



**BOARD OF DIRECTORS 2020**

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

JIM HARTNETT  
EXECUTIVE DIRECTOR

**June 17, 2020 – Wednesday**

**5:40 p.m.**

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the provisions of the [Governor's Executive Orders N-25-20](#) and [N-29-20](#).**

**Committee members, staff, and the public may participate remotely\* via the Zoom website at <https://zoom.us/j/97132914804> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 971 3291 4804 for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/about/bod/video.html>**

**Public Comments:** Members of the public are encouraged to participate remotely. Public comments may be submitted to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online

Oral public comments will also be accepted during the meeting through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of May 20, 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. Financial Overview (Derek Hansel)
8. Regional Fare Integration Study / Distance Based Fares (Melissa Jones)
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  
July 15, 2020 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** 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](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://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**

Members of the public are encouraged to participate remotely. Public comments may be submitted to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

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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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF MAY 20, 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. Bartholomew, R. McCauley, J. Navarrete, J. Navarro, R. Tam

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 5:43 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF APRIL 15, 2020**

Motion/Second: Klein / Kutler

Ayes: Brandt, Flautt, Leung, Romo, Valenciana, Shaw

Absent: Dagum

A. Dagum joined the meeting at 5:57 pm

**PUBLIC COMMENT**

Public Comment received via email at [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com)

Raymond Chang emailed the following:

Hi,

I have some public comments I would like to share before the CAC meeting today.

1. I've written to Caltrain several times about the constant idling of trains at the 4th and King Station, and I was wondering if there are any actionable items that Caltrain can take to reduce the amount of idling? It's both a constant source of noise and air pollution to those that live nearby (and I am one of those people). Can there be limitations on the number of trains that are idling at once? And in cases where idling is required for daily train inspections, can those be performed elsewhere? Shouldn't this work be done at a service yard? If the service yard is unavailable, there are tracks at the corner of 7th and Townsend, which is mostly non-residential. The idling at times goes

on past 1am and starts again at 4am in the morning (which makes staying at home absolutely unbearable at times).

2. Are there further considerations to reduce the current amount of service / replace some of the service with buses (ex: have a bus bridge from 4th and King to Millbrae, where passengers can connect to the SamTrans ECR)? I don't have exact ridership numbers post-COVID-19, but from what I've seen from my apartment, I see trains with 2-5 people TOTAL during non-commute hours. Given the fact that most of Caltrain's passengers pre-COVID-19 are commuters that mostly have the ability to telework (including many of my coworkers), does it still make sense to keep the current train schedule? I understand that there is still a need for essential workers to commute, but I believe adjustments can be made for non-commute hours. From what I can tell, there has been no service adjustments since late March, and the weekend schedule hasn't been modified at all.

As an example, BART is no longer running trains past 9pm - does it make sense to have empty trains run at 12:05 am? I understand that running trains is a low percentage of the overall cost of operating Caltrain, but given the dire financial situation due to the drastic drop in ridership, I would imagine any money saved would be helpful for Caltrain's long-term outlook. This would also have the side benefit of reducing idling trains.

Thanks,

-Raymond

Jeff Carter, via Zoom Q&A, reiterated his comments from last month's meeting regarding the charts which show the ridership post-COVID. He stated that it would be very helpful to the public and to the CAC if the spreadsheet, that produces those charts, could be presented as well. He requested the CAC to discuss or staff to reply. He also stated that obtaining this information through PRA request is very difficult.

## **CHAIRPERSON'S REPORT**

None

## **COMMITTEE COMMENTS**

None

## **FY20 GRADE CROSSING IMPROVEMENTS PROJECT**

Robert Tam Manager, Technology Research & Development presented the Grade Crossing Improvements Project presentation.

The full Power Point presentation can be found on [caltrain.com](http://caltrain.com)

### **Committee Comments:**

Vice Chair Adrian Brandt asked about the status of deployment of the solar powered flashing light box dots and the brightly painted box that would cover the entire intersection. Joe Navarro, Deputy Chief, Rail Operations, responded that the reflector

turtles are in stock, in house, and are being charged up. Staff will choose an ideal location to test the prototype, however considering waiting until service resumes. Caltrain has been working with our Government Outreach team to talk to legislation as well as the CPUC and Federal Highway Commission about painting the intersection red and staff is making progress. Regarding the reflector turtles, targeting mid-June for deployment. Vice Chair Brandt then asked whether there has been thought given to making any of these Quiet Zone compliant that may meet the criteria of the supplemental safety measures that are laid out with quiet zone requirements. Mr. Tam responded that funding is an issue and is working with the City of San Mateo for Fourth Avenue and Fifth Avenue and would begin planning stage once that project is fully funded and approved. Lastly Vice Chair Brandt commented that WAZE, a navigation system for drivers, has added a feature of grade crossing notifications built into their software/database. He stated that WAZE may provide a good example and inspiration to the competitors. Mr. Tam responded that staff is open to working with the Googles and the WAZE to provide the locations of Caltrain's crossings.

Member Patrick Flautt thanked Robert for the presentation and asked what the average cost is to improve grade crossings and how many are remaining to improve. Mr. Tam responded that with medians, marking and markers, the average is about \$100K - \$150K per crossing. He also stated that there are five crossings planned for next year and about four or five other grade crossings that do not have medians. He stated that staff may capture those in the next cycle, dependent on funding, which would complete all grade crossing improvements. Mr. Tam stated that there are 42 grade crossings and the majority will have medians. Member Flautt asked for clarification regarding the cycle and Mr. Tam stated that it is a 3-year cycle, year one is for design, year two is to obtain the contractor and year three is for construction.

Member Larry Klein stated that he has been advocating with Google about the WAZE changes implemented and was happy to see the implementation. He stated that he is currently doing the same thing with Apple and similar warnings. He then asked when the next cycle for the next set of improvements would begin, next year, or when everything is completed at the end of September of 2021. Mr. Tam responded that the budget cycle is July to June, so next year will be construction and the following year, 2022, staff will be asking for design funding. Mr. Tam stated that there is no guarantee that funding will be granted/approved. Member Klein suggested not going through it in a sequential fashion and conceivably overlap those efforts.

Chair Brian Shaw stated that Santa Clara County has several grade crossings that are as problematic as any others and asked whether staff is limited to completing these improvements only in San Mateo County. Mr. Tam responded that in the last cycle, Caltrain completed a lot of grade crossing improvements in Santa Clara. He stated that the pictures from the presentation were from Sunnyvale and that crossings in Palo Alto were part of the last cycle. Lastly, he stated that two medians were implemented in San Jose two years ago.

Vice Chair Brandt asked staff the ballpark amount for switching to quad gates. Mr. Tam responded about \$2M. Mr. Brandt requested to briefly touch on the duo speed tech solution versus the constant warning time. Mr. Navarro stated that staff has been

working with the FRA and the CPUC for almost a year and are in the final stages of agreement to testing of possibilities with the system, gate downtime and the methodology of how it will work. Mr. Navarro stated that he would provide further information at a later date. Mr. Brandt then asked about the rollout schedule. Rick Bartholomew, Manager, Engineering Signal and Grade Crossing, stated that the reason it will start in San Jose is because that section will be electrified first. Vice Chair Brandt then asked whether it has already been deployed and what is the schedule anticipated to be. Mr. Bartholomew stated that Caltrain is still installing the equipment and not quite there yet. He stated that Caltrain is about six months away from initiating.

Member Rosalind Kutler asked whether staff knows about the plans for construction of the housing at Bayshore and whether that funding would include pedestrian crossings as part of that project. Mr. Navarro stated it is not being considered at the present time.

Chair Brian Shaw pointed out that there were different types of treatments, concrete and plastic dome with pylon. He asked whether one was more cost effective than the other, or whether one was proven more effective from keeping cars from getting around the gates or used for aesthetic reasons. Mr. Tam responded that it is the city's call. They specify what they normally do on their city streets. Chair Shaw asked whether there will be a report to indicate the performance of the new type of crossing technology. Mr. Tam stated that Mr. Navarro keeps record of cars stopping and turning onto the tracks and will continue looking at that. He also stated that staff is hoping to get funds to update the hazard analysis report, including data collection, having video cameras mounted at the grade crossings to collect the data and if that happens, in a year or two, staff may be able to come back to the group with empirical data.

#### Public Comments:

Jeff Carter, via Zoom Q&A, asked why the three-year cycle for grade crossing improvements takes so long.

Thomas Weissmiller, via Zoom Q&A (San Mateo), stated that there is a grade separation on East Bellevue Avenue and stated that he is unaware of its benefits, but it seems like it is probably more of a safety hazard. Mr. Navarro stated that he would have staff take a closer look and take pictures.

#### **CALTRAIN EMU UPDATE**

Joe Navarro, Deputy Chief, Rail Operations, presented the Caltrain EMU Update.

The full Power Point presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Vice Chair Adrian Brandt suggested the power outlets, currently showing in front of passenger's knees, to instead be placed underneath the seat edge under the passenger's legs to avoid bumping the adapters and pulling out the cords. He then

asked whether the bungee cords/hooks for the bike racks will be coated with rubber or plastic. Mr. Navarro stated the he is waiting to hear back from the EMU team. Mr. Brandt then suggested signs inside of the cars with the car location so that the passenger is aware in case they need to call/text for help. He also suggested larger font at the intercom so that it is easy to see. Lastly, Mr. Brandt asked whether the train driver will be able to see the second train set, if there was a double train set. Mr. Navarro stated that there would need to be an additional person in the cab to see the second part. Vice Chair Brandt then suggested to have the warning tone, a pleasant chime and to keep the verbal announcements to a minimum, regulations allowing. Mr. Navarro responded that noise pollution is critical and agrees, if possible, to keep it minimal. Lastly, Mr. Brandt asked whether the virtual reality walk through tool can be put on the websites for the public to walk through the trains by clicking. Mr. Navarro stated that the Outreach group will promote that soon.

Member Anna Dagum asked, because there is such limited bike seating in the bike cars, if the adjacent cars will allow passengers to be in view of their bikes. Mr. Navarro responded that there will not be as there will be a vestibule, mid-level, blocking from view.

Chair Brian Shaw asked whether the final fit, electrical seats and passenger related functionalities are done in Salt Lake City. Mr. Navarro confirmed and stated that Salt Lake City is the total assembly of the train and then train cars will need to be shipped to Colorado next. Chair Shaw then asked whether Colorado is the national test center for trains. Mr. Navarro confirmed.

Vice Chair Brandt suggested that the window mounted destination signs be placed in the upstairs windows.

Member Anna Dagum suggested having good labeling for the outside of the cars so that passengers can easily identify bicycle cars, accessible cars and bathroom cars and/or any other specialty cars. Mr. Navarro stated that the Government Outreach team is working on special labeling. Additionally, there are the FRA requirements that need to be met.

Member Rosalind Kutler commented as a follow-up to Anna's point, to consider passengers with English as a second language. Mr. Navarro indicated that all items run through an accessibility team as well as the FRA and the FTA to ensure Caltrain is abiding by regulations.

Chair Shaw asked whether, due to the COVID crisis, there have been delays. Mr. Navarro responded that in some areas, there is about a month delay, however, is confident that once Shelter in Place is lifted, things will pick back up. Mr. Navarro stated that in Salt Lake City, work continues and staff there has split shifts to share office space.

Vice Chair Brandt asked about the high platform doors that will not be used until High Speed Rail arrives. Mr. Navarro stated that the original doors that have been paid for will be shipped to Caltrain and will be stored until they are needed to be installed. He



also stated that there is no additional cost and that, if needed, door replacements will be completed inhouse and not sent to Salt Lake City.

Public Comments:

Jeff Carter, via Zoom Q&A, stated that High Speed Rail is dictating the higher fifty-inch platforms and is based on equipment that High Speed Rail anticipates on using. He suggested staff's goal should be for Caltrain to have level boarding at twenty-five inches and to use the lower set of doors. He then stated that with only one bathroom per train, it could negatively impact Caltrain in the future. Especially after ball games or after special events when a lot of people are not in sound mind. Lastly, he mentioned that there continues to be concern regarding bike security and passengers not being able to keep their eyes on their bikes.

Doug DeLong, via Zoom Q&A, advised that where the outlets currently reside, passengers would get hurt. He suggested to mount them underneath the seat. Mr. DeLong then asked for clarification because in the presentation it was said that it is a seven car train set, however the graphic reflects a six car train. Mr. Navarro stated that the graphics were not up to date. He stated that the coach car is the car type that gets duplicated in the seven car train set.

**STAFF REPORT UPDATE**

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

**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.

**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.

(The full report can be found on [caltrain.com](http://caltrain.com))

Committee Comments:

Vice Chair Brandt requested staff to comment on public comment from Mr. Chang about idling locomotives. Mr. Navarro stated that on March 17, Caltrain went to 70 trains a day and then on the 30th, went to 42 trains a day. He stated that this interrupted the cycles. He then advised that on May 18th, staff sent a team to observe and made sure that the policy was being adhered to. It was found that with the reduction to 42 trains a day, there were areas to be improved. The team at 4th and King are back on track and as of May 19th, should not happen again. Lastly, Vice Chair Brandt asked what air filtration is being used on the Caltrain equipment and whether staff would have promotional face covering give-a-ways. Mr. Navarro stated that he is looking into the air circulation and how many times it filters through the trains per hour. He also stated he would look at disinfectant for the filters. He stated that once the plan/process and procedure is finalized, he would release this information to the public, very soon.

Member Rosalind Kutler shared that any positive social media is going to be a great thing.

Public comments:

None

**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

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

June 17, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:13 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) –**

- **May:** The May 2020 OTP was 95.8% compared to 95% for May 2019.
  - **Mechanical Delays** – In May 2020 there were 278 minutes of delay due to mechanical issues compared to 351 minutes in May 2019.
  - **Trespasser Strikes** – There were two trespasser strikes on May 4 and 16, both resulting in fatalities.
- **April:** The April 2020 OTP was 94.3% compared to 93.6% for April 2019
  - **Trespasser Strike** – There were two trespasser strikes on April 17, one resulting in a fatality.
- **Hillsdale Station Temporary Closure** – Starting Saturday May 16, 2020 the Hillsdale Station was closed for up to six months as part of the 25<sup>th</sup> Avenue Grade Separation Project.
  - The closure is required to:
    - Transition ground-level tracks to elevated tracks
    - Create east-west connection at 28<sup>th</sup> Avenue
    - Build new elevated center-boarding platform at Hillsdale Station (closer to 28<sup>th</sup>) allowing for safer, more convenient pedestrian access
  - Caltrain Timetable Update:
    - Due to the shelter-in-place order and low ridership, Caltrain continued to operate reduced weekday service with all trains making local stops. Weekend Baby Bullet service moved from Hillsdale to the Belmont Station. Departure times at all other stations remained the same. Updated weekday and weekend timetables effective May 16, 2020 are available online at [www.caltrain.com/Schedules](http://www.caltrain.com/Schedules).
    - Customers are advised to plan accordingly as the temporary station closure may add additional time to their commute.

- Rider 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 Hillsdale and Belmont 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](http://www.caltrain.com/HillsdaleTempClosure)

- **Special Event Train Service** – 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.
  
- **Special Event Train Service –**
  - **Services Performed:**
    - **Memorial Day** – On Monday, May 25, Caltrain operated a Sunday schedule in observance of the Memorial Day holiday. The weekend Tamien-San Jose Diridon shuttle also operated that day.
  
  - **Services Scheduled:**
    - **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.
- **Giants Baseball** – Due to the COVID-19 pandemic and efforts to prevent the spread of COVID-19, the MLB has delayed the start of the 2020 regular season.
- **SF Pride Parade & Celebration** – Due to uncertainty surrounding the COVID-19 pandemic and risks to public health of a large-scale gathering the SF Pride 50<sup>th</sup> year Parade and Celebration, originally scheduled for Saturday & Sunday, June 27-28, will not take place as planned. Virtual celebrations will take place that weekend.
- **Capital Projects:**

The Capital Projects information is current as of May 15, 2020 and is subject to change between May 15 and June 4, 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.

Trackwork and signals for the new elevated southbound track (MT2) was being completed and train operations is forecast to begin on the new elevated MT2 track on May 26. Work is proceeding to complete structures and trackwork for the new elevated MT1 track.

The concrete work for the platform for the relocated Hillside station near 28th Avenue and the associated ramps and stairs were completed. The retrofit of the existing bridge over Hillside Boulevard to accommodate a new track alignment was also completed.

The temporary closure of the Hillside Station, to allow completion of the project, began on May 16, 2020 and will 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.

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. The survey results for community preferences for treatments and enhancements is complete, and, the project is now proceeding to developing final designs for the new parking track and appurtenances to be publicly presented for community viewing .

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 May, construction of the west plaza at the intersection of Airport Boulevard and Grand Avenue, and the connecting west ramps and stairway continued. Also, the construction of the center platform and the Storm drain work in this area are in progress. Preparations for the new realigned southbound MT2 trackway have started, which will accommodate future cutover from outboard to centerboard platform. 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. Four bids were received on April 28, 2020. The bids have been evaluated and the award of the construction contract is on the agenda for board approval of award on July 9, 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 were suspended due to COVID-19 restrictions. Resumption of this activity is expected in June. This first phase of the project is expected to complete in the summer. Full funding for the option for retrofitting 12 additional TVM's has now been secured and the option has been executed. There is an additional phase for the rehabilitation of 22 TVM's that was approved 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. The 100% design is under review and the construction is scheduled 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 100% final design submittal was received at the end of April and is under review now. 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 Fall 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 received in March is under review including the review by the City of Palo Alto. The City of Palo Alto is rethinking the scope of work for the project and is in discussion with CPUC and Caltrans to modify the scope. Design is currently on hold until the City of Palo Alto decides on the scope and proceed with their design work. Advertisement for construction will be early 2021 and construction is scheduled to occur in late 2021.

**Broadband Wireless Communications for Railroad Operations:** This project is to provide wireless communications system to provide enhanced capabilities for the monitoring of the railroad operations and maintenance, and, provide Wi-Fi capability for passengers. This project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP). Currently, the project is currently only approved for the 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 has been returned in May to CEMOF in San Jose and is undergoing acceptance testing. Upon completion of acceptance tests, locomotive #922 will be returned to service and the contract will become complete.

**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 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.

The overhaul contract was awarded to Alstom Transportation, Inc. (Alstom) in April 2020. The contract has been executed with the vendor and a kickoff meeting has been held. The next action will be to transport the first vehicle to the vendor's facility to commence overhauling.

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

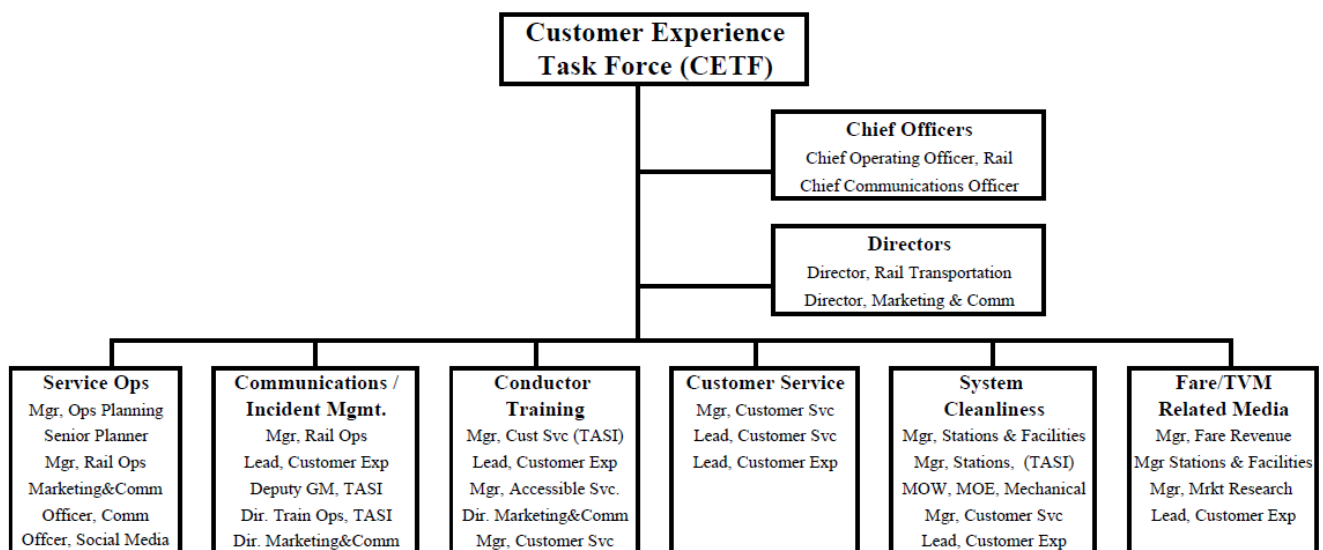
TO: JPB CAC

FROM: Joe Navarro  
 Deputy Chief, Rail Operations

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen's / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.

**UPDATED ORG CHART COMING SOON**



## 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 Weekday Service Increase:
  - Starting Monday June 15, 2020 Caltrain will increase weekday service as Bay Area shelter-in-place restrictions begin to ease. As travel throughout the Bay Area increases, Caltrain is committed to offering faster, user-friendly travel options to returning riders. The additional capacity will accommodate more riders while also maintaining onboard physical distancing.

Under the new schedule, Caltrain will operate 70 trains per weekday, up from the current 42. Service frequency will increase with up to three trains per hour during the peak commute. Caltrain is also bringing back Limited trains that will operate a newly designed skip-stop service with fewer stops to reduce travel times and increase passenger flow for high-traffic stations to avoid crowding. Under the new skip-stop system, limited trains will travel closely together while alternating service to high-demand stations. All trains are operating six-car sets to maximize physical distancing onboard. Off-peak trains will make local weekday stops every hour until end of service. The weekend timetable remains unchanged.

Caltrain is working with neighboring transit agencies to ensure that the new schedule will support regional connections with neighboring rail operators like BART and VTA. Under the new timetable, most connections between Caltrain and BART at the Millbrae Transit Center will allow approximately 10 minutes between transfers.

As ridership increases, Caltrain will monitor conditions to ensure that passengers can maintain physical distancing in accordance with Centers

for Disease Control and Prevention (CDC) guidelines and may implement additional service changes, as needed.

Caltrain reminds passengers that face coverings are required both onboard and at stations until further notice. Riders are also encouraged to take advantage of onboard restrooms to wash their hands.

Caltrain cleans and sanitizes its fleet and stations daily using hospital-grade disinfectant products. Station touchpoints are wiped down multiple times each day and cleaning crews use spray foggers on trains overnight and midday at the San Francisco Station.

Caltrain is assessing the impact that reduced ridership is having on the agency's ability to maintain operations in the coming months. Average weekday ridership has dropped by approximately 95 percent. With no other dedicated source of funding, Caltrain normally relies on fares to cover 70% of the system's operating costs. At this time, the agency is planning for a gradual return of ridership and will continue analyzing passenger data to track evolving trends.

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](http://www.caltrain.com). For Caltrain's latest updates regarding the coronavirus (COVID-19) pandemic, visit [www.caltrain.com/COVID-19](http://www.caltrain.com/COVID-19).

- Hillsdale Station Temporary Closure:
  - On Saturday May 16, 2020 the Hillsdale Station 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 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 continued to operate reduced weekday service with all trains making local stops. Weekend Baby Bullet service moved from Hillsdale to the Belmont Station. Departure times at all other stations remained the same. Updated weekday and weekend timetables effective May 16, 2020 are available online at [www.caltrain.com/Schedules](http://www.caltrain.com/Schedules).
    - Customers are advised to plan accordingly as the temporary station closure may add additional time to their commute.

- Rider 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 Hillsdale and Belmont 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](http://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 designing and installing new and/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 those stations.

In October 2019, work at Redwood City Station was completed. Staff was working at Menlo Park Station and Palo Alto, when field work was held in March and April of 2020 due to Coronavirus Shelter in Place Ordinance. Contractor resumed work in May 2020 at the Menlo Park and Palo Alto stations. Work at Menlo Park was completed in March 2020. Work at Palo Alto Station was completed in June 2020, concluding the current phase of improvements.

- 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 tentatively scheduled for July.
- 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.

## **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 <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](http://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.
  - Hillsdale Station temporary closure began May 16, 2020. For more details, see Service Operations update mentioned above and for more information visit [www.caltrain.com/HillsdaleClosure](http://www.caltrain.com/HillsdaleClosure).



- The website [www.Caltrain.com/25thgs](http://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**

July 15, 2020

- Industry Safe Functionality
- Mobile Parking App / TVM's

August 19, 2020

- FY 2021 JPB Preliminary Operating & Capital Budgets
- Brown Act Training
- COVID-19 Productivity Report

September 16, 2020

- Rail Safety Education / Suicide Prevention Efforts
- 

October 21, 2020

- 
- 

November 18, 2020

- 
- 

December 16, 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