FY2019 Operating and Capital Budgets.

### Outline of Discussion

- FY 2019 Approved Operating Budget
  - Summary
  - Detail
  - Key Issues
- FY 2019 Approved Capital Budget
  - Sources and Uses
  - Capital Program

### FY2019 Operating Budget Overview

Total Revenues	\$150.3M
Total Expenses	\$151.5M
Deficit	(\$ 1.2M)

### Use of Reserves (in millions)

	FY2019 Budget
Total Revenue	150.3
Total Expenses	151.5
Projected Surplus/(Deficit)/Projected Use of Revenue Stabilization Fund	(1.2)
Projected Unrestricted Funds, Beginning Balance	25.2
Establishment of Revenue Stabilization Fund (RSF)	(4.0)
Unrestricted Funds, Ending Balance	21.2
RSF, Beginning Balance	4.0
Projected Use FY19	(1.2)
Projected RSF, Ending Balance	2.8

### Total FY19 Revenues

Revenue	FY2019 (in millions)
Fares	\$107.8
Parking	\$ 5.8
Shuttles	\$ 2.7
Rental Income	\$ 1.9
Other Income	\$ 1.2
AB434, TA & Grants	\$ 5.5
Member Agencies	\$ 25.4
Total Revenue	\$150.3

Member Contributions (in millions)

92 Trains

<u>FY2019</u>	<u>San Mateo</u>	<u>Santa Clara</u>	<u>San Francisco</u>	<u>Total</u>
Operating Contribution *	\$7.6	\$10.8	\$7.0	\$25.4
Allocation Formula **	30.0%	42.4%	27.6%	100.00%

Notes:

\*Contributions for FY19 based on Allocation formula

\*\*Average Weekday Boarding formula including Gilroy

Total FY19 Expenses

EXPENSE FY2019  
(in millions)

TASI -Rail Op Service, PTC & Other Extra Work	\$87.4
Positive Train Control	\$ 1.4
Security Services	\$ 6.2
Shuttles	\$ 5.4
Fuel	\$10.8
Timetables & Tickets	\$ 0.2
Insurance	\$ 5.8
Facilities & Equip Maint.	\$ 3.1
Utilities	\$ 2.1
Services	\$ 1.5
Administrative	\$26.3
Long Term Debt	\$ 1.3
<b>Total Expenses</b>	<b>\$151.5</b>

OUTLINE CAPITAL BUDGET

- Overview of the FY2019 Capital Budget
- Funding Source
- Capital Program

Overview: FY19 Capital Budget

- Capital Budget is financially constrained, based on available funding from Federal, State, Local and Member Agency commitments.
- Capital budget is funded by agency partner commitments (1/3 each).

#### FY19 Capital Program Funding

- Capital Funding Requests: \$42.75M
- Funding Sources: \$42.75M
  - FTA \$13.28
  - STA-SOGR \$ 1.25
  - STA-CAP \$ 2.82
  - Partners \$22.50
  - Other \$ 2.90

#### FY19 Capital Projects

##### State of Good Repairs (\$36.0M)

- ROW/Signal & Communications (\$16.4M)
  - Tunnel 1 & 4 Track & Drainage Rehabilitation (\$6.5M)
  - Guadalupe River Bridge (\$3.0M)
  - System-wide Track (\$5.5M)
- Rolling Stock (\$17.0M)
  - MP36 Mid-Life Overhauls (\$7.5M)
  - F40 In-Frame Overhauls (\$1.3M)
  - Gallery Cars Mid-Life OH (\$2.7M)
- Station & Intermodal Access (\$2.6M)

#### FY19 Capital Projects

- Legal Mandates (\$1.3)
  - Personal Credit Info Infrastructure (\$0.4M)
  - Transit Asset Management (\$0.6M)
  - Updated SRTP (\$0.3M)
- Operational Improvements & Enhancements (\$2.0M)
  - Backup Central Control Facility Office Remodel (\$0.9M)
  - ROW Fencing (\$0.5M)
  - Grade Crossing Improvements (\$0.4M)
- Planning / Studies (\$3.4M)
  - Project Development/Management (\$1.0M)
  - Capital Contingency (\$0.9M)
  - SF Station Corrosion, Updated Strategic Plan, Grade Crossing Policy Dev, Rail Corridor Use Policy

#### Next Steps

- Continue to work with the Board and members to study and address funding gaps for FY2020 and beyond

Member Cat Tucker referred to page 7 and asked whether the TASI expense of \$87.4M includes conductors. Cynthia explained that the \$87.4M provides Rail Operations: Maintenance Support, Administration, Safety Operation, Dispatch, Maintenance of Equipment, Track, Communications, Signals, Stations and Construction Support. Cat also mentioned that the Administrative expense at \$26.3M also stood out and asked Cynthia how many employees are covered in that category. Cynthia said that it covers 66.3 FTE. She also said that the overhead cost is an internal cost allocation of indirect cost and that there is a formula that is audited by the Federal Government.

Vice Chair Valenciana requested the salary information for the leadership team within the 66.3 FTE mentioned in the prior comment. Cynthia said she would follow-up with that information at a later date.

Member Escobar referred to Cynthia's presentation where she stated that 35 of 80 proposed projects were funded by FY19 budget and requested a list of those projects that were not funded. Cynthia said she will provide that information at a later date.

Chair Brian Shaw requested a list of deferred maintenance that has not been funded by FY19 budget. Cynthia said she will provide that information at a later date.

Chair Brian Shaw referred to the partner contribution: \$22.5M for the Capital Program and \$25.4M for the Operating Budget. Cynthia addressed the deferment question and said that the member partners increased their member contributions from \$5M/each to \$7.5M/each for the Capital Program and for Operating (on the aggregate), the member contributions increased by \$5M total, across all 3 counties. Chair Brian Shaw asked where the Capital budget is short and whether funding sources in the past were more robust. Cynthia confirmed, and reported that the FTA funding source has decreased and that the STA funding source includes the SB1 grant that is at risk. Chair Brian Shaw advised that it is important to put everything into context to tell the complete story.

Public comment:

Jeff Carter, Millbrae, appreciates the increased funding from the member partners/ three counties which improved the deficit and in turn, did not impact fares and service. Jeff Carter addressed Cat's earlier question regarding operating expenses and said that TASI expense includes conductors and maintenance and that the administrative expense includes the administrative staff at the JPB Agency.

Roland Lebrun, San Jose, stated that all of the budget questions can be answered by reviewing last month's board meeting packet. He stated that Board Members do not receive pay, however do receive expense reimbursements. In regards to fuel, Roland stated that the math does not add up because \$4.2M at \$2.10 per gallon is \$8.8M, not \$10.8M. He then stated that the administration overhead is essentially Samtrans contribution to Operations. Roland stated that he wrote a letter to the Board which is included in the b-pack packet, which explains \$125M was removed from the 1st electrification agreement, and reserved for SOGR-State of Good Repair. He said that in addition he found \$175M in the MTC bucket called TIP- transportation improvement program and that all of those funds are being used for the Hillsdale project. He stated that the problem with that is that the Hillsdale project was already funded and that those funds are gone. He stated that he will write another letter to the board with this information and request they take a closer look at his concerns.

## **2018 ANNUAL PASSENGER COUNTS**

Catherine David, Principal Planner, presented the 2018 Annual Passenger Counts. She started the presentation with introducing Yu Hanakura the new Senior Planner. Catherine indicated that he helped with the analysis and presentation of the annual passenger counts.

Catherine advised that the Annual count was being presented to the CAC prior to it being presented to the board and welcomed comments and feedback.

#### Presentation Outline

- Purpose of Annual Count
- Count Methodology
- 2018 Challenges
- 2018 Count Results
  - Weekday
  - Weekend
- Summary
- Next Steps

#### Purpose of Ridership Counts

- Provide a measurement relative to previous years
- Data for evaluating service changes
  - Identify trends: station, time, train, direction
- Allocate resources to address capacity issues
- Validate revenue-based ridership estimates
- Data for future capacity planning

#### Data Collection Methodology

- Headcount on every weekday train averaged over 2 mid-weekdays
- Headcount on every weekend train for one weekend
- Differs from other ridership counts:
  - Monthly revenue-based average weekday ridership calculations
  - Identify ridership based on randomized samplings for National Transit Database (NTD)
- Seventh year for "bikes denied boarding" count

#### New Weekday Count Methodology

- Reason: Increasing project costs & budget constraints (~ savings \$400K - \$500K+)
- Good opportunity to revisit methodology
- This year: Average of 2 mid-weekday counts (Tue, Wed, Thur)
  - "Average Mid-Weekday Ridership" (AMWR)
  - "Average Mid-Weekday Bike Ridership" (AMWBR)
  - Capture true maximum load
    - Mid-Weekday = busier
    - Mon. & Fri. = lighter (-1% on Mon. and -9% on Fri.)
- "Apples-to-Apples" Comparison
  - All data comparisons between: 2018 Average Mid-Weekday Ridership & 2017 Average Mid-Weekday Ridership
  - 2017 Survey: Extract Tues - Thurs data to generate mid-weekday average data
  - For year-to-year comparison/trending purposes only



## Challenges

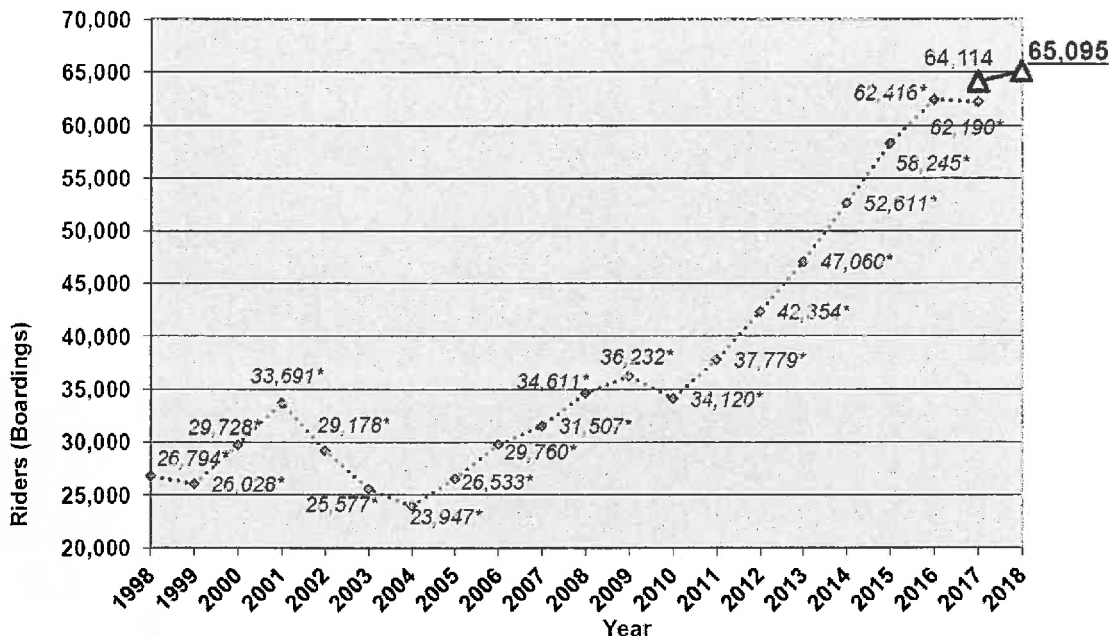
- New weekday count methodology
- New sub-consultant team to conduct, oversee & manage field surveys under Rail Operator Contract
- Survey in mixed-fleet environment
  - Consist length (5 cars or 6 cars)
  - Different # of doors per car (Gallery or Bombardier)
- Timetable changes after 2017 Annual Count
  - Impacts baseline data used for planning & special event service comparisons

## Timetable Changes

- Weekdays (eff. 4/10/2017)
  - Adjustments to support the electrification project construction work windows
  - Time adjustments for increased reliability
  - Stops added/reduced to selected trains
  - AM SB trains sequence change
- Weekends (eff. 7/15/2017)
  - Service reduction to support the electrification project construction work windows
    - From 60-min frequency to 90-min frequency
- Weekdays (eff. 10/1/2017)
  - Adjustments to enhance operations efficiency

## Average (Mid-) Weekday Ridership

- 1.5% AMWR Increase



---◆--- Avg. Weekday Ridership (AWR: until 2017)  
—▲— Avg. Mid-Weekday Ridership (AMWR: 2017 and later)

Riders by Time Period: 2017 vs. 2018

	<b>2017 92 Trains (AMWR)</b>	<b>2018 92 Trains (AMWR)</b>	<b>Difference</b>	<b>% Change</b>
<b>Traditional Peak</b>	33,548	34,373	825	2.5%
<b>Midday</b>	7,316	6,642	-674	-9.2%
<b>Reverse Peak</b>	19,736	20,745	1,009	5.1%
<b>Night</b>	3,514	3,335	-179	-5.8%
<b>TOTAL</b>	<b>64,114</b>	<b>65,095</b>	<b>981</b>	<b>1.5%</b>

2018 Station Ridership (AMWR)

- Weekday ridership increased at 18 stations ('17 vs. '18)

Hayward Park	51.2% (197)	College Park	34.1% (28)	Belmont	30.1% (181)
Gilroy	22.7% (47)	Capitol	19.4% (13)	Blossom Hill	14.1% (18)
22nd Street	11.5% (205)	Morgan Hill	11.3% (24)	San Martin	7.4% (6)
San Mateo	7.0% (149)	Redwood City	6.9% (270)	Santa Clara	6.1% (63)
Hillsdale	6.1% (185)	San Bruno	1.9% (13)	Palo Alto	1.6% (123)
Burlingame	1.4% (15)	San Jose	1.3% (61)	Mountain View	0.8% (37)
		Diridon			

- Weekday ridership decreased at 11 stations ('17 vs. '18)

SSF	-8.9% (-46)	Menlo Park	-4.1% (-73)	California Ave.	-3.7% (-65)
Tamien	-3.0% (-40)	Millbrae	-2.9% (-102)	Lawrence	-1.9% (-18)
Sunnyvale	-1.6% (-55)	San Francisco	-1.5% (-239)	San Antonio	-1.2% (-12)
Bayshore	-0.5% (-1)	San Carlos	-0.2% (-3)		

Top 10 Stations (Weekday Boardings)

Station	2017		2018		Change in AMWR 2017 to 2018	
	Rank	AMWR	Rank	AMWR	Numeric	Percent
<b>San Francisco</b>	1	15,666	1	15,427	-239	-1.5%
<b>Palo Alto</b>	2	7,640	2	7,763	123	1.6%
<b>San Jose Diridon</b>	3	4,815	3	4,876	61	1.3%
<b>Mountain View</b>	4	4,773	4	4,810	37	0.8%
<b>Redwood City</b>	5	3,941	5	4,211	270	6.9%
<b>Sunnyvale</b>	7	3,419	6	3,364	-55	-1.6%
<b>Millbrae</b>	6	3,441	7	3,340	-102	-2.9%
<b>Hillsdale</b>	8	3,044	8	3,229	185	6.1%
<b>San Mateo</b>	9	2,141	9	2,291	149	7.0%
<b>22nd Street</b>	11	1,772	10	1,977	205	11.5%

*Note: Menlo Park was the 10<sup>th</sup> busiest station by average mid-weekday boarding volume in 2017.*

County-by-county Comparison

- Ridership change vary by county

County	2017 AMWR	2018 AMWR	Difference '17 vs. '18	% Change '17 vs. '18
San Francisco	17,686 (27.6%)	17,651 (27.1%)	-36	-0.2%
San Mateo	18,970 (29.6%)	19,757 (30.4%)	787	4.1%
Santa Clara	27,458 (42.8%)	27,688 (42.5%)	229	0.8%
TOTAL	64,114	65,095	980	1.5%

Percentage in parentheses = percentage of boardings in each county over total boardings

2018 Busiest NB Trains: Max Load

- 11 trains at  $\geq 95\%$  of seated capacity at max. load point

Northbound						
	Train Number	Depart SJ	As Leaving:	Max Load (Based on AMWR)	Train Capacity	Percent of Seated Capacity
g	221	7:23 AM	Mountain View	845	650	130%
b	329	8:04 AM	Sunnyvale	968	760	127%
g	217	6:59 AM	Hillsdale	950	760	125%
	215	6:54 AM	San Bruno	810	650	125%
	225	7:54 AM	San Bruno	943	760	124%
b	319	7:04 AM	Sunnyvale	936	760	123%
	227	7:59 AM	Hillsdale	790	650	121%
b	323	7:49 AM	Mountain View	894	760	118%
b	313	6:49 AM	Hillsdale	822	760	108%
	269	4:40 PM	Redwood City	773	760	102%
	233	8:39 AM	San Antonio	772	760	102%

*b = Baby Bullet; g = Gilroy train;*

*Light yellow = AM ("traditional peak"); Light blue = PM ("reverse peak")*

2018 Busiest SB Trains: Max Load

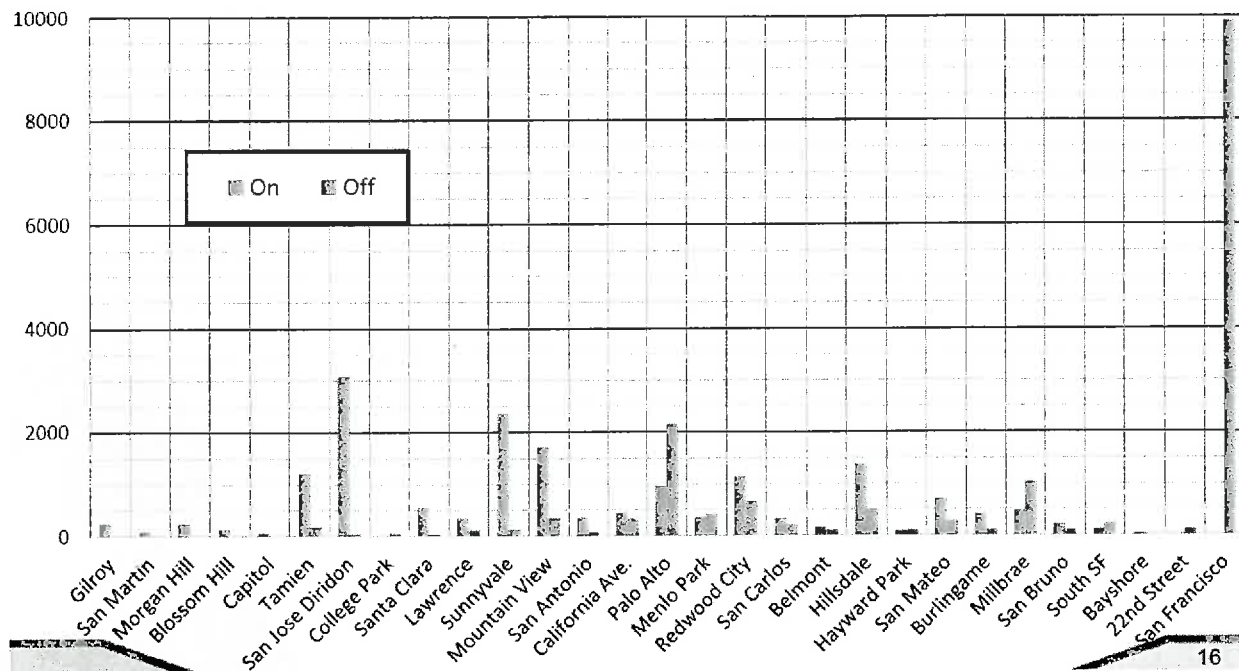
- 14 trains at  $\geq 95\%$  of seated capacity at max. load point

Southbound					
Train Number	Depart SF	As Leaving:	Max Load (Based on AMWR)	Train Capacity	Percent of Seated Capacity
b 366	4:38 PM	Palo Alto	1,066	760	140%
b 376	5:38 PM	Millbrae	952	760	125%
b 324	7:59 AM	Millbrae	898	760	118%
360	4:12 PM	Palo Alto	767	650	118%
278	5:58 PM	Millbrae	885	760	116%
g 268	4:58 PM	California Ave.	853	760	112%
330	8:35 AM	Millbrae	712	650	110%
b 370	5:16 PM	Millbrae	823	760	108%
272	5:27 PM	San Francisco	822	760	108%
262	4:23 PM	California Ave.	692	650	106%
258	3:34 PM	California Ave.	679	650	104%
b 380	6:16 PM	San Francisco	678	650	104%
222	7:45 AM	Redwood City	633	650	97%
b 314	6:59 AM	Hillsdale	632	650	97%

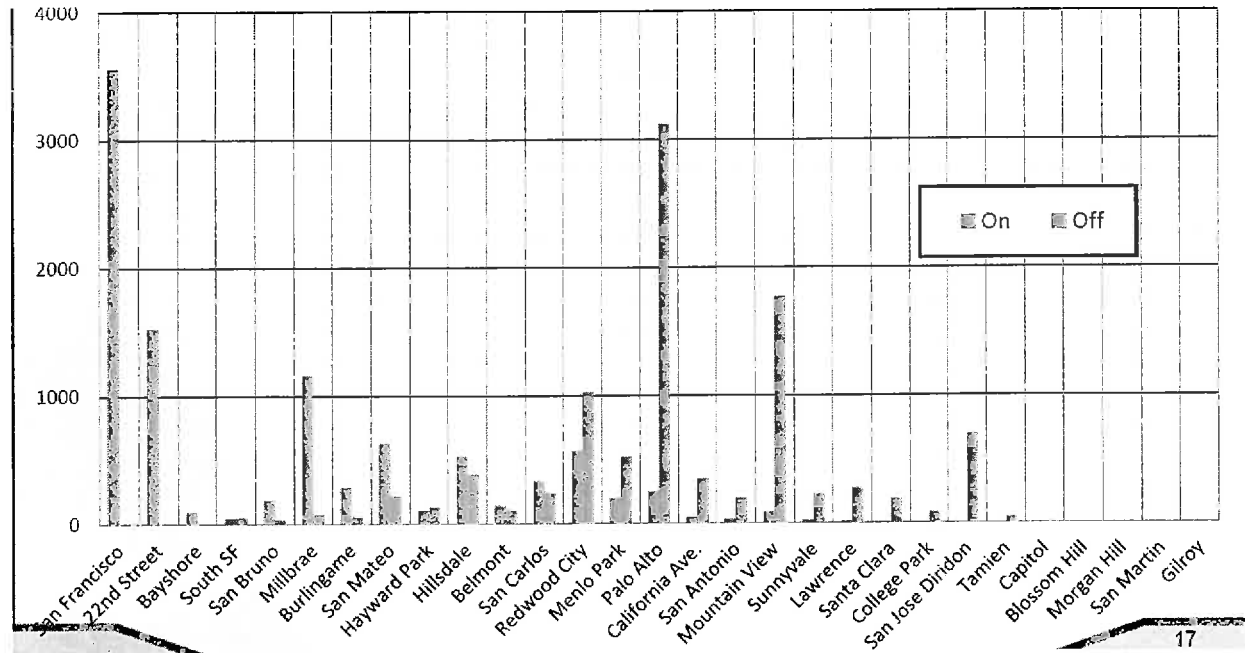
*b = Baby Bullet; g = Gilroy train;*

*Light yellow = AM ("reverse peak"); Light blue = PM ("traditional peak")*

Peak Period Boarding/Alighting Traditional Peak Direction (AM NB)

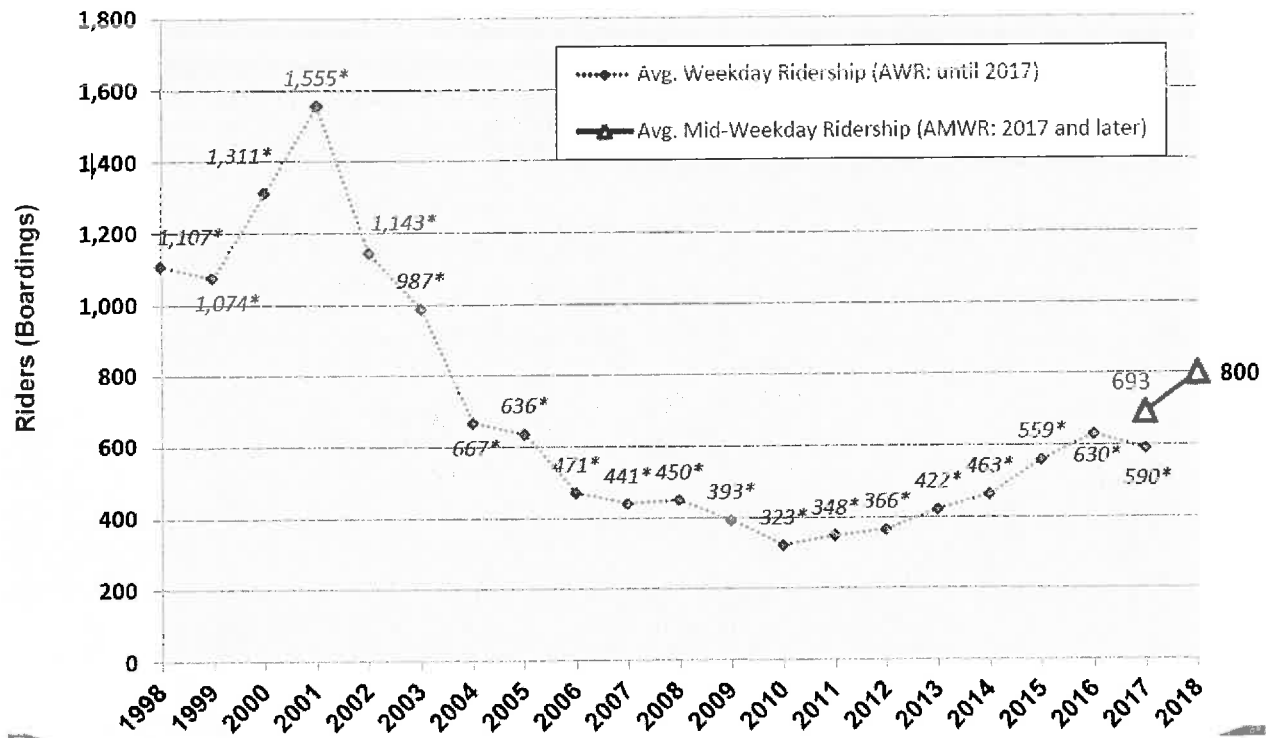


Peak Period Boarding/Alighting Reverse Peak Direction (AM SB)



#### Gilroy Avg. (Mid-) Weekday Ridership

- 15.4% AMWR increase



#### Gilroy Extension Ridership

- 2001: Highest ridership (1,555 AWR)
  - Increased during Dot-Com Boom
- 2010: Lowest ridership (323 AWR)
  - Ridership declined sharply after Dot-Com bust and US 101 Fwy. Widening
- 2011-2017: Ridership steadily increased
- 2018: 15.4% AMWR increase
  - Begin planning with VTA in concert with the business plan

#### 2018 Riders per Train Type

- Peak-period (AM + PM) average ridership per train type

Train Type	2017 (AMWR)	2018 (AMWR)	Percent Change
Baby Bullet	904	914	1.1%
Limited	814	856	5.1%
Local	351	412	17.5%

- Growth on all train types
- More growth on slower train types

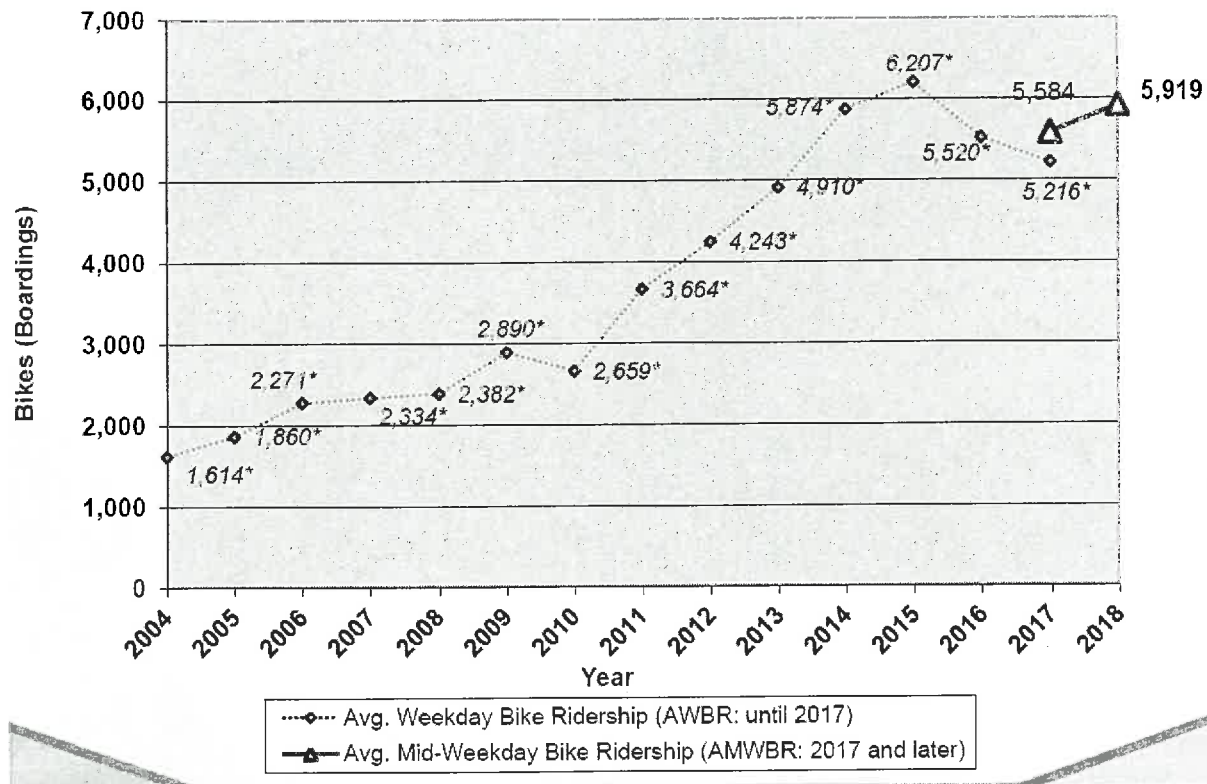
#### Average Passenger Trip Length

- Weekday average trip length for 2018 is slightly lower than 2017

	Average Trip Length (mi)	Average Trip Length (mi)
Train Type	2017 (AMWR-Based)	2018 (AMWR-Based)
Weekday	23.4	22.9
Baby Bullet	28.3	27.5
Peak Limited & Locals	20.9	20.8
Off Peak	21.9	21.5
All Locals	21.6	21.0

#### Avg. (Mid-) Weekday Bike Ridership

- 6.0% AMWBR increase



#### Weekday Bicycle Boardings

- Top 10 Stations



2017			2018		Change (2017 to 2018)	
Station	Rank	AMWBR	Rank	AMWBR	Numeric	Percent
San Francisco	1	1,240	1	1,442	202	16.3%
Palo Alto	2	765	2	796	31	4.0%
Mountain View	3	470	3	551	81	17.2%
Redwood City	4	341	4	407	66	19.2%
San Jose Diridon	5	324	5	359	35	10.8%
Sunnyvale	6	275	6	303	29	10.5%
Hillsdale	7	247	7	257	10	4.0%
22nd Street	8	218	8	251	33	15.0%
California Ave.	9	212	9	225	13	6.0%
San Mateo	10	164	10	218	54	33.2%

#### Bikes Denied Boardings

- Seventh year counted with annual count
- 21 bumps (2018) vs. 87 (2017)
- 2018: 21 bikes denied on 236 trains counted
- 2017: 87 bikes denied on 527 trains counted
- Equiv. comparison: Bumps observed per 1,000 bikes boarded decreased to 1.6 (3.2 in 2017)
- Observed at 6 stations, 2 trains (all NB; no SB)
- No bumps observed on weekend trains

#### Passenger Needing Assistance (PNA) Boardings: Weekdays

- 2018 Survey
  - 69 PNA boardings
  - 35 PNA boardings per mid-weekday
- PNA boardings on 45 trains of 92 scheduled trains during count

#### Weekend Service

- First passenger count after reduced weekend local service: from 60-min to 90-min frequency
- Saturday: from 36 trains to 28 trains (22% reduction)
- Sunday: from 32 trains to 24 trains (25% reduction)

#### Weekend-Only Station Boardings (Sat. + Sun.)

- Corridor-Wide Boardings

Passenger	2017	2018	Numeric Difference	Percent Change
Saturday	15,612	13,954	-1,658	-10.6%
Sunday	11,274	9,636	-1,638	-14.5%
<b>TOTAL</b>	<b>26,886</b>	<b>23,590</b>	<b>-3,296</b>	<b>-12.3%</b>

- Weekend Service Passenger Boardings

	2017	2018	Change
Broadway	166	114	-31.3%
Atherlon	154	114	-26.0%

Weekend Service 5 Busiest Trains (Northbound)

- By Passenger Boardings:

Saturday			Sunday		
Train Number	Depart SJ	Passenger Boardings	Train Number	Depart SJ	Passenger Boardings
427	11:38 AM	828	427	11:38 AM	602
429	1:08 PM	816	b 801	9:51 AM	584
b 801	9:51 AM	758	429	1:08 PM	529
431	2:38 PM	723	431	2:38 PM	479
433	4:08 PM	623	425	10:08 AM	450

b = Baby Bullet Express

- By Maximum Passenger Load:

Saturday				Sunday			
Train Number	Depart SJ	As Leaving:	Max Load	Train Number	Depart SJ	As Leaving:	Max Load
b 801	9:51 AM	San Mateo	668	b 801	9:51 AM	San Mateo	492
427	11:38 AM	Broadway	608	427	11:38 AM	Burlingame	420
429	1:08 PM	San Mateo	519	429	1:08 PM	San Mateo	384
431	2:38 PM	San Mateo	496	431	2:38 PM	Belmont	332
b 803	5:21 PM	San Mateo	457	423	8:38 AM	San Mateo	311

Weekend Service 5 Busiest Trains (Southbound)

- By Passenger Boardings:

Saturday			Sunday		
Train Number	Depart SF	Passenger Boardings	Train Number	Depart SF	Passenger Boardings
434	5:07 PM	954	434	5:07 PM	678
432	3:37 PM	785	432	3:37 PM	581
436	6:37 PM	653	430	2:07 PM	566
430	2:07 PM	580	428	12:37 PM	478
440	9:37 PM	489	436	6:37 PM	477

b = Baby Bullet Express

- By Maximum Passenger Load:

Saturday				Sunday			
Train Number	Depart SF	As Leaving:	Max Load	Train Number	Depart SF	As Leaving:	Max Load
434	5:07 PM	Burlingame	679	434	5:07 PM	Millbrae	494
432	3:37 PM	Hayward Park	507	430	2:07 PM	Burlingame	408
436	6:37 PM	Burlingame	483	432	3:37 PM	Burlingame	397
b 804	7:34 PM	Millbrae	414	436	6:37 PM	Millbrae	370
440	9:37 PM	Millbrae	391	b 804	7:34 PM	San Mateo	354

b = Baby Bullet Express

#### Summary

- Change of Weekday Count Methodology
  - AWR to AMWR
  - AWBR to AMWBR
- Average (Mid-) Weekday Ridership increased during peak periods
- Gilroy (Mid-) Weekday Passenger Ridership increased
- Average (Mid-) Weekday Bike Ridership increased BUT "bumps" observed significantly decreased
- Overall Weekend Passenger Ridership decreased but not proportionally to decreased service level (-10 to -14% boardings from 22 to 25% fewer trains)

#### Next Steps

- Incorporate data with Caltrain Business Plan efforts to strategize for future scheduling and passenger capacity on the new EMU fleet
- Planning for future Annual Counts Methodology
  - 2019 Annual Count:
    - SF Tunnels Weekend Construction Shutdown & Bus Bridge: SF - Bayshore Stations
    - Remove Hillsdale Station Stops & Replace with Belmont Station Stops
  - Using AMWR & AMWBR for all counts moving forward
  - Automatic Passenger Counters (APCs) on EMUs

For additional information Key Findings Report & raw data (excel) posted by September to: <http://www.caltrain.com/about/statsandreports/Ridership.html>

Chair Brian Shaw asked whether it makes sense for Caltrain to emulate Smart Train, which runs in Sonoma and Marin, and be a Clipper only system as this may help with passenger counts. Chair Shaw said that it may eliminate current challenges with manually counting passengers on the train and may also save Caltrain money. Joe Navarro, Deputy Chief, Rail Operations, advised that by making Caltrain a Clipper only system, it may violate Title VI and would need to look further into that option, however Joe said that the new EMU's will have automatic counters that will count both passengers and bicycles. Joe also mentioned that he is looking into obtaining people counters at 4<sup>th</sup> & King Platform entryways. Chair Brian Shaw mentioned that the

automated counters may not track passenger O&D – Origin and Destination information that may help with future planning.

Member Cat Tucker commented that more Gilroy service would be beneficial not only on weekdays, but also on weekends as there is still heavy traffic on 101, during the weekends.

Vice Chair Ricardo Valenciana asked when in the day does peak time end and when does lower ridership begin. Catherine advised that Caltrain's peak ridership starts at the start of the service day and any trains leaving their starting station before 9am. She also explained that for PM peak, it starts at 3pm and all trains departing their starting station before 7pm. Any trains leaving their starting station between 9am and 3pm are considered midday ridership and any trains leaving after 7pm is considered evening ridership.

Public comment:

Jeff Carter, Millbrae, appreciated the "apples to apples" comparison as it was a concern of his. Jeff asked staff to further explain randomized counts for the NTD. Jeff also expressed appreciation for the future evaluation of revenue based comparison to passenger counts as when he calculates the monthly average weekday ridership multiplied by the number of weekdays and subtracts that from the total ridership, the weekend ridership adds up to 30k people per weekend day which does not match the weekend annual counts. Jeff requested raw data breakdown drilling deeper than the average and would like to see the data broken down by day. He also said that he looks forward to the new EMU passenger counter to include Monday and Friday trends. Lastly, he suggested station to station fare pricing to determine passenger Origin and Destination.

Roland Lebrun, San Jose, acknowledged Catherine David's efforts for providing the best passenger count presentation he has ever seen. He said that the report includes a lot of detailed information and asked staff why the presentation was not uploaded to the website three days ago. He said that it did not give the committee or members of the public time to review and prepare questions. Roland then explained that in Europe a train is considered at capacity when 90% of the seats are occupied. Roland expressed his concern regarding capacity as Caltrain already experiences 130% capacity with 730 seats and asked how Caltrain EMUs will handle this occupancy with 550 seats. Roland said that Caltrain will lose ridership with the capacity issues it will face. Roland also commented on the low increase in ridership at the Blossom Hill station. He said that even with the increase in population with the construction of 4,000 units and other construction projects the ridership did not increase. Roland stated that the reason for the low increase is due to Blossom Hill not an easy station to use because of parking. In regards to Clipper, Roland agrees to transfer all of the Go passes to Clipper cards. He then stated that passenger counters need to be on the new EMUs as MUNI and VTA have them. He said that it is important to know where passengers board and get off the train.

Drew, San Mateo, provided feedback and advised that he views Caltrain as bidirectional and gets confused when Caltrain uses terms like "traditional" and "reverse" instead of terms like "northbound peak" and "southbound peak". His suggestion is to keep it directional as it is easier to understand. He also suggested adding "total over two days" on the PNA slide. Drew also commented on the future Hillsdale station closure and although the plan is to have Belmont service Hillsdale passengers, he suggests that Hayward Park may end up being passenger's alternative to the Hillsdale station. He said he brings this up here as it may affect future passenger counts. Lastly, he encourages staff to revisit peak hour windows and suggests the window be based on ridership data.

### STAFF REPORT UPDATE

Joe Navarro, Deputy Chief, Rail Operations, reported:

- **Wi-Fi Update** - On April 26, the California State Transportation Agency announced a \$164.5 million investment from the Transit and Intercity Rail Capital Program to support Caltrain service improvements including the replacement of Caltrain's diesel fleet with high-performance electric trains, and the addition of Wi-Fi service onboard the system's new electric fleet. Staff will schedule a Wi-Fi update on the CAC work plan schedule accordingly.
- **ROUTE SFO** - Caltrain SFO Connection – On Sunday June 24, 2018, SamTrans launched direct bus service from the Millbrae Transit Center (Caltrain and BART) to terminal stops at San Francisco International Airport including International Courtyard A, Terminal 2, Terminal 3 and International Courtyard G. All buses have additional luggage racks. There were free promotional rides between June 24 and July 7. After the free promotion, the regular fares apply (Cash Only: \$2.25 for adults! \$1.00 for Seniors and Youth). For more info visit: [http://www.samtrans.com/schedulesandmaps/timetables/Route\\_SFO.html](http://www.samtrans.com/schedulesandmaps/timetables/Route_SFO.html)

### On-time Performance (OTP) –

- **June:** The June 2018 OTP was 91.9% compared to 94.5% for June 2017.
  - **Mechanical Delays** – In June 2018 there were 905 minutes of delay due to mechanical issues compared to 523 minutes in June 2017.
  - **Trespasser Strike** – There was one trespasser strike on June 2, resulting in a fatality.
- **May:** The May 2018 OTP was 94.5% compared to 94.2% for May 2017
- **Fiscal Year 2018** - FY2018 OTP ended at 94.3%.

## Special Event Train Service –

- **Services Performed:**

- **Giants Baseball** – The Giants hosted 16 regular season home games in June. Total additional riders alighting and boarding at San Francisco station, was 95,524. Year-to-date pre and regular season ridership, alighting and boarding at San Francisco station, was 240,185, a 19 percent decrease compared to the same number of games in 2017.
- **Gay Pride Parade & Festival** – On Sunday, June 24, Caltrain provided two special northbound express trains departing from San Jose for riders headed to the Gay Pride parade and festival in downtown San Francisco. Along with operating Giants Service for the 1:05 p.m. home game the same day, extra capacity service post-parade and festival to accommodate crowds. Total additional riders boarding and alighting at San Francisco station was 10,433, a 17 percent increase from 2017.
- **San Jose Earthquakes at Stanford Stadium** – On Saturday, June 30, at 6:45 p.m., the San Jose Earthquakes soccer team hosted the Los Angeles Galaxy at Stanford Stadium. Caltrain made stops at Stanford Stadium before and after the game (6 pre-game trains and 5 post-game trains, 2 less than in 2017). Total riders alighting and boarding at Stanford Stadium station was 1,158, a 34 percent decrease in ridership compared to 2017. The 2017 game was held prior to the reduced weekend service change.
- **Independence Day Holiday Service & SF Fireworks Service** – On Wednesday, July 4, Caltrain operated a Sunday schedule in observance of the Independence Day holiday. Caltrain also provided three extra post-SF fireworks train to accommodate the additional crowds.

## Fare Enforcement

Caltrain began testing its new fare enforcement policy. The new policy will give fare evaders administrative citations instead of criminal citations that require a court visit, reducing fines and speeding up the process. Citations will only be warnings until July 25, at which point fare evaders will be fined.

## Platform Signage

During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging System and audible station announcements reflect boarding instructions for passenger’s respective train. The Visual Messaging System now reads “Platform Closed” on the closed platform and minimizes confusion.

### Capital Projects

- **F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in February and March. Both locomotives are still undergoing overhaul and are expected to be returned to the CEMOF facility in San Jose in August for Final Acceptance testing. Locomotive #922 is scheduled to be shipped to the vendor's facility by the end of June and the forecast date for return is January 2019 for Final Acceptance testing.

- **MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor's facility location. The six locomotives are Locomotive #'s 923, 924, 925, 926, 927 and 928.

Technical specifications for the work were completed in February 2018. The Request for Proposal was advertised on June 12, 2018. Award of the contract is currently forecast for late 2018 and overall completion of the work in fall 2020.

Joe Navarro reported that originally there was an increased budget to rebuild the blended fleet after Electrification for the Gallery and Bombardier cars. The budget has since been cut significantly.

### Grade Crossing Improvements

The city of Palo Alto put a new camera system at the four grade crossings in Palo Alto. Staff is looking to have a presentation made to this committee with further details. Joe reported that this new system will be able to detect a vehicle on the tracks and communicate with dispatch to possibly stop trains. This new system will not be implemented until, approximately, a month from now. At that time Staff will receive reports of the number of cars that have stopped on the tracks.

Member Cat Tucker asked whether there is a taskforce in place to review the blended fleet rebuild budget cuts and whether they are actively looking for grants to fund this project. Joe advised that there were different reasons for the cuts, some were due to construction projects and others were due to funding constraints.

#### Public Comment

Roland Lebrun, San Jose, addressed the Chair and stated that the reason the Bombardier and Gallery cars are being refurbished is because the new EMUs will not provide the capacity that will be needed to support ridership upon electrification. Additionally he asked whether the 6 or 7 car Bombardier and Gallery trains will travel to the new Transbay Center and if so, asked how the trains will get pulled because diesel fuel will not be able to be used there. He stated that these are things to consider and to look for in the Business Plan.

Adrian Brandt, Redwood City, asked for clarification regarding the Transit improvement grant. He stated that there are other components other than Wi-Fi included in that grant i.e. platform lengthening and 100% 8-car EMUs. He requested staff to clarify guidelines around all components of this grant. Joe Navarro stated that he did not have the list of guidelines for all components of the grant at this time and expects them to be outlined in the business plan once identified. Chair Brian Shaw advised that once the guidelines are clarified by the State, staff will have a better understanding and plan for all components included in the grant. Adrian then asked whether staff can confirm what parts of the grant have been awarded and what parts are in jeopardy. Joe Navarro explained that he did not have an answer for him at this time and he will look into brining someone from a different department to answer those questions at the next meeting. Chair Brian Shaw advised that the SB1 grant is in jeopardy and will be on the November ballot to be repealed.

#### **JPB CAC Work Plan Update**

Chair Brian Shaw explained that the Work Plan is tentative and can be changed if necessary. Brian also advised that the Chair and the Vice Chair meet with the Deputy Chief of Rail Operations approximately two weeks prior to the CAC meeting to finalize an Agenda which is built from of the Work Plan. The items on the Work Plan help provide Agenda items for the CAC meetings. There are also other items that are required to be presented at the CAC for example, today's presentations. Work Plan items come from committee members and are adjusted depending on staff's bandwidth and ability to present on those topics. Brian also welcomed committee members to add to the Work Plan.

Member Cat requested to add SB1 grant impact to November.

The tentatively scheduled topics are as follows:

August 15, 2018

- Visual Messaging System Station Signage
- Suicide Awareness Prevention
- Business Plan Update



September 19, 2018

- Wi-Fi Update
- Tunnel Notching Project
- Station Toolbox

October 17, 2018

- Grade Crossings Improvement
- Camera System

November 21, 2018

- Proof of Payment

Items to be scheduled

- Station Management Plan (getting to stations, capacity, usage, forecast, and planning) – requested by chair 3/2/16, modified 3/16/16 by Adina
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez

#### Public Comment

Drew, San Mateo, suggested adding an item to the Work Plan. He attended a community meeting, doesn't recall which one, where they demonstrated an app that includes Caltrain routing information and he encourages staff to look into this.

Roland Lebrun, San Jose, advised that the budget was approved in June and is usually posted to the Caltrain website within a few days. He stated that this year, the budget was approved months ago and still has not been posted to the website. He requested staff to look further into this matter.

#### **DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

August 15, 2018 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:17 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) –**

- **July:** The July 2018 OTP was 90.5% compared to 95.8% for July 2017.
  - **Vehicle on Tracks** – There was one day on July 27, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In July 2018 there were 1144 minutes of delay due to mechanical issues compared to 603 minutes in July 2017.
  - **Trespasser Strikes** – There were two trespasser strikes on July 5 and 19, both resulting in a fatality.
- **June:** The June 2018 OTP was 91.9% compared to 94.5% for June 2017.
  - **Trespasser Strikes** – There was one trespasser strike on June 2, resulting in a fatality.
- **Caltrain Emergency Preparedness Exercise** – On July 19, from 10:30 a.m. to 2:30 p.m. Caltrain conducted its annual live Emergency Preparedness exercise, a federal requirement per 49 CFR Part 239. This year's exercise simulated a train versus motor vehicle in tracks event at Bayshore Station. Preparation for the event began at 6:30 a.m. and demobilization of the event occurred at 4:30 p.m. There were 40 volunteer Passengers, who acted as Observers and Role Players, who provided feedback to the Agency. Feedback from our Passengers during these types of exercises, especially from our ADA participants is vital to the Agency and the sponsoring organizations who were involved in the exercise. Sponsoring partners included San Mateo County Sheriff's Office – Transit Police Bureau, San Mateo County Sheriff's Office – Office of Emergency Services, San Francisco Municipal Transportation Agency, San Francisco Fire Department, North County Fire Authority & American Medical Response.

- **Bikes Board First Pilot Program #2** – On Monday, June 11, through Friday, July 13, Caltrain continued the pilot program that allowed bicyclists to board bike cars first on trains during the morning peak at three other stations (Sunnyvale – NB trains, Hillsdale – NB Trains and 22nd St. – SB trains). Passengers with bicycles were encouraged to board the bike cars at the southern end of the platform. Caltrain staff was on hand at the stations to enforce the policy, which would prevent bicyclists from having to navigate through a crowd of riders blocking the entrance. In addition the conductors on the trains helped to enforce the pilot. The boarding's were timed and compared to the standard boarding process to determine if this new approach could make Caltrain overall service more efficient. The findings of the expanded pilot program, which was crafted with input from the Caltrain Bicycle Advisory Committee and bicycle advocacy groups, was presented to the BAC on July 19, 2018.
  
- **Fare Evasion Policy** –The 2<sup>nd</sup> seat drop (notices placed on every seat on all morning commute trains) took place on Thursday, June 21. Passengers were alerted to "Don't Risk It! Buy a ticket. No Ticket = \$72 Notice of Violation" and directed to [www.caltrain.com/FINES](http://www.caltrain.com/FINES) for additional details. The program was fully rolled out on Wednesday, July 25.
  
- **Special Event Train Service –**
  - **Services Performed:**
    - **Giants Baseball** –The Giants hosted 14 regular season home games in July.
  
    - **Independence Day Holiday Service & SF Fireworks Service** – On Wednesday, July 4, Caltrain operated a Sunday schedule in observance of the Independence Day holiday. Caltrain also provided three extra post-SF special trains to accommodate the additional crowds. Caltrain carried 3,569 additional riders, a 24 percent decrease compared to 2017. Due to the reduction in weekend service there were two less trains in 2018 compared to 2017.
  
    - **SJ Earthquakes vs. Manchester United** – On Sunday, July 22, at 2:00 p.m., the SJ Earthquakes competed against Manchester United at Levi's Stadium. No additional service was provided. Caltrain coordinated connecting service with VTA.
  
    - **Gilroy Garlic Festival** – On Saturday, July 28, and Sunday, July 29, Caltrain provided a roundtrip charter service from San Jose to Gilroy for the Gilroy Garlic Festival. On both days, the train departed San Jose Diridon Station at 10:00 a.m. and Gilroy Station at 4:00 p.m. Attendees purchased a ticket for the charter trains separately. Tickets were sold in advance online at [gilroygarlicfestival.com](http://gilroygarlicfestival.com). The charter train ticket included shuttle service to and from the Gilroy station to the festival, and also included festival admission.

- **International Champions Cup** – On Sunday, August 4, at 5:00 p.m., AC Milan competed against FC Barcelona in the International Champions Cup held at Levi's Stadium. Caltrain provided one extra post-event train. Caltrain coordinated connecting service with VTA.
  - **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers hosted the Dallas Cowboys on Thursday, August 9, at 7:00 p.m.
- **Services Scheduled:**
  - **Giants Baseball** – Regular season continues through September. Caltrain will provide regular baseball service for all home games. The Giants will have 13 regular season home games in August.
  - **Ed Sheeran Concert at AT&T Park** – On Tuesday, August 21 at 7:00 p.m. Ed Sheeran will perform his 2018 North American Stadium Tour concert at AT&T Park. To accommodate the crowds expected for the pop singer, Caltrain will operate extra post-event service.
  - **SF 49ers Pre-Season Games at Levi's Stadium** – The SF 49ers will host the Los Angeles Chargers on Thursday August 30, at 7:00 p.m. For weekend 49er home games, Caltrain will operate one additional pre-game southbound train with limited stops from San Francisco to Mountain View for passengers to connect to the VTA light rail. The extra train will then express to San Jose Diridon station, the last station stop. After all 49er home games, Caltrain will operate one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full.
  - **Stanford Football** – The Stanford Cardinals will host their first 2018 home football game of the season on Friday, August 31 at 6:00 p.m. vs. San Diego State. During weekday home games since Caltrain does not stop at the Stanford Stadium Station, fans are directed to use the Palo Alto Station. For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after games. From there fans can take the Marguerite Shuttle or walk to the Stanford Stadium. Fans can tag on and tag off using their clipper cards at the Stanford Stadium station for all weekend home games.
  - **Labor Day** – On Monday, September 3, Caltrain will operate Sunday Service (24 trains) in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle will also operate that day.

- **Capital Projects –**

This information is current as of July 13, 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.

Resolution of a Buy America issue with Caltrans continues that will also resolve funding issues for the project. Discussions regarding cost reimbursement from the City of San Francisco for their Auxiliary Water Supply System (AWSS) also continue. The AT&T relocation reimbursement request for performing utility relocation on their behalf is in the process of being transmitted 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.

In June & July, the abutments for the 25th Avenue Bridge were completed, the abutments and bent cap for the Pedestrian Underpass was completed, 3rd party fiber protection was completed and excavation commenced for the 28th Avenue Bridge, and the 3rd party fiber optic protection plan for the 31st Avenue Bridges was approved. PG&E also continued with relocation of their natural gas lines that are in conflict with the project alignment.

In August, anticipated activities include completion of the center bent cap at the 25th Avenue Bridge, completion of the abutments for the 28th Avenue Bridge, installation of 3rd party fiber optic protection devices at the 31st Avenue Bridge, placement of the precast girder for the Pedestrian Underpass, and commencement of construction of the Mechanically Stabilized Embankment (MSE) walls.

Due to delays associated with UPRR approvals and commencement of 3rd party fiber optic relocations, the project schedule has been affected. The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Spring 2019 until Fall 2019. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary inconvenience. Overall construction completion is now forecast to be extended from early 2020 to mid- 2020.

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

be removed that currently impacts the overall system operational efficiency.

In June & July, the encroachment permit from Caltrans was received that allowed the commencement of 3rd party utility relocations. Work also continued for the new centerboard platform, and, also for the relocation of the JPB's Positive Train Control fiber optic lines. The Air Space Agreement between the City of South San Francisco and Caltrans remains outstanding and this issue affects the ability to commence construction of the pedestrian underpass. Project delays due to Caltrans permit issues that delayed utility relocations are projected to extend project completion from mid-2019 to early 2020.

**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 June and July, the contractor completed the installation and activation of the traffic signal cantilever at Whipple Avenue and, also the completed the activation of pedestrian gates at Whipple, Main and Broadway. Pavement markings and other safety devices at all three crossings were also completed. Substantial completion has been achieved and punchlist items and contract close-out are ongoing.

An amendment to the Caltrans Funding Agreement was approved at the June Board Meeting to accept additional CPUC Section 130 funds of \$252,250.

**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 Auzeais and West Virginia in San Jose.

In June and July, the Notice to Proceed was issued on June 4, 2018 and construction commenced. The new medians at Alma Street, Churchill, and Charleston in Palo Alto have been completed. Work also commenced at East Meadow Drive. 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.

Construction, which was suspended in March to address additional work for electrical grounding of the station platform, resumed in late-June. The construction of the first section of the northbound platform is scheduled to complete by the end of July. The construction is being phased in partial sections of the station platforms so that passenger service may continue during construction. The schedule impact of the additional work and work suspension has extended the forecast date for completion from August to October.

**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 was completed in April. The final activity of training of TASI personnel in the operations and maintenance of the cameras has been scheduled for the week of July 16-20. Contract close-out will follow the completion of training.

**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. This problem was being temporarily addressed by using rental cooling systems that was 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.

in June and July, all construction and installation activities were completed. Final Testing and balancing of the new HVAC systems will be performed from mid to late July. The project is expected to complete by July 2018.

**F-40 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The work shall be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in February and March. Both locomotives are still undergoing overhaul and are expected to be returned to the CEMOF facility in San Jose in August for Final Acceptance testing. Locomotive #922 has been rescheduled to be shipped to the vendor's facility in October.

**MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work shall be completed off-site at the contractor's facility location. The six locomotives are Locomotive #'s 923, 924, 925, 926, 927 and 928.

Technical specifications for the work were completed in February 2018. The Request for Proposal was advertised on June 12, 2018. Proposals are due from the vendors on July 27. Evaluations and contract negotiations will follow the receipt of proposals. Award of the contract is currently forecast for late 2018 and overall completion of the work in Fall 2020.



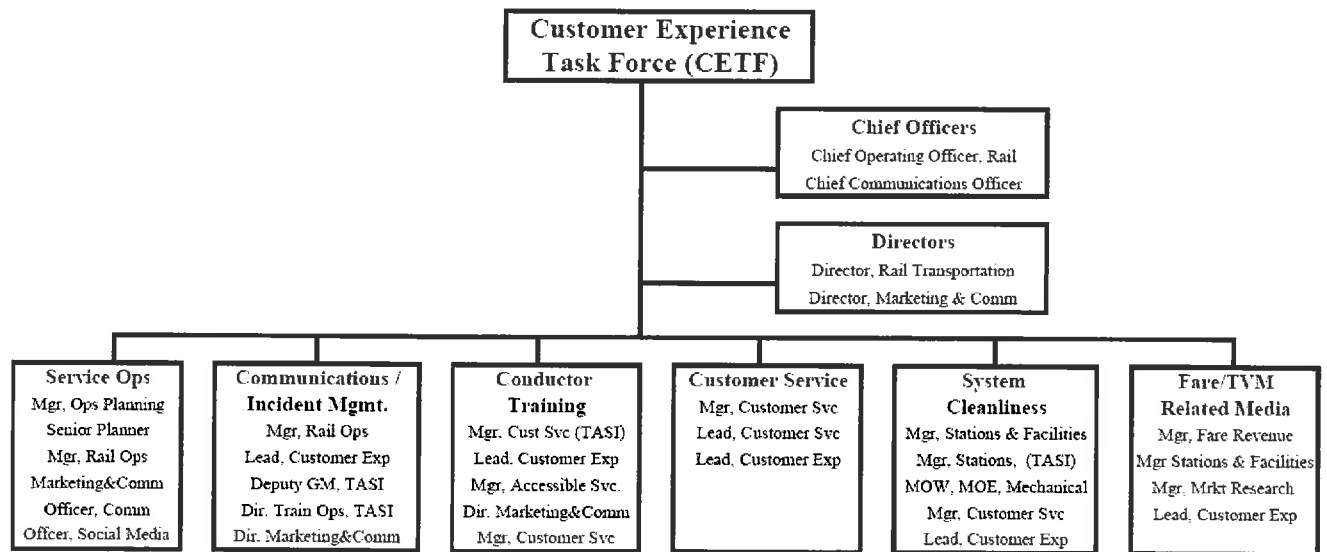
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

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.

- Bikes Board First Pilot:
    - Caltrain continues to Board Bikes First at the piloted stations during weekday peak hours:
      - Northbound Trains
        - Sunnyvale,
        - Hillsdale
        - Redwood City
        - Palo Alto
        - Mountain View
      - Southbound Trains
        - 22nd Street
    - After data analysis, Caltrain will determine the next steps of this program.
  - Platform Signage:
    - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging System and audible station announcements reflect boarding instructions for passenger’s respective train.
- Please visit <http://calmod.org/construction/> for further work segment and construction details.
- Fare Evasion Policy:
    - The 2nd seat drop (notices placed on every seat on all morning commute trains) took place on Thursday, June 21. Passengers were alerted to “Don’t Risk It! Buy a ticket. No Ticket = \$72 Notice of Violation” and directed to [www.caltrain.com/FINES](http://www.caltrain.com/FINES) for additional details. The program was fully rolled out on Wednesday, July 25.

### **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.
- The 2018 Customer Satisfaction Survey fieldwork has been completed. Surveyors were distributing and collecting questionnaires on Caltrain from May 8 through June 7. The data has been processed and a report is being produced. Further information to follow.

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

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

### **Conductor Training**

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

- Continue to identify training opportunities for conductors.
- In progress: Conflict resolution training to be administered to conductors and assistant conductors throughout 2018.

### **Customer Service**

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

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

### **Fare/Ticket Vending Machine (TVM) Related Media**

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

- Continue to investigate Clipper Card issues.
- Continue to follow the progress of handheld Clipper reader capabilities.
- Caltrain Mobile Ticketing App
  - Updates will be provided on a quarterly basis
- Go Pass Pilot Program –
  - Updates will be provided on a quarterly basis
- 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 has been 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
    - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at [CalMod.org/Get-Involved](http://CalMod.org/Get-Involved).
    - Launched new website for Caltrain Electrification; [www.CalMod.org](http://www.CalMod.org)
  - Grade Crossing Improvements Project
    - To enhance the safety at 15 grade crossings from San Francisco to San Jose
    - Construction began June 2018 and will take approximately two weeks at each crossing

- Work hours will be Monday through Friday, 7:00 a.m. to 4:00 p.m.
- A website has been created at [www.Caltrain.com/GCimprovements](http://www.Caltrain.com/GCimprovements) that includes project information and allows individuals to sign up for weekly updates
- A hotline (650.508.7726) and email (construction@caltrain.com) have been established
- Sunnyvale Station Rehabilitation Project
  - Construction began March 12, 2018
  - Customers were notified by multiple social media posts, distribution of a press release, and a mailer was sent to nearby residents
  - Customers at the station are being notified by onboard announcements, directional signage to assist riders in navigating the area, information in station display cases, and platform VMS signs
  - A website was created at <http://www.Caltrain.com/SunnyvaleStation> that includes project information and allows individuals to sign up for weekly updates
  - A hotline (650.508.7726) and email (construction@caltrain.com) have been established
- 25th Avenue Grade Separation Project
  - Construction continues on this 2 ½ year project
  - In May, PG&E began relocation of a natural gas pipeline for the project on S. Delaware between 25th Avenue and Pacific Boulevard. PG&E crews will work Monday through Saturday, 7:30 a.m. to 5:30 p.m. Traffic may be impacted due to road/lane closures and traffic control. PG&E will clearly mark work areas and flaggers will help direct traffic. They anticipate the pipeline work to be completed by the end of September. More information can be found at [www.Caltrain.com/25thGS/PGE](http://www.Caltrain.com/25thGS/PGE)
  - In late June, crews began relocation of fiber optic cable starting at Pacific Boulevard and Concar Drive, going underneath State Route 92, and ending just south of Borel Creek. Due to the nature of this work, Pacific Boulevard between Concar Drive and 19th Avenue is anticipated to be closed to vehicles through October. Pedestrian access will be maintained during the closure.
  - The website at [www.Caltrain.com/25thgs](http://www.Caltrain.com/25thgs) continues to be a resource for riders and the community, as it's continually updated with the latest construction photos, presentations, and construction information.

### **System Cleanliness**

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

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

- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain implemented a new procedure focusing on restroom cleanliness.

**JPB CAC Work Plan**

September 19, 2018

- Tunnel Notching Project
- Station Toolbox

October 17, 2018

- Grade Crossings Improvement
- Camera System
- Wi-Fi Update

November 21, 2018

- Proof of Payment
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December 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
- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez