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

JIM HARTNETT
EXECUTIVE DIRECTOR

May 20, 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/96440335480> 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 by email prior to the meeting's call to order to cacsecretary@caltrain.com before each agenda item is presented. Please indicate in your email 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 April 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. Grade Crossing Solutions (Robert Tam)
8. EMU Update (Joe Navarro)
9. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
10. Date, Time and Place of Next Meeting
June 17, 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 650.508.6347 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 APRIL 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: R. McCauley, J. Navarrete, J. Navarro, S. Petty

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

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

APPROVAL OF MINUTES OF FEBRUARY 19, 2020

Motion/Second: Klein / Romo

Ayes: Brandt, Flautt, Leung, Valenciana, Shaw

Absent: Dagum, Kutler

A. Dagum and R. Kutler joined the meeting at 5:48 pm

PUBLIC COMMENT

Public Comment received via email at cacsecretary@caltrain.com

Roland Lebrun, San Jose

Dear Chair Shaw and Committee members,

Further to the attached letter to the Caltrain Board,

I am hereby informing you that today's CAC meeting is being held in contempt of Governor Newsom's Order N-35-20 as well as Government Code Section 54954.3 and will result in a letter to cease and desist followed by a court injunction barring any further Caltrain meetings until Caltrain's managing agency complies.

In closing, I am respectfully requesting that you consider agendaing a future action item recommending that the Board terminate the San Mateo County Transit District's responsibilities as Caltrain's managing agency effective July 1st 2021 pursuant to section 6.B of the October 1996 JPB Agreement.

Jeff Carter, Millbrae, shared that he would like to publicly thank Caltrain and Julian Jest for posting the raw data from the 2019 Customer Satisfaction Survey, (discussed at the last CAC meeting. It's very helpful and beneficial for people to better understand Caltrain customers. He stated that it would also be extremely beneficial to post the raw data staff uses to create the COVID-19 ridership charts presented to the Finance and WPLP committees last month. Additionally, this should apply to the charts presented in the monthly key performance statistics charts. It is difficult to get this information through the PRA process and since February 2019, the new "recalibrated" data is not available. If staff can provide a quick answer, please?

Doug DeLong, Mountain View, stated that the novel corona virus pandemic appears to present a potential existential threat to Caltrain (and many other public entities). The CFO provided some information to a JPB Finance Committee meeting and it would seem appropriate to urgently agendize such a presentation for a future CAC meeting.

CHAIRPERSON'S REPORT

Brian Shaw stated that this is a challenging time for transit in general, across the country. It is unprecedented, the scope, the magnitude and the impact. He stated that, with the help of federal funds, Caltrain will be in a better position to maintain operations as they now are until such time that the situation can get back to normal.

COMMITTEE COMMENTS

Member Patrick Flautt stated that he commends and thanks Caltrain staff for enabling the meeting to continue via Zoom video and that it is a great path forward and is glad that the members can participate as a committee.

Vice Chair Adrian Brandt stated that he has been watching the news regarding Bay Area Transit operators and until there is a vaccine, there will likely be further outbreaks and social distancing will continue. He stated that the implications for Caltrain are very great and grave and it seems that it will be a very long time before Caltrain can get back to where it was in terms of ridership, revenue and so forth. Caltrain relies on Caltrain Fares and its Operating Budget and with ridership down not a lot of prospects that people would be willing to come back onto transit with social distancing recommendations. He stated that it will be critical for staff to think about ways to move forward. He mentioned that he had shared an idea, pre-covid, in that Caltrain has a lot of operating costs tied up in on onboard employees and when looking at the labor contract, staff should be thinking about moving forward with TASI, as BART is doing with their unions and so forth, on how to get costs more in line with Caltrain's new lower revenue and stated that staff should look at ways to lower the number of required employees as per the labor contracts. With TASI's contract coming up, it will be critical for staff to reduce the number of required employees, because the Caltrain 1/8 percent sales tax, while the board is trying to move ahead with that or keep their options open, it is highly speculative or unlikely that there would be a great appetite for two-thirds approval at the ballot box. Mr. Brandt stated that this should be Caltrain's number one subject to be thinking about.

Member Rosalind Kutler thanked Caltrain for making the CAC meeting online. She also hopes that staff is getting all the support that they need right now because it is a difficult time for anyone doing public service. She also stated that it is a good time for staff to do right by Caltrain employees so that there is a balance, in terms of appropriate service levels. She said that if staff needs to make cuts, staff should take advantage and offer employees anything that is available because there is federal aid that may become available.

Member Ricardo Valenciana asked what testing is being offered to the conductors. Joe Navarro, Deputy Chief, Rail Operations, responded that right now, if the conductors feel sick or ill, they are directed to go home and to check with their medical advisor and to get tested, if need be. Staff has no positive cases with Caltrain or TASI. There was a Balfour Beatty contractor, equipment operator, that tested positive and is the only known case. The conductors are provided wipes, small bottles of hand sanitizer and face coverings are available if they want to use them. Mr. Valenciana then asked whether the conductors PTO is affected if they want to take time off because of Covid-19. Mr. Navarro stated that if anyone needs to be tested, they will be paid during the time that they are getting tested. He stated that as of now, there are no cases where anyone has had to be quarantined for 14 days, however if it does happens, the employee will receive a one-time payment of fourteen days if there is found to be a need to be quarantined.

BUSINESS PLAN UPDATE

Sebastian Petty, Deputy Chief, Planning, presented the Peninsula Corridor Electrification Project Update.

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

Committee Comments:

Vice Chair Adrian Brandt thanked Sebastian for the added angle of starting to look at equity along different income groups. He stated that there is an equity issue that did not appear on the slides. He stated that he feels it needs to be part of the presentation. Mr. Brandt also stated that because Caltrain has a fixed zone structure where the zones are about thirteen and a half miles each and if a rider has the misfortune of living in the wrong place, and working in the wrong place, such as needing to commute to Stanford Research Institute in Menlo Park from Redwood City, a rider pays a greater fare to ride a very short distance than someone riding a much greater distance in the other direction. Mr. Brandt asked whether it would be appropriate to also include a move to a distance-based fare matrix that would underlie a very equitable fare structure such as BART has. It would station pair, origin and destination and the fare is calculated for riders. It discourages a lot of short distance trips. He stated that he would like it featured in future plans for what is needed on equity. Mr. Petty acknowledged Mr. Brandt's point and stated that he would make sure that when report is put together, it is reflected. He also stated that he would like to be cautious around jumping to the solution of a point to point structure. Mr. Petty stated that there is a regional fare integration study that is sponsored by MTC and that Jim Harnett is chairing that study. Mr. Petty also stated that although there has been

disruption by the COVID situation, there will be a progress report soon, and he will work on someone from his staff to present it to the CAC.

Member Larry Klein thanked Mr. Petty for the presentation and hoped that the final version of the presentation will be placed on the website to further review. Mr. Klein stated that he was happy to see the station access by household income as it is very useful when looking at more transit focus versus car focus depending upon the income level. He also stated that it shows people that were walking to the stations was higher than any percentage and equal amongst the different income classes. Mr. Klein then stated that although conceivably there is an expense to adding parking at the stations, conceivably offsetting that by putting that cost to the people that are at the highest income and basically having more of a strata on parking so that so that the vast majority of the people that are actually needing parking at the stations, if parking is expanded, is paid for by those people in the higher income. He also stated that from a station standpoint, adding housing and making sure that parking is not reduced and looking at other possibilities so that the space is better utilized, like car stacking and equipment to do appropriate, increase of the amount of cars that can be there with very simple operations is very important. And then, of course, just trying to pull in as many of those people as possible. He stated that it is all very useful. Mr. Klein stated that he will be sending an email to the CAC after the final presentation is posted. Mr. Petty apologized for the incorrect presentation posted and said that he would have the final version posted. He also responded to Mr. Klein and reiterated the importance of walking to the Caltrain system as it is Caltrain's primary mode of access and that the final version of the presentation will show how mode of access has changed over the last 15 years in absolute numbers. Ridership growth in the last decade has been almost entirely by foot. Mr. Klein asked whether there are numbers then about how much housing has been built on a near each station, from a city by city basis and whether there is a correlation there. Mr. Petty stated that he would follow-up with his team whether that data is available.

Member Rosalind Kutler thanked Mr. Petty for the equity piece in the presentation. She then asked Mr. Petty whether there have been surveys conducted of the pedestrian's experience and if it has not, whether there is a way they can be surveyed. She stated that it would be great to capture, not only data about the housing, but also the customer experience so that Caltrain has a baseline. She also stated that she would like to see a fare matrix as BART has, for simplicity purposes for those that worry about money. She stated that if Caltrain would like to make it more equitable, it should be simpler. Mr. Petty stated that the information from customers in that presentation came from the Triennial Survey which is a comprehensive survey that is done every three years of Caltrain ridership that is statistically representative. He stated that it includes information access and egress, information about passenger's household, including income information and how they paid for train fare. He stated that it is very helpful for these kinds of exercises and to Member Rosalind's point, it gives staff a baseline of who Caltrain customers are.

Public Comments:

Roland Lebrun, San Jose, stated that slide 7 shows that 20 years and \$30B later an express train will take 5 minutes longer than a diesel baby bullet train did 10 years ago or more than twice as long as the 30-minute Prop1A mandate codified in Streets & Highways code section 2704.09(b)(3)

https://leginfo.ca.gov/faces/codes_displaySection.xhtml?lawCode=SHC§ionNum=2704.09. It is also unclear how Caltrain could possibly run 8 trains/hour until 16th Street is grade-separated in San Francisco.

- Slide 16 Parking at Tamien is at 150% over capacity. Blossom Hill and Capitol are at less than 10%
- The issue with clock-based timetables is caused by the lack of passing tracks
- Slide 43 Parking. Have you considered autonomous vehicles, TNCs and kiss & ride instead of park & ride?
- Slide 49 when will you provide hourly Baby Bullet service?
- Slide 52 There is plenty of affordable housing in Gilroy, Hollister, Salinas and Watsonville
- Slide 59 The distance between home and the Gilroy station is more like 10 miles, not 2 miles

Jeff Carter, Millbrae, stated that Caltrain needs to maximize the amount of passing tracks to allow for a good mix of local, limited and express service. Regarding fares and equity, the zone system needs to go ASAP and adopt point to point fare pricing. The zones really lead to many fare equity issues for Caltrain. Increasing parking charges can also affect equity issues. Many Caltrain lots are at or near capacity and will need to be expanded, however, building new parking spaces is very costly, so this option is quite limited, as pointed out in the presentation. Expanding non driving/parking alternatives needs to be taken to its maximum potential. Expanding local transit in the less populated sections of the corridor would require significant expansion of transit routes and frequencies and operating costs, how is this sustainable given the poor state of funding of bay area transit? I have much more but I will need to submit in writing at a later date.

CAC Secretary, Jennifer Navarrete, stated that only one public comment can be made per public member and that subsequent comments will be made part of the final packet as correspondence.

STAFF REPORT UPDATE

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

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.

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

Committee Comments:

Vice Chair Adrian Brandt asked Joe to talk more in detail about what sorts of additional progress on the Capital Project work, including PCEP, has been enabled by the COVID service reductions. He stated that the JPB, BART Board and MUNI have been trying to capitalize to maximum effect on catching up and accelerating projects. Mr. Navarro responded that PCEP workers report in on mornings at seven o'clock and conduct a job briefing and train advance warning work they are doing. He also mentioned that pot holing and utility potholing work is being done. (inaudible) Mr. Navarro stated that Caltrain has been doing other Capital Projects with TASI like replacing rail at 22nd Street. (inaudible)

Member Rosalind Kutler asked whether Caltrain has plans to continue social distancing with the reopening, as the Governor explained. She asked there will be more distance between people within public transit and acknowledged it may be difficult when trains

are crowded. Vice Chair Adrian Brandt commented that BART is running longer trains to promote distancing. Mr. Navarro responded that staff is working on a plan and one of the options depending on ridership is to run at full service again and make all trains locals, but that is just one option and that staff is still working on a plan.

Public comments:

Roland Lebrun:

This item is in the packet but missing from the agenda

Through the Chair:

Why is the San Mateo County Transit District spending \$200M on new crossings at 28th and 31st Avenues in San Mateo while CLOSING existing crossings at Napoleon and Quint Street in District 10 in San Francisco?

Jeff Carter:

Kudos to Caltrain / Staff for accelerating the ongoing capital upgrades during this crisis.

-Jeff Carter

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

-
-

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:

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.

Adjourned at 7:15 pm

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

TO: JPB CAC
FROM: Joe Navarro
Deputy Chief, Rail Operations
SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **April:** The April 2020 OTP was 94.3% compared to 93.6% for April 2019.
 - **Mechanical Delays** – In April 2020 there were 197 minutes of delay due to mechanical issues compared to 983 minutes in April 2019.
 - **Trespasser Strikes** – There were two trespasser strikes on April 17, one resulting in a fatality.
- **March:** The March 2020 OTP was 96.7% compared to 94% for March 2019
 - **Trespasser Strike** – There was one trespasser strike on March 1, resulting in a fatality.
- **Caltrain Reduced Weekday Service** – In order to mitigate severe fare revenue losses while still providing essential transit services to all stations, Caltrain reduced weekday service (from 92 trains to 70 trains) on Tuesday, March 17, 2020 suspending bullet service and reduced weekday service further (from 70 trains to 42 trains) on Monday, March 30, 2020 providing local train service between San Francisco to San Jose and providing two round trip Gilroy trains. With reduced weekday service, Caltrain is providing 24-hour single tracking for major capital projects including the 25th Avenue Grade Separation Project and the South San Francisco Caltrain Station Improvement Project in order to advance construction progress.

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.

Caltrain is assessing the impact that reduced ridership is having on the agency's ability to maintain operations in the coming months.

- **COVID-19 Public Health Emergency Orders** – On April 17, 2020 San Mateo County and San Francisco County Health Officers, in coordination with other Bay Area health officials, issued new public health emergency orders in connection with COVID-19 protections. The order requires residents to cover their nose and mouth with a face covering, such as a bandana, scarf, towel, or other piece of cloth or fabric, when leaving home in many situations. These include doctor appointments, grocery shopping, pharmacy visits, and riding on public transit, among others.

This rule took effect at 11:59 p.m. on April 17, 2020. Enforcement did not take place until 8 a.m. on April 22, 2020 to allow time to for obtaining face coverings.

Starting Wednesday April 22, 2020 Caltrain passengers were required to wear a face covering on Caltrain. Also when possible, passengers are requested to maintain social distancing.

- **Hillsdale Station Temporary Closure** – Starting Saturday May, 16, 2020 the Hillsdale Station will be closed for up to six months as part of the 25th Avenue Grade Separation Project.
 - The closure is required to:
 - Transition ground-level tracks to elevated tracks
 - Create east-west connection at 28th Avenue
 - Build new Hillsdale Station (closer to 28th)
 - Rider Closure Plan (All plans are subject to change based on COVID-19 service changes and funding):
 - All Hillsdale Caltrain service switches to Belmont (Timetable TBD)
 - Free parking at Belmont Station
 - Free SamTrans ECR bus service between Belmont and San Mateo Stations
 - Free SamTrans Route 292 bus service between Hillsdale Shopping Center and San Mateo Station
 - Free SamTrans bus service on all routes (except FCX) for riders with the Caltrain Clipper monthly pass 2+ zones
 - Free peak period Belmont/Hillsdale Shuttle service (if available)
 - Caltrain will coordinate with existing public and private shuttles serving the two stations
 - Rider Communication
 - Signage: Visual Messaging, A-frames, Info boards, Banner
 - Take-ones, Parking lot Windshield Drops
 - Ambassadors at stations, conductor announcements, customer support
 - Advertising
 - Community Communication
 - Newsletters, mailers to community, email distribution list

- Regular communication to electeds and organizations
 - Social Media, dedicated webpage
 - Virtual Town Hall: April 9, 2020
- For more information, visit: www.caltrain.com/HillsdaleTempClosure
- **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 four games in March. Five games were postponed due to COVID-19 impacts in March. One post-event special train operated for the March 1 and March 7 games. Total post-game additional riders, boarding at San Francisco station was 217. Year-to-date post-game additional riders, boarding at San Francisco station was 14,969.

Note: For the March 1 and March 7 Warriors games, a bus bridge operated between Bayshore and San Francisco stations, in place of regular weekend service. Additional SamTrans buses were also provided post game.

- **San Jose Sharks Regular Season** – The Sharks hosted four games in March. Three games were postponed due to COVID-19 impacts in March. Total post-game additional riders, boarding at San Jose Diridon station was 846. Total year-to-date post-game additional riders, boarding at San Jose Diridon station, was 8,608, about the same as ridership for the 2018/2019 season.

- **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.

- **San Jose Sharks** – Due to the COVID-19 pandemic and efforts to prevent the spread of COVID-19, the NHL has put the 2019-2020 season on pause.
- **Warriors Regular Season** – Due to the COVID-19 pandemic and efforts to prevent the spread of COVID-19, the NBA has suspended the season until further notice.

- o **Giants Baseball** – Due to shelter in place orders to reduce the spread of COVID-19 as well as recommendations from the Center for Disease Control and Prevention restricting events of more than 50 people for eight weeks as of mid-March, the 2020 regular season is being pushed back in accordance with that guidance.

Due to Caltrain ridership impacts from COVID-19 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 **Bay to Breakers** – Following further discussions with the City and County of San Francisco surrounding the escalating COVID-19 outbreak, Bay to Breakers has been postponed from Sunday May 31, 2020 to Sunday September 20, 2020. In the weeks leading up to the event, Caltrain will determine if special event service will be provided.
- o **Memorial Day Service** – On Monday, May 25, Caltrain will operate a Sunday schedule in observance of the Memorial Day holiday. The weekend Tamien-San Jose Diridon shuttle will also operate that day.

- o **Capital Projects:**

The Capital Projects information is current as of April 17, 2020 and is subject to change between April 17 and May 7, 2020 (Board Meeting).

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

During April, the platform for the relocated Hillside station near 28th Avenue was completed. The retrofit of the existing bridge over Hillside Boulevard to accommodate a new track alignment was completed.

Due to temporary reduced Caltrain service levels, the project was able to single track continuously on the northbound track. This allowed construction of trackwork at both the north and south tie in, and demolition of the south bound platform to occur ahead of schedule.

The temporary closure of the Hillside Station, to allow completion of the project, is forecast to begin on May 16, 2020 and continue until Fall of 2020 to allow construction of the new grade separations. During the temporary closure trains that normally stopped at Hillside will stop at Belmont, and bus and shuttle service between Belmont and Hillside Station will be provided to minimize the temporary

passenger inconvenience. A virtual online town hall was conducted on April 9 to inform the public of the details and locations of the planned services.

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. Due to COVID-19 restrictions, community open houses that were originally 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 were instead available online. Submission of survey feedback was extended to April 15. Upon determination of community preferences for treatments and enhancements, the project will proceed to developing final designs for the new parking track and appurtenances for eventual construction.

Adjunct to this project is a new contract to relocate and improve the storm drain system along Delaware Street adjacent to the new station and new parking lots on the east side of the project. This work was to be undertaken by the City of San Mateo. This work is now being performed by Caltrain at the request of the City. The design for this work is currently being finalized and advertisement for bids is imminent with the work to take place beginning this Fall and completing in early-2021.

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 April, shoring that is required to structurally support the existing trackway and station continued. Also, excavation continued for the west plaza at the intersection of Airport Boulevard and Grand Avenue, and, the connecting west ramps and stairway. Relocation of a third-party fiber optic line in conflict with ramps is also in progress.

Due to the contractor caused delays, the project completion date is expected to extend from November 2020 until March 2021.

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 contract was advertised for bids on March 13, 2020. Due to COVID-19 constraints a virtual pre-bid conference was conducted followed by controlled physical site visits were conducted with bidders on March 27, 2020. Bids are due on April 28, 2020 and the award of contract is currently planned for June 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 except for 8 remaining TVMs that are currently suspended due to COVID-19 restrictions. This first phase of the project is expected to complete in the summer when the shelter in place order is lifted. 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 summer 2020 until end of 2020.

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 no review comments were received 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 late 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 received in March is under review including the review by the City of Palo Alto. Design is currently scheduled to continue to 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 fall of 2020.

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

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018, and, #922 was shipped in April 2019. Locomotive 920 and 921 have been returned to service. Locomotive #922 completed final quality checks at the vendor's facility and is now in transit for return to San Jose in April 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 overhaul contract was awarded to Alstom Transportation, Inc. (Alstom) in April 2020. The contract is now in the process of being executed with the vendor. 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.

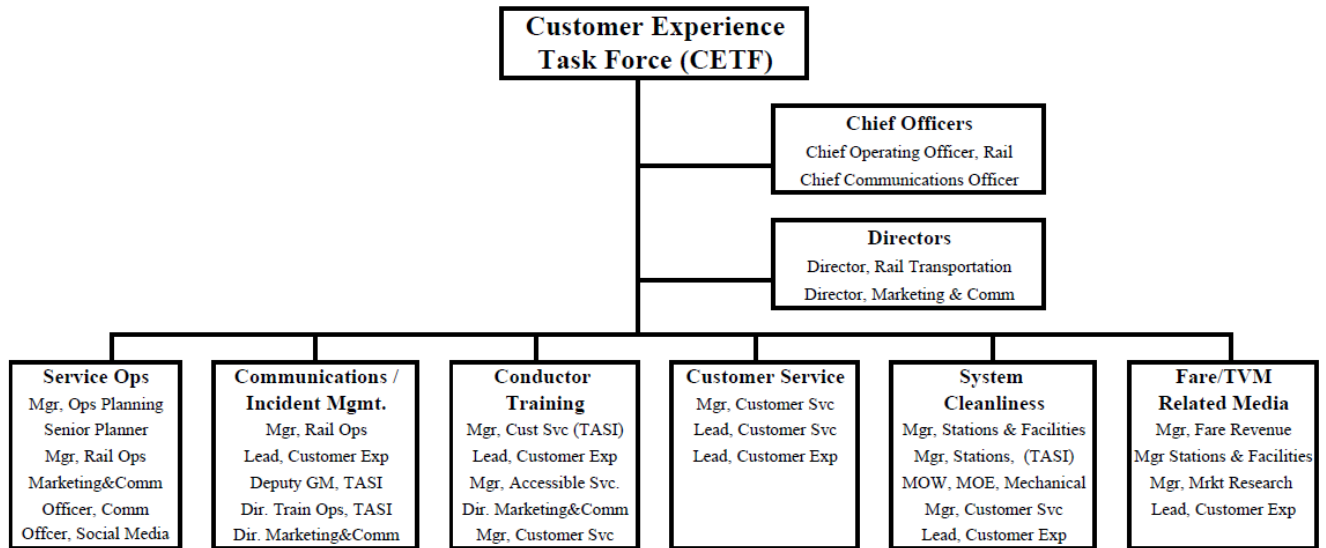
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.

- 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.

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. For the latest schedule updates, visit www.caltrain.com.

- 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 available at www.caltrain.com/HillsdaleTempClosure

 - The closure is required to:
 - Transition ground-level tracks to elevated tracks
 - Create east-west connection at 28th Avenue

- Build new elevated center-boarding platform at Hillsdale Station (closer to 28th) allowing for safer, more convenient pedestrian access
- Caltrain Timetable Update:
 - Due to the shelter-in-place order and low ridership, Caltrain continues to operate reduced weekday service with all trains making local stops. Weekend Baby Bullet service will move from Hillsdale to the Belmont Station. Departure times at all other stations will remain the same. Updated weekday and weekend timetables effective May 16, 2020 will be available online at www.caltrain.com/Schedules.
 - Customers are advised to plan accordingly as the temporary station closure may add additional time to your commute.
- Station Closure Plan (All plans are subject to change based on COVID-19 service changes and funding):
 - During the closure, trains that normally stop at the Hillsdale Station will serve the Belmont Station instead
 - Free parking at Belmont Station for Caltrain customers until the newly constructed Hillsdale Station opens
 - Free SamTrans ECR bus service between Belmont and San Mateo Stations
 - Free SamTrans Route 292 bus service between Hillsdale Shopping Center and San Mateo Station
 - Free SamTrans bus service on all routes (except FCX) for riders with the Caltrain Clipper monthly pass 2+ zones
 - Free peak period Belmont/Hillsdale Shuttle service
 - Caltrain is coordinating with existing public and private shuttles serving the two stations
- Rider Communication
 - Signage: Visual Messaging, A-frames, Info boards, Banner
 - Take-ones, Parking lot Windshield Drops
 - Ambassadors at stations, conductor announcements, customer support
 - Advertising
- Community Communication
 - Newsletters, mailers to community, email distribution list
 - Regular communication to electeds and organizations
 - Social Media, dedicated webpage
 - Virtual Town Hall: April 9, 2020

For more information, visit: www.caltrain.com/HillsdaleTempClosure

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 was on hold in March and April of 2020, due to Coronavirus Shelter in Place Ordinance. Contractor resumed work in May 2020 at the Palo Alto Station.
- 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 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.

- Caltrain Mobile Quarterly Report (January-March 2020)
 - During the first quarter of 2020, 188,905 tickets were sold thru the Caltrain mobile app, about 36% increase compared to the first quarter in 2019. The quarterly mobile ticket sales were nearly 1.6 million dollars. Though there was a ridership decrease in March due to the impact of COVID-19, the revenue still increased by about 32% compared to the first quarter in 2019. There were 31,430 downloads and 37,506 unique customers purchase on the app within the quarter.

 - Caltrain started selling daily parking permit via its mobile app on December 18, 2019, and hard launch date was on January 8, 2020. In this quarter, 18,512 daily parking permits were sold with revenue of \$101,816, which shares 23% of total daily parking revenue collected in the same period.

 - Additionally, staff analyzed the Daily Parking Permit sales by evaluating the total unique users who purchased at least once during the first quarter of 2020. Approximately eleven percent of the users (4,121) purchased a daily parking permit with or without another fare type (One-way, Day Pass or Zone Upgrade). About seven percent of the users (2,551) purchased parking with another fare type except Zone Upgrade and 0.05 percent (20) purchased parking with a Zone Upgrade. Customers, who only purchased parking, most likely paid their fare with Clipper and for those who also purchased Zone Upgrade, they may have been travelling outside of their Monthly Pass pairing zones.

Marketing & Communications

- Digital Communications managed the successful communication to customers of reduction in Caltrain service with website changes and social communications.
- Successfully shifted JPB and CAC Meetings to an online format.
- Website: Revamped the COVID page to have more relevant information at the top of the page, plus added a new homepage banner to increase visibility.
- Social Media continues to urge passengers to wear face coverings.

Market Research & Development

- 2020 Customer Satisfaction Survey
 - This annual survey is conducted on onboard trains to gather customer feedback on various aspects of Caltrain service.
 - Once the Shelter-in-Place Ordinance has been lifted, staff will consider the service levels in place and ridership on Caltrain before determining when to conduct the survey.
- Customer Survey: Caltrain and COVID-19
 - This online survey will help Caltrain understand how COVID-19 is affecting customers, and what can be done to improve the experience of riding the train.
 - The survey and timeline are being finalized.

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.
 - Diridon Station
 - 16 e-locker spaces were recently installed at Diridon Station on the downtown (east) side of the station. These e-locker spaces are in addition to the eight e-locker spaces that were installed earlier in 2020 on the west side of the station, bringing the total number of e-locker spaces available at Diridon Station to 24. Similar e-lockers are now available at nine Caltrain stations. There are 110 e-lockers at Caltrain stations, with plans for hundreds more coming soon. Information about the exact locations and how to access the lockers is available here: <https://www.bikelink.org/>
- 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 A webpage was created at <http://www.caltrain.com/sfstation>

- 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
 - Trash Receptacles Replacement, Repair and Re-painting at all Stations
 - Re-painting of the existing Receptacles is on-going
 - 10 more New Trash Receptacles have been purchased in February 2020 for the Mountain View Station. Expected Delivery: TBD

JPB CAC Work Plan

June 17, 2020

- Regional Fare Integration Study / Distance Based Fares
- Financial Overview

July 15, 2020

- Industry Safe Functionality
- Brown Act Training
- Mobile Parking App

August 19, 2020

-
-

September 16, 2020

- FY 2021 JPB Operating & Capital Budgets
-

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