



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

**October 18, 2023 – Wednesday**

**5:40 p.m.**

Members of the public may participate remotely or in-person, provided that they satisfy the safety protocols listed below.

**Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVfVBYVF0eklSWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>**

Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Ave., San Carlos, CA, or any other noticed location provided they comply with the following safety protocols:

***Please Note the Following COVID-19 Protocols for In-person Attendance:***

Visitors who have been exposed to the COVID-19 virus, who have received a positive COVID-19 test results, or who are experiencing any of the following COVID-19 related symptoms should refrain from participating in person:

- Cough
- Shortness of Breath
- Fatigue
- Nausea or vomiting
- Fever or Chills
- Sore Throat
- Muscle or body aches
- Loss of taste or smell
- Headache
- Diarrhea
- Congestion or runny nose

**Public Comments:** Public comments may be submitted to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial \*67 if you do not want

your telephone number to appear on the live broadcast. Callers may dial \*9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial \*6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of September 20, 2023
5. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments  
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
8. Approval of the 2024 CAC Meeting Calendar
9. Proposal to amend the CAC by-laws (Anna Myles-Primakoff, Olson Remcho)
10. Brown Act Training (Anna Myles-Primakoff, Olson Remcho)
11. Safety Quarterly Update (Mike Meader)
12. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
13. Date, Time, and Place of Next Meeting  
November 15, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
14. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),  
**San Mateo County:** Adrian Brandt, David Tuzman (Vice Chair),  
**Santa Clara County:** Larry Klein, Patricia Leung, Steven Seebart

**INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

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

**Date and Time of Regular Meetings**

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

**Location of Meeting**

**Due to COVID-19, the meeting will be conducted as a hybrid teleconference and in person as per the information provided at the top of the agenda. The Public may attend this meeting in person.**

**Public Comment**

Members of the public are encouraged to participate remotely. Comments received during or after an agenda item is heard will be included into the correspondence and posted online.

Oral public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Accessible Public Meetings/Translation**

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email [titlevi@samtrans.com](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 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 SEPTEMBER 20, 2023**

**MEMBERS PRESENT:** A. Brandt, R. Kutler, P. Leung, S. Seebart, D. Tuzman (Vice Chair), B. Shaw (Chair), R. Jaques (Alternate), M. Pagee (Alternate)

**MEMBERS REMOTE:** P. Joshi (Alternate)

**MEMBERS ABSENT:** L. Klein, JP. Torres

**STAFF PRESENT:** T. Burgwyn, M. Jones, C. Kwok, D. Lieberman, S. Tang (San Mateo County Health), M. Tseng

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

**CONSIDERATION OF REQUESTS, IF ANY, OF MEMBERS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES**

Consideration for Member Joshi was approved.

**APPROVAL OF MINUTES OF MAY 17, 2023**

Motion/Second: Leung/Tuzman

Ayes: Brandt, Kutler, Leung, Seebart, Tuzman, Shaw, Joshi, Jaques, Pagee

Abstain: None

Absent: Klein, Torres

**PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Jeff Carter commented on whether there is a policy for scooters on train as he has recently seen more scooters being used and taking up space in the bike car.

**CHAIRPERSON'S REPORT**

Chair Shaw postponed item 9 to next month to make sure there would be enough time for the report and presentation. He noted that John Hogan, Chief Operating Officer, was not able to attend the meeting possibly dealing with electrification out of town. For next month, they would look at modifying their bylaws to allow flexibility with agendas, such as moving committee comments after staff reports in case there is more to report. Staff is working on a resolution that will come next month for a vote to allow changes to the bylaws.

### **COMMITTEE COMMENTS**

Member Tuzman commented on his personal experience traveling on Caltrain and BART (Bay Area Rapid Transit) on August 26<sup>th</sup> when there was a closure between Millbrae to San Francisco and on the southbound trip; his friend's email flagging Diridon Station signs were broken; illegible information on the website when using Apple products in dark mode; San Carlos Planning Commission took the electrification project into account and approved a 242 unit residential development with 15 percent affordable units half a mile away from the San Carlos Station.

Member Leung commented on how State law does not mandate car parking requirements anymore for multifamily developments when located half of a mile from transit and would like to see a higher percentage with lower AMI (area median income) requirements.

Member Brandt commented on the problem with the app's dark mode and referenced the Pride event schedule with every other line being illegible; analyzed ridership data and saw different numbers between the CAC packet and September 7th Board packet; and, expressed excitement about the proposed schedules released for electrification.

Member Kutler commented on wayfinding and ways to improve; requested a future staff report to address how air filters, cleanliness, and HVAC (heating, ventilation, and air conditioning) are being handled on trains with an uptick in COVID.

Chair Shaw commented on inconsistent ridership percentages in the report.

Member Brandt commented on having one sign showing all modes so people do not have to find specific signage for different transit agencies.

### Public comment

Jeff Carter commented on experiences with transfer connections to and from BART at Millbrae Station and the need for better wayfinding.

### **RAIL SAFETY EDUCATION & SUICIDE PREVENTION**

Dan Lieberman, Public Information Officer, provided the presentation, which included the following:

- Rail safety education provided to the public
- Transit police presence at high volume crossings and places to cite and educate drivers on what they should not be doing; there were 30 citations at Broadway in Burlingame yesterday, which is ranked one of the most dangerous rail crossings in the State
- Strikes close to our average this year; suicide prevention became a major priority in 2009 due to the cluster of suicides in Palo Alto

Sylvia Tang, San Mateo County Behavioral Health and Recovery Services, Office of Diversity and Equity, provided the presentation, which included the following:

- Suicide Prevention Committee (SPC) mission is to provide oversight and guidance around suicide prevention
- Partnership efforts supported by Caltrain to advance strategy, helping with data, sharing around incidents, outreach, and ongoing partnership meetings throughout the year

The Committee members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Resources provided by the San Mateo County Behavioral Health and Recovery Services are helpful and better than using 911
- New 988 number resulted in huge uptick in call volumes as it is easier to use rather than the 10-digit number and urged that 988 number stickers to be placed on current signs
- All but one of the incidents provided in the data occurred after dark; recommended better lighting on the periphery of the crossing so that people can clearly see the tracks
- Almost all pedestrian deaths are suicides and recommended “indeterminate” as a report category rather than “TBD”
- Have a map showing where incidents are occurring to help prioritize assistance in those locations
- Types of resources, such as counseling, paid leave, and assistance provided to drivers; services are also offered to passengers or people at stations
- Need discussion for a plan to update 988 number on signs at fences between tracks at the end of platforms

#### Public comments

Jeff Carter expressed appreciation for safety and suicide efforts; commented on his personal experience at a crossing where he was rear-ended while driving; supported enforcement blitz especially at Broadway and Whipple; and the idea of automated enforcement is a great idea.

Doug Delong, Mountain View resident, commented on energized overhead lines; electrical safety relating to tracks; and missing impedance bond wiring down there near the Tamien station as a result of vandalism.

Adina Levin supported exploring automated enforcement in terms of driving onto the tracks; referenced pushback with red light cameras implementation; and speeding versus driving across tracks.

**TRANSIT ORIENTED DEVELOPMENT OPPORTUNITIES** - deferred to next month’s meeting

## **ELECTRIFIED SERVICE**

Melissa Jones, Deputy Director of Policy Development, provided the presentation, which included the following:

- Completely new service schedule when service launches
- Portion of the corridor, San Francisco down to San Jose, is owned by Caltrain and service down to Gilroy is on Union Pacific-owned tracks and will remain diesel
- Technical analysis completed to create a draft service plan that forms a foundation for the goals that railroad can achieve
- Seeking waiver from FTA (Federal Transit Administration) to allow delay of further service expansion until ridership recovers

Theodore Burgwyn, Director of Rail Network and Operations Planning, provided the presentation, which included the following:

- Proposed weekday peak hour service concept to provide an all-electric service between San Jose and San Francisco and to feature an alternating local and express local and express trains to provide the best combination of speed and frequency
- Introducing a South County connector train to serve stations on the non-electrified Gilroy segment
- Offering connector service maximizes scheduling flexibility within the constraints imposed by Union Pacific Railroad through existing trackage rights agreement
- All Gilroy commuters will see a travel time savings due to shorter diesel consist
- All electric service on the mainline ensures that all customers experience the amenities of the new trains, including onboard electronic displays and automated announcements, plenty of power outlets, baby changing stations, and onboard Wi-Fi

The Committee members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Inconsistent service communications – running the same number of trains, stopping at more stations, and being a little faster versus communication more trains would be run
- Consider options for South County and seeing rider number data per train for real impact
- In-depth information on waiver and implications
- Conversations with the State about not meeting requirements for greenhouse gas (GHG) reduction benefit calculation tied to EMU (electric multiple unit) versus diesel
- Running BEMU (battery electric multiple unit) to San Francisco would be mistake as it is a four-car train, but one is dedicated to batteries
- Confirmation that \$80 million grant included a charging facility at Gilroy
- New electrified service schedule may be too optimistic when there is high ridership, bike boarding, or wheelchair assistance needed
- Whether more capacity can be added, such as two Express B service and 20-minute headways; increased ridership with Gilroy service when that schedule goes into effect



- Timeline for weekend service plans
- Service expansion reasoning chart may be difficult to read for those who are color blind with grey or green colors and dots and shading are difficult to make out on the presentation
- Some people drive to stations to take express trains, better to have two Express B, and consider giving the community the opportunity to complete a survey based where they live
- Consider connectivity, access, and equity when creating schedules
- Adding the fourth train to Gilroy study had estimates for ridership increase, but were not included in report

### Public comments

Jeff Carter commented on the promise of more trains and better service; noticed Broadway was not listed but was promised after electrification; would like to hear more on constraints in terminals and on tracks; level boarding would help with dwell time; and 25 feet above rail doors should be used per 50 feet level ramp.

Doug DeLong commented that having two flavors of express trains does not make sense.

Dylan Finch commented on service disruptions and delays and opined that riders will resort to driving if running similar service.

Adina Levin appreciated that the new electric service is doing better in terms of providing faster and more frequent service; commented on free and reduced priced transfers with electrification service rolling out; region working on a regional ballot measure and the State having a task force to determine better funding allocations.

### **STAFF REPORT**

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update

Christiane Kwok, Rail Operations Manager, provided the report, which included the following information:

- On-time performance in August was 80 percent, a decrease from last year
- Delays due to four vehicles on the tracks causing a lot of delayed trains including trains terminated
- Five trespasser incidents and mechanical issues causing some challenge to recovering service for those days
- Service reminders: implementing new weekday schedule which will improve connection to BART on September 25<sup>th</sup> and starting the fourth Gilroy train and improving runtimes
- Upcoming weekend bus bridge: Phase 8 scheduled for October 7<sup>th</sup> to 8<sup>th</sup> and 14<sup>th</sup> to 15<sup>th</sup> from Millbrae to San Francisco and Phase 9 is October 21<sup>st</sup> to 22<sup>nd</sup> from Menlo Park to Millbrae; electrification event on Saturday September 23<sup>rd</sup> in San Francisco

The Committee members had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- A couple of people survived the four trespasser strikes in that single month
- Excessive downed gate times inquiries and false activations reported and received via social media
- On-time performance at 80 percent due to difficulties with removal of vehicles on the tracks
- Times listed for vehicles stuck on tracks and majority occurring after dark
- Fare enforcement is not an effective system as large number of riders are not getting cited and getting away with riding without having a ticket

**DATE, TIME, AND PLACE OF NEXT MEETING**

October 18, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

Chair Shaw noted that amending the bylaws, Transit Oriented Development item and Brown Act training will be held in October meeting.

**ADJOURNMENT**

Meeting adjourned at 8:21 pm

**AGENDA ITEM # 8  
OCTOBER 18, 2023**

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

**TO:** JPB CAC

**FROM:** Dora Seamans  
Executive Officer / District Secretary

**SUBJECT:** **2024 JPB CAC MEETING CALENDAR**

**ACTION**

Staff recommends the CAC approve the Meeting Calendar for 2024 (attached).

**SIGNIFICANCE**

The CAC meets the third Wednesday of each month.

**BUDGET IMPACT**

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



## JPB CAC Committee 2024 Meeting Calendar

Every Third Wednesday – 5:40 PM

January 17

February 21

March 20

April 17

May 15

June 19

July 17

August 21

September 18

October 16

November 20

December 18

All meetings are held in-person and via Zoom or at 1250 San Carlos Avenue, 2<sup>nd</sup> Floor Bacciocco Auditorium, San Carlos, CA, (additional location, if any, to be determined) unless scheduled and stated otherwise at <https://www.caltrain.com/about-caltrain/advisory-committees/cac>

Date Approved:

**Peninsula Corridor Joint Powers Board, Citizens Advisory Committee  
Staff Report**

To: Citizens Advisory Committee  
From: Quentin Barbosa, Anna Myles-Primakoff, Counsel & James Harrison, General Counsel  
Subject: **Amending the Bylaws of the Citizens Advisory Committee to Permit Committee to Change Order of Business by Motion**

<input type="checkbox"/> Staff Coordinating Council Reviewed	<input type="checkbox"/> Finance Committee Recommendation	<input type="checkbox"/> Technology, Operations, Planning, and Safety Committee Recommendation	<input type="checkbox"/> Advocacy and Major Projects Committee Recommendation
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**Purpose and Recommended Action**

Staff recommends that the Citizens Advisory Committee (CAC) to the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) amend the CAC Bylaws to provide greater flexibility in determining its order of business for regular meetings. Specifically, staff request that the CAC adopt the proposed amendment at its November meeting to make staff reports at the beginning of the agenda and to permit any member of the CAC to move, at the start of the meeting, to modify the order of business, which if approved shall remain the effective order of business until the CAC passes another motion changing the order of business, to accommodate the needs of the CAC.

**Discussion**

The CAC was established as a JPB advisory group by Resolution No. 1992-28, dated June 3, 1992. The CAC serves as a forum for conveying community information, ideas, and comments to the Board. The Board adopted a set of Bylaws under Resolution No. 2002-13, dated May 2, 2002, to formalize the rules of procedure governing the manner in which the CAC functions. The most recent amendment to the Bylaws occurred on December 5, 2019, via Resolution No. 2019-45, which added alternate members and moved Public Comment before the Chair’s Report on the CAC order of business.

Article VI of the CAC Bylaws permits the CAC to amend the Bylaws via a two-thirds vote of the members present and voting, so long as the proposed amendments were submitted in writing to the CAC at the prior meeting. To follow the recommended action, the CAC must review the proposed amendment at its October meeting and then vote on it at the November CAC meeting.

The CAC Bylaws contain a set order of business and do not have a means for the CAC to change the order to facilitate the CAC’s efficient conduct of committee business. In particular, on

occasion, CAC discussion and member comment may be facilitated by staff presentation and public comment at the beginning of the agenda.

Accordingly, staff recommend amending the CAC Bylaws (as proposed in Attachment 1) to permit any member of the CAC to, at the start of a meeting, move to adopt an alternative order of business. Upon passage by a majority vote, the updated order of business shall be operative until the CAC passes a motion at a later date approving a new alternative order of business or returning to the order of business provided in the Bylaws. Once such a motion has been made and approved by majority vote, this change would be effected on future agendas for CAC meetings until a new order of business is adopted.

**Budget Impact**

There is no impact on the budget.

Prepared By:	Anna Myles-Primakoff	Counsel	916.442.2952
	Quentin Barbosa	Associate	916.442.2952

(00497153)

**CITIZENS ADVISORY COMMITTEE**  
**PENINSULA CORRIDOR JOINT POWERS BOARD**  
**BYLAWS**

**ARTICLE I – MEMBERSHIP**

Section 1. As prescribed by the Peninsula Corridor Joint Powers Board (“JPB” or “Board”), the Citizens Advisory Committee (“CAC” or “Committee”) shall consist of nine (9) members and three (3) alternate members, with three (3) members and one (1) alternate member appointed from each constituent county (San Francisco County, San Mateo County, Santa Clara County). Each county will select its county committee members and alternate members, and the JPB will affirm these appointments. CAC members should reflect the demographics of Caltrain riders. The Citizens Advisory Committee shall act in an advisory capacity to the JPB. Its activities shall include seeking the views of various groups of users and potential users of Caltrain and ancillary transit facilities, and to develop proposals and recommendations for meeting the needs of these various groups; reviewing and commenting on staff proposals and actions as requested by the JPB; and assisting the JPB in any matter which the Board may deem appropriate.

Section 2. CAC members and alternate members shall serve three (3) year terms.

Section 3. When the JPB conducts recruitments to fill vacancies on the CAC, such recruitments shall be conducted to minimize the opportunity for a resulting appointment to create a vacancy in the alternate position, as follows: The recruitment

should seek candidates for both the vacant seat and the same county's alternate position, thereby allowing the Board to either (a) appoint a new applicant to fill the vacancy, or (b) appoint the county's alternate member to serve the remainder of the term of the vacant member's seat and also appoint a new alternate member to serve the remainder of the alternate member's term.

## ARTICLE II – OFFICERS

Section 1. The Officers of the CAC shall be a Chairperson and a Vice-Chairperson. Their duties shall be as follows:

Chairperson: Presides over CAC meetings; develops the monthly meeting agenda; appoints subcommittees and subcommittee chairpersons; and is responsible for submission of the report of the most recent CAC meeting, in a manner the Chair deems suitable, for the monthly JPB meetings, and may delegate this responsibility to another CAC member. The Chairperson may call a special meeting of the Committee should the Chairperson deem it appropriate.

Vice-Chairperson: Presides over the CAC meetings in the absence of the Chairperson; conducts the other duties of the Chairperson in his/her absence.

Should neither the Chairperson nor Vice-Chairperson be able to perform the duties of the chair, the remaining members shall elect one of themselves to serve as temporary chair.

Section 2. Selection of Officers shall be made as follows:

Chairperson: The Chairperson shall be elected by a majority of the appointed members or their seated alternates at the January meeting.



The term of office shall be for one year. If the term of appointment of the member elected Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Vice-Chairperson will serve as Chairperson until the following January.

Vice-Chairperson: This Officer shall be elected by a majority of the appointed members or their seated alternates at the January meeting. The term of office shall be for one year. If the term of appointment of the member elected Vice-Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Committee will hold an election for a Vice-Chairperson to serve out the remainder of the term.

Except in extenuating circumstances as determined by the Committee, at no time shall two officers be elected from the same county. The officers shall be elected in a rotation between counties on a yearly basis. If the majority of the Committee chooses, Officers may be retained for a period longer than one year.

Only Committee members (as opposed to alternate members) can serve as Officers.

Clerk of the Committee: The Clerk shall be appointed by the Executive Director of JPB who will serve as staff to the Committee. The duties of Clerk to the Committee shall be to prepare and post the agenda, as advised by the CAC officers. In addition, the Clerk shall attend all regularly scheduled and special meetings of the CAC and shall prepare monthly minutes for the CAC, staff reports and public hearing notices when appropriate.

Section 3. In the case of vacancy.

In the case of any vacancy in office, the vacancy shall be filled by an election at the first regular meeting after the occurrence of the vacancy.

### ARTICLE III – MEETINGS

Section 1. The regular meetings of the CAC shall be held on the third Wednesday of each month at 5:40 p.m. The CAC can approve amending its regularly scheduled meeting time, date and location without having to seek Board authorization. Any meeting may be cancelled or postponed by majority vote of those in attendance at any meeting prior to the meeting being cancelled or postponed.

Section 2. The CAC meetings are subject to the Ralph M. Brown Act, Government Code Section 54950, et seq.

Section 3. Attendance being of prime importance to maintain contact between constituents and Committee, attendance of members and alternate members is required at all meetings. Should a member or alternate member be unable to attend a meeting they should notify the Clerk to the Committee before the meeting. Should any member or alternate member have more than two (2) absences in a calendar year, the Chair shall send the member or alternate member a reminder of the attendance policy. Any member or alternate member who is absent for four (4) regularly scheduled meetings during a calendar year shall automatically be terminated. Any resulting vacancy shall be filled for the duration of the departing member's or alternate member's term.

Section 4. Any Committee member can have an item placed on the agenda by notifying the Clerk to the Committee seventy-two (72) hours prior to the meeting.

Section 5. Alternate members serve on the Committee (but not a subcommittee or ad hoc committee) during (a) the absence of Committee members from the same county or (b) vacancies in membership from the same county. When an alternate member serves in place of a member or to fill a vacancy, the alternate member has all of the rights, duties and obligations of a member, except for those rights, duties and obligations associated with a Committee office held by a member.

#### ARTICLE IV – SUBCOMMITTEES

Section 1. Subcommittees and Ad Hoc Committees may be established by the Chairperson as necessary.

Section 2. Each subcommittee shall consist of at least three (3) CAC members, one (1) delegate from each county, appointed by the CAC Chairperson. Only Committee members (as opposed to alternate members) may serve on Subcommittees and Ad Hoc Committees.

#### ARTICLE V – PARLIAMENTARY AUTHORITY

Section 1. The rules contained within the current edition of Robert's Rules of Order (Newly Revised) shall govern the CAC in all cases to which they are applicable and are not inconsistent with these by-laws, and any special rules of order the CAC may adopt.

Section 2. A quorum is defined as a majority of seats currently filled, or currently able to be filled using alternate members. Alternate members are counted towards a quorum only when seated in the place of a member appointed from the same

county (e.g., an alternate from Santa Clara County is only counted towards a quorum when sitting on the Committee in the place of a member from Santa Clara County or when filling a Santa Clara vacancy). All official acts of the Committee shall require a quorum of seats currently filled, or currently able to be filled using alternate members.

#### ARTICLE VI – AMENDMENT OF BY-LAWS

These by-laws may be amended at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting.

#### ARTICLE VII – CONFLICT OF INTEREST

There shall be no personal or monetary gain by members or alternate members of the CAC as a result of their membership and actions on the CAC. Reimbursement for expenses that may be authorized by the Executive Director from time to time shall not be deemed to be compensation.

#### ARTICLE VIII – MAJORITY/MINORITY REPORTS

CAC members may elect to present separate reports on decisions and actions by the CAC under the following circumstances: A majority report will reflect at least two-thirds (2/3) of the CAC members or seated alternate members present and voting. A minority report will reflect at least twenty-five percent (25%) of the CAC members or seated alternate members present and voting.

## ARTICLE IX – ORDER OF BUSINESS

At the start of a regular meeting, the Chair or any member of the Committee may move to pass an alternative Order of Business, to meet the needs of the CAC. Following approval by a majority of the members of the CAC, the updated Order of Business shall remain operative until the CAC passes a motion at a later date approving a new alternative Order of Business or returning to the Order of Business provided in the Bylaws.

The Order of Business for a regular meeting shall be as follows:

- a. CALL TO ORDER
- b. PLEDGE OF ALLEGIANCE TO THE FLAG
- c. ROLL CALL
- d. MINUTES - Approval
- e. PUBLIC COMMENTS – At this time persons in the audience may

speak on any item on the agenda or any other matter within the jurisdiction of the Committee. The Brown Act (the State local agency open meeting law) prohibits the CAC from acting on any matter that is not on the agenda. It is the policy of Committee to refer such matters to staff for investigation and/or action. Speakers are requested to fill out a "speaker" card located on the table by the door and hand it to staff before the meeting.

The Chair may limit speakers to three minutes each.

- f. CHAIRPERSON’S REPORT
- g. PUBLIC HEARINGS
- h. STAFF REPORTS
- i. COMMITTEE COMMENTS

- j. PENDING ACTION REPORTS
  
- k. OLD BUSINESS
  
- l. NEW BUSINESS
  
- m. OTHER ISSUES
  
- n. ADJOURNMENT

JPB CITIZENS ADVISORY COMMITTEE  
BYLAWS

JPB CAC By-laws Subcommittee  
Prepared by:

Jerry Graham – JPB CAC SMC  
Bruce Balshone – JPB CAC SFC  
Mike Rodriguez – JPB CAC SCC

May 2, 2002  
JPB Resolution No. 2002-13

Amended July 1, 2010  
JPB Resolution No. 2010-33

Amended December 15, 2010  
CAC Motion

Amended March 1, 2012  
JPB Motion

Amended December 4, 2014  
JPB Resolution No. 2014-54

Amended August 6, 2015  
JPB Resolution No. 2015-39

Amended December 5, 2019  
JPB Resolution No. 2019-45

Amended November 15,  
2023  
CAC Resolution No. 2023-X

**Resolution No. 2023-**

**Citizens Advisory Committee, Peninsula Corridor Joint Powers Board  
State of California**

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**Amending the Bylaws of the Citizens Advisory Committee to Permit  
Committee to Change Order of Business by Motion**

**Whereas**, pursuant to Resolution No. 1992-28, dated June 3, 1992, the Peninsula Corridor Joint Powers Board (JPB) established a Citizens Advisory Committee (CAC) to provide an organized forum for conveying community information, ideas and comments to the JPB; and

**Whereas**, pursuant to Resolution No. 2002-13, dated May 2, 2002, the Board of Directors (Board) of the JPB adopted Bylaws to govern CAC proceedings; and

**Whereas**, pursuant to Article VI – Amendments of the CAC Bylaws, the CAC may amend its own Bylaws if a draft of the amendment is submitted in writing to the CAC, and the CAC votes to approve the amendment at the following meeting by a two-thirds majority vote of those present and voting; and

**Whereas**, Article IX – Order of Business of the CAC Bylaws provides the order of business for a regular meeting that the CAC must follow; and

**Whereas**, the CAC holds its regular meetings once a month in the evenings; and

**Whereas**, CAC meetings were intended to be prompt forum meetings to inform the public about updates at Caltrain and to take public comment to relay to the Board; and

**Whereas**, the CAC wishes to be able to change the Order of Business to permit the most efficient conduct of CAC business at meetings; and



**Whereas**, a proposed amendment (Attachment 1) was submitted in writing at the October 18, 2023, CAC meeting, with the intention that it would be voted on at the November 15, 2023, CAC meeting; and

**Whereas**, the CAC intends to amend the Bylaws to provide flexibility to the CAC to set its own order of business when appropriate to meet the needs of the Committee and the public; and

**Whereas**, the CAC Bylaws do not have a means for the CAC to change the order to facilitate the CAC's efficient conduct of committee business, and on occasion, CAC discussion and member comment may be facilitated by staff presentation and public comment at the beginning of the agenda; and

**Whereas**, staff recommends adopting the proposed amendment as detailed in Attachment 1, to make staff reports at the beginning of the agenda and to permit any member of the CAC to move at the start of a regular meeting to modify the Order of Business, until the CAC approves a new alternate order of business or returns to the order of business in the Bylaws.

**Now, Therefore, Be It Resolved** that the Citizens Advisory Committee to the Peninsula Corridor Joint Powers Board amends the Citizens Advisory Committee Bylaws as reflected in Attachment 1 to put staff reports ahead of committee comments on the Order of Business and to permit any member of the CAC to move at the start of a regular meeting to modify the Order of Business, until the CAC approves a new alternate Order of Business or returns to the Order of Business in the Bylaws.

Regularly passed and adopted this 15<sup>th</sup> day of November, 2023 by the following vote:

Ayes:

Noes:

Absent:

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Chair, Citizens Advisory Committee, Peninsula  
Corridor Joint Powers Board

Attest:

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JPB Secretary  
(00496292)

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

TO: JPB CAC

FROM: John Hogan  
Chief Operating Officer

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **September:** The September 2023 OTP was 86.1% compared to 85.5% for September 2022.
  - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on September 9 (Mission Bay Dr., San Francisco @ 11:14 pm), caused no trains delayed. Another vehicle on September 9 (Burlingame Station @ 12:23 am), caused 1 train delayed. The vehicle on September 16 (Churchill Ave., Palo Alto @ 10:07 pm), caused no trains delayed. The vehicle on September 23 (Churchill Ave., Palo Alto @ 8:48 pm), caused 1 train delayed. The vehicle on September 27 (Churchill Ave., Palo Alto @ 8:38 pm), caused 8 trains delayed. The vehicle on September 30 (Castro St., Mountain View @ 10:40 pm), caused 3 trains delayed.
  - **Mechanical Delays** – In September 2023 there were 1373 minutes of delay due to mechanical issues compared to 2202 minutes in September 2022.
  - **Trespasser Strikes** – There were two trespasser strikes on September 4 & 23, resulting in fatalities. The strike on the 4<sup>th</sup> (San Carlos @ 8:51 pm), caused 8 trains delayed and the strike on the 23<sup>rd</sup> (San Francisco @ 1:02 pm), caused 1 train terminated and 3 trains delayed.

- **August:** The August 2023 OTP was 82% compared to 89.1% for August 2022.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on August 3 (Churchill Ave., Palo Alto @ 9:49pm), caused 7 trains delayed. The vehicle on August 21 (E. Meadow Dr., Palo Alto @ 8:31 pm), caused 1 train delayed. The vehicle on August 23 (Mission Bay Dr., San Francisco @ 12:05 am), caused 2 trains delayed. The vehicle on August 28 (North Lane, Burlingame @ 5:15 pm), caused 1 train terminated, 2 trains annulled, 27 trains delayed.
  - **Trespasser Strikes** – There were five trespasser strikes on August 4, 8, 21, 23 & 26, resulting in three fatalities. The strike on the 4<sup>th</sup> (San Francisco @ 7:29 pm), caused 6 trains terminated, 6 trains annulled or partially annulled, 5 trains delayed, resulting in a fatality. The strike on the 8<sup>th</sup> (Redwood City @ 12:29 pm), caused 1 train terminated, 13 trains delayed, resulting in a fatality. The strike on the 21<sup>st</sup> (BEL Station, Belmont @ 11:05 pm), caused 1 train terminated, 3 trains delayed, resulting in a fatality. The strike on the 23<sup>rd</sup> (TWE Station, San Francisco @ 3:40 pm), caused 2 trains terminated, 1 train annulled, 17 trains delayed. The strike on the 26<sup>th</sup> (MPK Station, Menlo Park @ 11:07 pm), caused 3 trains delayed.

### Caltrain Successfully Completes Three Major Milestones Towards Completion of Electrification Project

Caltrain recently completed the installation of every pole for the Overhead Contact System (OCS), which provides power to the electric trains, upgraded the signal system that allow electric trains to operate along the Caltrain corridor, and successfully tested the new electric trains at maximum track speed of 79 mph. These three major milestones bring the Caltrain Electrification Project closer to passenger service in fall 2024.

The 25KV OCS system will be the first of its kind on the west coast and, alongside the new state-of-the-art-electric trains, will help Caltrain lead the way for the future of sustainable transit in the nation.

### Caltrain Operating New Weekday Schedule

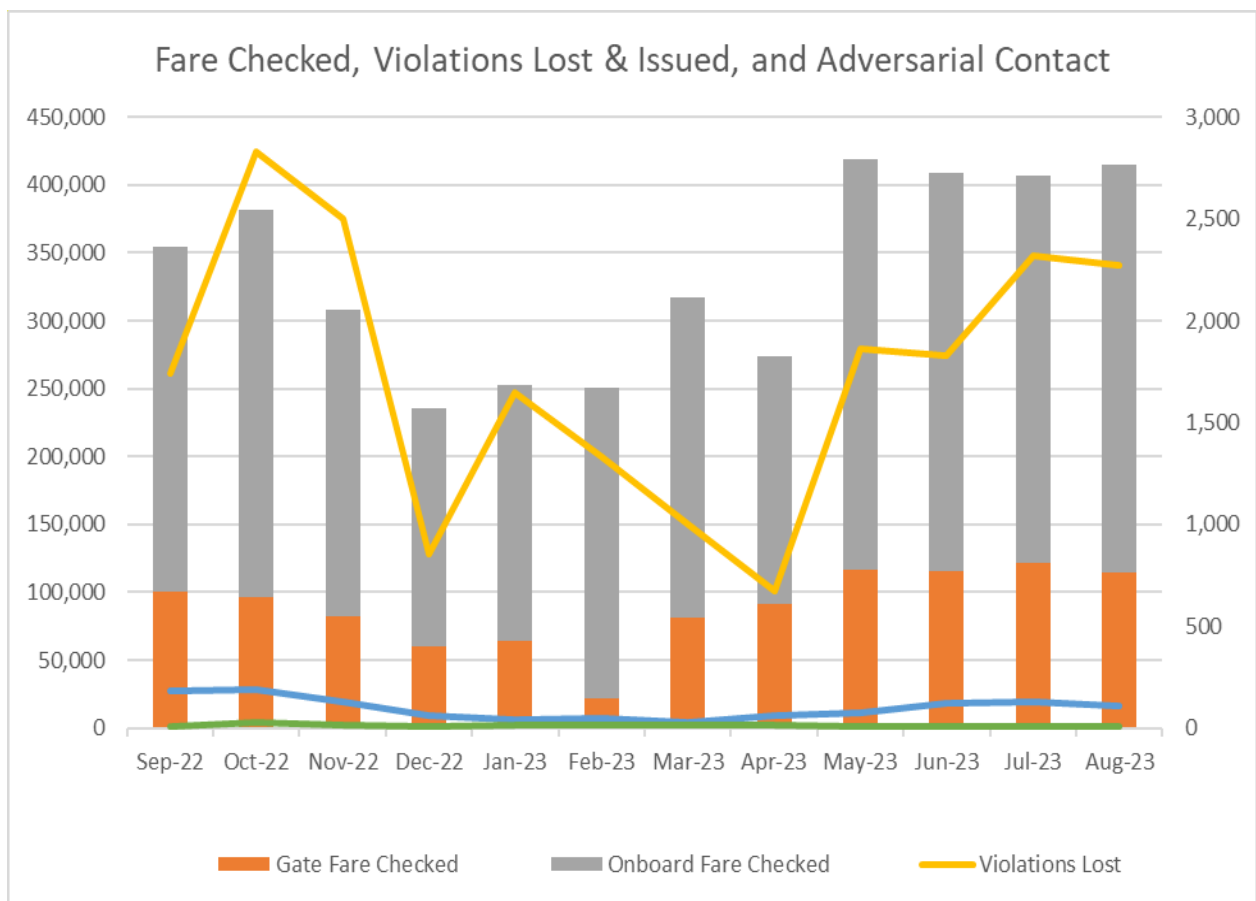
On September 25, Caltrain began operating a new weekday schedule that will align better with the new BART schedule at Millbrae, provide faster local trains in the evening, increase Gilroy service, and temporarily adjust service to/from Tamien Station to accommodate midday work on the Guadalupe Bridge Rehabilitation Project.

This new weekday schedule is necessary to ensure Caltrain/BART transfers at Millbrae continue to run smoothly after the changes to BART's schedule effective September 11, 2023.

## Fare Enforcement Report – October 2023

In August 2023, Caltrain conductors performed a total of 415,127 fare inspections at the terminal and onboard the trains. During this period, 2,272 violations were lost because the rider didn't provide identification and 111 violations were issued. Seven incidents were reported as adversarial contact due to lack of proof-of-payment.

The chart below shows the fare enforcement over the last 12 months. The stacked columns represent the total fare checked at the terminal and onboard the train, the scale is located on the left side of the graph. On the right side of the graph is the scale for the lines representing the violations lost and issued, and the number of adversarial contacts with riders without proper fare.



## Special Services Ridership Report (August)

### 49ers

- Two preseason home games in August.
- Total additional ridership was 1,048.
- Average ridership per game was 524, a 10% decrease compared to the 2022 pre-season game (585) and a 19% decrease compared to the 2019 pre-season average (650).
- Special trains:
  - No special trains provided.
- *Please note, a bus bridge was in effect for the 8/19 game.*

### Giants

- Fifteen regular season home games in August.
- Total additional ridership boarding and alighting at San Francisco station was 41,424.
- Year-to-date additional ridership is 245,276, a 9% decrease compared to 2022 (268,469) and a 6% decrease compared to 2019 (261,706).
- Special trains:
  - One post-game special train for eight games.
- *Please note, a bus bridge was in effect for the 8/12, 8/13, 8/26, & 8/27 games.*

### Other Special Events

- Beyonce Renaissance Tour at Levi's Stadium
  - Total additional ridership was 2,076.
  - Special trains:
    - One post-event special train.
- Blackpink World Tour at Oracle Park
  - Total additional ridership was 3,765.
  - Special trains:
    - One post-event special train.
- LaLiga Summer Tour at Oracle Park
  - Total additional ridership was 3,416.
  - Special trains:
    - One post-event special train.

## **Capital Projects:**

The Capital Projects information is current as of August 31, 2023, and is subject to change prior to the October 2023 Board meeting.

- **Guadalupe River Bridge Replacement:** JPB will replace the MT-1 railroad bridge and extend and seismically retrofit the MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The project is located just north of Willow Street and east of State Route (SR) 87 between the Tamien and San Jose Diridon stations.

Construction activities in the month of August 2023 included the driving of 2-foot diameter cast-in-steel-shell (CISS) pile foundations for pier 4; the successful construction of 2-foot diameter CISS piles, pile cap, and pier wall for pier 5; and the successful construction of two 7-foot diameter cast-in-drilled-hole (CIDH) piles for abutment 6.

In September 2023, the JPB anticipates the completion of CISS piles and pile cap for pier 4, the construction of a pier cap for pier 5, the construction of a pile cap for pier 6, the setting of precast girders, and the construction of the structural deck for bridge MT2.

Funding status light will remain yellow until FY25 funding appropriated by the Board in May 2024 is activated. Schedule status light is yellow from mutual agreement with Contractor to delay NTP seven days plus recent challenges with bridge demolition, drilling, and installation of temporary river diversion system.

- **Ticket Vending Machine (TVM) Upgrade:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines to include functions planned for the Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and allow customers to add value to existing Clipper cards. In addition, the scope was increased to include upgrades to the credit card reader and database.

The vendor Ventek received the retrofitted TVM doors from the metal shop. The upgrade has been scheduled to begin on September 13, 2023.

- **Broadband Wireless Communications:** The project will design a broadband wireless communications system along the Caltrain corridor for the wayside train maintenance diagnostics and passenger Wi-Fi service. The project will investigate leveraging the existing infrastructure such as the Overhead Contact System (OCS) poles and JPB fiber network to communicate with passing trains. Wayside antennas may be mounted on the OCS poles at a constant interval to communicate with moving trains that will be equipped with radios and antennas.

Held weekly meetings with the contractor Nomad Digital. Negotiated with Stadler on the proposal for the installation of the Wi-Fi equipment in the EMU. The final design package for the EMU, Control Center and Segment 4 was received and forwarded to the team for view. Went to the Management Committee and received approval to rebaseline the budget and schedule.

Approve the final design package and begin construction in Segment 4.

- **MP-36 Locomotive Mid-Life Overhaul Project:** This project involves performing mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes 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 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 is occurring off-site at the contractor's facility location. The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925, 926, 927 & 928. In order to maintain daily service, only 1 to 2 of these locomotives are released at a time for overhaul work that is expected to take approximately 8 months per locomotive. Due to this restriction, the overall completion of this work is expected to take approximately 4 years.

Unit 924 has run reliably after finding effective repair to engine harness. Repair of Auxiliary Generator has proven effective. Unit 925 is at Mare Island. Accident repairs are completed Traction motors and air compressor are installed. Unit 925 is schedule to ship at end of month. Unit 926 is 75% complete and progressing.

Authorize 925 for shipment. Perform testing of unit 926.

- **Bayshore Station Bridge Painting:** This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station in Brisbane. The bridge's paint coatings need rehabilitation due to surface rust. This work combined with a complete repainting of the bridge will bring the structure to a state of good repair.

Towers opened for public use August 7, 2023. Construction Management team and Contractor Top Line Engineers conducting pre-substantial completion inspections at the both the East and West Towers. Project is approaching the substantial completion phase. Working to demobilize from east and west easement areas by end of September 2023.

Team proceeding with final inspections and acceptance for the month of October 2023. Continue to work with Construction Management team on necessary administrative work to close out contract and project.



Worker fell on his back during site inspection. Worker is ok and crews conducted safety briefings to identify lessons learned and mitigate.

- **Watkins Ave Grade Crossing Safety Improvements:** The scope intended for this Project would include safety improvements at Watkins Ave include the following:
  1. Installation of quad or exit gates
  2. Installation of new pedestrian gates
  3. Pavement markers and markings
  4. Sidewalk improvements including guard railing and fencing
  5. Installation of new sidewalk lighting
  6. Contribute to the Atherton station site improvements done by the Town of Atherton.

Held weekly construction meeting with the Contractor Granite Rock. The contractor completed the trenching and installing conduits across the road on Watkins for the new light poles. TASI installed the new exit gates and pedestrian gates.

Finish construction and obtain substantial completion.

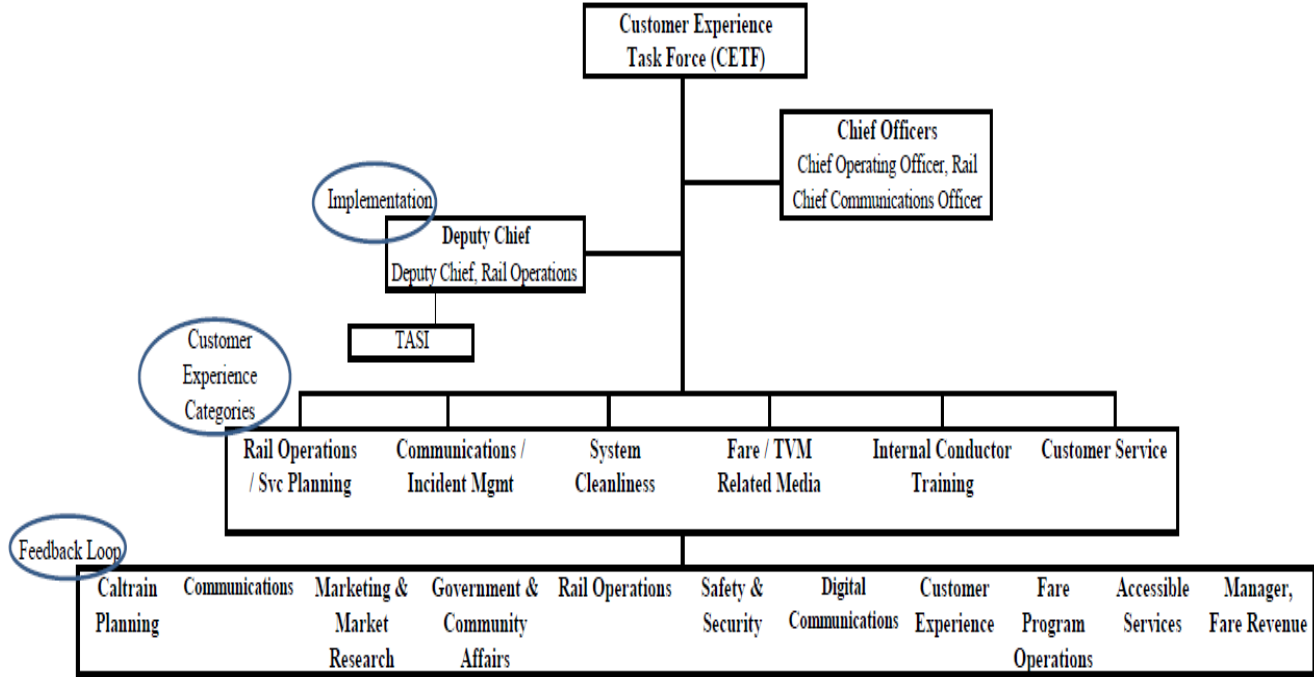
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**TO:** JPB CAC

**FROM:** John Hogan  
Chief Operating Officer

**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 agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen’s / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



## Service Operations

The taskforce is spearheading efforts:

- 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](https://caltrain.com/status)):
  - 31 weekend area shutdowns in 2023 to complete required testing and address top risks
  - Phase 8
    - Millbrae to 4th & King: 10/7-10/8; 10/14-10/15
    - Revised Train/Bus Schedule to improve Millbrae BART transfers due to BART schedule change effective 9/11/23
  - Phase 9
    - Menlo Park to Millbrae: 10/21-10/22
    - Weekend service will be replaced with a bus bridge at limited stations between Millbrae and Menlo Park. Use alternative transportation options, including SamTrans ECR or 292, during this weekend.
    - Replacement bus bridge service for Caltrain-dependent riders will be provided at these stations:
      - Millbrae
      - San Mateo
      - Redwood City
      - Menlo Park
    - Due to the extended travel time associated with providing replacement bus bridge service, there will be no bus bridge service available at the stations listed below. Riders can take the alternative transit options listed to a station served by Caltrain rail or bus bridge service.
      - Broadway (SamTrans Route 292)
      - Burlingame (SamTrans Route 292)
      - Hayward Park (SamTrans ECR or SamTrans Route 292)
      - Hillsdale (SamTrans ECR)
      - Belmont (SamTrans ECR)
      - San Carlos (SamTrans ECR)
  - Normal weekend service during November with the exception of:
    - Sunday 11/19 – Southbound Train 284 will be cancelled due to testing for Caltrain Electrification
  - Additional weekend shutdowns in December
    - Service plans in development
- Platform Signage:
  - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.

- Please visit <http://calmod.org/construction/> for further work segment and construction details.

### **Communications/Incident Management (CICS)**

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

### **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvements initiative began implementation in September.

### **Customer Service/Experience Department**

The taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer experience.
- Systematize customer feedback assessments and then consistently prioritize new initiatives that enhance the customers' experience.
- October weekend bus bridge support:
  - Ambassadors assigned to assist customers with weekend bus bridge locations and weekday schedule change.
  - Extensive signage/wayfinding to help guide and inform passengers at stations.
  - The Customer Service Team is ready to assist riders regarding service changes.
  - There is an announcement on our 800# Service number about bus bridge weekends.
  - Ambassador preparations are under way for Phases 8 and 9 weekend bus bridge in October 2023.
- Implementation of future rider alert improvements: Customer Experience, partnering with Web Developers and internal communications staff, is preparing a new feature to benefit our Caltrain riders! More details to come as the timeline solidifies. Major benefit includes:
  - SMS/email subscriptions for alerts: Customer can receive real-time updates via SMS or email regarding Caltrain delays, track changes, station closures, and more. It's customizable to your specific stations & trains, on only the days and times you need. Available in 5 languages.

- Ability to alert customers about closed elevators at stations: Elevators can be key for our riders with mobility challenges. This alert ability would be able to inform them before they start trip planning.
- Languages: Phase 1 will include English, Spanish, Simplified Chinese, Vietnamese, and Russian to meet our riders' needs
- September Community Outreach for September 25th schedule change:
  - Ambassadors conducted public outreach at select stations between San Francisco 4<sup>th</sup> and King and Gilroy stations during morning peak hours September 19th through September 21st.
  - Collectively, ambassadors engaged at least 1,200 people at stations to inform them of the changes and benefits including an added fourth Gilroy roundtrip and improved BART connections at Millbrae.
  - New pocket timetables being distributed to libraries, senior centers, colleges, and city halls as requested.

### **Caltrain Digital Marketing**

- Digital Marketing:
 

August-September messaging focused largely on Transit, and Rail Safety Month. The second public electric train tour occurred on September 23rd which was well received by the public with over 4,500 RSVPs.

For Transit Month there was a multi-agency CEO/GM ride-along, co-hosted by Caltrain, that was hosted on September 29th to close out the month. 8 agencies participated amongst those were SamTrans, SF Ferry, Muni, BART, LAVTA, VTA, and County Connection.

There were no weekend closures in the month of September, but there was a new schedule implementation that began on September 25th. All service changes continue touching every aspect of communications including social, web, mobile, etc.

Caltrain implemented four new temporary fare products designed to give riders more options to ride while making it easier to save money! Fares were implemented on September 1st.

- Caltrain Digital Marketing Highlights:
  - New Group Fare Promotions
  - Transit Month
  - CEO/GM Ride-Along
  - Rail Safety Month
  - Rail Safety Week
  - Suicide Prevention Month
  - New Schedule
  - Second Public Train Tour – SF
  - New Conductor Uniforms Revealed

- Additional Service to Gilroy/Morgan Hill – 4 Trains
- Highlighting Hispanic Heritage Month

## **Fare Systems**

The taskforce is spearheading efforts to:

- TVM Upgrade update:
  - Phase 4 of the TVM (Ticket Vending Machine) upgrade project has been completed.
  - The final phase, (phase 5) began on September 13<sup>th</sup>. Twelve TVMs have been upgraded and this phase is scheduled to be completed by the end of November 2023.

## **Community Outreach Efforts**

- Bike Security Outreach Effort
  - The bike security outreach effort continues to bring 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. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
- On Demand Electronic Bike Lockers
  - E-lockers are now available at 22 Caltrain stations. The existing lockers are still meeting demand. We will continue to monitor use with an eye toward adding more lockers as needed. More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Bike Parking Vendor
  - At the August Board meeting, the Board approved a resolution for the JPB to move forward with BikeHub as the operator of the bike valet at 4th and King Station. BikeHub has been providing the free bike valet service for Caltrain customers since 2013 and offers bike repairs and parts for sale. The contract includes options that will allow BikeHub to operate up to 8 unstaffed bike rooms at other Caltrain stations in the future. More plans on unstaffed bike room plans will be announced later in 2023 and 2024.
- Caltrain Electrification
  - 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](http://caltrain.com/status))
    - 31 weekend area shutdowns in 2023 to complete required testing and address top risks
  - A section of the new website is dedicated to Caltrain Electrification with project information. [www.Caltrain.com/electrification](http://www.Caltrain.com/electrification)
  - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).

- Bayshore Station Overpass Rehabilitation Project
  - The Bayshore Station Overpass Rehabilitation Project will remove and replace the coating on the station’s pedestrian bridge and stairwells. This will ensure the overpass remains safe and fully functional for years to come.
  - During construction, passengers had been boarding and alighting on the northernmost cars; passengers are now able to use all train cars to board and alight the train.
  - For more information visit [Caltrain.com/Bayshore](https://www.caltrain.com/Bayshore).

### **System Cleanliness**

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 to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

### **Station Improvements**

The taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide.
- State of Good Repair Station of the Quarter:
  - Belmont – Start Date: September 01, 2023. Estimated Completion Date: December 2023
- On-Going Projects:
  - New Standard Station Median Directional Signages have been purchased and will be Installed in all Stations (Estimated Delivery: TBD)
  - New Standard Trash Receptacles have been purchased. Initial Installation will be at the Hayward Park Station (Estimated Delivery: TBD)

**JPB CAC Work Plan**

January 18, 2023

- 2023 Electrification Construction & Temporary Service Plan
- MTC Regional Update

February 15, 2023

- Guadalupe River Bridge Replacement Project
- TAMC-JPB MOU regarding Extension of Caltrain service from Gilroy to Salinas
- CAC Role in Measure RR Oversight Update

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy

April 19, 2023

- Go Pass Donation Program
- Safety Quarterly Update
- Mt. View Transit District Grade Separation and Access Project

May 17, 2023

- FY2023 Preliminary Operating & Capital Budgets
- Fare Enforcement

June 21, 2023

- PCEP Update
- Measure RR updated Report

July 19, 2023

- Safety Quarterly Update
- Caltrain Fare Changes
- Customer Acquisition Strategy

August 16, 2023

- Whistle Mics
- Fall 2023 Schedule Change
- Burlingame Broadway Grade Separation Project



### September 20, 2023

- Electrified Service
- Rail Safety Education & Suicide Prevention Update

### October 18, 2023

- Safety Quarterly Update
- Proposal to amend the CAC by-laws
- Brown Act Training

### November 15, 2023

- Strategic Financial Plan
- Electrified Service Plan
- 2024 Draft Legislative Program

### December 20, 2023

- Corridor Crossing Strategy
- TOD Presentation
- Public Comment Process

### **Requested items for future meetings:**

- Service expansion
  - Service and ridership south of San Jose, including blended corridor
  - Downtown Extension
- Locomotive car regulation
- Customer communications
  - Conductor tools and communication during major incidents
  - Regional trip planning
- Broadband Wireless
- Mini-High Project (Jan)