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

JIM HARTNETT
EXECUTIVE DIRECTOR

April 15, 2020 – Wednesday

5:40 p.m.

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

THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Committee members, staff, and the public may participate remotely* via the Zoom website at <https://zoom.us/j/631156810> for audio/visual capability

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Public Comment on Items Not on the Agenda (limit one per person) must be submitted via email prior to the meeting's call to order to cacsecretary@caltrain.com.

Public comments on individual agenda items (limit one per person PER AGENDA ITEM) must be submitted (a) via email prior to the meeting's call to order to cacsecretary@caltrain.com or (b) via Zoom Q&A before each agenda item is presented. Please indicate in your email or Q&A the agenda item to which your comment applies. Although public comments are generally limited to three minutes per person, the CAC Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of February 19, 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. Business Plan Update (Sebastian Petty)
8. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
9. Date, Time and Place of Next Meeting
May 20, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building,
2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
10. 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 650.508.6347 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at www.caltrain.com.

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

Date and Time of Regular Meetings

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

Location of Meeting

Due to COVID-19, the meeting will only be via teleconference as per the information provided at the top of the agenda. The Public may not attend this meeting in person.

Public Comment

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Accessible Public Meetings/Translation

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448

Availability of Public Records

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

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

MINUTES OF FEBRUARY 19, 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: Z. Guan, J. Jest, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:46 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JANUARY 15, 2020

Motion/Second: Klein / Flautt

Ayes: Brandt, Dagum, Leung, Kutler, Romo, Valenciana, Shaw

Absent: None

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Brian Shaw attended the JPB meeting and reported that Chair B. Shaw was re-elected as Chair and that Member A. Brandt was elected Vice Chair. He also let the Board know about some of the items that Member Patrick had suggested. Chair Shaw then advised the committee that staff has feedback and will be responding to the suggestions as part of the Staff Report. Chair Shaw also stated that the report that is given to the JPB is essentially a condensed version of the minutes from the CAC meetings. Since the JPB meetings are captured through live stream there is the ability to take that part of the stream and make it into a short video to provide the public a summary of the CAC meetings online. Staff will be working on that following the February meeting.

COMMITTEE COMMENTS

Member Rosalind Kutler stated that she noticed tons of press coverage over the last period about David Chiu's Seamless Transit Act and asked whether JPB will address it as it may have implications for Caltrain if passed. Chair Shaw responded that if it is addressed, Casey Fromson would be the best person to address that issue as she is the

Government Affairs Lead for Caltrain and that staff could proactively ask her to address the concern.

Member Adrian Brandt shared with the committee that San Mateo had its final working study session on the Hayward Park set-out track. Ultimately what occurred was that staff was asked to evaluate alternatives that citizens felt were meritorious and would keep the set-out track away from their neighborhood. Staff did that and provided a pretty thorough technical rebuttal as to why the impracticality and the cost and so on. Member Brandt reported that City Council went with the staff recommendation; this is city staff recommendation, which was in concurrence with Caltrain's evaluation, the original location, the only feasible and viable, from a budgetary perspective, alternative.

Member Patrick Flautt read from a prepared statement addressed towards staff regarding the decisions on the agenda items that were suggested at the last CAC meeting, as the following:

At the January 2020 meeting for the Citizens Advisory Committee, I requested several items to be added to the pending agenda item list for consideration of this committee at future meetings. I was under the impression that all proposed agenda items would be added to this list and that over time, these items would propagate to future meetings for committee consideration, general feedback and discussion and a motion to improve, for consideration by the JPB, if so necessary. Ahead of the staff report following my oral commentary, I thought it prudent to make light of staff determinations affecting three of my agenda items. Number one: Business cards for CAC members. Number two: Email addresses for CAC members hosted on Samtrans servers and three Clipper Card incentives for Caltrain CAC members. All three items were requested to be added to the pending agenda item list for consideration of this very committee. These items were not open for staff determination at this time, as the committee has never reviewed, discussed or motion these items for approval. I request a meeting with staff within three weeks following my reading this oral report and that Chair Brian Shaw be present during this meeting, so that we can discuss the current process for vetting member proposed agenda items to be considered by this committee. I want to ensure that this process follows the standards of Robert's Rules and the Brown Act requirements, the JPB Board and the CAC has adopted, which allows the public the right to access direct information from the CAC and staff discussion over actions on proposed agenda items. That is my oral report.

Member Anna Dagum stated that she is very pleased that Caltrain has adopted the affordable housing policy. She expressed an interest in having some presentations for the Committee to be able to comment on future development plans with the land that Caltrain owns.

Member Ricardo Valenciana stated that he read an article regarding affected service into San Francisco through March on the weekends and requested further details. Staff provided Member Valenciana with the "Weekend SF Caltrain Closure" pamphlet.

Member Martin Romo stated that he is also pleased with the Board's adoption of the new affordable housing policy. He stated that they set thirty percent below market

rate requirement and added provisions requiring a minimum of twelve units per acre that really bolsters the policy and makes it so that any new apartment development does in fact provide a good amount of affordable housing on a new location. Member Romo then asked about his request regarding more information on Transit Oriented Development. Chair Shaw responded that the item is agendaized for March's CAC meeting.

Public Comment:

Jeff Carter, Millbrae, stated that when he was a member of the Samtrans Citizens Advisory Committee, they provided business cards to the members, provided a means of contacting the Citizens Advisory Committee and also provided the members with a bus pass. He stated that it may work differently through Caltrain because of the different setup, but might be worth looking into.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP)

Zhenlin Guan, Deputy Director, Project Delivery, presented the Peninsula Corridor Electrification Project Update.

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

Committee Comments:

Member Flautt stated that he read the consolidated financials for last year and is aware that there's the ability for the VTA to have five trains daily and also five for Caltrain as well, for a total of ten and asked whether there is a possibility to get a fourth train at some point. Mr. Guan stated that he is not very familiar with that topic. Mr. Joe Navarro, Deputy Chief, Rail Operations stated that he is looking into that for 2021. Mr. Flautt thanked Mr. Navarro.

Member Brandt stated that there was a reference to conductor rail regarding the tunnels and asked whether that means Caltrain is using solid busbar rail. Mr. Guan confirmed that essentially, yes, it will be solid and what it will have a conductor wire essentially clamped into the rail itself. Member Brandt then stated that he read something in the PMOC, the latest report. It said the Caltrain staff was asking the FRA to remove two on-board lifts. Mr. Navarro stated that the FRA/FTA rule is that the bathroom must be accessible if you board the bathroom car and that the wheelchair lifts were put on a train for the high-level doors. He stated that at this point since Caltrain will not be using a wheelchair lift until at least 2033 or 2035, it is not feasible to have them put in a train at this time and will be available to install when necessary with high-level doors. Chair Shaw stated that it doesn't become an issue until there is high level platforms, which right now for Caltrain, will likely only be at the downtown Salesforce Transit Center, San Jose and maybe Millbrae. Member Brandt then asked about Constant Time Warning and Mr. Navarro stated that there will be a presentation on that topic at next month's CAC meeting. Member Brandt then asked about the contingency and cost overruns. Mr. Guan responded that the increases of the budget are in PG&E, a \$30 million increase and with tunnel modifications due the gap in estimate versus the bid itself. Lastly, Member Brandt asked Mr. Guan to comment on

the monthly progress reports and why there are such wild variations from month to month and lagging very far behind on the potholing and the building the foundations. Mr. Guan responded that the primary reason is due to the amount of unexpected utilities that the contractors have been uncovering which may cause procedural issues with the contractors and the designers which is leading to a lot of redesign work. The spikes of production are due to areas with a lot of holes that have been cleared and ready be worked on. Although at some point, the team runs out of work that is ready, and there is a waiting period for the next redesign to be completed. Mr. Guan stated that staff is consistently battling with the utilities being uncovered and working to finding solutions, whether it is moving poles or moving utilities.

Member Klein asked regarding timeline, whether Caltrain is two years from completion and scheduled to finish the beginning of 2022. Mr. Guan stated that based on what is known today and known risks 2022 is an achievable date. Member Klein stated that Caltrain has broken the network into four sections and asked what sections would be completed first. Mr. Guan responded that segment four will be completed first and that it will be used as a test area once it is completed. He stated that there is a lot of focus on that segment in order to be ready to be energized and is working with PG&E. Mr. Guan then stated that after segment four is completed, the plan is to work south to north. Member Klein then asked assuming everything is going smoothly for the beginning of 2022, to finish construction, would all of 2022 schedule be the same as with electric trains or would staff consider adding additional capacity. Mr. Navarro stated that when blended service begins, the seven car EMU seats the same number of passengers as a six car train now, and would start pulling out the diesel train sets and begin running the EMU train sets on the diesel schedule until enough diesel train sets are pulled to run the electrified schedule.

Public Comments:

Jeff Carter, Millbrae, stated that High Speed Rail is coming with high platforms, two different levels of high platforms, one at 25 inches which is the current entrance level for the bombardier cars without the step and the other High Speed Rail has yet to determine the equipment. Mr. Carter said that instead of High Speed Rail dictating to Caltrain and presumably Metrolink in Los Angeles to go to 50 inch high level platforms, Caltrain and Metrolink should be telling the High Speed Rail what they should do and not the other way around because High Speed Rail has yet to determine what kind of equipment they will be using. He then stated that level boarding will be a big help with dwell time and getting people on and off, bicycles, wheelchairs, etc. Jeff then shared his concern with only one bathroom per train with new EMU. He stated that after ballgames people already line up at the bathroom. Jeff then stated that often the bathroom at Fourth and Townsend is closed in the evening. He requested staff to investigate further.

Andy Chow, Redwood City, stated, regarding the wheelchair access and high level platform issue, that he believes the new train sets are not supposed to have a wheelchair space for wheelchairs in the mid-level so they would all have to go down to the bottom level. So that means that even if the ride between two high platform stations, that passengers would need to be lifted down to the lower level and then lifted back up. That is not that's not level boarding and is basically what Caltrain has now

with the Gallery cars, but in reverse. He stated that all EMUs should have single levels so that there is no need to go up and down. He then stated that, regarding the Burlingame the Broadway stops, he thinks Samtrans should operate from Millbrae all the way to San Mateo on California drive so that bus would run all day every half hour. He stated that putting a lot of money to rebuild Broadway is very costly proposition when they could spend the funds on a bus, a BRT a straight route along the track.

2019 CUSTOMER SATISFACTION SURVEY KEY FINDINGS

Julian Jest, Market Research Analyst, presented the 2019 Customer Satisfaction Survey Key Findings presentation.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Flautt asked how the survey is being disseminated and what platforms is it being released to. Mr. Jest responded that the survey is conducted on board pre-selected trains and that the paper surveys are distributed and collected to keep a close check on how many responses are being received from the potential population that is being targeted. Mr. Flautt then asked whether there will ever be another option online for people that have had experiences, but maybe weren't on that train during that day. Mr. Jest responded that from time to time online surveys are conducted and is a great way to collect information quickly. As for the Customer Satisfaction Survey in particular, staff requires the survey to be statistically representative as possible and once the online route of collecting data is taken, it is hard to control who is taking the survey. This way the survey is representative for peak riders, for off peak riders and conducting this survey online, would not be able to do that. Member Flautt liked the results of the survey and the new buckets of data for 2019. He stated that it would be very interesting to provide an online survey in a separate bucket within itself in overall experience indicator for the ridership. He requested to see the updates for the new buckets, especially the location of the clipper machines and believes that it will be impactful. Mr. Joe Navarro stated that staff conducted an online survey for the upcoming Hillsdale station closure to identify passenger preference and potential station usage. Mr. Navarro stated that it worked very well because staff needed the information in a timely manner. He also stated that there is a budget for these types of surveys and may need to conduct another online survey when Hillsdale closes for construction and service is moved to Belmont. Member Flautt asked what the budgeted amount for surveys per year is. Mr. Jest responded that it varies on the needs there are in the system and what staff is working on. Lastly, Mr. Flautt asked where on the website can the raw data be found. Mr. Jest responded [caltrain.com\surveys](http://caltrain.com/surveys).

Member Valenciana asked what, if any, significant feedback was from weekday riders compared to weekend riders. Mr. Jest stated that weekend riders tend to give higher ratings compared to peak riders, in general. Mr. Valenciana asked about the riders that recommended more service, how much of that was weekend service. Mr. Jest responded that it was primarily peak riders who wanted more service.

Member Leung asked what action items are generated from the survey. Mr. Navarro responded that one of the top complaints were regarding the bathroom cars and the smell of the bathroom cars. Staff has been tearing down the bathroom cars in the Bombardier to locate the problems. He also stated that staff is considering bringing in the EMU bathroom manufacturer for an ultra-fit for new bathroom in these cars. The next step is, when overhauling the Bombardier cars, considering having the flooring and the seating the same as the EMUs therefore having one product to maintain since the Bombardier cars will remain with the blended service.

Public Comments:

Jeff Carter, Millbrae, shared his appreciation of the data that will be available online. He notified the committee that surveys from previous years are also available online. He requested the raw data from previous surveys be made available as well. He also stated that the triennial survey results will be available soon. Mr. Carter would like to see station boarding and station alighting information, an O&D chart.

STAFF REPORT UPDATE

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

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.

Chair Brian Shaw asked whether that email address can be given out if someone wanted to write the committee and that it would be added to the monthly correspondence packet. Mr. Joe Navarro confirmed.

- **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, \$1,500 in value.

Member Flautt stated that the CAC volunteer would have to participate in the CAC committee and bring something of value to the committee and disagreed with the possibility of a volunteer joining for solely the Go Pass.

Member Rosalind referred to the bylaws because the bylaws state that there shall be no personal or monetary gain by members of the CAC.

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.

(The full report can be found on caltrain.com)

Committee Comments:

Chair Brian Shaw asked whether the MP36 Overhaul Locomotives will be overhauled at CEMOF. Mr. Navarro responded that the work will not occur at CEMOF and that they will be sent away.

Public comments:

None

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

DATE, TIME AND LOCATION OF NEXT REGULAR 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.

Adjourned at 7:28 pm

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

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **March:** The March 2020 OTP was 96.7% compared to 94% for March 2019.
 - **Vehicle Strikes** – There was one vehicle strike on March 11.
 - **Vehicle on Tracks** – There were three days, March 3, 15 and 29, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In March 2020 there were 363 minutes of delay due to mechanical issues compared to 961 minutes in March 2019.
 - **Trespasser Strike** – There was one trespasser strike on March 1, resulting in a fatality.
- **February:** The February 2020 OTP was 93.5% compared to 92.2% for February 2019.
- **Caltrain Reduced Weekday Service** – In response to a significant decline in ridership stemming from efforts to contain the spread of the coronavirus (COVID-19), Caltrain adjusted its weekday service, effective Tuesday, March 17, 2020.

Morning and afternoon peak hour service no longer features Baby Bullet Service. Local and limited service continues to operate as scheduled, including midday, evening and weekend service. Caltrain will be constantly monitoring ridership during this time and may implement additional service changes, as needed.

Caltrain is assessing the overall impact that reduced ridership will have on its ability to maintain operations in the coming months. As of March 13, 2020, one-way and day pass ticket sales have declined by approximately 75% from their levels two weeks prior. With no other dedicated source of funding, Caltrain relies primarily on fares to cover the system's operating costs.

Caltrain continues to maintain daily onboard cleaning and sanitation protocols in compliance with Environmental Protection Agency (EPA) guidelines.

- o **Caltrain Suspends Planned Clipper Fare Changes** – In light of economic challenges facing the Bay Area as a result of the coronavirus (COVID-19), Caltrain is suspending planned changes to Clipper fare products.

Caltrain's original Board decision to raise the price of certain Clipper fare products was made in September 2019, long before the current public health crisis. Given recent developments, the agency has decided to halt these fare increases for the time being.

As a result, Caltrain fares, including the existing Clipper Adult fare discounts and Adult Monthly Pass pricing, will not change.

Caltrain will continue to assess the situation to inform future decisions about any fare changes. Caltrain is dedicated to providing safe, accessible, convenient transportation service during this difficult time.

- o **SF Weekend Service Closure** – Caltrain's San Francisco tunnel construction work, which is needed for the electrification of Caltrain, requires six weekend service closures. Crews are installing the 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:

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

On these weekends, free SamTrans bus service 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.

During the Weekend SF Closures, Caltrain tracked passengers boarding and alighting at Bayshore Station on all trains. In comparing weekend ridership to the 2018 Caltrain Annual Count weekend baseline ridership at Bayshore Station, the following results were observed:

- Saturday 2/22/20: -35.3% decrease
- Sunday 2/23/20: -31.1% decrease

- Saturday 2/29/20: -38.0% decrease
- Sunday 3/1/20: -38.1% decrease
- Saturday 3/7/20: -47.9% decrease
- Sunday 3/8/20: -61.1% decrease
- Saturday 3/14/20: -87.5% decrease
- Sunday 3/15/20: -85.0% decrease
- Saturday 3/21/20: -97.4% decrease
- Sunday 3/22/20: -96.9% decrease

The decrease in weekend ridership at Bayshore station significantly increased in March due to impacts from the coronavirus (COVID-19).

- **Caltrain 2020 Annual Passenger Count** – Due the coronavirus (COVID-19) impacts, the Caltrain 2020 Annual Passenger Count that was targeted to start in late March 2020 has been postponed.
- **Special Event Train Service** –
 - **Services Performed:**
 - **Warriors Regular Season** – The Golden State Warriors hosted six games in February. One post-event special train operated for the February 8 and February 23 games. Total post-game additional riders, boarding at San Francisco station in February was 1,564. Year-to-date post-game additional riders, boarding at San Francisco station in was 14,752.
 - **San Jose Sharks Regular Season** – The Sharks hosted five games in February. Total post-game additional riders, boarding at San Jose Diridon station in February was 1,392. Total year-to-date post-game additional riders boarding at San Jose Diridon station was 7,762, which represents a four percent increase compared to the same number of games in the 2018/2019 season.
 - **Giants Fanfest** – On Saturday, February 8, in coordination with the Giants, Caltrain provided one extra pre-event train with limited stops and one extra post-event Millbrae Express train for Giants fans for the event. Total additional riders, boarding and alighting at San Francisco station was 774.
 - **Services Scheduled:**

Caltrain is closely monitoring continued efforts by local, state and federal health organizations and governments to prevent the spread of the coronavirus (COVID-19) along with impacted cancelled or postponed major events at venues in San Francisco, San Mateo and Santa Clara counties as it relates to Caltrain Special Event service.

- o **San Jose Sharks** – The Sharks was scheduled to host seven games in March. Caltrain tracks 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.

On March 10, 2020 the Santa Clara County implemented a ban on public mass gatherings of 1,000 or more people to prevent the spread of the coronavirus (COVID-19) effective on March 11, 2020 through the end of the month. On March 12, 2020, the National Hockey League announced the 2019-2020 season will be paused.

Sharks post-event ridership for the four games that were played in March will be reported in May 2020

- o **Warriors Regular Season** – The Golden State Warriors was scheduled to host nine games in March. In coordination with Chase Center, Caltrain operates 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 tracks post-game service ridership at SF Station for all home games.

On March 11, 2020 the City and County of San Francisco implemented a ban on public mass gatherings of 1,000 or more people to prevent the spread of the coronavirus (COVID-19) effective on March 12, 2020. On the evening of March 11, 2020 the NBA suspended its season after a Utah Jazz player tested positive Wednesday for the coronavirus. The NBA will use this hiatus to determine next steps for moving forward in regard to the coronavirus pandemic.

Warriors event ridership for the four games that were played in March will be reported in May 2020.

- o **Giants Baseball** – On March 12, 2020 the Major League Baseball announced suspended spring training and delaying the start of the 2020 regular season at least two weeks due to the national emergency created by the coronavirus (COVID-19) pandemic.

Due to Caltrain ridership impacts from the coronavirus and need to monitor and adjust Caltrain service, Caltrain baseball service will be updated on the Caltrain Special Event Service Webpage. There will be no printed Caltrain Giants Service Brochure for the 2020 season.

- o **Capital Projects:**

The Capital Projects information is current as of March 13, 2020 and is subject to change between March 13 and April 2, 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.

Construction of the platform for the relocated Hillsdale station near 28th Avenue continued. Construction of the diaphragm of the 28th Avenue Bridge was in progress and expected to complete by the end of March. Retaining walls on the west side of 28th Avenue continued. Construction of the east sides of 28th & 31st Avenues cannot proceed until the track shift associated with the temporary Hillsdale station closure is in place.

Trackwork installation continues from Highway 92 to 28th Avenue and began from 28th Avenue to south of 31st Avenue. Electrical work for a new signal house and intermediate signal is in progress. Construction continued for the pump station that will support drainage at the future depressed 31st Avenue roadway section.

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. 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. On February 18, 2020, the San Mateo City Council selected the location for the replacement parking track to be from 10th to 14th Avenues. An online survey was issued on March 5 to gather community preferences for various types of enhancements and treatments in lieu of chain link fencing on the east side of Railroad Avenue. Community open houses are scheduled for April 7 and April 28 to show survey results, display visual renderings and obtain feedback on proposed enhancements for selection to proceed to final design

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

In March, shoring that is required to structurally support the existing trackway and station continued and excavation has begun for the west plaza and ramps.

Marin and Napoleon Bridge Rehabilitation Project: This state of good repair project will perform repairs at the Marin St. Bridge and replace the Napoleon St. Bridge. Both bridges are in the City of San Francisco located south of the 22nd Street Station. The repairs at Marin Street are primarily for concrete spalling and cracks, and deficient walkways and handrails. The Napoleon St. bridge concrete

spans will be removed and replaced with elevated soil berm structures and the main steel span will be replaced with a new steel span. The span replacement at Napoleon Street will require 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.

The project has completed the design and IFB phase with revised plans to incorporate constructability issues such as working adjacent to an existing city storm drain culvert March 13, 2020 and bids are due on April 23, 2020. Construction is planned to occur from summer of 2020 to summer of 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.

The upgrading to new credit card readers has been completed at stations at the south portion of the corridor and is in the process of being completed at all remaining stations throughout the system. This first phase of the project is expected to complete in April 2020. Full funding for the option for retrofitting 12 additional TVM's has now been secured and the option will be executed. 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 100% crossing design by the Electrification project is still not yet available for design coordination and a timeframe for its receipt is to be determined. The project is now proceeding to complete its own design without this information from the Electrification project. Completion of design is now planned by Spring 2020 and the construction to take place 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. 10 crossings were improved in 2018 under the FY16 budget authorization. Due to budget constraints, the FY19/FY20 scope is limited to five (5) crossings to be improved. The five crossings selected to be improved in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood and Oak Grove Avenues in Menlo Park. Work items that are included are the installation of signals, fences, gates, curbs, lighting and signs.

The 65% final design submittal was received at the end of December. Review comments have been received from the City of Menlo Park and is still pending review comments from the City of San Mateo. Public outreach with neighboring businesses and residents at the various crossings was conducted in March to obtain comments and feedback for the proposed improvements and treatments. Advertisement of the construction contract is planned for the Summer of 2020 with construction beginning in early 2021 and lasting until Fall of 2021.

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

The project began in December 2019. The 35% design was received in March is in under review. The design phase will continue until the Fall of 2020. Advertisement for construction will follow and construction is scheduled to occur in 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 planning/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.

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 returned to service. Locomotive #922 is completing refurbishment at the vendor's facility and expected to be returned in March 2020.

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

The Request for Proposal (RFP) was advertised on November 11, 2019 and vendor's proposals were received on January 31, 2020. The review and negotiations of proposals has been completed. Board approval of award of the contract is planned for April 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.

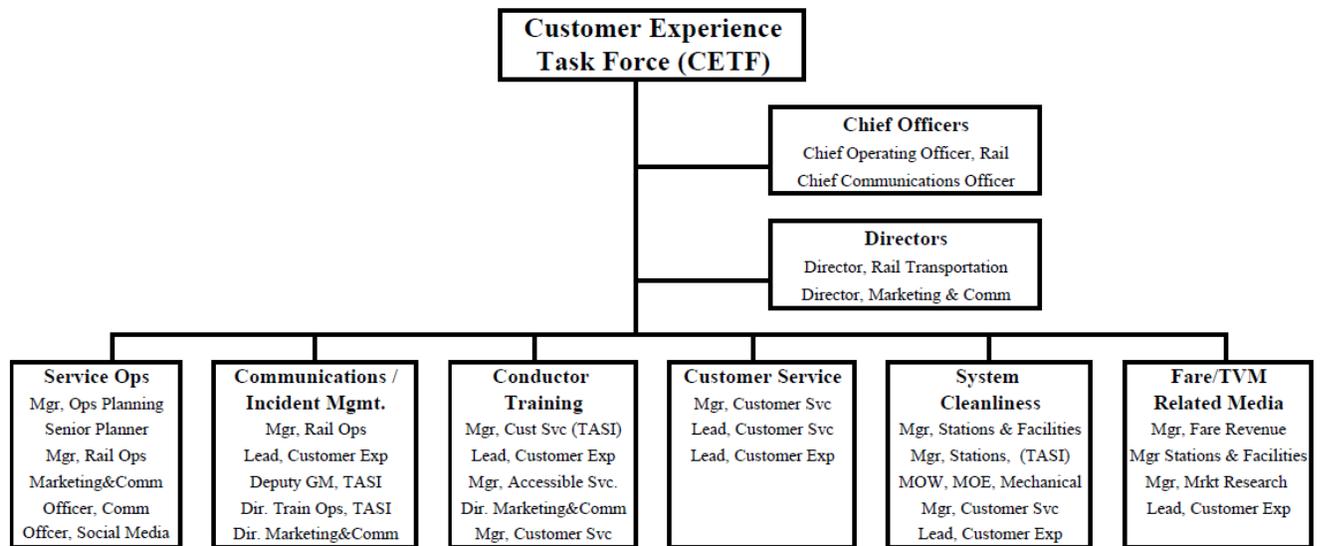
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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

- Caltrain Reduced Weekday Service :

In response to a significant decline in ridership stemming from efforts to contain the spread of the coronavirus (COVID-19), Caltrain adjusted its weekday service from 92 trains to 70 trains, starting Tuesday, March 17, 2020. Baby bullet service was suspended from weekday morning and afternoon peak commute, while local and limited service continued to operate as scheduled, including midday, evening and weekend service.

With continued decreases in ridership in March 2020, Caltrain further reduced weekday train service starting Monday, March 30, 2020 from 70 trains to 42 trains per day. Trains make all local weekday stops between San Jose and San Francisco every 30-60 minutes, depending on time of day. Caltrain continues operating two Gilroy service trains during the morning and afternoon peak commute. Limited and Baby Bullet service will be suspended

until further notice. Weekend service continues to operate normally. For the latest schedule updates, visit www.caltrain.com.

These schedule reductions were necessary to mitigate severe fare revenue losses while still providing essential transit services to all stations along Caltrain's corridor. Caltrain is monitoring ridership during this time and may implement additional service changes as needed while ensuring that riders can maintain social distancing in accordance with the Centers for Disease Control and Prevention (CDC) recommendations. Caltrain continues to maintain daily onboard cleaning and sanitation protocols in compliance with Environmental Protection Agency (EPA) guidelines.

- **Hillsdale Station Temporary Closure:**

Starting May 16, 2020 Caltrain's [Hillsdale Station](#) in San Mateo will temporarily close for up to six months as part of the [25th Ave Grade Separation Project](#). During the closure, trains that currently stop at the Hillsdale Station will now serve the [Belmont Station](#) instead. A new weekday and weekend timetable, effective May 16, will be made available online as soon as possible, pending service updates related to COVID-19.

Upon completion of construction, the Hillsdale Station will be relocated about one block north of its current location, between 28th and 31st Avenues. The [new station](#) will have an elevated center-boarding platform allowing for safer, more convenient pedestrian access. In addition to the new station, the overall project will create three new grade separated east-west connections for vehicles, pedestrians and bicyclists at 25th, 28th and 31st Avenues. Grade separations reduce horn noise while also improving safety and traffic flow.

What Hillsdale Station Passengers Need to Know:

Driving:

- If you drive to Caltrain, use the Belmont Station parking lot as it has sufficient capacity. Parking at the Belmont Station will be free of charge until the Hillsdale Station reopens for service.
- The Hillsdale Station parking lots will close during the station closure.

Free SamTrans Connection for Caltrain Riders:

- [SamTrans Route ECR](#) bus service is free between San Mateo and Belmont stations during the Hillsdale Station closure.
- [SamTrans Route 292](#) bus service is free between Hillsdale Shopping Center and San Mateo Station during the Hillsdale Station closure.
- SamTrans bus service is free on all routes (except [FCX](#)) for riders with the Caltrain Clipper Monthly Pass 2+ zones.
- All SamTrans buses are ADA accessible.

Free Caltrain Shuttle Service (if available):

- The existing free [Belmont/Hillsdale shuttle](#) will operate throughout the closure during weekday morning and afternoon peak commute hours. New shuttle timetable and route information will be available online.

Updated information on all shuttles serving Caltrain stations will be posted online at www.caltrain.com/shuttles.

Bikes:

- 18 bike racks at Belmont Station
- SamTrans bus bike racks can hold up to three bikes
- The free Belmont/Hillsdale shuttle can hold up to two bikes

Customers are advised to plan accordingly as the temporary station closure may add additional time to your commute. For more information about Caltrain schedules and fares or for help planning your trip, call Caltrain Customer Service at 1.800.660.4287 (TTY 650.508.6448) or visit www.caltrain.com.

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 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 working at Menlo Park Station, and preparation work has started at the Palo Alto station. All new CIDs at all three Stations are expected to be installed or relocated by summer 2020. Field work has been on hold due to Coronavirus Shelter in Place Ordinance.
- 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. The TVM Upgrade is delayed as TVM prototype testing cannot be completed until the Coronavirus Shelter in Place Ordinance is lifted.
- Clipper Discount Fare Changes
 - Fare changes approved by the Board in September 2019 and effective April 1, 2020 were suspended indefinitely.
- Clipper Next-Generation
 - Staff has been continuously working with Metropolitan Transportation Commission and Cubic in the design, development and implementation of the improvements expected to the current Clipper system since its contract award late 2018. Clipper mobile app is slated to go live by the end of this year. More information will be provided as it becomes available.

Marketing & Communications

- Digital Communications managed the successful communicate, to customers, of reduction in Caltrain service, twice, with website changes and social communications.
- Digital Communications successfully managed the web and social content for the end of SF Weekend Tunnel Closure.
- Successfully shifted JPB and CAC Meetings to an online format.

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 on the future pedestrian underpass has been completed. Excavation will be conducted through May 2020.
 - A webpage was created at <http://www.caltrain.com/ssfstation>
 - Caltrain Electrification
 - A website has been created at CalMod.org that includes project information.
 - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched webpage for the tunnel construction work at www.CalMod.org/Sftunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
- 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 in spring 2020 for up to six months 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 will occur in April. For more details, riders can sign up for the Hillsdale closure distribution list and visit www.caltrain.com/HillsdaleClosure.
 - 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:
 - Removal of fence to open up area access along the back side of the northbound platform, to improve customer path of travel has been completed in February 20th.
- Improve Timetable for better visibility:
 - Fluorescent Green **"You are here"** stickers have been added on the Timetable for all Stations.
 - Station's names have been highlighted in Fluorescent Green for better visibility in all Stations.

JPB CAC Work Plan

May 20, 2020

- FY 2021 JPB Operating & Capital Budgets
- EMU Update
- Grade Crossing Solutions

June 17, 2020

- Mobile Parking App
- Distance Based Fares
- Transit Oriented Development

July 15, 2020

- Industry Safe Functionality
- Brown Act Training

August 19, 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