



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

BOARD OF DIRECTORS 2020

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JIM HARTNETT
EXECUTIVE DIRECTOR

February 19, 2020 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of January 15, 2020
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. CalMod/Electrification Update (Zhenlin Guan)
8. Customer Satisfaction Survey (Julian Jest)
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
March 18, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Martin Romo, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: Anna Cristina Dagum, Ricardo Valenciana, 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 650.508.6223 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 JANUARY 15, 2020

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, M. Romo, P. Leung, P. Flautt, R. Kutler, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: None

STAFF PRESENT: C. Kwok, R. Bolon, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:47 p.m. and led the Pledge of Allegiance.

**REPORT OF NOMINATING COMMITTEE
ELECTION OF CHAIR AND VICE CHAIR OFFICERS**

Vice Chair R. Valenciana reported that the nominating committee nominated Chair B. Shaw and Member A. Brandt for Chair and Vice Chair, respectively. Both accepted the nominations.

Motion/Second: Valenciana / Klein
Ayes: Dagum, Romo, Leung, Flautt, Kutler
Absent: None

Chair B. Shaw was re-elected Chair
Member A. Brandt was elected Vice Chair

APPROVAL OF MINUTES OF DECEMBER 18, 2019

Motion/Second: Flautt / Klein
Ayes: Brandt, Dagum, Leung, Kutler, Romo, Valenciana, Shaw
Absent: None

PUBLIC COMMENT

Jeff Carter, Millbrae, stated that Millbrae City Council passed an ordinance, endorsing seamless Bay Area. This is about coordinating transit schedules and fares in the Bay Area. It is especially needed in Millbrae where there is Bart, Caltrain and Samtrans. He stated that connecting between Caltrain and Bart is difficult as the first train pulls in at 05:36 in the morning and Bart leaves at 05:34. He stated that the connection needs to be looked at to have better transit coordination. Jeff then stated that he supports

Caltrain looking into closing Atherton station. Lastly, he stated that residents oppose the set-out track because the perception is that it will be a maintenance yard however, the set-out track will be used to park maintenance equipment on occasion, or a broken down locomotive but will not occur 24/7, and will not destroy the neighborhood.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the audio recordings from the CAC meetings are now available on the Caltrain website.

COMMITTEE COMMENTS

Member Rosalind Kutler requested staff to update the accessibility page on the website. She stated that there is an opportunity to showcase what staff is doing for people with disabilities with the new trains and platforms and highlight improvements as opposed to having it a static page. She also stated that people with disabilities include those with emotional and mental health issues and hopes that these considerations are part of the future planning with things like safety. In addition, she requested staff to ensure conductors have the training they need to interact with all persons with disabilities.

Member Larry Klein was happy to see some decisions being made as far as looking at adding housing at the different Caltrain stations and some of the decisions being made at the Board. He stated that adding housing at the stations makes a lot of sense as far as density and walkability from the location standpoint. He then stated that he was disappointed about Sunnyvale not being one of the possible cities included although Sunnyvale has been adding a lot of density of housing and office space downtown. The main reason because of the electrification equipment put in the middle of the Sunnyvale parking lot and has kept Sunnyvale from having housing at that location. Member Klein asked for staff to look at other issues, going forward, from a much longer vision, not what's most expedient from electrification with the use of parking lots and land that's owned by Caltrain.

Member Adrian Brandt stated that he had the opportunity to listen to the recording of last month's meeting and suggested the recordings be housed under the CAC section. He stated that he understands that there is an RFP out for website redesign, so that might be something that could be addressed once that successfully goes through the process. He then stated that he was also pleased to see that the Board Members suggested staff to look at air rights and building over the tracks and stations such as it is done in other places in the world. He then stated that in regards to last month's meeting, regarding the right of way cleanup topic, he has noticed a lot of old wires and old utility poles and suggested staff to look at that as part of the Right of Way clean up, over time. Member Brandt then commented on a recent press article about the Dumbarton Rail Corridor that reported a disappointingly low ranking from MTC. He stated that it appears that some of the Board Members remarked that there was not enough emphasis on the regional connections. He stated that the Dumbarton Corridor be rebuilt compatible with standard trains to allow trains coming in from the Central Valley, in the future, interline, where trains from outside the system slide into the system

at Redwood City and take a train slot and provide direct service, one seat service, to places like Palo Alto or other major employment centers without having to transfer multiple times to go across the Dumbarton Corridor.

Member Anna Dagum stated that she is excited to see future housing and rail development near the Redwood City station as there has been a need for a long time.

Member Patrick Flautt asked for the agenda process and how the items to be scheduled are prioritized. Chair Shaw responded that there is a meeting every month with the chair, vice chair and staff to agendize two or three items to be presented at the following CAC meeting. He stated that some of them items are based upon approval processes that go to the Board, the budget and outreach items from the Government Affairs department. Other items are scheduled updates based upon information availability and rely on staff to report. Topics are put on the list of Items to be Agendized and staff determines whether there is sufficient information to present to the CAC. Member Flautt requested four previously mentioned proposed agenda items to be added to the list. He stated that the first item is the request for business cards for all CAC members, the second, official email addresses for all CAC members and hosted on a separate server, the third item, to obtain paid access to Caltrain for all CAC members. He stated that the advisory body of the citizens should be incentivized to ride the line. Lastly, he requested social media interlink to interface with the social media team at Caltrain to have visibility on the CAC decisions in a short video format. He requested a presentation from that body on what the possibilities are. He then requested an additional two items for considerations for future agenda items. Member Flautt requested, to, at least within a year's time, a full audit of ridership engagement on social media and the processes and procedures on how staff harvests that data and who is taking in what and where it is going. He suggested a suggestion box to collect data and have a pulse on people who ride our line. Lastly, he asked the committee whether they were interested in having a quarterly presentation from an outside party with interest in Caltrans ridership or policies, once a quarter and slot twenty to thirty minutes for someone to present to the CAC, in addition to his previous suggestion made at the December meeting of having the Caltrain Bicycle Advisory Committee report to the CAC. Chair Shaw stated that there could be a list in parallel to the items to be agendized list. Member Flautt then stated that South County and the City of Gilroy support the Rail Corridor Use Plan and suggested a discussion on the usage of this land even if it is in another jurisdiction. More affordable housing is needed.

CALTRAIN MOBILE UPDATE

Christiane Kwok, Manager, Fare Program Operations, presented the Caltrain Mobile Update.

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Member Flautt asked for the parking enforcement process. Ms. Kwok responded that the data from the TVM has been merged with the data from the Mobile App and is

provided to Turbo Data, Caltrain's citation equipment vendor. The parking enforcement officer drives around and checks whether parking spaces are paid for through the Turbo Data device, the same citation machine that is used for fare evasion citations on the trains. The data is real time information and refreshes every five minutes.

Member Adrian Brandt asked what the codes KX represents and Ms. Kwok responded that those are security features.

Chair Shaw asked what is the proof of parking purchase beyond the data, do they receive an email? Ms. Kwok confirmed that the customer receives an email as proof of purchase.

Member Anna Dagum asked whether the customer can purchase a parking for a future date. Ms. Kwok responded that the customer may not, and the only exception is for Bay to Breakers.

Member Adrian Brandt asked to confirm that when a customer purchases a parking pass on the app, that it is good for 24 hours or just for that day. Ms. Kwok confirmed that the mobile parking tickets are good for 24 hours from the moment of purchase. Member Brandt then asked whether there is a way, on the app, to get your history of purchases. Ms. Kwok responded that there is a limit of how long the history is available, but yes the customer can pull from the app to view history. She will follow-up with the committee on the parameters at a later date. Member Brandt suggested staff to consider pay by license plate. Mr. Joe Navarro, Deputy Chief, Rail Operations, responded that staff will be considering that option.

Public Comments:

Jeff Carter, Millbrae, asked staff whether it would be possible, in the future, to have the monthly pass included in the mobile app. He then asked whether the raw numbers are available for the statistical graphs reflected in the Power Point.

25TH AVENUE GRADE SEPARATION / (HILLSDALE) UPDATE

Rafael Bolon, Project Manager, presented the 25th Avenue Grade Separation update presentation.

The full PowerPoint presentation can be found on caltrain.com

Mr. Joe Navarro, Deputy Chief, Rail Operations, asked Mr. Bolon to update the Committee on the recent meetings held with the City of San Mateo and the local residents about the parking/set-out track. Mr. Bolon advised that a lot of things had to be relocated to facilitate this project. The purpose and need for this project are safety improvements, east-west connectivity, enhanced pedestrian and bicycle pathways and a new station number. But as part of that, there were things that had to be moved, some utilities had to be relocated and there was an existing parking / set out track which was located at Bay Meadows, roughly where Anna Furniture is located off El

Camino, there was a set out track located to the West of our existing mainline tracks. It was a pretty well used track because it had very good a rubber tire access. Unfortunately, if you look where the grade separation is now, the track moved all the way to the West and buried the site that was that track and a new one needed to be built. The project was designed before the location of the parking/set-out track was decided. The place that met all of Caltrain's operational needs, in the very urbanized corridor was between 10th and 14th at the West side of the existing tracks. A committee was organized made up of the City of San Mateo, JPB Engineering and Operations and Caltrain began a study to look at all alternative locations. There were a total of 29. Some of those locations were physically impossible to build and there were many others that while possible, the city ruled non-financially viable, they were just way too expensive. So it really narrowed it down to essentially two options. One was 9th - 14th on the West side where originally proposed, the other one was laying it further South, towards Hayward Park. That site has subsequently been reexamined because it cuts through some important businesses along the, the Caltrain right away, including a preschool. Based on that, the city is no longer recommending that option and recommending the original option with mitigation. There will be a City Council meeting on Tuesday, a study session at 5:30 pm, with the city of San Mateo to discuss the option of recommending its original location. Mr. Navarro added that there was public misconception that the parking/set out tracks would be a maintenance facility. Staff has since clarified of the operational use and the need of the set out track. It will be the only siding located at mid-point that will be electrified in case an emergency relief tow is needed for a crippled EMU. It will be placed there for a couple of hours to be towed or operate on its own at a restricted speed. The parking/set out tracks will not be used as maintenance facility or for storing equipment.

Committee Comments:

Vice Chair Ricardo Valenciana asked how close the set-out tracks are to residential housing are. Mr. Bolon responded that in general approximately in the range of 60 feet on average, behind fencing.

Member Rosalind Kutler expressed appreciation for the communication with the community.

Member Larry Klein stated that a lot of cities along the peninsula are looking at different Grade Separation options and asked whether there are any lessons learned that can be passed to Palo Alto, Mountain View, Sunnyvale, and other cities that are looking at the same issues. Mr. Bolon responded that the biggest issues in building had to do with utilities. This project was accelerated to work with the electrification timeline. The project moved forward with the utilities not fully relocated and has been a lesson learned. Another big takeaway is that there is a huge advantage in doing more than one grade separation at a time. Member Klein asked staff to formalize what those recommendations are and pass them to each of the cities that are looking at grade separation.

Member Adrian Brandt asked when looking to the future with the business plan, how is quad tracking being accommodated or thought about. Mr. Bolon responded that it

was actually looked at from the start and did not get the funding, however the project was designed to accommodate four tracks.

Public Comments:

Jeff Carter, Millbrae, appreciated the comment response to Adrian about expanding to four tracks because it is important to allow Caltrain to be able to expand to four tracks in the future to run a good combination of express and local trains to increase ridership and serve the public. Jeff also stated that it is great combining grade separations to save cost and to speed up the process. Palo Alto, Menlo park, Sunnyvale, Mountain View, Redwood city, and Burlingame are looking at this and will improve safety with Caltrain versus vehicles or pedestrians. Jeff also thanked staff for the clarification on the set-out tracks and explained for what it really is, not a maintenance area. There was a lot of misinformation out there.

Drew responded to the lessons learned piece and said that the Hillsdale station is near Hillsdale and that the whole station moved up, a third of a mile and that five hundred residents and a hundred apartment buildings were impacted by that move North. He said that the whole access to the South was not incorporated well and moved closer to Hayward Park and further away from Belmont. For riders that reside South, it is less safe because riders have cross more roads than before to get to the new station and all aspects of safety should be considered for future projects. Drew also commented on the set-out tracks, and stated that the track will need to be ripped out and done again in twenty years because of grade separation over 9th and it will be in the way. He stated that it is a solution for now, but if it had been studied at a higher level earlier, it could have been part of the funding for this project. He said that it is a money issue, in part, as there are other places the set-out track could be built but the land needs to be purchased.

STAFF REPORT UPDATE

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

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.

Mr. Navarro demonstrated the “turtles” the size of a cellular phone with a solid laser light that will be installed at grade crossings to help prevent vehicles from turning down the tracks. Chair Shaw asked where else are these “turtles” being used and Mr. Navarro stated that Caltrain is the first to pilot them.

Mr. Navarro reported that the wireless communication devices piloted onboard with the conductors went well. Staff will work on distributing these devices to all personnel onboard the trains. These devices will give the opportunity for the conductors to report real time information to passengers. For example when bicycle cars are full or when trains are standing room only or any issues on the train. This will also eliminate a lot of the paperwork that is generated on a daily basis. The crew usually carries a paper packet that includes Rules and General Orders. Staff will be working on consolidating all of that information and making it available through a storage folder on the wireless communication device. Mr. Navarro stated that this processes is being developed.

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.

Committee comment:

Chair Shaw asked whether there will need to be future tunnel shut downs. Mr. Navarro responded that there may be some future shutdowns, one weekend or two, for Marin and Napoleon Bridge Rehabilitation Project.

Member Brandt requested an update on the yellow fluorescent highlight strips on the schedule board. Mr. Navarro stated that staff continues to work with the graphic design team and currently a green highlight over the station name is being considered. He stated that with the upcoming schedule changes, staff will be looking at incorporating the highlight in late May.

Public comment:

None

JPB CAC Work Plan

February 19, 2020

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

March 18, 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

DATE, TIME AND LOCATION OF NEXT REGULAR 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.

Adjourned at 7:30 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**

Follow-Up Items –

- **Transaction history on the mobile app:**
5 transactions will display on the main screen. At the bottom of the list you can tap to "view more transaction history" this will then display the 30 most recent transactions. At the bottom of this list is a link to RiderWeb where the user can access all transaction history.
- **Business cards for CAC members:** No business cards will be issued at this time for CAC members.
- **Official email addresses hosted on a separate server for CAC members:** At this time there will not be an official individual email address for CAC members. There is an official CAC email set up for comments that may be sent to cacsecretary@caltrain.com. The CAC secretary will forward emails as needed.
- **Request for paid access to Caltrain for CAC members:** At this time the CAC members will not be assigned a clipper card due to the voluntary nature of the position and the monetary value tied to the go pass.

On-time Performance (OTP) –

- **January:** The January 2020 OTP was 95.4% compared to 94.4% for January 2019.
 - **Vehicle on Tracks –** There were four days, January 11, 16, 28 and 29, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays –** In January 2020 there were 913 minutes of delay due to mechanical issues compared to 411 minutes in January 2019.
- **December:** The December 2019 OTP was 92.5% compared to 92.2% for December 2018.

- **Trespasser Strikes** – There were two trespasser strikes on December 2 and 11, one resulting in a fatality.
- **SF Weekend Service Closure** – Caltrain's San Francisco tunnel construction work, which is needed for the electrification of Caltrain, will require six weekend service closures. Crews will be installing an overhead contact system as part of the electrification project.

Trains will terminate at Bayshore station. Caltrain will NOT operate service to 22nd Street or San Francisco stations on the following weekends:

- Saturday, February 22 and Sunday, February 23
- Saturday, February 29 and Sunday, March 1
- Saturday, March 7 and Sunday, March 8
- Saturday, March 14 and Sunday, March 15
- Saturday, March 21 and Sunday, March 22
- Saturday, March 28 and Sunday, March 29

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

To learn more, visit www.caltrain.com/SFWeekendClosure.

- **Caltrain Adds Daily Parking to Mobile Ticketing App** – Caltrain Mobile now allows users to pay for parking through their phones. The new feature offers users the option to purchase a Caltrain Daily Parking Permit. After selecting the option, users can select the station they parked at and input their parking space number, allowing them to pay for parking in seconds without requiring the use of a ticket vending machine. The feature was introduced in a soft launch on December 18. In that time, over a thousand permits have been sold through the app, with no reported issues. This is the first feature of its kind in the Bay Area, and was one of the most requested updates by Caltrain Mobile users.
- **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 were 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 worked with City staff to relocate shuttle pick-up and drop-off along Pacific Avenue adjacent to the east side of the station. To inform customers and shuttle operations, signs were placed at the station and entrances of the parking lot, flyers were distributed in the parking lot, a new release was issued and information was posted on social media. 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 Post Season –** The SF 49ers clinched the West Division and the NFC's No 1 overall seed. The 49ers hosted the Minnesota Vikings in the NFL divisional playoff game at Levi's Stadium on Saturday, January 11 at 1:35 p.m. and the Green Bay Packers in the NFC Championship game on Sunday, January 19 at 3:40 p.m. The 49ers won the NFC Championship game and are on their way to Super Bowl 54 in Miami. On Sunday, February 2, the 49ers lost the Super Bowl to the Kansas City Chiefs with a final score of 20-31. 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. January event ridership will be provided in March.

In December total riders alighting and boarding at Mountain View station was 2,848. Pre and regular season total year-to-date ridership alighting and boarding at Mountain View station was 17,446, a nine percent increase compared to the 2018 season.

- o **Warriors Regular Season –** The Golden State Warriors hosted eight games in December. Total post-game additional riders, boarding at San Francisco station in December was 3,013. Year-to-date post-game additional riders, boarding at San Francisco station in December was 10,880.

The Golden State Warriors hosted seven games in January. Event ridership will be provided in March.

- o **San Jose Sharks Regular Season –** The Sharks hosted eight games in December. Total post-game additional riders, boarding at San Jose Diridon station in December was 1,542. Total year-to-date post-game additional riders, boarding at San Jose Diridon station in November, was 5,753, which represents a four percent increase compared to the same number of games in the 2018/2019 season.

The Sharks hosted four games in January. Event ridership will be provided in March.

- o **New Year's Eve Fireworks –** Caltrain operated two pre-event northbound and five post-event southbound special trains on New Year's Eve for SF fireworks show. Post-fireworks service carried 4,443 riders, which represents a 25 percent decrease compared to 2018 ridership. Total additional riders alighting and boarding at San Francisco station was 7,779, a decrease of 29 percent compared to 2018 ridership.

- o **Holiday Service** – During the following Holidays, Caltrain operated the following schedules:
 - 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 **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 was implemented during the following Observed Holiday:
 - Monday, January 20 – Martin Luther King Day
- o **Caltrain NorCalMLK Celebration Train** – The Caltrain NorCalMLK Celebration Train operated on Monday, January 20, 2020. The 10-car train departed San Jose Diridon at 9:35 a.m. and made limited stops at Palo Alto and San Mateo prior to its arrival at San Francisco. Event ridership will be provided in March.
- o **SF Giants FanFest** – On Saturday, February 8, 2020, the SF Giants Fan Fest was held at Oracle Park from 10 a.m. to 3 p.m. Caltrain operated one extra pre-event northbound express train and one post-event train that was an express from San Francisco to Millbrae and then made all local weekend stops to San Jose.

In coordination with the SF Giants, Caltrain participated in Oracle Park Transportation table along with other SF Giants transit agency partners. Caltrain staff provided Caltrain Giants Service information to FanFest goers as well as to promote the use of the Caltrain Mobile App with the newly added parking feature.

- o **Services Scheduled:**

- o **San Jose Sharks** – The Sharks will host five games in February. 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 six games in February. 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.
- o **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, February 17 – President's Day

- o **Capital Projects:**

The Capital Projects information is current as of January 17, 2020 and is subject to change between January 17 and February 6, 2020 (Board Meeting).

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillsdale 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 Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo.

Painting of the 31st Avenue Bridge steel bridge is in progress. Construction of ramp and stair walls for the future relocated Hillsdale Station by 28th Avenue continued. Construction of MSE Wall C (between 28th Avenue and the new Pedestrian Underpass) was completed. Construction of MSE Wall D (between the Pedestrian Underpass and 31st Avenue), and MSE Wall E (between 31st Avenue and existing Hillsdale station) continues.

Retaining walls on the west side of 28th and 31st Avenue continued as weather permitted. 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. Construction began for the pump station that will support drainage at the future depressed 31st Avenue roadway section. Trackwork construction continued in the elevated segments of MSE Wall A (Borel to 25th Avenue) and MSE Wall B (25th Avenue to 28th Avenue).

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 was 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 January 13 to discuss the results of the technical and financial feasibility analysis that was conducted for various possible future replacement locations. The San Mateo City Council has scheduled a study session for January 21, 2020.

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 January, 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. Additional funding allocation, received from the City of South San Francisco and the San Mateo County Transit Authority (TA), and associated increase in contract authority to ensure that construction can continue and key milestones can be achieved was approved by the JPB board 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 is revising the bridge structure and construction staging to address constructability issues with working adjacent to an existing City storm drain box culvert and the Electrification project. The advertisement of the construction contract is planned for early-2020

and construction to occur from the Summer of 2020 to Summer 2021.

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 was completed. Design and production continues for other facets including new TVM Door graphics. 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 100% design is currently in progress. The current schedule is for design to complete by the Spring of 2020, and conduct construction from late 2020 until mid-2021. The schedule may be impacted because of design coordination with the Electrification project. The 100% crossing design by the Electrification project is not yet available and is needed in order for this project's design to be complete.

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

installation of signals, fences, gates, curbs, lighting and signs.

The 65% final design submittal was received at the end of December and is currently under review. Advertisement of the construction contract is planned for the Summer of 2020 with construction beginning in early 2021 and lasting until Fall of 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.

The project is currently continuing the planning/design phase that began in November 2019. The current schedule calls for the planning/design efforts to complete by the summer of 2020. Advertisement for construction is dependent upon additional funding being secured. Currently, the scope of the planned work is to provide Wi-Fi to passengers on the diesel fleet only. Extension of wireless capability to the EMU's and for railroad operations and maintenance will be addressed in a future phase.

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 been returned 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.

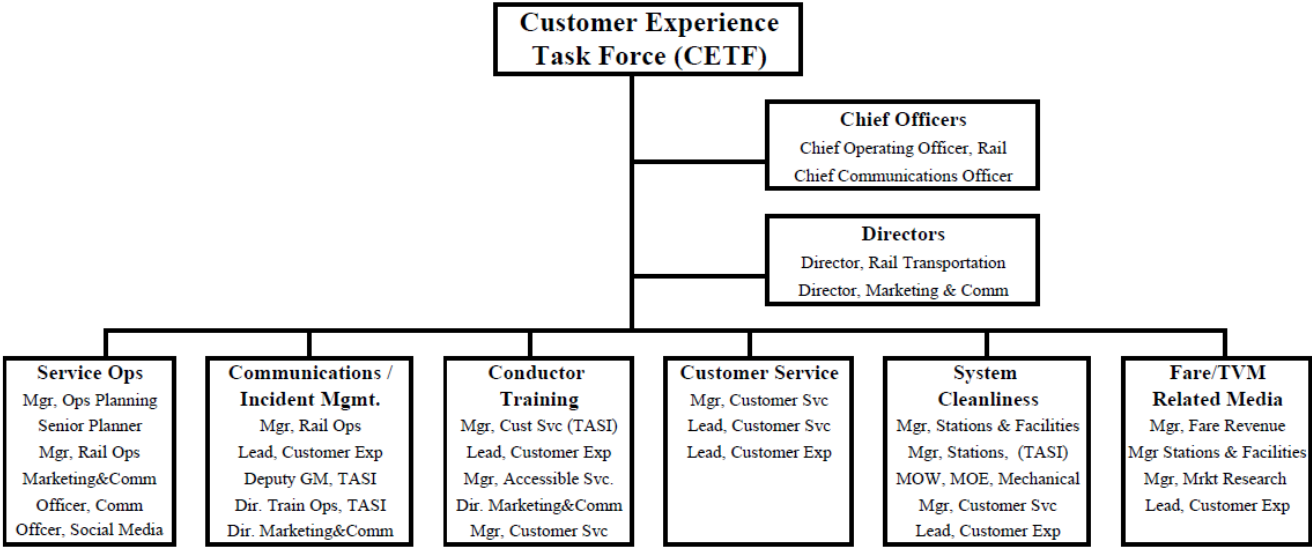
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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

- SF Weekend Service Closure – Caltrain’s San Francisco tunnel construction work, which is needed for the electrification of Caltrain, will require six weekend service closures. Crews will be installing an overhead contact system as part of the electrification project.

Trains will terminate at Bayshore station. Caltrain will NOT operate service to 22nd Street or San Francisco stations on the following weekends:

- Saturday, February 22 and Sunday, February 23
- Saturday, February 29 and Sunday, March 1
- Saturday, March 7 and Sunday, March 8
- Saturday, March 14 and Sunday, March 15
- Saturday, March 21 and Sunday, March 22
- Saturday, March 28 and Sunday, March 29

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

To learn more, visit www.caltrain.com/SFWeekendClosure.

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

Marketing & Communications

- Caltrain has received two First Place Adwheel Awards, given by the American Public Transportation Association (APTA). These awards recognize the marketing and communications efforts of public transit agencies across the country.

APTA awarded Caltrain first place in its 2020 AdWheel Awards competition for the Caltrain Safe campaign, featuring Kari Byron of MythBusters, and the Warriors/Chase Center Inaugural Opening campaign, featuring Golden State Warriors Dance Mom Robin Schreiber and members of the Warriors Dance Team. The awards acknowledge the creativity and collaboration that went into the campaigns on behalf of multiple departments involved, including Communications, Digital Communications, Marketing, Rail Maintenance and Operations.

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 Stations. 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 currently starting work at Menlo Park Station, and expects to start work at the Palo Alto station early March. All new CIDs at all three Stations are expected to be installed or relocated by May of 2020.

- 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
 - Quarterly Update – October to December 2019
 - More than 231 thousand tickets were sold in this quarter, a 6 percent decrease compared to the same period last year. The decline in use of the mobile ticketing could be attributed to the number of holidays in this quarter. More than \$1.9 million in revenue was collected.

- 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. The temporary platform will shift slightly north, beginning in April.
 - 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 has started on the future pedestrian underpass and is expected to be completed by May 2020.
 - A webpage was created at 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 1400 views. A webpage and distribution list for the temporary closure has been established at <http://www.caltrain.com/HillsdaleTempClosure>
 - 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 (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
 - 02/03/20 - San Carlos Station Trash Receptacles Installations have been 100% completed.
 - 02/07/20 - 10 more New Trash Receptacles have been purchased for the Mountain View Station.
- Improve customer path of travel at the Bayshore Station:
 - In February, request removal of fence to open up area access along the back side of the northbound platform, to improve customer path of travel.
 - Target Completion Date: Early March 2020

JPB CAC Work Plan

March 18, 2020

- Transit Oriented Development
- Industry Safe Functionality
- Grade Crossing Solutions

April 15, 2020

- Mobile Parking App
- EMU Update

May 20, 2020

- FY 2021 JPB Operating & Capital Budgets
- Distance Based Fares

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
- 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
- Grade Crossing Improvements to be scheduled for a future meeting
- Operating Costs – requested by Member Adrian Brandt on 2/13/20