



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

**April 21, 2021 – Wednesday**

**5:40 p.m.**

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the provisions of the [Governor's Executive Orders N-25-20](#) and [N-29-20](#).**

**Committee members, staff, and the public may participate remotely\* via the Zoom website at <https://zoom.us/j/94666856804?pwd=UIFwQzNrYXJpbTRlejkvRmgwRDIXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/about/bod/video.html>**

**Public Comments:** Members of the public are encouraged to participate remotely. 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.

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.

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

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of March 17, 2021
4. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments  
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. PCEP Update (Brent Tietjen)
8. EMU Update (Joe Navarro)
9. Staff Report (Joe Navarro)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
10. Date, Time and Place of Next Meeting  
May 19, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Martin Romo, Rosalind Kutler, Brian Shaw (Chair)  
**San Mateo County:** Anna Cristina Dagum, David Tuzman, Adrian Brandt (Vice Chair),  
**Santa Clara County:** Larry Klein, Patricia Leung, Patrick Flautt

## **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 only be via teleconference as per the information provided at the top of the agenda. The Public may not attend this meeting in person.**

### **Public Comment**

Members of the public are encouraged to participate remotely. 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.

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 MARCH 17, 2021**

**MEMBERS PRESENT:** A. Brandt (Vice Chair), A. Dagum, P. Flautt, L. Klein, R. Kutler, P. Leung, N. Mathur (Alternate), K. Maxwell (Alternate), D. Tuzman, B. Shaw (Chair)

**MEMBERS ABSENT:** M. Romo

**STAFF PRESENT:** J. Le-Christensen, J. Navarrete, J. Navarro, R. Tam, B. Tietjen

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

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

**APPROVAL OF MINUTES OF FEBRUARY 17, 2021**

Motion/Second: Klein / Flautt

Ayes: Brandt, Dagum, Kutler, Leung, Shaw, Tuzman

Absent: Romo

**PUBLIC COMMENT**

Public Comment received via email at [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)

Jeff Carter, Millbrae:

To the JPB/Caltrain Citizens Advisory Committee, 17-March-2021

Re: Schedules in bulletin boards and trains.

Last month I wrote and spoke on lack of printed schedules in bulletin boards and on trains at request of a friend. I checked for myself on a recent Caltrain trip between Millbrae and 22 St. and SF 4th St. For the most part, there are no schedules, however 4th St did have a schedule and related information in the center station kiosk, Millbrae had one board with schedule along with BART information on southbound platform (at south end stairs/escalator) and one on the upstairs main concourse. The rest of the boards only had the notice that schedules are subject to periodic changes due to the pandemic and to check caltrain.com or call the Caltrain information number. The boards at 23rd St. only had the periodic changes notice and no schedules as did some other stations I had observed.

Thank-You,  
Jeff Carter

Roland Lebrun, San Jose

Dear Caltrain CAC Secretary,

Further to the staff presentation to the CAC later today

([https://www.caltrain.com/Assets/\\_Agendas+and+Minutes/JPB/CAC/Presentations/2018/2021-03-17+JPB+CAC+Presentation+8.pdf](https://www.caltrain.com/Assets/_Agendas+and+Minutes/JPB/CAC/Presentations/2018/2021-03-17+JPB+CAC+Presentation+8.pdf)), please forward the following information

to the Caltrain CAC and members of staff.

<https://www.welovecycling.com/wide/2017/03/13/three-electronic-devices-help-track-stolennava-bike/>

Three Electronic Devices to Help You Track Down a Stolen Bike - We Love Cycling magazine

[www.welovecycling.com](http://www.welovecycling.com)

Thank you

Roland Lebrun

CC

Caltrain Board

SFCTA CAC

VTA CAC

Caltrain BAC

VTA BPAC

## **PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, thanked Caltrain for the discounting the monthly pass by twenty percent and hopes it becomes permanent. He then suggested Caltrain to consider the unfairness of the current zone system and to implement distance based fares along with a discounted multi-ride ticket, such as a fifteen-ride or a twenty-ride which would benefit semi-regular riders that ride one or two days a week.

Drew, via Zoom Q&A, suggested the Zoom link on the Citizen's Advisory Committee Agenda include the passcode for easier access to attend these monthly meetings remotely.

Roland Lebrun, San Jose, via Zoom Q&A, stated that the second Public Comment via email was his and referred to Agenda Item number eight. He mentioned that he was surprised that the presentation did not mention RFID. He suggested to Google "stolen bike, RFID" prior to the presentation. He stated that the results will show how owners are notified when their bike has been stolen and how the community will be able to track the bike and location for recovery.

## **CHAIRPERSON'S REPORT**

Chair Brian Shaw shared that on Friday March 19th, 2021 at 1:00 pm, will be the start of Caltrain's governance deliberations and discussions that were required as part of approval of measure RR. He stated that the live stream Zoom link can be found on the Caltrain website under meetings and will be available to listen or watch at a later time. He stated that it is the beginning of a process that will likely result in changes to how Caltrain is being governed and managed.

## **COMMITTEE COMMENTS**

Alternate Member Neeraj Mathur asked for an update on an incident that occurred in October 2020 as part of the November CAC meeting where it involved a Caltrain employee and a passenger. He requested a follow-up on how that matter was handled. Chair Shaw advised that the update may be provided during the Staff Report.

Vice Chair Adrian Brandt concurred with Public Comment made by Jeff Carter regarding the importance of having a posted schedule at the stations additionally, he stated that it makes it easier for passengers when each station has a yellow highlight line across the times that apply for that particular stations. He also applauded lowering the monthly pass price because, during COVID times and post COVID times, people will be riding less frequently and encourages the exploration of alternate fare products, as in the multi-ride tickets and anything to lure ridership back. He then provided a summary of the Dumbarton Rail Update meeting hosted by Carter Mau and the team. He stated that the direction the Dumbarton Rail Study is moving, is of great concern.

Member David Tuzman reported that as of Monday, March 15, 2021 Transit Workers are prioritized for vaccines and asked whether Caltrain is doing anything to provide information or resources or guidance to their Transit Workers to help them navigate that. He then mentioned that on Monday, April 19, 2021 there is a meeting of the MTC Regional Fare Integration Task Force that's looking into exploring ways to integrate fares across the twenty plus Transit Agencies in the region that could improve rider experience or cost over certain connections.

Member Rosalind Kutler asked whether the old MUNI yard near 22nd ST. that will soon be housing, be considered Transit Oriented Development as it is really close to 22nd ST. Caltrain station. She then agreed with Vice Chair Brandt's statement regarding the availability of schedule signage and printed schedules at stations. She mentioned that it may be frustrating to new users, English language learners and people not be familiar with different kinds of technology or they just may not have the money to have the technology in their pocket.

### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, asked whether the Board will be taking public comment at the end of Friday's meeting. He then addressed Member Neeraj's request regarding the incident that occurred October 2020 and advised that he has a response as he requested it from staff through PRA, Public Records Act. He also stated that he has a question to the Board whether TASI is fit to operate Caltrain. Roland then stated that going forward he would be advocating for either MTC and/or Caltrain to acquire the Dumbarton Right of Way from Samtrans. Regarding fare integration, he advised to pay attention to Google's big plans and big changes and to see what is going on the UK. Basically users will buy a ticket from point A to Point B and computers will calculate fare. Lastly he commented on the SF MUNI Yard potential housing and stated that 22nd Street station will be closed once Transbay Terminal is moved. He stated that the new

Cesar Chavez station will be right next door to the potential housing and it should be advocated that the affordable housing there should be reserved for the MUNI Operators so that they do not have to deal with commuting and are safe to operate transit vehicles.

Jeff Carter, Millbrae, via Zoom Q&A, stated that 22<sup>nd</sup> ST has come a long way and went from not too many riders to lots of riders. He said that 22<sup>nd</sup> ST is an important station and with the new development at SF MUNI Yard should increase demand.

### **SALES TAX MEASURE UPDATE**

Brent Tietjen, Government & Communication Relations Officer, provided a Sales Tax Measure Update.

The full presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Member David Tuzman stated that Mr. Tietjen mentioned the new funding tranche was distributed seventy-five percent based on the net revenue loss and asked whether Measure RR's success ended up reducing the amount of money that Caltrain was allocated. Mr. Tietjen responded that it had not. Member Tuzman then asked whether it may affect it in the future and Mr. Tietjen stated that he could look into what it means for the next the next round of funding. He then stated that Caltrain has not received Measure RR funds and has not affected the allocations today.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his appreciation for the update provided by staff.

Roland Lebrun, San Jose, via Zoom Q&A, stated that at the January Board Meeting, Michelle Bouchard allocated the next six years of measure RR to TASI and is what prompted the multiple PRA requests, including the incident with allegedly assaulting passengers, etc. and how staff will go about spending all of this money. Roland stated that he is making a business case that the time has come for Caltrain to have a train operator who focuses on transporting passengers, instead of disappointing trains. Regarding the Cares Act, Roland stated that VTA grossly exaggerated drop in sales tax revenues and as a result, they will have a surplus of \$96.8M by June and are expecting another \$69.9M. He has had serious discussions with MTC about that situation. He then stated that Caltrain did not excel in spending money in Phase One and as a result basically ran out of Cares Act in December and are now requesting to borrow \$50M against Measure RR and that VTA will be sitting with \$150M and may have to reroute some of those funds to some of the other operators.

Drew, via Zoom Q&A, asked whether the recent increased funding from Federal, allocated to electrification due to COVID, be used to purchase more rolling stock, another train set. Chair Shaw responded that it is his understanding that the Cares Act

funds is primarily being used to offset operating deficits and is not something the Federal Government normally does but is doing in this case because Transit has been so decimated by COVID. Capital Expenses usually have different funding sources and are provided through different mechanisms, from his basic understanding of how that money is intended to be used. Mr. Tietjen agreed with Chair Shaw and stated that most of the funding was for operations but, in this latest update there was additional funding included for Capital Projects under the Capital Improvement Grants Program. He stated that the funds cannot be used to purchase additional rolling stock beyond what was already included.

### **PROJECT 529 UPDATE**

Jenny Le-Christensen, Management Analyst, presented the Project 529 Update.

The full presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Member Patrick Flautt thanked Ms. Jenny Le for the presentation and although it is just one percent of the crimes being reported on Caltrain, it is one of the more crippling crimes because it may change the passenger's schedule and route. He requested to know more about this program and would like to see more literature regarding the GPS tracking, what it means to register and how this can be deployed elsewhere. Ms. Le mentioned that staff is starting to work on bringing other policing agencies, not only in the peninsula, but in the other county agencies so that all agencies are using the same system and on the same page.

Member Larry Klein also thanked Ms. Le for the presentation and glad to see the program rolling out. He then asked whether the 27 recovered bicycles on the platform are part of the 26 that were stolen and how it relates to the data. Ms. Le responded that the 27 bikes recovered is since the induction of the program and is not specific to last year's data. Ms. Le stated one of the great things staff is implementing at Transit, is bicycles held in Lost and Found after the ninety-day hold are ran through the automated property system for bicycles and through Project 529 and if staff is unable to locate the owner, these bikes will be donated to nonprofits within the region. They are being taught how to transfer ownership and are being registered. She stated that if these bikes ever get stolen, staff has the information.

Vice Chair Adrian Brandt asked whether the app is a crowd sourced app. Ms. Le confirmed and went over the process of how the community and Law Enforcement is alerted. Vice Chair Brandt suggested having a bar graph showing historical data and clearance rate, how many registered 529 bike thefts are reported and the recovery ratio on those to show a trend. Ms. Le stated that she could include that data for the next report to the CAC. Lastly, Vice Chair Brandt expressed his appreciation for the bait bike program. Sargent Ward responded that the Special Enforcement Team has an Ops plan for next month and is unable to advertise, however stated that the program will be ongoing.



Anna Dagum thanked Ms. Le for the presentation and asked how staff partners with local bike shops. Ms. Le responded that when the program was launched, all local bike shops were contacted and asked to promote the free program and continue make contact periodically as a reminder to promote the program. Member Flautt suggested posting signage at these local shops. Ms. Le advised that pdf files have been sent to the local shops and is up to the shops to post. Ms. Le shared that during COVID they have partnered in other innovative ways as in with Social Media, Instagram Live. He then asked about incentives for signing up. Ms. Le shared that a Shield sticker is an incentive to sign up through Caltrain. Chair Shaw suggested visual displays on the new EMUs on bike cars to help promote sign-ups.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, compared the current 529 Program to RFID. He stated the main difference is live GPS tracking. With RFID, the user would be notified when the bike is moved more than 15ft. and has the opportunity to do something in the moment whereas Project 529 comes into play after the bike has already been stolen.

Jeff Carter, Millbrae, via Zoom Q&A, asked whether a user may register more than one bike and Ms. Le confirmed that a user may register multiple bikes.

**GRADE CROSSING IMPROVEMENTS**

Robert Tam, Manager, Technology Research & Development, presented the Grade Crossing Improvements presentation.

The full presentation can be found on [caltrain.com](http://caltrain.com)

Committee Comments:

Vice Chair Brandt asked respectfully, why does it takes so long to do the work, what accounts for those long schedules to get what is seemingly not very much work done, he asked whether it might be the funding or their difficulty. Mr. Tam responded that definitely getting the funding is a factor and secondly, the permitting from the cities takes a while and getting all the submittals from the contractors approved before the crew can put the shovel in the ground. He then stated that once the work begins, it could take a couple of weeks per crossing for the pavement markers and striping. He stated that the exit gates that involved signaling equipment is more complicated and that takes a longer time and that then there is also lead time for the materials to arrive.

Member Tuzman referred to the plan to widen the crosswalk and the waiting area for pedestrians and bicyclists and asked what is the area's current traffic assumption for where bicyclists ride, is it not in the road. He expressed his appreciation to expanding the area, but does that imply that bikes are not meant to use space on the road where they ride. Mr. Tam stated that it is up to the bicyclists and that he has seen where half the group will be on the street and half will be on the sidewalk. He stated that the city of Palo Alto is in the process of putting a bike lane there so there will be a defined bike

lane for them to use. Member Tuzman clarified that so if there is a bike lane, then it would assume the bikes wait before the intersection so they wouldn't be waiting at the gate, but this improvement also gives the option, so they could, if they had already crossed they can wait in more space. Mr. Tam confirmed.

Member Rosalind Kutler mentioned that she has heard that San Francisco residents talk about the desire for quiet, certainly at the downtown station, and she would like to see staff use the Equity Policies in distributing the quiet zones. Vice Chair Brandt clarified that the quiet zones, by law, are 100% the responsibility of the jurisdiction that they are established in.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, thanked staff for the presentation and stated that it is a good start. He then asked whether staff has data indicating that they are effective and seeing a reduction in vehicles accidentally making a right turn on to the tracks. He said that the way staff can really make crossings safer, is when they start building the foundations for the 110 miles an hour traffic, specifically with putting quad gates, as part of putting the quad gate, putting a vehicle detection to see whether there is anything in the way and with Constant Warning Time there will be the ability to stop the train avoiding impacting the train at high speeds and large amount of collateral damage.

Jeff Carter, Millbrae via Zoom Q&A, asked whether the area at 3rd and 4th Ave, in San Mateo will be a quiet zone due to the quad gates. He then asked whether any increase in speed for Caltrain, does that require quad gates.

#### **STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief, Rail Operations reported:  
(The full report can be found on [caltrain.com](http://caltrain.com))

#### **On-time Performance (OTP) –**

- **February:** The February 2021 OTP was 92.5% compared to 93.5% for February 2020.
  - **Vehicle Strikes** – There was one vehicle strike on February 19.
  - **Vehicle on Tracks** – There were two days, February 17 and 22, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In February 2021 there were 200 minutes of delay due to mechanical issues compared to 819 minutes in February 2020.
- **January:** The January 2021 OTP was 86.9% compared to 95.4% for January 2020.

- **Trespasser Strikes** – There was one trespasser strike on January 21, resulting in a fatality.

Mr. Navarro reviewed the Caltrain March 2021 Service Change that begin Monday, March 22, 2021. He shared that Caltrain will adjust its weekday and weekend timetables to support regional transit connections, part of the Blue Ribbon Task Force efforts.

- **Service Changes Include:**

- Maintain BART connections at Millbrae Transit Center:
  - Departure times of weekday trains will be shifted by approximately 10 to 30 minutes.
  - The weekend service will operate on same schedule, except for two roundtrips not operating on Sundays.
- Increase in weekday service from 68 to 70 trains.
- Improvements to weekday morning & evening service:
  - The first trains in the morning will operate as Local trains to better serve essential workers and transit dependent riders.
  - After the evening commute peak hours, trains will operate as a Local.
- Adjustments to weekday train departure times to improve schedule reliability.
- Weekend service to/from Tamien station will be modified to meet ridership demand.

Mr. Navarro then shared that staff met with the San Francisco Giants Organization and will work with them to support ridership on opening day, if needed. Mr. Navarro also reported that twelve additional TVM upgrades have been completed at six stations. He also reported that the Hillsdale station is tentatively scheduled to open in April and at that time, paper schedules will be available, information boards will be installed and the “you are here” sticker will be placed on the schedule to highlight the schedule at the respective stations. Mr. Navarro also reported that there have been no incidents at the Churchill grade crossing where the turtles were installed and that the turtles have also been installed at 3<sup>rd</sup> Ave., in San Mateo. He then stated that staff is monitoring Marin and Napoleon Bridge Rehabilitation Project and scheduled to use a Bus Bridge on April 17th and April 24th. Mr. Navarro stated that staff is looking into new uniforms for the Conductors. He then mentioned that as Ms. Jenny Le reported there will be two new CSOs, Community Service Officers who will be riding the trains monitoring and coaching Conductors. The Conductors will be receiving additional training on how to work with members of the public. Mr. Navarro reported that JPB and TASI management conducted a blitz observing all work along the alignment, monitoring construction work, Conductor activity and Engineer handling. He said that the blitz was beneficial and that there are plans to continue to monitor activity along the alignment. Mr. Navarro addressed the earlier comment by Member Mathur regarding Conductor and passenger incident from October 2020 and stated that it has been handled by the Sheriff’s Department and the DA and said that he can obtain further details if needed, however he can say that it has been handled properly. He stated that staff takes those incidents very seriously. Lastly, Mr. Navarro reported that the test trains are in Colorado being tested.

The full staff report may be found on [caltrain.com](http://caltrain.com)

Committee Comments:

Vice Chair Brandt mentioned the report regarding the unfortunate attack that occurred at Diridon station and wondered whether train crews would allow passengers to sit inside the trains while waiting to depart at the end stations. Chair Shaw stated that passengers waiting on trains would be in a protected environment and less vulnerable and may prevent incidents from happening. He requested this be looked at as a Safety issue, especially with low ridership.

Member Tuzman shared that Transit Workers are now prioritized to get the COVID vaccine and wondered whether staff collects statistics of how many onboard employees have been vaccinated and whether there will be potential to enforce a requirement to get a vaccine unless there's a legitimate reason not to. Mr. Navarro responded that TASI is incentivizing their employees to get the vaccine as soon as possible and are helping to coordinate vaccine appointments.

Alternate Member Kathleen Maxwell asked how what are the expectations for Conductors to move through the train on a regular basis. Mr. Navarro responded that they should be going through the train, at least, every zone. He stated that this expectation was monitored during the blitz earlier in the month to ensure Conductor visibility.

Member Kutler shared that as a regular rider she has observed those rules being followed.

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, asked whether ridership improved with the new timetable.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with Member comments regarding passengers should be able to sit on the trains while they wait to depart.

Drew, via Zoom Q&A, also agreed with passengers being able to wait on the train while they wait for the train to depart and to weigh the pros and cons to gain full understanding of what that might mean on both sides.

Mr. Navarro responded that staff will take that suggestion into consideration from all angles and will report back with resolutions. Lastly, he reported that the restrooms in San Francisco have been renovated and will be open to the public once they receive approval to do so.

## **JPB CAC Work Plan**

April 21, 2021

- EMU Testing Update
- PCEP Update

May 19, 2021

- FY 2022 JPB Operating & Capital Budgets & TASI Budget
- Industry Safe Functionality

June 16, 2021

- Fare Update
- E Locker Update
- CID2

July 21, 2021

- 
- 

### **Suggested Items:**

- Send MTC means-based fare pricing study to the CAC when the MTC releases it as FYI.
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco
- Overview of COVID19 train schedule

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

April 21, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:34 pm

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

TO: JPB CAC

FROM: Joe Navarro  
Deputy Chief, Rail Operations

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **March:** The March 2021 OTP was 88.9% compared to 96.7% for March 2020.
  - **Vehicle on Tracks** – There were two days, March 8 and 12, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In March 2021 there were 911 minutes of delay due to mechanical issues compared to 363 minutes in March 2020.
  - **Trespasser Strikes** – There was one trespasser strike on March 25, resulting in a fatality.
- **February:** The February 2021 OTP was 92.5% compared to 93.5% for February 2020.
- **Request For An Emergency Procurement** – “Emergency” means a sudden, unexpected occurrence that poses a clear and imminent danger, requiring immediate action to prevent or mitigate the loss of impairment of life, health, property, or essential public services. – CA Public Contract Code, Section 1102.

In the last couple months, Caltrain Rail Development Division has lost couple of key management staff due to unexpected early retirement and resignation. The entire Rail Development top tier Director positions are vacant currently. The absent of the management team has put tremendous workload and pressure on the remaining Rail Division Direct Reports, Project Managers, and Chief Officer herself. In order to address unprecedented resource crisis, Caltrain must undertake urgent recruitment effort. Procuring skilled head hunting services is the most effective way to seek talent for the executive positions in a timely manner to assist Caltrain/Samtrans HR is necessary. With the recent hire of the Deputy Chief of Rail Development, Robert (Rob) Barnard effective March 15, 2021, there are currently four executive positions need to be filled immediately: 1. Director of

Engineering 2. Director of Capital Program Delivery 3. Director of Program Management 4. Deputy Director of Systems Engineering.

The Staff is requesting an approval from the Executive Director for authoring the executive recruitment procurement with seven firms. The district HR will review and select the best value proposal for the service.

- o **San Mateo 25<sup>th</sup> Grade Separation Project –**
  - o The project is over 85% complete.
  - o The new east-west connection on 28<sup>th</sup> street opened on March 1, 2021.
  - o East 25<sup>th</sup> Avenue (between S. Delaware Street and Palm Avenue) will close early April for four months to finish lowering of the road.

Please note as construction continues, access to businesses will remain. Information has been made public, including posts on NextDoor and the project website ([notice](#)).



- o **Project is scheduled to be complete by fall 2021**
- o **Caltrain March 2021 Service Change –** Starting Monday, March 22, 2021, Caltrain adjusted its weekday and weekend timetables to support regional transit connections, part of the Blue Ribbon Task Force efforts.

Service Changes Include:

- o Maintain BART connections at Millbrae Transit Center to coincide with BART's March 22 service changes:
  - Departure times of weekday trains shift by approximately 10 to 30 minutes.
  - The weekend service operate on same schedule, except for two roundtrips not operating on Sundays.
- o Increase in weekday service from 68 to 70 trains
- o Improvements to weekday morning & evening service:

- The first trains in the morning operate as Local trains to better serve essential workers and transit dependent riders.
  - After the evening commute peak hours, trains operate as a Local.
- Adjustments to weekday train departure times to improve schedule reliability.
- Weekend service to/from Tamien station modified to meet ridership demand.

- **Caltrain Free Rides to Vaccination Sites Along Rail Corridor** – Beginning Monday, March 22, Caltrain provided free train rides to and from coronavirus (COVID-19) vaccination sites for people living or working along the corridor within San Francisco, San Mateo and Santa Clara counties.

Passengers going to and coming from a vaccination site must notify a conductor as soon as they board the train and must show proof of the vaccine appointment or a vaccination card. Fare payment to vaccination sites will not be required until further notice.

Caltrain and other Bay Area transit agencies are making a coordinated effort to keep essential transportation services available to the communities we serve through the Bay Area Healthy Transit Plan. Many systems, including AC Transit, BART, SamTrans, SFMTA and VTA, are offering free rides to vaccine distribution sites to ensure those without a car can easily access the locations.

- **SF Weekend Service Closure** – Construction work to perform repairs at the Marin St. Bridge and replace the Napoleon St. Bridge (which are located south of the 22nd Street station), will require two SF weekend service closures. Trains will terminate at Bayshore station. Caltrain will not operate service to 22nd Street or San Francisco stations on the following weekends:

Saturday, April 17 and Sunday, April 18, 2021  
 Saturday, April 24 and Sunday, April 25, 2021

On these weekends, free SamTrans bus service will replace train service between Bayshore, 22nd St. and San Francisco stations. Buses are ADA accessible and will have limited capacity for luggage and bikes onboard.

- **Special Event Train Service** – As state and local public health orders and restrictions ease, staff is in contact with event venues and sports teams along the rail corridor to discuss re-opening plans.

Caltrain is not currently operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.



- **Services Scheduled:**

- **San Jose Sharks Regular Season** – Due to the COVID-19 pandemic, the Sharks are currently playing the 2021 season without fans in the stands.
- **Warriors Regular Season** – Due to the COVID-19 pandemic, the Warriors are currently playing the 2021 season without fans in the stands.
- **SF Giants Regular Season** – With San Francisco County potentially moving from California's Blueprint for a Safe Economy Red Tier to Orange Tier (which allows for 20 percent capacity for outdoor sporting venues), it is still to be determined by local public health officials whether the SF Giants will begin the 2021 season with limited fans in the stands. The SF Giants home opener is scheduled for Friday, April 9 at 1:35 p.m.

- **Capital Projects:**

The Capital Projects information is current as of March 12, 2021 and is subject to change between March 12, and April 1, 2021 (Board Meeting).

**San Mateo 25<sup>th</sup> Avenue Grade Separation Project:** Raise the elevation of the alignment from Hillside Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillside Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo.

The temporary closure of the Hillside Station, to allow completion of the project, began on May 16, 2020 and will continue into early Spring to allow construction of the new grade separations. During the temporary closure trains that normally stopped at Hillside will stop at Belmont, and bus and shuttle service between Belmont and Hillside Station has been provided to minimize the temporary passenger inconvenience.

On March 1, the new 28th Avenue Roadway was opened for public traffic. Simultaneously a portion of 25th Avenue was closed and the lowering of 25th Avenue roadway was begun to provide additional vehicle height clearance. Tentatively, in April, the entirety of the 25th Avenue roadway from Palm Avenue to Delaware Street will be temporarily closed for approximately 4 months in order to complete the roadway lowering. During the closure, east-west connectivity is provided at the newly opened 28th Avenue Underpass.

Work also continued for retaining walls and underground utilities for the future roadway underpass at 31st Avenue. Work also continued for the architectural and electrical finishes for the new Hillside Station and connecting bridges at 28th Avenue and the Pedestrian Underpass. Also in progress is the construction of the new parking lots along Delaware Street on the east side of the alignment.

Adjacent to this project is a new contract to relocate and improve the storm drain system along Delaware Street adjacent to the new station and new parking lots on the east side of the project. This work was to be undertaken by the City of San Mateo. This work is now being performed by Caltrain at the request of the City. Construction activities continued in March and is scheduled to complete in mid-2021. Community outreach regarding upcoming construction is ongoing.

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

In March, the contractor (PMI) continued the construction of Ramp 3 (leading to West Plaza entrance) in addition to shoring for Ramp 1/Stair 1 (East Side entrance on Poletti Ave.) leading to the Pedestrian Underpass. Underground electrical and ground improvements for the Communications Electrical Room were in progress. Work also began for the trackwork of the realigned Main Track #1 (MT1). Currently, the project completion date is forecasted to extend from December 2020 until Summer of 2021.

Due to Utility and contractor caused delays, the overall project budget and schedule impacts are being assessed. A future Board action will be requested upon completion of the assessment and coordination with applicable partner agencies.

**Marin and Napoleon Bridge Rehabilitation Project:** This state of good repair project will perform repairs at the Marin St. Bridge and replace the Napoleon St. Bridge. Both bridges are in the City of San Francisco located south of the 22nd Street Station. The repairs at Marin Street are primarily for concrete spalling and cracks, and deficient walkways and handrails. The Napoleon St. bridge concrete spans will be removed and replaced with elevated soil berm structures and the main steel span will be replaced with a new steel span. The span replacement at Napoleon Street will require several partial weekend service outages between Bayshore and 4th & King Stations during the outages. The project will install security fencing to deter encampments, and, also include track improvements in the vicinity of the bridges.

Construction activities performed in March include work on the retaining walls of the Napoleon Bridge and the continued repairs of cracks and concrete spalling at the Marin Bridge. The contract is planned to be complete in the summer of 2021.

**Burlingame Broadway Grade Separation Project:** This project will grade separate the railroad alignment at Broadway, between Carolan and California Avenues, in the city of Burlingame and remove the current at-grade crossing. As a part of this project, the Broadway Station will become elevated and the hold out rule at this station will be eliminated that impacts operational efficiency. Currently this

project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and City of Burlingame). The City of Burlingame is the sponsor of the project with Caltrain acting as the lead agency to implement the project.

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along all the adjacent streets and intersections surrounding the crossing. Pedestrian and vehicle safety will be greatly improved by creating clear separation between pedestrians/vehicles and trains, and by eliminating the potentially dangerous conflicts presented by the current at-grade crossing. Lastly, railroad operation efficiency will also be improved as there have been numerous accidents at the Broadway at-grade crossing, many involving vehicles stopped on the tracks. The Broadway at-grade crossing is currently ranked on the California Public Utilities Commission's Grade Separation Priority List as the top ranked crossing for grade separation in northern California and as the second highest ranked crossing in the state. The Project can: 1) help reduce emergency response times as the Caltrain corridor bisects the east and west sides of the City, 2) help to alleviate traffic queuing on Broadway, which extends east to the U.S. Highway 101 ramps, 3) reduce traffic delays at nearby intersections with California Drive, Carolan Avenue and Rollins Road, and 4) significantly improve access to the Broadway commercial district from U.S. Highway 101, which would further support economic development.

The project continues in the final design phase, which began in January 2021, to develop the issue for bid construction documents and plans for advance utility relocations and right-of-way acquisitions. The current schedule is to complete the final design for construction contract advertisement by mid-2023 and for construction to occur from early 2024 to early 2026. Advance utility relocations are expected to begin in mid-2023.

**Ticket Vending Machine (TVM) Rehabilitation:** Upgrade the existing TVM Server and retrofit and refurbish two existing TVM machines to become prototypes for new TVM's so that the machines are capable of performing the functions planned for the current Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards. The scope of the original contract was increased to include upgrades to the credit card reader and the database.

In early October, the first phase of the project to develop a prototype Clipper TVM has successfully completed final acceptance testing that results in completion of Phase 1. Phase 2 for the retrofitting of 12 additional TVM's continued in March with target completion of Phase 2 by early 2021. The funding for Phase 3, for the rehabilitation of an additional 21 TVM's, has now been secured and will also be added to the project. The vendor's proposal for Phase 3 was received and is under review with the award forthcoming. Additional funds for Phase 4 for another 25 TVM's are included in the FY21 Capital Budget

amendment that was approved in October. Phase 4 will be added to the project when funding becomes available. Additional phases beyond Phase 4 are required to upgrade all remaining stations (30 TVM's).

**Mary and Evelyn Avenue Traffic Signal Preemption Project:** Perform upgrades to train approach warning systems at the Mary Avenue and Evelyn Avenue crossings in Sunnyvale. The project will improve vehicle safety at the at-grade crossings by increasing the traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. This project will mimic the previously completed traffic signal preemption project that was completed in 2014 in Redwood City, Palo Alto and Mountain View. This project is being funded through the State of California Public Utilities Commission Section 130 program to eliminate hazards at grade crossings.

The 100% crossing design by the Electrification project is still not yet available for design coordination and a timeframe for its receipt is to be determined. The project has proceeded to complete its own design without this information from the Electrification project. The 100% design is complete and the Notice to Proceed for construction, was issued to TASI on July 9. In February 2021, TASI has received materials for the work and has completed the installation of traffic signal preemption equipment that will be followed by testing that will be coordinated with the City of Sunnyvale's traffic department.

**FY19/FY20 Grade Crossing Improvements:** This project is a continuation of the ongoing grade crossing program to improve the safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized the crossings and we have proceeded with the work in phases based on funding availability. 10 crossings were improved in 2018 under the FY16 budget authorization. Due to budget constraints, the FY19/FY20 scope is limited to five (5) crossings to be improved. The five crossings selected to be improved in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood and Oak Grove Avenues in Menlo Park. Work items that are included are the installation of signals, fences, gates, curbs, lighting and signs.

The construction contract was advertised for bids on August 31 and bids were received on October 12. The construction contract was awarded at the December 2020 board meeting. The contract has been executed and the Limited Notice to Proceed was issued on February 8, 2021 to initiate the 60-day administrative period. The contractor's administrative submittals are being received and reviewed, and, the Notice to Proceed with Construction is planned to be issued in April 2021 with construction lasting until Fall of 2021.

**Churchill Avenue Grade Crossing Improvements:** This project will make pedestrian and bicycle access improvements, and, safety improvements to the Churchill Avenue crossing in the city of Palo Alto. The project scope includes the widening of the sidewalks, associated relocation of pedestrian gates, and installing new vehicle pavement markings and markers.

The project began in December 2019. The 35% design received in March 2020 is under review including the review by the City of Palo Alto. The City of Palo Alto is rethinking the scope of work for the project and is in discussion with CPUC and Caltrans to modify the scope. The City of Palo Alto's design consultant has developed a conceptual design which is being reviewed by the City. Coordination meetings have continued between staff and the City's design consultant.

**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 connects the southbound platform to the northbound platform and the parking lots on the east side. The bridge was originally constructed as part of the Caltrain Express project (CTX) in 2002 and has not been repainted since. The bridge's paint coatings are in need of rehabilitation with surface rust that needs to be addressed along with a complete repainting of the bridge to bring the structure to a state of good repair.

The project is continuing the final design phase in developing Issue for Bid construction documents. Coordination and outreach with the Electrification project and also with outside stakeholders such as the Cities of Brisbane and San Francisco have been conducted and continues. Advertisement for bids is forecast for early 2021 with construction in mid-2021 to early 2022.

**Broadband Wireless Communications for Railroad Operations:** This project is to provide wireless communications system to provide enhanced capabilities for the monitoring of the railroad operations and maintenance, and, provide Wi-Fi capability for passengers. This project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP). Currently, the project is currently only approved for the planning/design phase.

The project has completed the planning/conceptual design phase of the project requirements that began in November 2019. A stakeholder's review of planning/conceptual design phase has been completed and a recommendation has been made to proceed with the project as a Design/Build procurement. Request For Proposal documents are being developed for advertisement in the Spring and contract award by the end of 2021. Design and Construction is planned from early 2022 until mid-2023.

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

The first vehicle #927 that was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling. The return to Caltrain of vehicle #927 has been delayed from early-2021 until mid-2021 due to COVID-19 related impacts to the vendor's supply chain, availability of testing staff due to travel restrictions, and increase in the scope of needed repairs. This delay is expected to be limited to vehicle #927. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

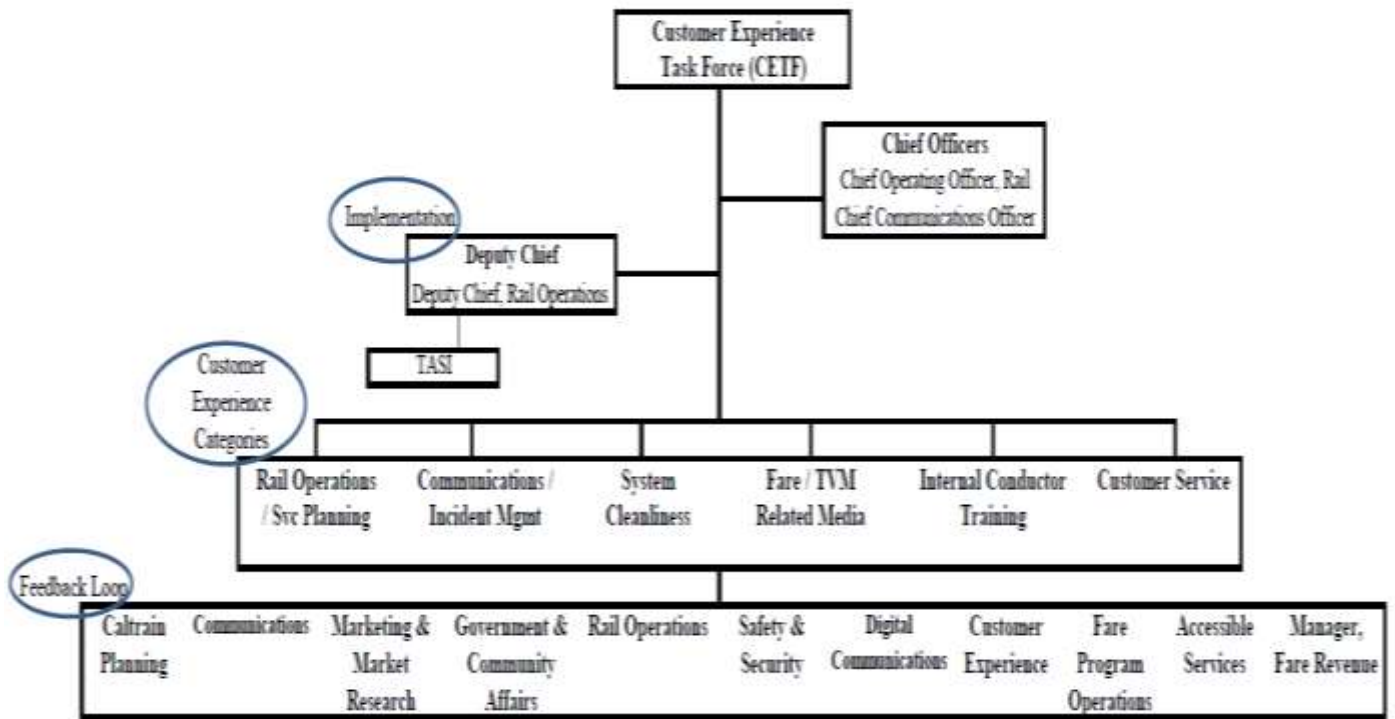
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro  
 Deputy Chief, Rail Operations

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

In the short-term (6-18 months), the taskforce is spearheading efforts:

- Caltrain Timetable Monitoring:
  - Staff continues to monitor on-time performance, train capacity and customer feedback from the Caltrain service changes implemented on December 14, 2020.
  
- SF Weekend Service Closures - Napoleon Rail Bridge Replacement:
  - As part of the Marin & Napoleon Rail Bridge Improvement Project, the replacement of the Napoleon Street Bridge will require two weekend service closures. Caltrain will not operate service to the 22nd Street or San Francisco stations on the weekends of April 17-18 and April 24-25.
  - On these weekends, free SamTrans bus service will replace train service between the Bayshore, 22nd Street and San Francisco stations. Buses are ADA accessible, will have limited capacity for luggage and bikes onboard and require face coverings while on board.
  - Riders are advised to check the revised schedule for the affected weekends to ensure they get to their destination on time. Southbound buses depart 25 minutes earlier from San Francisco station and 22 minutes earlier from 22nd Street station. There are no changes to departure times from Bayshore Station and all stations south.
  - Caltrain strongly recommends riders traveling to watch the San Francisco Giants or the Golden State Warriors on the weekend of April 24-25 to use BART at Millbrae station or an alternative transit option, due to limited capacity on buses and social distancing requirements that will make it difficult to accommodate the influx of riders.
  - For more information, visit [www.caltrain.com/SFWeekendClosure](http://www.caltrain.com/SFWeekendClosure).
  
- New Hillsdale Station Grand Opening:
  - As part of the Grand Opening of the New Hillsdale Station on Monday, March 26, 2021, Caltrain will adjust its weekday and weekend schedules to add service back to the Hillsdale Station. During the temporary closure of the Hillsdale Station, trains that normally stop at the Hillsdale Station served the Belmont Station instead. Once Hillsdale Station is reopened, Hillsdale Station will be provided service every half hour on weekdays and hourly service on weeknights and weekends. Belmont Station will be provided hourly on weekdays and weekends. There will be no other weekday or weekend timetable changes.
  - Parking at the Belmont Station will no longer be free of charge to Caltrain riders.
  - All shuttle service will remain at Belmont station until 25th Avenue opens in late summer. The Hillsdale station will not be able to accommodate shuttles when it opens because 25th Avenue is closed to lower the road for the grade separation, which will improve safety, and reduce traffic



congestion and train horn noise. Caltrain will notify shuttle operators when the Hillsdale station will begin allowing shuttle service.

- Due to a redundancy in service, the Belmont-Hillsdale Shuttle will cease operations. Caltrain provides service along the peninsula and SamTrans Route ECR provides service from Daly City to Palo Alto along the El Camino Real, which is just steps from the Hillsdale and Belmont stations.
- The Free SamTrans Connections for Caltrain riders during the temporary Hillsdale Station closure will no longer be available
  - SamTrans Route ECR bus service is free between San Mateo and Belmont stations during the Hillsdale Station closure.
  - SamTrans Route 292 bus service is free between Hillsdale Shopping Center and San Mateo Station during the Hillsdale Station closure.
- Caltrain Free Rides to Vaccination Sites Along Rail Corridor:
  - Beginning Monday, March 22, Caltrain provided free train rides to and from coronavirus (COVID-19) vaccination sites for people living or working along the corridor within San Francisco, San Mateo and Santa Clara counties.
  - Passengers going to and coming from a vaccination site must notify a conductor as soon as they board the train and must show proof of the vaccine appointment or a vaccination card. Fare payment to vaccination sites will not be required until further notice.
  - Caltrain and other Bay Area transit agencies are making a coordinated effort to keep essential transportation services available to the communities we serve through the Bay Area Healthy Transit Plan. Many systems, including AC Transit, BART, SamTrans, SFMTA and VTA, are offering free rides to vaccine distribution sites to ensure those without a car can easily access the locations.
- Platform Signage:
  - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to "look up and listen". The Visual Messaging System and audible station announcements reflect boarding instructions for passenger's respective train.

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

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

In the short-term (6-18 months), the taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.

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

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

### **Conductor Training**

In the short-term (6-18 months), the taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement under consideration

### **Customer Service Center**

In the short-term (6-18 months), the taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations department to implement changes to better enhance the customer experience.
- Attend outreach activities
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit

### **Fare Systems**

In the short-term (6-18 months), the taskforce is spearheading efforts to:

- TVM Upgrade update:
  - The project is being delivered in phases. Due to the budget constraint, not all TVMs will be updated at one time. Staff successfully completed the prototype TVM testing and completed Phase two. Two TVMs were upgraded at the San Jose Diridon, San Francisco 4th & King, Millbrae, Redwood City, Palo Alto and Sunnyvale stations for a total of 12 TVMs upgraded.
- Clipper Card Interface Devices (CID)
  - A second phase to add and relocate CIDs is in progress. Improvements to better serve our customers using Clipper CIDs at the Mountain View Station and the Sunnyvale Station are ongoing. 100% Design was completed and approved. A Work Directive for the construction work was issued to TASI end of January 2021. TASI is currently in the process of procuring a construction subcontractor. Start of construction is the next milestones for this project.
- Clipper Next-Generation
  - Staff has been continuously working with Metropolitan Transportation Commission and Cubic in the design, development and implementation of the improvements expected to the current Clipper system since Clipper Next Generation contract award in late 2018. Clipper mobile app testing is underway. Following the successful completion of the test, the mobile application will be available to the public.
  - Clipper announced on 2/17 via Twitter that the mobile app is coming to Apple Pay and Google Pay this spring. This is part of the marketing strategy to drum up to the launch date that is yet to be announced.

- Caltrain Mobile App Quarterly Update – January to March 2021
  - Caltrain Mobile app was launched at the beginning of 2018 and started to sell daily parking in Dec 2019. During the third quarter of FY 2021, the Caltrain Mobile app was installed 6,642 times, a 3% decrease compared to the last quarter and a 78% decrease over the same period last year. About 23,000 tickets were sold through the app in this quarter, which decreased by 2% compared to the last quarter and an 88% decrease compared to the same period last year. The quarterly mobile ticket revenue was about \$159,000, a 1% decrease compared to the last quarter and a 90% decrease compared to the same period last year. There were 1,107 daily parking permits sold with a revenue of about \$6,089, which is a 7% decrease compared to last quarter and a 94% decrease of the same period last year. The mobile daily parking shares 9% of the total daily parking revenue collected in this period.

### **Digital Media Efforts**

- Monthly Pass Price Reduction
  - Caltrain has reduced the price of its Monthly Pass by 20% from April to September. Riders can purchase an April Pass starting March 21.
  - Caltrain is providing this discount to encourage people returning to work to take advantage of transit, while also providing some financial relief for those that have been riding regularly throughout the coronavirus (COVID-19) pandemic.

### **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 Demand Electronic Bike Lockers
    - 16 e-locker spaces were installed at Hillsdale Station in the beginning of April 2021. Since the beginning of 2021, more than 100 e-locker spaces have been installed along the Caltrain corridor. Plans are being made to install lockers at more stations in this spring and summer. Staff is continuing to work with keyed locker customers to help them with the transition to the new e-

lockers. There is an ongoing effort to promote the use of the e-lockers. More about them is available at [www.bikelink.org](http://www.bikelink.org).

- Construction Project Customer Communication
  - South San Francisco Station
    - Construction began January 2018.
    - Temporary Platform installed in March 2018.
    - The station was temporarily closed on the weekend from August 29-30.
    - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform.
    - Shoring work on the future pedestrian underpass has been completed. Excavation conducted through May 2020.
    - A webpage was created at <http://www.caltrain.com/ssfstation>
  - Caltrain Electrification
    - A website has been created at CalMod.org that includes project information.
    - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
    - Launched electric train virtual reality experience at [CalMod.org/VR](http://CalMod.org/VR).
  - 25th Avenue Grade Separation Project
    - On March 1, 2021, the new east-west connection at 28th Avenue was opened. The project also began to lower E. 25th Avenue, which will result in a partial to full road closure into summer 2021.
    - Hillsdale Station temporary closure began May 16, 2020. For more details, see Service Operations update mentioned above and for more information visit [www.caltrain.com/HillsdaleClosure](http://www.caltrain.com/HillsdaleClosure).
    - The website [www.Caltrain.com/25thgs](http://www.Caltrain.com/25thgs) continues to be an overall project resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.
  - Atherton Station Closure
    - The JPB Board approved closure of the station at the November Board meeting.
    - Suspension of weekend service occurred last month.
    - Construction activities at the station will continue into 2021 and include removal of the center platform and installation of fencing at the station.

### **System Cleanliness**

In the short-term (6-18 months), the taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain 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.
- Trains are being fog jettted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
- During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and hand-rails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- 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**

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

- Coordinate a consistent appearance system wide:
  - On-going Trash Receptacles Repair and Re-painting at all Stations
  - 12 New Trash Receptacles have been received and will be installed at the Redwood City Station. Installation to be determined.
- Palo Alto (Station of the Quarter) Improvement is in progress.
  - Platform Tactile Painting
  - VMS/VMS Poles Painting
  - Trash Receptacles Adjustment
  - ADA and Regular Passenger Shelters Painting and Cleaning
  - Light Poles Painting and Light Bulbs Replacement
  - Metal Bench Cleaning/Painting
  - Fence and Railings need touch-up paint
  - Stairs/Steps need to be cleaned, painted and anti-slip tread tape applied (if applicable)
  - Crossing Gates Adjustment
- In September 2020, Caltrain completed the conversion of over 2,500 existing light fixtures to Light Emitting Diode (LED) at 20 Passenger Stations. The reduced energy consumption and the long term maintenance will help continue the effort to reduce Caltrain's carbon footprint.
- Redwood City will be the next Station of the Quarter and has been pre-inspected.

- On-going Removal of the Keyed Bike Lockers and Installations of the new E-Lockers at the Stations.

**JPB CAC Work Plan**

May 19, 2021

- FY 2022 DRAFT JPB Operating & Capital Budgets & TASI Budget
- Caltrain Fare Changes

June 16, 2021

- E Locker Update
- CID2
- 

July 21, 2021

- COVID 19 cleaning efforts cost
- 
- 

August 18, 2021

- 
- 
- 

September 15, 2021

- 
- 
- 

October 20, 2021

- 
- 
- 

November 17, 2021

- 
- 
- 

December 15, 2021

- 
- 
-

### Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco
- Overview of COVID19 train schedule
- Industry Safe Functionality