



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

**November 15, 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. Introduction of New CAC Members
  - Davis Albohm, San Mateo County
  - Amit Lohe, San Mateo County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Appointment of Nominating Committee
  - a) 2024 Chair
  - b) 2024 Vice Chair
6. Approval to amend the CAC by-laws
7. Approval of Meeting Minutes of October 20, 2023
8. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
9. Chairperson's Report
10. 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.
11. Draft 2024 Caltrain Legislative Program (Devon Ryan)
12. Final Fall 2024 Electrified Service Plan (Melissa Jones & David Pape)

13. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
14. Date, Time, and Place of Next Meeting  
December 20, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
15. 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:** Davis Albohm, Adrian Brandt, Amit Lohe  
**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 OCTOBER 18, 2023**

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

**MEMBERS ABSENT:** L. Klein

**STAFF PRESENT:** Q. Barbosa (Olson-Remcho), J. Harrison (Olson-Remcho), J. Hogan, M. Meader, A. Myles-Primakoff (Olson-Remcho), M. Tseng

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

**CONSIDERATION OF REQUESTS, IF ANY, OF MEMBERS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES** – There were none.

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

Motion/Second: Seebart/Leung

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

Abstain: None

Absent: Klein

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

Jeff Carter commented on bus bridge between Millbrae and San Francisco during the Fleet Week event and gave kudos to staff.

Adina Levin's correspondence letter hoped for implementation of distance-based fares.

**CHAIRPERSON'S REPORT**

Chair Shaw reported TOD (Transit Oriented Development) item was bumped last month and has been slotted for December; discussion on amending bylaws to allow flexibility in how to set the order of agenda items.

**COMMITTEE COMMENTS**

Member Torres commented on the email from Adina Levin; fare coordination and integration study released in 2021 showed distance-based fares are capable of increasing ridership to

68,000 passengers and urged staff to work with BART (Bay Area Rapid Transit) on joint fare study; personal experience riding 402 in the morning and noticed one of the conductor announcements on the upcoming weekend shutdown advised riders to seek alternative transportation mentioning Uber and Lyft.

Member Seebart commented on the Measure RR audit report was promised to be available earlier this year and hoped to see it in November or December at the latest to avoid having to review two-year old data when examining the audit this year.

Member Brandt commented on Adina Levin's letter in correspondence packet and urged staff to accelerate working with BART on the fare study and implementation; about 4 percent of fare evaders caught are being cited, which shows there is a problem and need to think about how to effectively handle fare evasion; expressed concerns for San Francisquito Creek bridge that had been seriously scoured or eroded away and described status of the project.

Member Pagee commented on the San Francisquito Creek bridge issue and sent a note to Menlo Park City Council as parts of Menlo Park and East Palo Alto are affected; unhappy with ongoing closures announced last minute; attended an open house event on September 23<sup>rd</sup> and the train bathroom had a noticeable smell and was not usable; upon getting into San Francisco, the public restrooms were closed.

Member Kutler commented on sudden shutdowns affecting riders; would like to see more studies and what is needed to prepare for the San Francisquito Creek Bridge.

Member Brandt noted an email exchange with Dan Lieberman, Public Information Officer, regarding shutdowns and expressed the need for predictability so riders can plan accordingly.

Vice Chair Tuzman commented on his experience at the Millbrae station going to the EMU (electric multiple unit) event on September 23<sup>rd</sup> where he noticed the flood of people getting off the train and heard the announcement that train was terminating at Bayshore station without a reason and recommended taking BART and the confusion at the BART fare gates.

#### Public comments

Jeff Carter commented that the Palo Alto (San Francisquito) bridge can be a significant problem; noticed the agenda packet did not have ridership charts; noted BART does not have a monthly pass so does not want BART to impose a monthly train pass during the fare study; new trains with one bathroom is a big mistake especially after special events; more service during off-peak, weekends, and evenings will encourage more non-riders.

Doug DeLong, resident of Mountain View, commented on the Palo Alto bridge being a historic structure and requirements that must be complied with.

#### **APPROVAL OF THE 2024 CAC MEETING CALENDAR**

Chair Shaw commented the dates do not usually conflict with the holidays and being aligned with the Board meetings.

Motion/Second: Seebart/Leung

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

Abstain: None

Absent: Klein

### **PROPOSAL TO AMEND THE CAC BY-LAWS**

Quentin Barbosa, Associate at Olsen Remcho, provided the presentation which included the following:

- Two months process to amend the bylaws
- Amended bylaws to move public comment ahead of the Chair's Report

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

- Allows changes of order for all future meeting as well as on the day of
- Standing order of business to remain; the amendment would provide flexibility to temporarily change the sequence in the order of business
- Revise and clarify language that allows one motion for temporary meeting change(s)
- Use clear and explicit language when voting so everyone is clear what is being voted on

### Public comment

Jeff Carter commented that the committee should have the flexibility to change the order to suit its needs.

### **BROWN ACT TRAINING**

James Harrison, General Counsel, provided the presentation which included the following:

- Agenda item titles should be in 20 words or less
- Adopt a Code of Conduct in order to implement reasonable rules regarding the conduct of the public during meetings

Anna Myles[-Primakoff, General Counsel, provided the presentation which included recent amendments to the Brown Act, such as Assembly Bill (AB) 361, AB 2449, and Senate Bill (SB) 1100.

James Harrison, General Counsel, provided the presentation which included noting that remote participation under AB 2449 is prohibited unless there is a quorum of members in a single location

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

- Emergency circumstances requires CAC approval whereas a Just Cause needs to invoke one of the specific exceptions under AB 2449
- Approved the script developed for the Chair and process was discussed if Zoom bombing was to occur

- People can record public meetings, however, filming in non-public areas is prohibited by agency's policies
- Clarified that members may not participate remotely for a period of more than three consecutive months or 20 percent, which is two meetings every year

### Public comment

Jeff Carter commented on unfortunate Zoom bombings and noted Zoom allows for more participation and social media and email communication are not meant to avert the Brown Act.

### **SAFETY QUARTERLY UPDATE**

Mike Meader, Chief Safety Officer, provided the presentation which included the following:

- No reportable incidents or accidents
- Intentional or unintentional trespasser strikes are decided by the coroner in law enforcement and it can sometimes take up to a year for the final report
- Focused on an education campaign for the public around electrification and making sure people know to stay away from wires and cables

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

- Need to remember to include and provide slides as they were not posted online or provided in packet; meeting materials should be available online and remain there for historical searches
- Vehicle incursions usually happen in the dark, therefore, better lighting is needed at crossings; good streetlights illuminating either side of crossings to clearly identify railroad tracks

### **STAFF REPORT**

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

Mr. Hogan provided the report that included the following:

- Looking into adding more service on the weekends and a new schedule during the week and for off peak
- Peninsula Corridor Electrification Project (PCEP) project running late; final stages of the bus bridge will be when Balfour Beatty is complete; need to run end-to-end testing on the system to make sure that the system is sustainable
- Regarding fare evasion, need to figure out a way to be able to collect the fares without delaying the customers and without having a police officer at every station
- Sam Trans has been generous in assisting during challenges of unplanned or last-minute shutdowns and look into utilizing SamTrans route ECR (El Camino Real)
- Eight vehicles on tracks and mechanical delays improved in the last few months



- TransitAmerica Services, Inc. (TASI) to procure steam cleaning machines to deep steam clean the diesel trains that are being kept
- Noted 4<sup>th</sup> and King station restrooms closed and will make sure they are maintained and available for riders; will work with TASI, local security, and Frank & Grossman on creating a restroom closure policy
- Security cameras provide live monitoring, but the challenge is in monitoring all the cameras; will have standard operating procedures developed when cameras are available
- Continue to look into a pet policy; putting together policies for entire Bay Area transit for Legal Counsel and the Executive Director to review and approve
- Explained the process for fare evaders who do not provide identification when Transit Police is contacted and fare evader is picked up at next stop to avoid any delays in service

#### Public comment

Jeff Carter appreciated Mr. Hogan addressing the restroom issues in San Francisco; commented that the work plan had a couple of things drop off the list, such as the GoPass cost-per-ride information and Clipper Data Availability, as well as a deep dive on distance-based fares.

#### **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.

#### **ADJOURNMENT**

Meeting adjourned at 7:59 pm

**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 be operative only for that meeting, unless the motion specifies that the updated Order of Business is to 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 default 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

**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 |
|--|---|--|---|

**Purpose and Recommended Action**

Staff recommends that the Citizens Advisory Committee (CAC) to the Board of Directors of the Peninsula Corridor Joint Powers Board adopt the proposed amendment to the CAC Bylaws to hear 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 to accommodate the needs of the CAC. If approved, the updated order of business would be effective only for that meeting, unless the motion specifies that it shall remain the effective order of business until the CAC passes another motion changing the order of business.

**Discussion**

Pursuant to Article VI of the CAC Bylaws, staff presented the proposed amendment at the October CAC meeting, and incorporated feedback on the proposed changes.<sup>1</sup> The CAC may now adopt the proposed amendment if two-thirds of the members are present and vote to support it.

The proposed amendment in Attachment 1 permits 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 will be operative for that meeting only. However, a member, by motion, may specify that the updated order of business will be operative until the CAC passes a later motion approving a new order of business. If such a motions is approved by a majority vote, the prescribed order of business will remain in effect until a new order of business is adopted.

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<sup>1</sup> At the October CAC meeting, staff discussed the history of the CAC, its bylaws, and the proposed change at length. Please refer to the October staff report for more information.

**Budget Impact**

There is no impact on the budget.

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

(00499254-2)

**Resolution No. 2023-**

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

\* \* \*

**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 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**, staff incorporated CAC feedback on the proposed amendment from the October 18, 2023, CAC meeting. The revised proposed amendment is attached to this resolution as Attachment 1;

**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 of business 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 revised 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 for that meeting, or if specified, for all future meetings until the CAC approves a new order of business or returns to the default 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 for that meeting, or if specified, all future meetings 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  
(00499260-2)

**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) –**

- **October:** The October 2023 OTP was 89.9% compared to 90.8% for October 2022.
  - **Vehicle on Tracks** – There were five days with a vehicle on the tracks. The vehicle on October 2 (Mission Bay Dr., San Francisco @ 8:55 pm), caused 3 trains delayed. The vehicle on October 5 (East Meadow Dr., Palo Alto @ 9:02 pm), caused 2 trains delayed. The vehicle on October 20 (Ravenswood Dr., Menlo Park @ 3:42 am), caused no trains delayed. The vehicle on October 24 (Bellevue Ave., San Mateo @ 10:24 am), caused 2 trains delayed. Another vehicle on October 24 (16<sup>th</sup> St., San Francisco @ 10:28 pm), caused 3 trains delayed.
  - **Mechanical Delays** – In October 2023 there were 982 minutes of delay due to mechanical issues compared to 816 minutes in October 2022.
  - **Trespasser Strikes** – There was one trespasser strike on October 10<sup>th</sup>(San Jose, on UPRR territory @ 6:29 am), resulting in a fatality



- **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.
  - **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.

### Caltrain Suspends Train Service on Weekends to Expedite Electrification Project

Caltrain suspended its service between San Francisco and Millbrae Stations on the weekends of October 7-8 and 14-15 as well as between Millbrae and Menlo Park stations on the weekend of October 21-22 to accommodate Caltrain electrification construction and testing.

Limited bus bridge service was available to Caltrain-dependent riders. These were the 20th, 21st, and 22nd weekends in 2023 in which service was adjusted to accommodate construction and testing for electrified service, which is expected to launch passenger service in fall 2024.

### Caltrain Unveils Electrified Service Vision for 2024

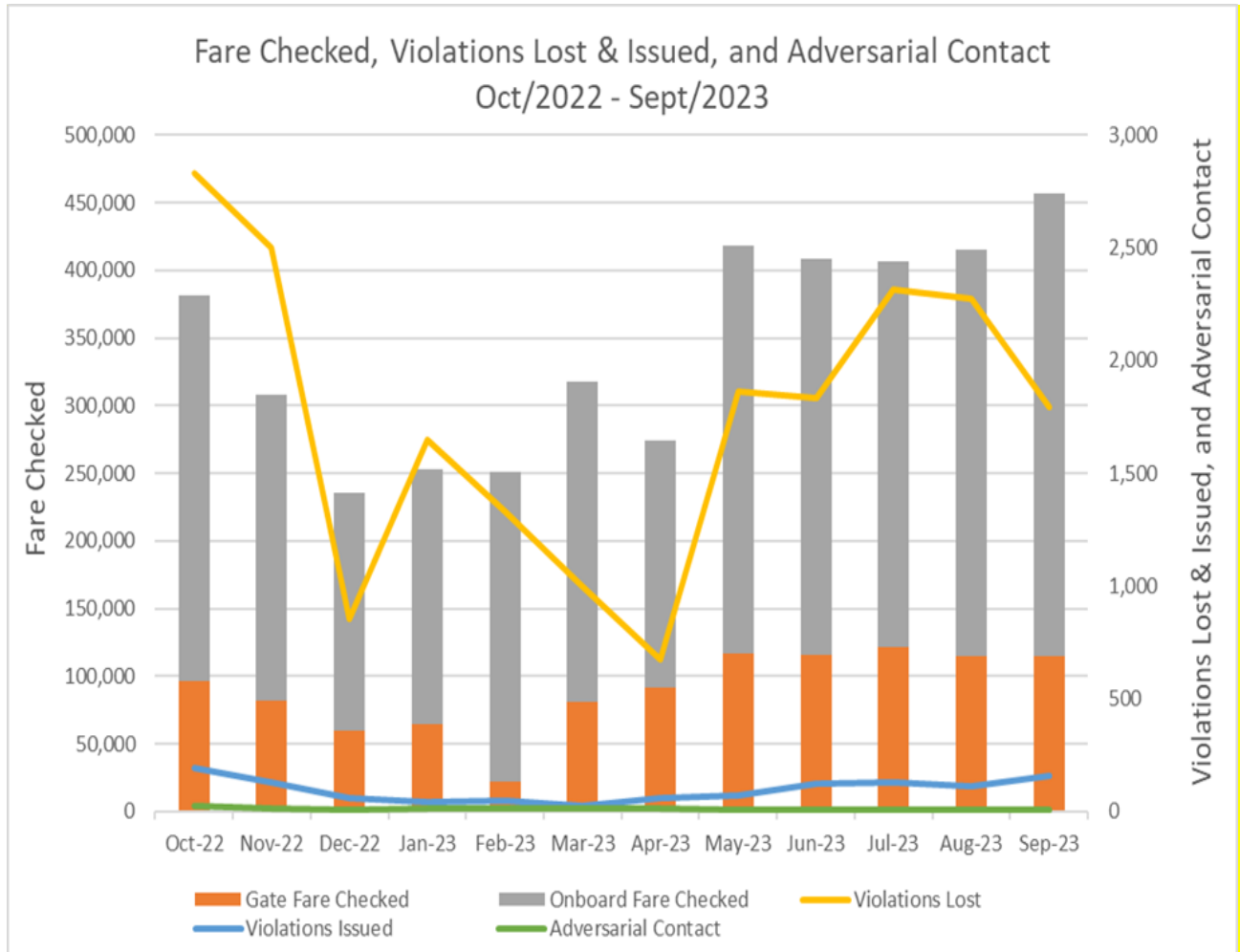
At the October Board meeting, Caltrain staff previewed the proposed electrified service plan, including anticipated service benefits for the Electrification Project slated for completion by fall 2024, which includes faster trains; less wait time at stations; and a simplified schedule.

Highlights of the proposed service improvements include plans for 104 weekday trains, with four per hour per direction during peak times between San Francisco and San Jose, a reduction in travel time from San Francisco to San Jose by 25 minutes compared to today's local schedule, increased weekday peak hour station coverage, and much more.

The final electrified service plan is set to be finalized by year-end. Early 2024 will continue with rigorous testing of the new electric trains and service plan, with full electrified service, using a new electrified schedule, set to roll out in September 2024.

## Fare Enforcement Report – November 2023

In September 2023, Caltrain conductors performed a total of 456,986 fare inspections at the terminal and onboard the trains. During this period, 1,794 violations were lost because the rider didn't provide identification and 160 violations were issued. Nine incidents were reported as adversarial contact due to lack of proof-of-payment.



## Special Services Ridership Report (September)

### 49ers

- One regular home game in September.
- Total additional ridership was 1,644.
- Year-to-date additional ridership is 2,692, an 18% decrease compared to 2022 (3,298) and a 22% decrease compared to 2019 (3,433)
- Special trains:
  - No special trains provided.

### Giants

- Eleven regular season home games in September.
- Total additional ridership boarding and alighting at San Francisco station was 38,199.
- Year-to-date additional ridership is 283,800, a 6% decrease compared to 2022 (300,891) and a 7% decrease compared to 2019 (303,610).
- Special trains:
  - One post-game special train for ten games.
  - One pre-game special train for three games.

### Sharks

- Three pre-season games in September.
- Total additional ridership boarding at San Jose Diridon station was 170.
- Average ridership per game was 57, a 10% increase compared to the 2022 pre-season average (52) and a 52% decrease compared to the 2019 pre-season average (118).
- Special trains:
  - No special trains provided.

### Stanford Football

- Three home games in September.
- Total additional ridership boarding at Palo Alto station was 1,645.
- Average ridership per game was 548, a 15% decrease compared to 2022 average ridership (647) and a 45% decrease compared to the 2019 average ridership (995).
- Special trains:
  - No special trains provided.

## Other Special Events

- Ed Sheeran at Levi's Stadium
  - Total additional ridership was 533.
  - Special trains:
    - One post-event special train.
- SF Portola Music Festival
  - Total additional ridership was 235.
  - Special trains:
    - No special trains provided.

## Capital Projects:

The Capital Projects information is current as of September 30, 2023, and is subject to change prior to the November 2023 Board meeting.

- **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 final phase of the TVM Upgrade began on September 13, 2023. 12 TVMs have been upgraded and it is scheduled to be completed by the end of November.

- **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 September 2023 included the installation of 2-foot diameter cast-in-steel-shell (CISS) seismic retrofit pile foundations for pier 4; successful completion of all construction for pier 5 and abutment 6; the erection of all precast girders for the MT2 superstructure; and laying all new ballast, ties, and rail on the new MT2 bridge.

In October 2023, the JPB anticipates the completion of pier 4 seismic retrofit piles, the upgrade of existing wood ties to new concrete ties, the surfacing and lining of the recently installed MT2 track, construction of an OCS guy anchor, completion of multiple pre-

handover punch list items, and ultimately handover of the MT2 bridge to the PCEP team for reinstallation of the OCS.

The "Funding" status light will remain yellow until FY25 funding appropriated by the Board in May 2024 is activated. The "Safety" light is yellow due to the occurrence of a Type I safety incident in September 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.

Continue weekly meetings with the contractor Nomad Digital. The Stadler Change Order for the installation of the Wi-Fi equipment in the EMU has been executed. Held a workshop on the final design package for the EMU, Control Center and Segment 4 and contractor revised and submitted their Final Design. The Site-Specific Work Plan (SSWP) for Segment 4 was submitted and is being reviewed.

Approve the final design package, Site Specific Work Plan, and begin construction in Segment 4 in mid-October.

- **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 now running reliably after finding effective repair to engine harness. Repair of Auxiliary Generator has proven effective. Unit 925 has been shipped to Caltrain. Unit 926 is 80% complete and progressing.

Prepare for 925 commissioning. Perform testing of unit 926. Actively working with Alstom on schedule for remaining two locomotive overhauls.

- **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.

Continued to work with the Construction Management team and Contractor Top Line Engineers in conducting pre-substantial completion inspections at both the East and West Towers. Towers have been opened as of August 7, 2023, to the public. Project approaching substantial completion phase. Continued to work with the team in completing final punch list items.

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

- **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.

Continue weekly construction meeting with the Contractor Granite Rock. Contractor completed trenching and installing conduits across the roadway on Watkins for new light poles. Contractor installed new fencing and guardrails.

Finish electrical work for new light poles and reach substantial completion.

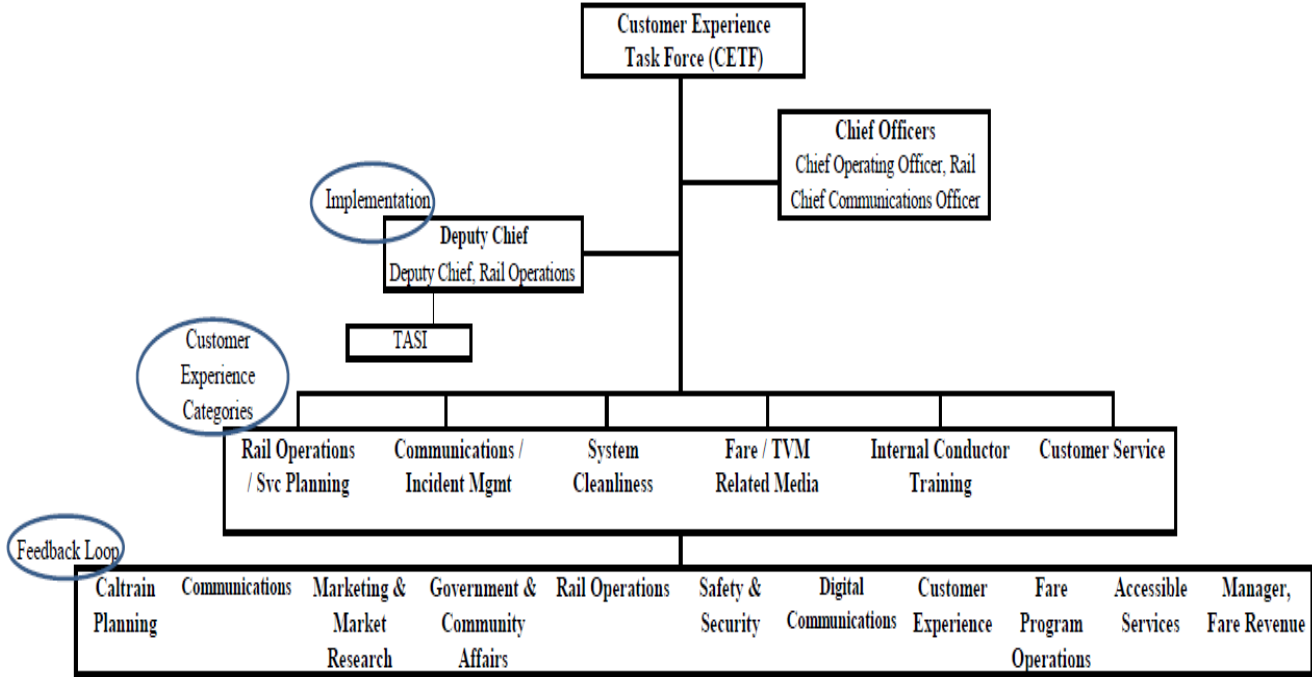
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
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**FROM:** John Hogan  
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**SUBJECT:** **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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)):
  - 22 weekend area shutdowns were completed in 2023 to accelerate construction and address top risks; no more bus bridges are scheduled for the remainder of the year.
- Several additional shutdowns and other service adjustments will be required in early 2024 to finish construction.
- 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.

## **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.
- Caltrain Service Alerts
  - Improvements to Caltrain rider alerts to provide faster and more comprehensive information on delays, platform changes, cancelations, and upcoming service changes, tentatively, scheduled to launch January 2024:



- NEW SMS/email subscriptions for Caltrain service 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 and trains, on only the days and times you need.
- Caltrain.com website: Faster, real-time service alert news for riders. One source for real-time alerts, upcoming service changes (construction, holidays), and Station information (parking changes, elevators, facilities).
- Elevator alerts: Elevators can be key for our riders with mobility challenges. This alert ability would be able to inform them via SMS or email before they start trip planning.
- Community Outreach
  - In October 2023, outreach ambassadors supported the Peninsula Corridor Electrification Project (PCEP) team for Phase 8 (first two weekends) and Phase 9 (third weekend) of train service closures that were supplemented with bus service. Ambassadors assisted riders at San Francisco, Millbrae, San Mateo, Redwood City, and Menlo Park stations to ensure customers knew about the closures and the busses replacing train service. Engaging with thousands of people each weekend, our ambassadors shared vital information about the ongoing electrification work, service impacts, and alternative routes to minimize inconveniences. As we gear up for the resumption of weekend bus bridges in early 2024, our dedicated in-house and external outreach teams are poised to support PCEP, setting customer expectations for the electrified revenue service projected to launch in Fall 2024.

### **Caltrain Digital Marketing**

- Digital Marketing:
 

The month of October refocused on Weekend Closures happening between San Francisco and Millbrae, as well as Millbrae and Menlo Park. There were 3 weekends of closures in the month of October. It was announced at the end of the month that for the remainder of the year Caltrain will have regular weekend service. There will be some additional weekend closures in early 2024 as we finish testing for Caltrain Electrification.

As social platforms change the communication team along with operations is working to build a better connection with riders with the help of a third-party source. New forms of communication to be implemented tentatively by early 2024.

On October 17th, approximately 160 years ago today the first steam train operated freight and passenger service from San Francisco to Mayfield, now known as Palo Alto. The digital team will be highlighting things from the past, photos, facts, to share with riders on social platforms. Leading up to the 160th anniversary in January.

- Caltrain Digital Marketing Highlights:
  - New Group Fare Promotions
  - Fleet Week – First weekend of October (Weekend Closures)

- Clean Air Day
- CEO / GM Ride Along Summary Posts
- Caltrain Unveils Electrified Service Vision for 2024 during Board Meeting
- Caltrain attended the APTA Expo
- 160th Anniversary – To be celebrated in January
- Tamien Station TOD Groundbreaking Celebration. This event celebrated the start of construction of a new mixed-income housing community directly adjacent to the Tamien Caltrain and VTA Light Rail Stations
- Warriors back at Chase Center
- Halloween Content
- La Ofrenda Festival – Gilroy
- Monterey-Salinas Transit Bus Service returned to Gilroy from Salinas, a restored service that was cut due to the pandemic
- No more weekend closures in 2023

**Fare Systems**

The taskforce is spearheading efforts to:

- TVM Upgrade update:
  - The final phase, (phase 5) of the TVM Upgrade project has been completed.
- Caltrain Mobile App Quarterly Update –July to September 2023
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During the first quarter of FY2024, there was an approximate 5 percent increase in both the quantity of Caltrain tickets sold and the sales revenue compared to last quarter. However, when compared to the same period last year, sales revenue saw a decrease of about 5 percent. Compared to last quarter, Caltrain parking ticket quantity experienced a surge of about 13 percent, while parking sales revenue saw a decline of 7 percent. This decrease in both ticket and parking sales revenue can be attributed to the Caltrain fare promotion that commenced in September 2023. In this quarter, about 46% of the total daily parking permits were sold via the Caltrain Mobile App. The table below highlights the results.

|                                    | Q1 FY24 Actuals | % ▲ vs. Q4 FY23 | % ▲ vs. Q1 FY23 |
|------------------------------------|-----------------|-----------------|-----------------|
| Revenue \$'s - (excluding parking) | \$ 995,482      | 5%              | -5%             |
| Tickets Sold - Parking             | 36,730          | 13%             | 48%             |
| Revenue \$'s - Parking             | \$ 165,707      | -7%             | 22%             |

Data source: Moovel monthly reports, BI Caltrain Parking Qty and Revenue Reports

**Government and Community Affairs - 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.
  - For more information visit [Caltrain.com/Bayshore](http://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 Station SOGR started on September 01, 2023, and was completed on October 20, 2023.
  - San Antonio Station SOGR started on October 21, 2023, and the Estimated Completion Date will be in December 2023.
- On-Going Projects:
  - New Standard Station Median Directional Signages have been purchased and will be Installed in all Stations (Estimated Delivery: TBD)
  - Belmont Station Signages have been ordered (Estimated Delivery: TBD)
  - New Standard Trash Receptacles have been purchased and will be shipped on December 12, 2023. Initial Installation will be at the Hayward Park Station (Estimated Date of Installation: January 2024)

**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
- 2024 Draft Legislative Program

### December 20, 2023

- Corridor Crossing Strategy
- Public Comment Process
- Caltrain Ridership Reporting Methodology Changes

### **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

**JPB CAC Work Plan**

January 17, 2024

- Mini High Project
- TOD presentation
- Safety Quarterly Update

February 21, 2024

- Strategic Financial Plan
- 

March 20, 2024

- 
- 

April 17, 2024

- Safety Quarterly Update
- 

May 15, 2024

- 
- 

June 19, 2024

- 
- 

July 17, 2024

- Safety Quarterly Update
- 

August 21, 2024

- 
-

September 18, 2024

- 
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October 16, 2024

- Safety Quarterly Update
- 

November 20, 2024

- 
- 

December 18, 2024

- 
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- Service expansion
  - Service and ridership south of San Jose, including blended corridor
  - Downtown Extension
- Locomotive car regulation
- Customer communications
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  - Regional trip planning
- Broadband Wireless
- Go Pass Cost Per Ride