



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

July 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 [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 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 June 16, 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. Update on Service Restoration (Ted Burgwyn)
8. COVID-19 Cleaning Efforts Cost (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
August 18, 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:** Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: 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. Agendas are available on the Caltrain Web site at 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

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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; 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, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

MINUTES OF JUNE 16, 2021

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

MEMBERS ABSENT: N. Mathur (Alternate)

STAFF PRESENT: C. Kwok, J. Navarrete, J. Navarro, D. Provence,

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 MAY 19, 2021

Motion/Second: Klein / Leung

Ayes: Brandt, Flautt, Kutler, Shaw, Tuzman

Absent: None

R. Kutler arrived

PUBLIC COMMENT

Aleta Dupree, via Zoom Q&A, advised that June is Pride month and that it is important to keep diversity in mind. She stated that the citizenry of Caltrain is very diverse and advocates that Pride is a global perspective of inclusion. She asked that the Board and staff be aware of the importance of equity and to welcome anyone who uses Caltrain, pays their fare and follows the rules of conduct, always be welcomed and treated with respect. Aleta then stated that to build this new electric railroad, the focus should be on foundations. She suggested completing a deep dive on the site conditions to determine why foundations are not being produced as fast as they should. She then emphasized the importance of operating entirely on Clipper and the Mobile APP as part of a modern railroad. She recommended Caltrain's efforts should be in selling Clipper cards out of the new vending machines to get away from paper tickets.

Roland Lebrun, San Jose, via Zoom Q&A, requested the Zoom meeting start before the CAC meeting begins so that he has time to connect through his computer and not via telephone. He then advised that the Governance Executive Order N-2920 is now

obsolete and that the new Governance Order is N-A-21. He stated that Paragraph 44 indicated how meetings will be conducted until September the 30th, at least. He then referenced the correspondence packet, and stated that the DTX project is out of control. He shared that there is a new High Speed Rail station at 4th & Townsend and that there is no way that a High Speed Train Operator will ever stop there. Roland then mentioned that electrification has been delayed two years later and that the problem is not with foundation, and that the problem is with Constant Warning Time. Roland suggested that with the new trains coming in 2022 and no place to store them, to see if there is any way to operate the new EMUs in diesel mode with push/pull at 80MPH.

Jeff Carter, Millbrae, via Zoom Q&A, shared his pleasure with seeing the schedules out on the train. He then shared his disappointment with the delay in electrification.

Adina Levin, via Zoom Q&A, shared that at some point this body and the Board and other bodies are going to go back to meeting in a Boardrooms in person and there are a number of transit agencies that have already said that they are planning to continue to allow for online, dial in or Zoom public comment. She asked, through the Chair, if this body is interested in inquiring, it would be good to check with Caltrain about whether Caltrain would align with other agencies to continue to allow dial in and Zoom public comment after the Board goes back to in person meetings. She stated that it may be difficult for many people to get to the CAC meeting or the Board meeting to then just sit there for a long time to make their comments. And therefore, this body may be interested in asking staff or and or recommending to the Board to do as other agencies are doing and continuing with hybrid meetings allowing dial in and online public comment.

CHAIRPERSON'S REPORT

Chair Brian Shaw shared his experience with riding Caltrain since March 2020. He said that it was great to do and that other than wearing a mask, it is pretty much the way it was before. He stated that Caltrain continues to be a consistent operation. He said that the biggest change was being able to use his cell phone to tag on and off versus using his Clipper card and it worked great. Chair Shaw then reported that Alternate Member Kathleen Maxwell will likely be stepping down, as an Alternate, in the coming months and encouraged anyone interested to apply for all openings on the CAC.

COMMITTEE COMMENTS

Member Patrick Flautt reported that he does not have a website update for the committee members and hopes to meet with Five Paths website development team soon to provide an update to the committee. He then agreed with public comment from Adina Levin about continuing the possibility of allowing for Zoom call in and commentary. He then requested staff to look into allowing for this type of hybrid participation for future meetings.

Member David Tuzman reported that he emailed MTC to ask for a presentation on their study on fare coordination and integration around the region. Mr. Navarro advised that Caltrain has a department that works with Cubic and MTC and that Christiane

Kwok, who will be presenting later, is the Caltrain liaison for MTC in another capacity, and that staff may help coordinate the presentation. Member Tuzman said that he would reach out to Ms. Kwok for further details. Member Tuzman then asked whether the timetable on the website is the latest timetable as there is no "schedule updated since" date. Chair Shaw confirmed that the timetable on the website is the latest and agreed that there is no "as of" date. Member Tuzman advised that the scrolling version indicates as of April 26, 2021 but the default that comes up does not have clear indication that gives someone confidence that it is the latest schedule. Lastly, Member Tuzman asked whether the CAC or the Board will decide to continue these meetings virtually. Chair Shaw advised that the CAC will follow the Board's lead. Lastly, Member Tuzman asked staff to consider updating their pet onboard policy to not only allow service animals. He said that the more types of trips that Caltrain makes available to people, the more people will ride.

Member Patricia Leung agreed with previous comments and likes the idea of future Zoom hybrid meeting. She then shared her recent Caltrain experience and happy to come back to everything running the way she remembered it, before the pandemic began. She thanked staff for making things normal for returning riders. She also appreciated the Apple Pay component. She then reported to Member Flautt that looking at the schedule from the Mobile App is clunky and suggested he take a look to make suggestions for improvement. Lastly, Member Leung mentioned state legislation SB466 regarding the parking lot in Santa Clara station. Two things that pertains to Caltrain one is as proposal was actually reducing the number of parking spots from 240 to 95 parking spots. She stated that this would set a dangerous precedence.

Member Rosalind Kutler agreed with previous comments regarding a hybrid Zoom option for future meetings. Her only concern with this type of meeting is whether staff will have enough resources to support. She then thanked staff for supporting the San Francisco Giants fans and the printed schedules.

Member Larry Klein also supports the hybrid CAC meeting option as remote meetings make it easier to jump between different meetings, without commuting up the peninsula. He voiced his disappointment with the electrification delay. Member Klein then thanked staff for the new schedule and asked when the Baby Bullets might be scheduled. He stated that a Baby Bullet to Sunnyvale would help eliminate shuttles and vehicles on the road.

Vice Chair Adrian Brandt commented that the recent development in Sunnyvale challenge Caltrain to figure how to respond to new development up and down the line around stations that might merit additional service. Vice Chair Brandt also agreed to having the option of hybrid Zoom CAC meetings in the future. He then suggested Caltrain to have a rider safety webpage with safety tips, just as BART has. He stated that Caltrain previously had a Safety and Security webpage; however the last report was from September 2018 and would like to see it posted for the public to see. He then reported that on his last Caltrain ride, dwell times are high and suggested to remove the cushion time off the schedule to offer a more attractive schedule to riders. He then reported that although the schedules are posted at the stations, he did not see a highlighted line indicating the "you are here" station. Chair Shaw mentioned that he

saw the station name highlighted, not the times, but the station name was highlighted. Mr. Navarro responded that due to Accessible Service compliance and other factors, the best staff could do was highlight the station name in green and is manually placing these stickers on the station boards throughout the corridor. He then agreed with comments in the correspondence packet regarding VTA withholding their operating contribution. Lastly, he also shared his disappointment with the electrification delay due to Constant Time Warning, a known problem. He then requested a formal presentation on some of the issues and details around the delay and a description of the planned wireless enhancement.

Alternate Member Kathleen Maxwell also agreed with previous comments to have the option of attending future CAC meetings remotely via Zoom or in person.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, hopes that the CAC meeting will continue on Zoom to help with public participation. He then reported that he has noticed increased dwell times in Millbrae and that the doors close fifteen to twenty seconds prior to departure. He then shared that the gates at the Broadway station remain down the entire time that the train is in the station on the northbound side. He then shared his disappointment with partner agencies not contributing to Caltrain. He suggested the CAC look into how much the partner agencies contribute to BART.

Roland Lebrun, San Jose, via Zoom Q&A, stated that the Governance Ordinance will determine how future CAC meetings will be held. He suggested looking at Assembly Bill 703, where the possible changes to the Brown Act will be. He suggested Member Patricia Leung attend the Plan Bay Area 2050 workshops to submit her comments there. He then stated that he will be submitting a proposed schedule to include Baby Bullets that will serve Sunnyvale. Roland then stated that South San Francisco should have a passing track so that Caltrain can provide more service. He then stated that the issue with Caltrain missing webpages will be resolved when the administration transitions from Samtrans. He advised that the VTA contribution issue will be resolved at the August VTA Board Meeting.

Adina Levin, via Zoom Q&A, shared that the Fair Integration Taskforce will have more information about the study on July 19, 2021 and will make presentations to various Transit Boards in July and August and will have decisions made in the fall. Lastly, regarding the hybrid meetings is that the issue for public comment is technically, and legally different from the issue of being on the board so for the public comment BART and a variety of other agencies and jurisdictions have said yes it is legal to allow online public comment. She stated that it would take a legal change to enable hybrid meetings for members of the body.

ELECTRONIC BICYCLE LOCKER UPDATE

Dan Provence, Principal Planner, presented the Electronic Bicycle Locker Update.

The full presentation can be found on caltrain.com

Committee Comments:

Member Kutler asked Mr. Provence what services are offered in San Francisco. Mr. Provence responded that there is a free valet bike parking facility at 4th & King.

Member Leung asked whether there is a way to look at availability of the lockers. Mr. Provence responded that availability can be seen on the bikelink.org website.

Member David Tuzman asked to confirm the \$5 credit for linking the Clipper card. Mr. Provence confirmed the incentive.

Member Flautt asked what full deployment will look like. Mr. Provence stated that staff is looking at different options with a team of consultants that are tied to the business plan. Member Flautt then asked when would eLockers be installed at Gilroy. Mr. Provence responded that VTA is in charge of the efforts in Gilroy. Mr. Navarro suggested Dan to provide his email address to Mr. Flautt to get him in contact with the organization in San Francisco to better answer Mr. Flautt's questions. Mr. Provence will follow-up with Member Flautt.

Vice Chair Brandt asked Mr. Provence to clarify whether Caltrain has agreed to pay a fixed fee to have 1150 lockers deployed for \$4.5M. Mr. Provence responded that the \$4.5M is all encompassing and deals with the locker costs as well as the ongoing operations and maintenance costs. Vice Chair Brandt then asked what the transition process looks like for customers. Mr. Provence advised that letters were sent to existing customer explaining how it all worked and incentives for transitioning. Mr. Provence stated that he personally set the customers up with a bikelink.org representative.

Public Comments:

Adina Levin, via Zoom Q&A, asked whether staff has thought about strategies to avoid customers camping their bike in these lockers for months at a time, when trains are crowded again. Mr. Provence responded that there is a maximum rental time to avoid these situations.

Aleta Dupree, via Zoom Q&A, expressed her support with the bike lockers. She stated that there is a bike theft problem in America, and that the secure bike lockers are better than racks. She suggested staff to look into dynamic pricing with equity in mind. She also suggested educating riders on how to use Clipper with these eLockers. Lastly regarding the double level lockers, she requested staff to keep in mind that for lower income rider, who would buy a less expensive bike, those less expensive bikes tend to be heavier and therefore harder to lift.

Jeff Carter, Millbrae, via Zoom Q&A, thanked Mr. Provence for the report and appreciated Caltrain providing many options as possible for people to get to and from the station. Jeff then asked whether there is a difference in the rental rates at Millbrae station between BART installed bike lockers and Caltrain BikeLink.org eLockers.

Roland Lebrun, San Jose, via Zoom Q&A, suggested to conduct a study to determine why passengers bring their bikes onboard the train. He suggested the conductors distribute business card size surveys asking passengers to help staff understand why they brought their bike on board today. The business card would have a link to an online web survey and ask further questions. Roland then stated that as an incentive for completing the survey, passengers would receive a Clipper credit for future eLocker rental. Lastly, he shared that VTA will give up the entire Gilroy parking lot to TODs. He hopes that there will be a resolution to this matter at VTAs August Board meeting.

DRAFT CALTRAIN CAC RESOLUTION, DISTANCE BASED FARES

Adrian Brandt, Vice Chair, CAC, presented the Draft Caltrain CAC Resolution, Distance Based Fares.

Vice Chair Brandt stated that the Ad Hoc subcommittee, Members Tuzman, Leung and himself met and came up with the Draft Caltrain CAC Resolution, Distance Based Fares that can be found in the Agenda packet. Vice Chair Brandt recommended an update to the draft for the committee's consideration. He suggested modifying the, BE IT RESOLVED, to basically say, be it resolved that in absence of a regional fare program unless and until Caltrain engages with and participates in a regional fare program or a regional fair tariff, that Caltrain now develop and propose etc.

The draft can be found on caltrain.com

Committee Comments:

Member Kutler expressed her full support of the Resolution with the update Vice Chair Brandt suggested phrasing, "in the absence of a regional fare program".

Member Tuzman expressed his interest in learning more about the MTC proposals about regional fare integration before passing the Resolution. He then stated that there should be mention of the 2040 Business Plan in the last "Where As". He then asked Ms. Christiane Kwok to speak about the MTC proposal and timing. Ms. Kwok responded that she is not directly involved with the development of the program, and will find out whether MTC can present to this committee. Member Tuzman stated that he would work with the Chair and staff to get this item added to the July Agenda, which would move the passing of this Resolution to August.

Member Leung recommended moving forward with the Resolution regardless of what the regional agencies do, with amendments to the Resolution as discussed.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, thanked the Ad Hoc Subcommittee, Brandt, Tuzman and Leung for their time and effort in putting together the Resolution. He supported the approval of the Resolution and provided insight on what is going on at the regional level. Roland stated that this will be legislation by June next year. He recommended the committee members to visit MTC.legistar.com to get up to speed

and view the list of MTC meetings. He said that the two meetings of interest are the Fare Integration Study meeting and the Blue Ribbon Transit Recovery Task Force.

Jeff Carter, Millbrae via Zoom Q&A, thanked the work from the subcommittee and expressed his support of the Resolution with the amendment suggested by Vice Chair Brandt. He stated that he has provided correspondence to the CAC and the Board with a distance fare matrix in various scenarios and hopes it can be easily implemented. He then stated that Caltrain should move ahead with this as soon as possible regardless of the Fare Integration Task Force.

Aleta Dupree, via Zoom Q&A, expressed her support with the Resolution and advised that it would have to go before the Board and that a Title VI analysis will need to be completed for equity purposes. She also stated that there will need to be technology upgrades and is the reason she continues to advocate the importance of going to a system that uses Clipper and open payments, etc.

Adina Levin, via Zoom Q&A, appreciated the leadership on this issue and agrees with the intent of this Resolution. She recommended having something that looks like BART with fares that match BART and with other regional transit. In terms of the timing of larger changes she said that she is curious to hear what is coming forward from staff in terms of what would be feasible to do immediately versus what will be feasible to do when Clipper 2.0 is scheduled to roll out in 2023. Lastly regarding the point about equity, she hopes that a fare system is something that can be affordable to people at a variety of income levels to provide mobility to all. She looks forward to this body taking a look at the Regional Study and weighing in on that and then speaking up to influence the Caltrain Board on that issue.

APPROVAL OF DRAFT CALTRAIN CAC RESOLUTION, DISTANCE BASED FARES

To include amendments from earlier comment from Vice Chair Brandt

Motion/Second: Brandt / Flautt

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

Absent: None

Chair Shaw stated that the Resolution passes and will make mention of it at next month's Caltrain Board Meeting.

Vice Chair Brandt stated that he would provide the CAC Secretary, P. Givens a copy of the amended Resolution for the meeting minutes.

CLIPPER NEXT GENERATION AND CLIPPER MOBILE APP UPDATE

Christian Kwok, Manager Fare Program Operations, presented the Clipper Next Generation and Clipper Mobile App Update.

The full presentation can be found on caltrain.com

Committee Comments:

Member David Tuzman asked whether Clipper Next Generation is synonymous with Clipper 2.0. Ms. Kwok confirmed. Member Tuzman then asked whether Clipper Next Generation is an opportunity to make fare changes less of a burden. Ms. Kwok stated that currently the region is still working on the requirements and that she did not have all of the details. She also stated that the Regional Integration project is working closely with the Clipper team and would be able to accommodate recommendations that come from the study. Mr. Tuzman asked where he could learn about Clipper Next Generation. Ms. Kwok stated that she would follow-up with the link to the Legistar.

Member Flautt asked in terms of user experience how is this data tracked to make it the best user experience possible. Ms. Kwok responded that MTC staff and Cubic are monitoring all the issues with the platforms and resolving them as they come. Mr. Navarro stated that Caltrain voices their feedback, however Caltrain is one of twenty-two transit operators.

Member Rosalind Kutler suggested to register ADA passengers on the mobile app as such, so that they would not have to prove their identity or eligibility of fare type use and their status would be a part of their wallet or profile on the Mobile app.

Public Comments:

Aleta Dupree, via Zoom Q&A, shared that she likes the idea of using both physical Clipper cards and Clipper on the phone. She stated that she supports Member Kutler's idea of a means for reduced fare passengers to be able to have their information in the phone so that they do not have to carry these cards around. She then recommended that staff incentivize people to get Clipper cards both physical and virtual.

Jeff Carter, Millbrae, via Zoom Q&A, asked how much does the transition to Clipper Next Generation cost for MTC and all of the transit agencies. Jeff then asked whether having paper tickets raises the cost of doing business. Jeff then asked whether the current Mobile app will allow you to use a monthly ticket and whether it charges the Clipper fare or the TVM fare.

Roland Lebrun, San Jose, via Zoom Q&A, advised that since Caltrain is one in twenty-two transit operators it is important to watch what is going on and suggested to attend the five o'clock meeting on Monday 23rd of the Blue Ribbon Transit Recovery Task Force. Lastly, Roland addressed Jeff Carter's public comment regarding monthly passes and stated that the issue is being addressed at the regional level and monthly passes will be available regardless of the transit system.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **May:** The May 2021 OTP was 90.1% compared to 95.8% for May 2020.
 - **Vehicle Strikes** – There was one vehicle strike on May 10.
 - **Vehicle on Tracks** – There were four days, May 8, 11, 13 and 21, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In May 2021 there were 401 minutes of delay due to mechanical issues compared to 278 minutes in May 2020.
 - **Trespasser Strikes** – There was one trespasser strike on May 4, resulting in a fatality.
- **April:** The April 2021 OTP was 93.9% compared to 94.3% for April 2020.

Mr. Navarro addressed the two-year delay with electrification and reported that the pandemic affected factory shutdowns and low manpower among other issues like underground utilities and signal system changes. He then reported some good news, that seventy-five percent of foundations have been completed and sixty percent of the poles have been installed and have been working on tracks and facilities. He then stated that switching gear will be arriving in two weeks and will be able to test that out. He then reported that the first EMU trainset will be delivered in November 22, 2021. Mr. Navarro shared that he took a trip to Salt Lake City and resolved supplier issues. On this trip, three engineers from Caltrain joined him and were able to operate the new equipment and provide feedback. They were pleased with how the new trains handled. Mr. Navarro then presented a slide that indicated the Ridership data and reported that ridership is trending upward.

Committee Comments:

Vice Chair Brandt asked about the Safety and Security Reports. Mr. Navarro responded that there have been organizational changes within the Safety and Security department and that he would reach out to them to inquire on keeping up with those reports. Vice Chair Brandt then requested that a data point be added to the Ridership slide to indicate the percentage of pre-pandemic ridership. Lastly, Vice Chair Brandt asked whether the vehicle on the tracks occur at night time. Mr. Navarro confirmed that they did occur at night time.

Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, requested that the Ridership chart be posted on the website for the public. He then requested that the weekend ridership be included in the Ridership chart.

Roland Lebrun, via Zoom Q&A, also requested that the Ridership slide be made available to the public and be posted on the website. He then suggested that staff look at what the other agencies are reporting to the public and for Caltrain to provide the same data. He stated that the other agencies are reporting ridership as a percentage. He stated that Caltrain is less than ten percent and that other agencies are above twenty percent. Lastly, regarding training, he stated that with a simulator, Engineers would not have to fly to Salt Lake City and that a lot of the problems could be detected with a simulator.

JPB CAC Work Plan

July 21, 2021

- COVID 19 cleaning efforts cost
- Blue Ribbon Task Force
-

August 18, 2021

- High Speed Rail
- PCEP Update (Schedule)
-

September 15, 2021

- South San Francisco
- Code of Conduct
-

October 20, 2021

-
-
-

November 17, 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
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

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

Adjourned at 8:28 pm

Caltrain CAC resolution

Distance-based fares

Approved unanimously on June 16, 2021

WHEREAS, passenger rail service on the modernizing Caltrain rail line dates back to its steam train era construction in 1863, and is the oldest continuously operating service of its kind west of the Mississippi;

WHEREAS, Caltrain still uses a historic fare zone-based tariff dating back to the last century and which was designed to help speed and simplify the job of Southern Pacific Railroad (SPRR) conductors who sold tickets on board in all-cash transactions based on memorized fares;

WHEREAS, until the 1998 installation of state-of-the-art automated ticket vending machines (TVMs), all Caltrain tickets were still sold by on-board conductors and station agents based on SPRR's zone-based tariff in which riders must pay for each entire fare zone entered, no matter how slightly;

WHEREAS, the current tariff is so inequitable that it results in some very short 1- or 2-stop rides (e.g. from Redwood City to Menlo Park or Palo Alto) that happen to cross a zone boundary to cost the same as a long 13-stop ride (to San Francisco), and actually cost more than an 8-stop ride (to Millbrae) from the same station going in the opposite direction, thereby discouraging an unknowably large segment of potential Caltrain riders who would otherwise to make short or medium-length trips or commutes that just happen to cross into and/or out of a zone boundary by one or two stations;

WHEREAS, while some price-sensitive riders simply choose not to ride, numerous others have for many years told or written of going well out of their way to travel to and from more distant and otherwise less convenient stations solely to avoid the inequitably large "fare penalty" of crossing into or out of an additional fare zone by only one or two stations;

WHEREAS, despite calls by rider-advocates and some board members for equitable distance-based fares enabled by TVM-based ticket sales during a 2003 fare study, Caltrain staff instead urged keeping the zone system, but decreased zones from 9 to 6 by lengthening them to approximately 13 miles each, thereby worsening inequities caused by longer zones ... but staff reassured disappointed advocates that an equitable distance-based fare scheme would be "looked at" the next time fares were revisited;

WHEREAS, the simplification rationale for moving to a reduced number of longer 13-mile zones instead of equitable distance-based fares disappeared ever since all ticket sales were shifted to TVMs and Clipper following the end of on-board ticket sales beginning with the 2003 switchover to proof-of-payment (POP) self-ticketing;

WHEREAS, equitable distance-based station-to-station fares 1) will ensure that all riders pay the same fares for the same ticket types for the same distances traveled, 2) will make more intuitive sense, and be conceptually easier for new riders to learn and understand using origin & destination station names instead of arbitrary fare zones, 3) would be automatically and effortlessly calculated by TVMs, phone apps, web pages for all paper- or Clipper-based ticket types, 4) and as BART has done for 50 years, can also be published and/or printed as an origin-destination station table, and 5) can easily be queried with web- or app-based “fare calculators” in which the correct fare is displayed for any origin, destination, and ticket type;

WHEREAS, such a fare scheme is also compatible with unlimited time-based passes (e.g. 24-hour or calendar day, weekend, 7-day or calendar week, 30-day or calendar month, annual or GoPass), multi-ride passes, single-use station-to-station pass upgrades, discounted youth/disabled/senior fares, etc., as well as with pay-as-you-go “Clipper cash” and/or with fare accumulator & capping features. Distance-based fares typically consist of a base fare plus a distance-based component, while still allowing for possible future station-specific surcharges. A transition to distance-based fares can be ridership and fare revenue-neutral, -positive, or -negative, depending on how the base and distance-based fare components are initially priced;

WHEREAS, due to the effects of COVID-19 pandemic, including suffering one of the deepest and slowest-to-recover ridership & revenue losses among all North American transit systems, and consistent with the goals envisioned in the board-adopted 2040 Business Plan, it is now more critical than at any time in Caltrain's history to expeditiously take all reasonable steps possible to maximize the appeal, equity and ease of use of the Caltrain service and its fares to a broader, new set of riders comprised of a wider socio-economic and demographic spectrum of people and trip types more typical of a regional transit rail system as well as to returning “choice” riders that had disproportionately comprised Caltrain's ridership under the pre-pandemic peak-period-focused service model more typical of “commuter rail.”

NOW THEREFORE, BE IT RESOLVED: that unless and until there is a regional tariff that Caltrain elects or is required to adopt, that it now develop and propose an equitable distance-based station-to-station fare tariff along with a transition implementation & deployment plan to be presented to its Citizens Advisory Committee for review and constructive feedback before its formal presentation at a public hearing and before its formal presentation to the Board for review and potential approval and adoption.

**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) –

- **June:** The June 2021 OTP was 91.5% compared to 96.3% for June 2020.
 - **Vehicle Strikes** – There was one vehicle strike on June 18.
 - **Vehicle on Tracks** – There was one day, June 23 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In June 2021 there were 329 minutes of delay due to mechanical issues compared to 589 minutes in June 2020.
 - **Trespasser Strikes** – There was one trespasser strike on June 3, resulting in a fatality.
- **May:** The May 2021 OTP was 90.1% compared to 95.8% for May 2020.
 - **Trespasser Strikes** – There was one trespasser strike on May 4, resulting in a fatality.
- **Special Event Train Service –**

Services Performed:

- **San Francisco Giants** – The SF Giants hosted 9 home games in May at limited capacity. Average additional ridership per game, boarding and alighting at San Francisco station, was 849, an increase of 90% compared to April, 2021. Total additional ridership for May was 7,638. Year-to-date additional ridership is 13,433.

As the Bay Area reopens and growing numbers of Giants fans return to Oracle Park starting Tuesday, June 15 the Millbrae Express Special Post-Event Service returned for Weekday night and Weekend night games. An extra train will depart SF Station approximately 15 minutes after the last out, or when full, express to Millbrae Station and then make all local stops south to San Jose Diridon Station.

- **Golden State Warriors** – The Golden State Warriors hosted 7 home games in May at limited capacity, including one play-in home game for a play-off run ending their season. Average additional ridership per game, boarding and alighting at San Francisco station, was 107, approximately the same as the average for April, 2021. Total additional ridership for May was 748. Total additional riders, boarding and alighting at San Francisco station for April and May was 1,070.
- **Independence Day Service & SF Waterfront Fireworks** – On Sunday, July 4th, Caltrain operated a Holiday/Sunday schedule.
- **Observed Independence Day Service** – On Monday, July 5th, Caltrain operated a Holiday/Sunday schedule in observance of Independence Day.

Services Scheduled:

- **San Francisco Giants** – The Giants will host 14 home games at Oracle Park at full capacity in July. Caltrain will continue to operate the Millbrae Express special post-event service for all Weekday night and Weekend night games that was implemented with the opening of the economy starting June 15. Caltrain will continue to monitor ridership arriving and departing SF station to support customer needs.

Capital Projects:

The Capital Projects information is current as of June 11, 2021 and is subject to change between June 11, and July 1, 2021 (Board Meeting).

San Mateo 25th 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 project is over 93% complete.

The new Hillside Station was opened for rail service on April 26th along with the parking lots between 28th Avenue and 31st Avenue, and, between 28th Avenue

and 25th Avenue. Small portions of the parking lots at the southern end by 31st Avenue and at the northern end near 25th Avenue remain closed as these small sections are needed to support construction of the roadway underpasses. Landscape installation at the parking lots are in progress.

At 25th Avenue, work continued on installation of underground utilities for storm drains and sanitary sewer systems. Backfill of retaining walls and roadway grading are also in progress. Concrete flat work for curbs, gutters and sidewalks have begun. Completion is expected by summer 2021.

Work continued at 31st Avenue with roadway grading, installation of underground utilities for storm drains and traffic signals, and construction of sidewalks, railings, lights, curbs and gutters for the future roadway underpass.

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 overall system operational efficiency.

In June, the contractor (PMI) is installing architectural and electrical finishes for Ramp 3 (Pedestrian Underpass leading to West Plaza/Airport Boulevard entrance), and, Ramp 2 (Pedestrian Underpass to Center Platform). Concrete work and embedded electrical for Ramp 1/Stair 1 (East Side entrance on Poletti Ave. to Pedestrian Underpass) is also in progress. The ceiling of the Pedestrian Underpass is in progress. The project completion date is forecasted to extend from December 2020 until the fall of 2021.

The third party assessment of overall project budget and schedule impacts from utility and contractor caused delays is complete. Funding with the San Mateo County Transit Authority (TA) and City of South San Francisco are being finalized and staff is bringing an action to the board authorizing the receipt of additional funding and increase contract authority.

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.

During June, work continued to address structural deficiencies of the Marin and Napoleon bridges and track improvements in the adjacent areas such as spot tie replacement, and new bridge walkways and railings. The contract is planned to 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 for implementation.

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along 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 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.

Currently, the project is addressing the City of Burlingame's comments to their review of the value engineering of the preliminary design to optimize cost, schedule, and construction efficiency. The value engineering phase is expected to be completed in late July. The current schedule is to complete the final design for construction contract advertisement by mid-2023. Construction scheduled to occur from early 2024 to early 2026. Advance utility relocations are expected to begin in mid-2023. Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

Ticket Vending Machine (TVM) Rehabilitation: Upgrade 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. Scope of the original contract was increased to include upgrades to the credit card reader and database.

In early October, the first phase of the project to develop a prototype Clipper TVM successfully completed final acceptance testing that results in completion of Phase 1. Phase 2 retrofitting of 12 additional TVM's was completed in March. The award of Phase 3 for upgrading of another 21 TVM's is pending. Additional funds for Phase 4 for another 25 TVM's was included in the FY21 Capital Budget amendment approved in October 2020. Phase 4 will be added to the project when funding becomes available. Funding for Phase 5 to upgrade all remaining stations (30 TVM's) was included in the FY22 Capital Budget that was approved in June 2021.

Mary and Evelyn Avenue Traffic Signal Preemption Project: Perform upgrades to train approach warning systems at Mary Avenue and Evelyn Avenue crossings in Sunnyvale. Project will improve vehicle safety at the at-grade crossings by increasing traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. Project will mimic the 2014 completed traffic signal preemption project 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 not available for design coordination and a timeframe for its receipt is pending. Project proceeded to complete its design without this information from the Electrification project. The 100% design is complete and Notice to Proceed for construction was issued to TASI on July 9. TASI has completed the installation of traffic signal preemption equipment. Communications cables that were damaged by PCEP construction are currently under repair. JPB standalone testing is planned over the next several months and integrated testing with the City of Sunnyvale's traffic department will be conducted when the city's traffic controller upgrade is complete fall 2021.

FY19/FY20 Grade Crossing Improvements: This project is a continuation of the ongoing grade crossing program to improve safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized crossings and we have proceeded with the work in phases based on funding availability. Ten 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 in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood and Oak Grove Avenues in Menlo Park. Work items include installation of signals, gates, curbs, and signs.

Construction began in April and as of June 11th, the work on the 1st, 2nd and the

west side of 3rd Avenues in San Mateo, and, at Glenwood and Oak Grove Avenues in Menlo Park have been completed. The remaining work is on the east side of 3rd Avenue which is pending coordination with the City of San Mateo's construction activities.

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

Project began in December 2019. The 65% design, with design assumptions, was received at the end of April 2021 is under review. 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 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 finalizing the Issue for Bid construction bid documents. Coordination and outreach with the Electrification project and stakeholders, such as the Cities of Brisbane and San Francisco, have been conducted and continue. Advertisement for bids is forecast to occur in summer 2021 with construction expected to commence in the spring of 2022.

Broadband Wireless Communications: Project will provide wireless communication systems to enhance capabilities for monitoring of railroad operations and maintenance, and provide Wi-Fi capability for passengers. Project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP).

Project has completed the planning/conceptual design phase to develop project requirements and a stakeholder's review of planning/conceptual design was completed. A recommendation has been made to proceed with the project as a Design/Build procurement. The Request For Proposal (RFP) contract documents are currently undergoing legal review and expected advertisement in summer 2021 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 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.

The first vehicle #927 was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling. Its return to Caltrain 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, this unit is currently 55% completed. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

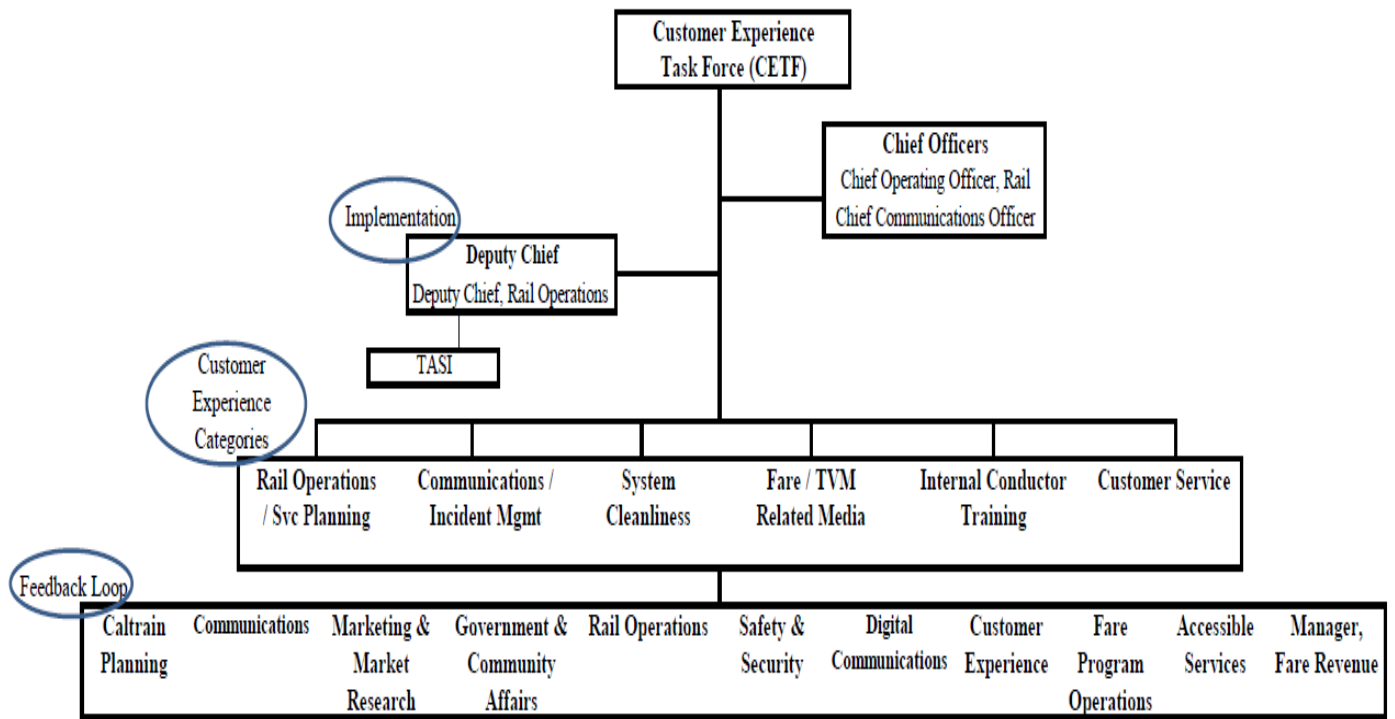
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 March 22, 2021 and April 26, 2021.

- Caltrain Service Restoration:
 - Caltrain is finalizing plans to restore and expand service in August 2021. This restoration will allow Caltrain to provide a competitive service offering as employees return to work and in-person education resumes in the region. The planned service change also provides a further opportunity to continue implementation of the Equity, Connectivity Recovery and Growth Framework adopted by the Board in 2020 – with an emphasis on providing improved service at all times of day, a simplified set of service patterns, and coordinated connections at key regional transfer points.

- 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. 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. Working on a contract for Phase 3 which will upgrade an additional 21 TVMs at the stations this fall.
- 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. Subcontractor Morrow Meadows was awarded the contract. Pre-construction site visit was conducted with the Subcontractor. The 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.

Digital Media Efforts

- Monthly Pass Price Reduction
 - 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
 - In In mid-July, 12 e-locker spaces were installed at Burlingame Station. Since the beginning of 2021, almost 200 e-locker spaces have been installed along the Caltrain corridor. More than 300 e-locker spaces are now available at 19 Caltrain stations. Plans are being made to install lockers at more stations in the coming months. There is an ongoing effort to promote the use of the e-lockers. More about them is available at 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.
 - Started testing Electric Multiple Units (EMU) at Transportation Test Center Inc. (TTCI) in Pueblo, Co
 - 25th Avenue Grade Separation Project
 - On April 26, 2021, the new Hillsdale Station opened. For more information visit www.caltrain.com/HillsdaleOpening.
 - 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 through summer 2021.
 - The website 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.

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 (June – September 2021)
- Palo Alto Station Improvements Project has been completed on June 24th, 2021.



- Redwood City (Station of the Quarter) - Improvement work started on July 1st, 2021.
- Estimated Completion Date: TBD

JPB CAC Work Plan

August 18, 2021

- High Speed Rail
- PCEP Update (Schedule)
- South San Francisco

September 15, 2021

- Rail Safety Month
 - JPB
 - TASI

October 20, 2021

- Code of Conduct
- Clipper Data Availability
-

November 17, 2021

-
-
-

December 15, 2021

- Customer Experience Completions & Recommendations
-
-

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
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force