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JIM HARTNETT
EXECUTIVE DIRECTOR

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

January 15, 2020 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Report of Nominating Committee (Kutler, Leung, Valenciana)
 - a) Election of 2020 Chair & Vice Chair
4. Approval of Meeting Minutes of December 18, 2019
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments
Committee members may 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.
8. Mobile App Parking (Christiane Kwok)
9. Hillsdale (Rafael Bolon)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
February 19, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Martin Romo, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: Adrian Brandt, Anna Cristina Dagum, Ricardo Valenciana (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 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

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

Location, Date and Time of Regular Meetings

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

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

Public Comment

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

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

Accessibility for Individuals with Disabilities

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

Availability of Public Records

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

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

MINUTES OF DECEMBER 18, 2019

MEMBERS PRESENT: M. Romo, P. Leung, P. Flautt, R. Kutler, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: A. Brandt, A. Dagum, L. Klein,

STAFF PRESENT: C. Fromson, P. Givens, Y. Hanakura, R. McCauley, J. Navarrete, J. Navarro, R. Peredia, R. Scarpino

Chair Brian Shaw called the meeting to order at 5:44 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBER

Chair Brian Shaw introduced newly appointed Santa Clara County committee member, Patrick Flautt.

Member R. Kutler arrived at 5:46 p.m.

APPOINTMENT OF NOMINATING COMMITTEE

A nominating committee was established with three CAC members, Rosalind Kutler, Ricardo Valenciana and Patricia Leung, one from each county. Staff will coordinate a conference call, in early January, for the committee to meet and provide a recommendation for Chair and Vice Chair.

APPROVAL OF MINUTES OF NOVEMBER 20, 2019

Motion/Second: Flautt / Valenciana

Ayes: Leung, Kutler, Romo, Shaw

Absent: Brandt, Dagum, Klein,

PUBLIC COMMENT

Andy Chow, Redwood City, reviewed Caltrain's obstacles and accomplishments over the past decade and is looking forward to the new decade, 2020.

Jeff Carter, Millbrae, welcomed the new CAC Member, Patrick Flautt. Jeff then stated that with the new LED lighting installation at 22nd ST. station, it has created dark areas on

the northbound platform at night and requested staff to adjust the lighting to help improve the low lit areas.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the JPB passed the recommended amendment to the bylaws, to add an alternate member from each county. Chair Shaw stated that the JPB will begin to appoint alternates in 2020.

COMMITTEE COMMENTS

Member Martin Romo requested staff to present on Transit Oriented Development. He requested staff to inform the committee of sites that are potentially useful for housing/affordable housing development and to update the committee on what plans may exist.

Member Rosalind Kutler requested staff to address the Caltrain connections with other transit agencies. She suggested informing the public whether there are plans to address the issue and to inform the public so that they have a better understanding.

Chair Shaw requested both items be agendized.

Member Patrick Flautt suggested each member of the CAC have email addresses and business cards associated to the Citizen's Advisory Committee. He also suggested that each member of the CAC be incentivized to ride Caltrain by being provided a clipper card to provide staff with feedback. Member Flautt also suggested aligning with the Bicycle Advisory Committee. Chair Shaw suggested meeting with that committee quarterly. Lastly, Member Flautt suggested staff to have a video summary of the CAC meetings posted online. Chair Shaw requested to agendize the discussion of the possibility of a summary video of the CAC meetings by the Social Media Officer.

2020 DRAFT LEGISLATIVE PROGRAM

Ryan McCauley, Government and Community Affairs Specialist, presented the 2020 Legislative Program Draft.

The full 2020 Legislative Program Draft can be found on caltrain.com

Public Comments:

None

Committee Comments:

Chair Brian Shaw asked what the top three priorities are to accomplish in 2020 and how can the CAC help. Mr. McCauley responded that a dedicated source of funding, the 2040 Business Plan and the delivery of PCEP are the top priorities. Chair Shaw asked whether staff has determined to wait until fall 2020 to decide on the 1/8 sales tax or to wait to see how the Faster Ballot Measure goes. Mr. McCauley responded that staff would not go to the ballots with both and discussions are being held to determine

which would be the most beneficial. Chair Shaw asked whether there has been more polling on the 1/8 Sales Tax Measure. Casey Fromson, Director of Government and Community Affairs stated that staff has not completed new polling on the 1/8 Sales Tax Measure. She also stated that the JPB has directed staff to pursue all options to obtain dedicated funding. Chair Shaw asked whether it would be a good idea to reach out to respective entities to voice their opinions on the Dedicated Source of Funding in the summer of 2020. Ms. Fromson responded that it would be a good idea to reach out to respective organizations now, to start those discussions.

RIGHT OF WAY CLEAN-UP

Rob Scarpino, Deputy Director, Infrastructure, presented the Right of Way Clean-Up presentation.

The full PowerPoint presentation can be found on caltrain.com

Public Comments:
None

Committee Comments:

Vice Chair Ricardo Valenciana asked whether there is security when cleaning the Right of Way. Mr. Scarpino confirmed and stated that they work with the city or with the Transit Police. Vice Chair Valenciana also asked which areas require more clean-up work. Mr. Scarpino stated that there are trouble spots across all counties.

Member Rosalind Kutler expressed appreciation for the clean-up.

Member Patricia Leung asked whether there are opportunities for volunteers to help clean or paint. Mr. Scarpino stated that staff has worked with cities in the past and that the volunteers needed Right of Way training to help on the Right of Way and it was not easy as it created supervisory issues. Mr. Joe Navarro, Deputy Chief, Rail Operations, stated that it is more costly to have volunteers and it more cost beneficial to hire workers.

Member Martin Romo asked how many complaints per year are received regarding these issues. Mr. Scarpino stated that he will follow-up with a response. Member Romo stated that he would like to know whether there has been an uptick or an improvement year over year. Mr. Navarro responded that he will follow-up with that information.

Member Patrick Flautt asked whether closed circuit camera system has ever been considered as it would serve as an active deterrent rather than consistently fixing infrastructure. Mr. Scarpino stated that cameras have already been installed at some of the stations and staff continues to consider installing cameras at all stations. Mr. Navarro stated that for this to happen, the first step would be to install fiber across the corridor and then Wi-Fi would follow. Member Flautt asked what is the cost of renting a group of goats. Mr. Scarpino stated that it was approximately \$30k for a couple of days, similar cost to hiring roadway workers to clean.

Chair Brian Shaw asked whether there is a database that keeps track of the trouble spots along the corridor to determine improvement of those areas since the corridor is static. Mr. Navarro stated that although the corridor is static, the surrounding areas change as business' move in and out of buildings near the corridor which may affect the status of those areas. Mr. Scarpino added that there is an extensive list of the problem areas and that staff also works with the surrounding property owners to eliminate problems. Chair Brian Shaw asked what the process is to report debris along the corridor. Mr. Navarro responded to call Customer Service to report those issues. Member Kutler added that there is a webform to report issues and has worked great. She stated that she usually receives a response within 3 business days. Member Flautt asked whether there is a way to better inform the public of this webform that currently exists to report issues. He also suggested the form being available via the Mobile App and having the capability to capture the GPS coordinates to better report the issue. Chair Shaw reiterated having a mobile app platform to easily report issues at stations and onboard the train. He stated that this will help staff easily identify improvements of troubled areas. Mr. Navarro appreciated the feedback provided by the members and stated that customer complaints are currently being collected by calls made to the Customer Service department and by the webforms completed from the website. Mr. Navarro also stated that the problem areas are constantly being monitored via field visits by numerous members of staff. Lastly, Mr. Navarro stated that he is looking into the contractor's response time to customer complaints depending on priority to better improve productivity. Once this happens, he will look into additional ways customers may report issues. Member Flautt asked to revisit this topic once the timeline changes have been made with the contractor. Mr. Navarro agreed. Chair Shaw requested this topic be agendaized for a future meeting.

Chair Shaw then asked how staffs deals with areas that are outside of Caltrain's property, but near to it. Mr. Scarpino responded that Caltrain works with either the city or various property owners to address the issues. Mr. Scarpino stated that staff rectified a homeless encampment issue in San Francisco between 7th ST. and 16th ST. by working with the City of San Francisco. Chair Shaw then asked how staff prioritizes work. Mr. Scarpino responded that it considers, the annual schedule of plans, changes to development on surrounding property, problem areas and the costs associated to work.

IMPACT ON RIDERS DUE TO WEATHER

Joe Navarro, Deputy Chief, Rail Operations, presented the options for Impacts on Riders due to Weather.

Joe Navarro, Deputy Chief, Rail Operations, displayed pictures of current shelters at various stations and advised that staff is looking to be consistent along the corridor and requested feedback from the committee on the redesign of the shelters.

Committee Comments:

Member Kutler stated that she has seen passengers affected by weather, both sun and rain at 22nd ST. She stated that the shelters do not provide shade inside, but rather behind the shelter and requires a better design. Member Flautt suggested a canopy

design. Mr. Navarro stated that he would take the suggestions under consideration along with the future ridership of Caltrain to make an informed decision.

Chair Shaw shared his opinions on things to consider. Each city has their own agenda on design standards and maintenance. How much of the platform has roofing or coverage and whether there is a minimum needed at each platform considering ADA passengers, boarding and alighting passengers. Both shade and rain should be considered. Chair Shaw requested staff to provide consideration around what the issues are to improve and whether there are standards and expectations depending on the trains' frequency. Mr. Navarro stated that he would provide additional information at a later meeting.

Public comment:

Jeff Carter, Millbrae, stated that Member Kutler made great points on shelter from the sun and from the rain and agrees with the idea of large canopies. He stated that he visited Chicago in the Winter and that the shelters for the train had heaters in the shelters. Jeff stated that Millbrae does not have much protection from the wind or rain and is horrible and would greatly appreciate improvements to Millbrae. Lastly, he stated that 22nd ST. is not as bad and hopes for elevators at the station one day.

STAFF REPORT UPDATE

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

Mr. Navarro asked the committee which background color they prefer for the TVMs, white or red. The committee chose red.

On-time Performance (OTP) –

- **November:** The November 2019 OTP was 93.4% compared to 93.9% for November 2018.
 - **Vehicle Strike** – There was one vehicle strike on November 15.
 - **Vehicle on Tracks** – There were three days, November 7, 18, 27, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2019 there were 751 minutes of delay due to mechanical issues compared to 711 minutes in November 2018.

- **October:** The October 2019 OTP was 93.3% compared to 94.8% for October 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on October 1 and 23, resulting in fatalities.

Full Staff Report can be found on Caltrain.com

Mr. Navarro reported that staff will pilot a potential solution to prevent vehicles from turning down the tracks at grade crossings. Staff will install "turtles" the size of a cellular phone with a solid laser light, parallel to the tracks, at a grade crossing that is monitored by cameras. He mentioned that approval was received from the CPUC.

Mr. Navarro then announced that passengers can now pay for parking on the Mobile Ticketing application as of today.

Public comment:
None

Committee comment:
Member Flautt asked what would be considered a successful grade crossing "turtle" installation pilot. Mr. Navarro responded that he would compare the number of vehicles currently turning down the track and compare it to the number of vehicles that turned down the tracks during the pilot and any decrease of vehicles would be considered a successful pilot, the goal is to have zero cars turning down the tracks. Chair Brian Shaw requested an update to the grade crossing pilot six months after installation.

JPB CAC Work Plan

January 15, 2020

- Mobile App Parking
- Grade Crossing Improvements
- Hillsdale

February 19, 2020

➤

March 18, 2020

➤

April 15, 2020

➤

Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- Distance based fares – requested by Chair, Brian Shaw on 6/19/19

- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020
- MTC Means-Based Discount Fare program update

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

January 15, 2020 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 7:15 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) –

- **December:** The December 2019 OTP was 92.5% compared to 92.2% for December 2018.
 - **Vehicle on Tracks** – There were seven days, December 4, 5, 18, 20, 21, 23, 31, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In December 2019 there were 860 minutes of delay due to mechanical issues compared to 343 minutes in December 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on December 2 and 11, one resulting in a fatality.
- **November:** The November 2019 OTP was 93.3% compared to 93.9% for November 2018.
- **Caltrain Mobile Ticketing** – Caltrain Mobile launched in February 2018 which has allowed customers to purchase One-way, Day Pass and Zone Upgrade tickets conveniently. Since then, more than one million of tickets were sold through the app, over nine million in revenue collected. In mid-December, Caltrain added daily parking. The initial soft launch alerted the riders via a splash screen on the app to notify of the availability of the product. Hard launch date is scheduled after the holidays. Various collateral and advertisements will further promote to customers the availability of daily parking on the mobile app.
- **Hillsdale Station Triangle Parking Lot Closure** – The Hillsdale Station triangle parking lot located on the east side of the station will close permanently on Monday, January 27, 2020. The JPB's lot lease is being terminated in order to develop the property. Caltrain customers will be informed of alternative parking on the east side of the station between 28th and 31st Avenues. Other parking lot impacts and improvements are also being coordinated with the City of San Mateo. The lot closure will also have a significant impact on all Hillsdale Station shuttles that utilize the parking lot. Staff is also working with the City to relocate shuttle pick-

up and drop-off along Pacific Avenue adjacent to the east side of the station. Customer Experience staff in coordination with other departments is in the process of finalizing and executing efforts to inform customers and shuttle operations. Additional details are available on the Hillsdale Station webpage <http://www.caltrain.com/stations/hillsdalestation.html>.

- o **Special Event Train Service –**

- o **Services Performed:**

- o **SF 49ers Regular Season –** The 49ers hosted the Seattle Seahawks on Monday, November 11, at 5:15 p.m., Arizona Cardinals on Sunday, November 17 at 1:05 p.m. and the Green Bay Packers on Sunday, November 24, at 5:20 p.m. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco for both weekend games and one post-event special train for the weekday game. Total riders alighting and boarding at Mountain View station in November was 6,398. Total year-to-date ridership alighting and boarding at Mountain View station in November was 14,598, a 14 percent increase compared to the same number of games in 2018.

The 49ers hosted the Atlanta Falcons on Sunday, December 15, at 1:25 p.m., and the Los Angeles Rams on Saturday, December 21 at 5:15 p.m. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. December event ridership will be provided in February.

- o **Stanford Football Regular Season –** The Stanford Cardinal hosted Cal (the Big Game) on Saturday, November 23, at 1:00 p.m. Caltrain operated one pre-game and one post-game special train. Total riders alighting and boarding at Stanford Station was 2,021, a one percent decrease compared to 2017 Big Game ridership.

The Stanford Cardinal hosted Notre Dame on Saturday, November 30, at 1:00 p.m. Total riders alighting and boarding at Stanford Station was 566, a 34 percent decrease compared to 2018 average ridership per game.

Season total ridership alighting and boarding at Stanford Station, excluding the Big Game, was 3,629, and average ridership per game was 726, a 15 percent decrease compared to 2018.

- o **Warriors Regular Season –** The Golden State Warriors hosted seven games in November. Total post-game additional riders, boarding at San Francisco station in November was 4,139. Year-to-date post-game additional riders, boarding at San Francisco station in November was 7,867.

The Golden State Warriors hosted eight games in December. Event ridership will be provided in February.

- o **San Jose Sharks Regular Season** – The Sharks hosted eleven games in November. Total post-game additional riders, boarding at San Jose Diridon station in November was 2,830. Total year-to-date post-game additional riders, boarding at San Jose Diridon station in November, was 4,211, which represents a six percent increase compared to the same number of games in the 2018/2019 season.

The Sharks hosted eight games in December. Event ridership will be provided in February.

- o **Bad Bunny Concert at Chase Center** – On Sunday, November 24, the Bad Bunny concert was held at the new Chase Center. In coordination with Chase Center in order to accommodate the crowds after regular Caltrain Sunday service, Caltrain operated one extra post-event local train. Total additional post-event ridership was 93.
- o **PAC-12 College Football Championship Game** – The PAC-12 College Football Championship game was held at Levi's Stadium on Friday, December 6 at 5:00 p.m. Caltrain operated regular weekday service. There were 1,359 pre- and post-game riders at Mountain View station.
- o **Holiday Train** – Caltrain operated the Holiday Train in collaboration with the Silicon Valley Community Foundation (SVCF) on Saturday, December 7 and Sunday, December 8. On Saturday, December 7, the train departed San Francisco and made stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 8, train also departed San Francisco and made stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

During Holiday Train weekend, despite the stormy weather thousands of people converged on Peninsula train stations to experience the glittering show train, holiday tunes, Santa and his friends and take the opportunity to donate toys for children in need.

Approximately 1,161 toys were collected during Holiday Train weekend. An additional 259 toys were collected by San Mateo County Transit District employees and the SamTrans Stuff A Bus Toy Drive. This season's holiday toy drive brought in a total of 1,420 toys.

Toys donated at stations benefit the Salvation Army's Toy & Joy Program. A \$15,000 donation made to the U.S. Marine Corps Reserve's Toys for Tots program by the Holiday Train enabled the purchase of approximately 1,500 toys for the non-profit organization.

Community support is a hallmark of the Holiday Train. Working at the San Francisco rail yard, volunteers spent every Saturday for two months decorating the train. Ambassadors at train stations helped pass out candy

canes, programs and stickers to joyous onlookers. Local artists and vendors provided entertainment at each station before the train arrived. Those who volunteered to wear a holiday character costume were rewarded by the delighted response of the thousands of families who turned out for the event.

- o **Holiday Service** – During the following Holidays, Caltrain operated the following schedules:
 - Tuesday, December 24 – Christmas Eve (Regular Weekday schedule)
 - Wednesday, December 25 – Christmas Day (Sunday schedule)
 - Tuesday, December 31 – New Year's Eve (Regular Weekday schedule + Pre & Post-Fireworks Special Trains)
 - Caltrain provided **FREE** service beginning at 8:00 p.m. until the last train post-event departed SF at 2:00 a.m., making all local stops.
 - Wednesday, January 1 – New Year's Day (Sunday schedule)
- o **Redbox Bowl (California Golden Bears vs. Illinois Fighting Illini)** – The Redbox Bowl College Football game was held at Levi's Stadium on Monday, December 30 at 1:00 p.m. Caltrain operated regular weekday service and tracked pre- and post-game ridership.
- o **Services Scheduled:**
 - o **SF 49ers Regular Season** – The SF 49ers have clinched the West Division and the NFC's No 1 overall seed. The 49ers will host the Minnesota Vikings for a NFL divisional playoff game at Levi's Stadium on Saturday, January 11 at 1:35 p.m. Caltrain will operate one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco.

Caltrain will support the 49ers with extra service as needed for all home games at Levi's Stadium during the post-season.

- o **San Jose Sharks** – The Sharks will host four games in January. Caltrain will track post-game ridership at SJ Diridon station for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
- o **Warriors Regular Season** – The Golden State Warriors will host seven games in January. In coordination with Chase Center, Caltrain will operate regular service for all home games and continues to monitor ridership as well as identify the need for additional or modified post-game service. Caltrain will track post-game service ridership at SF Station for all home games.

- **Modified Service** – The Modified Schedule is a Modified Saturday Schedule with four extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Schedule will be implemented during the following Observed Holidays:
 - Monday, January 20 – Martin Luther King Day
 - Monday, February 17 – President's Day
- **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train will operate on Monday, January 20, 2019. The Celebration Train will provide free service for those who wish to attend the annual celebration of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK).

Attendees must register in advance in order to receive a free Celebration Train commemorative ticket. Commemorative tickets will be valid for the Celebration Train and for one southbound Caltrain trip after 1 p.m. on January 20, 2019. The train will depart from the San Jose Diridon Caltrain Station at 9:35 a.m. It will make stops in Palo Alto at 9:55 a.m. and San Mateo at 10:19 a.m. before arriving in San Francisco by 10:45 a.m. There is no special southbound service. However, MLK Celebration Train tickets will be accepted on southbound trains departing San Francisco after 1 p.m. that day.

- **Capital Projects:**

The Capital Projects information is current as of December 13, 2019 and is subject to change between December 13 and January 9, 2020 (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. Construction of the elevated rail alignment and the new Hillside Station will be phased to limit impact to the operating railroad.

In December, assembly of the 31st Avenue Bridge steel bridge was completed. Painting of the bridge will ensue when the weather permits such activity. Ramp and stair walls for the future relocated Hillside Station by 28th Avenue continued.

Trackwork construction began in the elevated segments of MSE Wall A (Borel to 25th Avenue) and MSE Wall B (25th Avenue to 28th Avenue). Construction of the panels of MSE Wall C (between 28th Avenue and the new Pedestrian Underpass) was completed and the coping in this section is now in progress. Construction of

MSE Wall D (between the Pedestrian Underpass and 31st Avenue), and MSE Wall E (between 31st Avenue and existing Hillsdale station) continued.

Retaining walls on the west side of 28th and 31st Avenue were as also in progress. Construction of the east sides of 28th and 31st Avenues cannot proceed until the track shift associated with the temporary Hillsdale station closure is in place. PG&E completed all of their relocations within the project limits.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Spring of 2020 until Fall of 2020. The planned dates for the temporary closure were extended due to the Third Party Fiber Optic (TPFOC) utility relocation delays in early 2019. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary passenger inconvenience.

The original San Mateo Parking Track (i.e., Bay Meadows Set-Out track) was removed to support the construction of the grade separation. A Community Meeting was held on October 8 to discuss the feasibility analysis that was conducted for various possible future replacement locations. Staff is currently preparing follow up to comments received at the Community Meeting and a follow-up Community Meeting is planned for January 13 to review community comments to the feasibility analysis.

During December, construction of a drainage ditch along the right-of-way from 9th Avenue to 14th Avenue, in order to improve the area's water runoff in anticipation of this upcoming Winter season's rains, was to have been completed. Progress of the work, that was originally expected to be completed in November, was delayed by the rains in late November and early December.

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 December, construction of OCS foundations and the removal of abandoned underground utilities were in progress. Shoring, that is required to commence construction of the pedestrian underpass and the station, is expected to begin in January.

Critical third-party utility relocations that were originally scheduled to begin in November 2017; however, relocation was delayed until August 2018 due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension was issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. The partial suspension was lifted in September. Critical path station related construction that was planned to resume in April 2019 was

delayed to late 2019 due to delays in the relocation of existing PG&E gas and electric utilities. This project requires additional funding allocation to ensure construction can continue and key milestones can be achieved. Funding with the San Mateo County Transit Authority (TA) and City of South San Francisco have been finalized and the JPB board authorized the receipt of additional funding and increased contract authority in December.

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 concrete span. The span replacement at Napoleon Street will require a partial weekend service outage in which a bus bridge will be provided to shuttle patrons between Bayshore and 4th & King Stations during the outage. The project will install security fencing to deter encampments, and, also include track improvements in the vicinity of the bridges.

Currently, the project is completing the design phase and the project is currently performing preconstruction surveys for existing site conditions such as utilities and potentially hazardous materials, and, addressing constructability issues such as coordination with other JPB capital projects and construction staging. Staff is also performing preconstruction coordination with other local agencies such as the City of San Francisco and Caltrans. Resolution with of the City of San Francisco's proposed requirement of an "major encroachment permit" is ongoing and may have a significant schedule impact. The advertisement of the construction contract is currently planned for early 2020 and construction to occur from the Spring of 2020 to Winter of 2021 pending favorable resolution of aforementioned permit with the City of San Francisco.

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.

Testing of the new credit card reader is currently in progress. The completion of the 2 prototype machines is expected in April 2020. The option for retrofitting 12 additional TVM's, if executed, would follow the acceptance of the 2 prototypes. Full funding for the option is not yet secured. There is an additional phase for the rehabilitation of 28 TVM's that was partially funded in the FY20 Capital Budget.

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 existing grade crossings.

The design for this project began in late January 2019; however, the design was placed on hold until late August 2019 due to design coordination with the Electrification project to assure that the work is coordinated, and, waiting for signal preemption timing requirements from the City of Sunnyvale in order to proceed with design. The 65% design of the crossings from the Electrification project was received in late August. Signal preemption timing criteria has been resolved with the City of Sunnyvale. Preliminary design was restarted in September. The 35% design is currently in progress. The current schedule is for design to complete by the Spring of 2020, award the construction contract in the Fall of 2020, and conduct construction from late 2020 until mid-2021.

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. Ten (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 usually included are the installation of signals, fences, gates, curbs, lighting and signs.

The project has completed the preliminary 35% design phase and is now progressing towards completion of the 65% final design submittal that is expected at the end of December. Advertisement of the construction contract is planned for the Summer of 2020 with construction beginning in late 2020 and lasting until late 2021.

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 design phase. Award of the design contract was approved at the October 2019 Board meeting and the contract has been executed with a Notice to Proceed issued on November 11, 2019. Kickoff meetings with the design consultant, Xentrans, have been held. The current schedule calls for the design to complete by the summer of 2020.

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

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018, and, #922 was shipped in April 2019. Locomotive 920 and 921 have been released and inward facing cameras were installed in both vehicles. Locomotive #920 has returned to service. Locomotive #922 is still undergoing refurbishment at the vendor's facility and expected to be returned in March 2020.

Delays to the return of the first 2 vehicles are related to: 1) locomotive component condition that was poorer than was originally anticipated; and 2) critical personnel shortages at Motive Power, the locomotive overhaul contractor.

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

The Request for Proposal (RFP) was advertised on November 11, 2019 and the proposals due date has been extended from December 31, 2019 to January 31, 2020 to allow for additional time for proposer's questions and for JPB proposal clarifications and responses to questions. Award of the contract is planned for Spring 2020.

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.

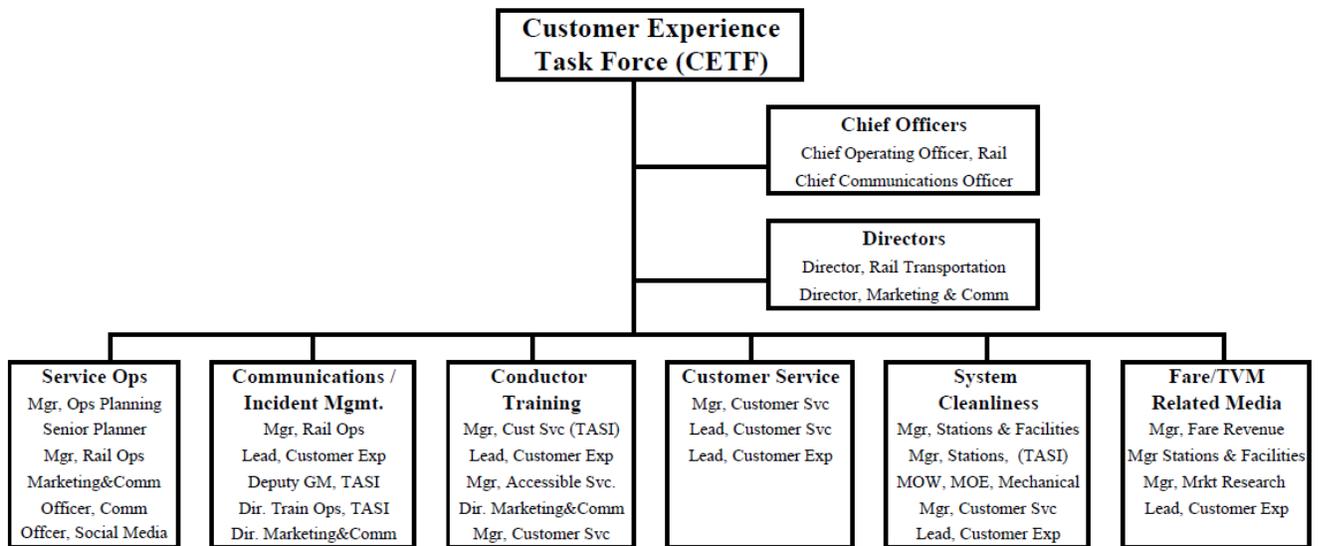
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.



Service Operations

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

- Caltrain Timetable Update:
 - Staff continues to monitor on-time performance, train capacity and customer feedback.
- 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.

- Hillsdale Station Triangle Parking Lot Closure:
 - Effective **January 27, 2020** the Hillsdale Station triangle parking lot located on the east side of the station will be closed. The JPB’s lot lease is being terminated in order to develop the property. Caltrain customers are being informed of alternative parking on the east side of the station between 28th Ave and 31st Avenues. Other parking lot impacts and improvements are also being coordinated with the City of San Mateo. The lot closure will also have a significant impact on all Hillsdale Station shuttles that utilize the parking lot. Staff is also working with the City to relocate shuttle pick-up and drop-off along Pacific Avenue adjacent to the east side of the station. Customer Experience staff in coordination with other departments is in the process of finalizing and executing efforts to inform customers and shuttle operations. Additional details are available on the Hillsdale Station webpage <http://www.caltrain.com/stations/hillsdalestation.html>.
- SF Weekend Caltrain Closure:
 - Weekends between February 22, 2020 and March 29, 2020, trains will not serve the San Francisco or 22nd Street stations. Crews will be installing the Overhead Contact System (drop tubes and wires) as part of the Caltrain Electrification Project. Trains will terminate at Bayshore Station. Free bus service will be available for Caltrain riders from Bayshore Station to 22nd Street and San Francisco stations during regular weekend Caltrain service.
 - Buses are ADA accessible and will have limited capacity for luggage and bikes onboard. In addition to the free bus service provided, there are other transit alternatives to get to SF that may work better for some passengers.

Communications/Incident Management (CICS)

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

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

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

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

Conductor Training

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

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

Customer Service Center

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

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

Fare Systems

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

- Clipper card Interface Devices (CID)
 - Since summer 2019, Caltrain has been working on installing new or relocating Clipper card Interface Devices (CID) at Redwood City, Menlo Park and Palo Alto. This project will support the increased use of Clipper cards allowing easier access to tag on and off at the stations. In October 2019, work at Redwood City station was completed. Staff is preparing the work at Menlo Park and Palo Alto stations. Unforeseen increased cost associated with the construction at those stations is being addressed. New schedule for the delivery of the improvements hasn't been updated.
- TVM Upgrade update:
 - The project is being delivered in phases and the first milestone is the delivery of two prototypes. Testing will include Clipper functionalities, updated card reader and operating system. Clipper TVM prototype testing is scheduled for April because of the credit card reader replacement. Once the prototypes pass the agency approval, 12 machines will be updated. Due to the budget constraint, not all the machines will be update at one time.
- Caltrain Mobile update:
 - The Daily Parking permit is being sold through the mobile app since December 18. A splash screen informing of the permit availability was

automatically displayed when the customer first opened the app after the sales started.

- This new product on the mobile app required backend integration with the Ticket Vending Machine and parking enforcement equipment. The solution allows the parking enforcement team to verify parking payment from the various sources in one device.
- Adding Daily Parking to the mobile ticketing app will benefit not only the app users but also riders using Clipper. Customers can now park at any Caltrain owned stations, identify the parking space and pay using Caltrain Mobile.
- Clipper Next-Generation
 - Staff has continuously working with Metropolitan Transportation Commission and Cubic in the design, development and implementation of the improvements expected to the current Clipper system since its contract award late 2018. Clipper mobile app is slated to go live by the end of this year. In addition, Caltrain customers may experience faster load times to when purchasing online or over the phone starting sometime during the first quarter of 2020.

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.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018.
 - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform that will begin end of October through end of November 2019.
 - 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 webpage for the tunnel construction work at www.CalMod.org/SFtunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.

- Construction of Paralleling Station 4 in the Hillsdale Parking Lot has started.
- Construction of Paralleling Station 6 in the Sunnyvale Parking Lot has started.
- 25th Avenue Grade Separation Project
 - There is a temporary vehicle height restriction on E. 25th Avenue through fall/winter 2020 while the rail bridge is installed but the street is not yet lowered.
 - Through spring 2020, there will be a traffic impact on Leslie Street (east of Trinta Park) due to a lane closure. The street will be open to one-way traffic.
 - Please note Hillsdale Station will be temporarily closed for six months, with a target date of spring 2020, for the building of the new elevated tracks and Hillsdale Station, and the building and lowering of 28th Avenue. A Virtual Town Hall on the temporary closure occurred on July 31, and is archived online, along with the Q&A. It now has over 1000 views.
 - The website at www.Caltrain.com/25thgs continues to be a resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.

System Cleanliness

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

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain 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.

Station Improvements

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

- Coordinate a consistent appearance system wide:
 - Trash Receptacles Replacement, Repair and Re-painting at all Stations
 - Re-painting of the existing Receptacles is on-going

JPB CAC Work Plan

February 19, 2020

- Customer Satisfaction Survey
- CalMod/Electrification Update
- Transit Oriented Development

March 18, 2020

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-

April 15, 2020

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May 20, 2020

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-

June 17, 2020

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-

Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- Distance based fares – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020
- MTC Means-Based Discount Fare program update
- Transit Oriented Development – requested by Martin Romo on 12/18/19
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Prioritize customer complaints (contractor) – requested by Member Patrick Flautt 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
- Grade Crossing Improvements to be scheduled for a future meeting