



**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

**July 15, 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/91195716870> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 911 9571 6870 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 June 17, 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. Equity Assessment Update (Sebastian Petty)
8. TVM & CID Relocation / Mobile Parking App (Hubert Chan)
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  
August 19, 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, 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 JUNE 17, 2020**

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

**MEMBERS ABSENT:** M. Romo, R. Kutler

**STAFF PRESENT:** D. Hansel, M. Jones, R. McCauley, J. Navarrete, J. Navarro, S. Petty, M. Salazar

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 MAY 20, 2020**

Motion/Second: Klein / Leung

Ayes: Brandt, Dagum, Flautt, Valenciana, Shaw

Absent: Kutler, Romo

**PUBLIC COMMENT**

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

Jeff Carter, Millbrae, I appreciate that Caltrain may consider station-to-station fares in the future, however, I am disappointed that Caltrain is choosing to wait to "study" this after completion of the Regional Fare Coordination & Integration Study. This means it could take two years before Caltrain ends the unfair and inequitable zone fare system. The current system hurts and discourages low-income riders as well as short-distance, non-traditional and off-peak riders. The extra bulky 13-mile zones make the base fare and zone fares abnormally high and discourages ridership by some potential customers. Whereas a low base fare and small incremental distance fares can bring new ridership to Caltrain.

I have recently provided a template/fare matrix spreadsheet that can be a foundation for distance-based fares to Caltrain staff, there is no reason to spend scare dollars on additional lengthy studies.

Please see attached presentation that illustrates the unfairness and inequities of the current zone fare system.

My Best Regards,  
Jeff Carter

Roland Lebrun, San Jose, via Zoom Q&A, requested that the CAC correspondence be posted weekly as the Board does, instead of posting it once a month. He then stated that the COVID report is missing from the agenda and would have liked to have seen what is being done to ensure social distancing on the trains. He stated that making passengers feel safe riding Caltrain would help address the number one barrier to restoring ridership. Roland stated that he also agreed with the previous public comment from Jeff Carter. Lastly, Roland stated that when Caltrain begins allowing passengers to use Samtrans bus passes on Caltrain, it will mean bankruptcy for Caltrain. He stated that at that point, staff will need to separate the infrastructure, Rail, Operations and everything else and basically let another entity operate the new system that will be financially viable and that will provide service for all of the community.

Aleta Dupree, via Zoom Q&A, stated that she is interested in the possibilities of fair integration and emphasized the importance of clipper, to continue to develop clipper for Caltrain and the mobile app and work toward a Title VI analysis to move away from doing paper tickets. Aleta then asked for the committee's continued advocacy as citizens on the electrification project.

Jeff Carter Millbrae, via Zoom Q&A, stated that the comments read during the public comment were specifically for item eight along with the attachment of slides that explains the visual inequity of the zone system.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw recommended the committee and staff look up an article in The Atlantic about the safety of riding transit and the ability of the virus to be transmitted in that setting. He stated that it debunked an earlier MIT study in New York that was alluding that the virus was being transmitted by the subways. He stated that the more people understand the virus' behavior, where it transmits and what people can do when they are riding transit, which is wearing a mask and washing their hands, can really mitigate any potential issues. He also stated that the ability to socially distance on transit is going to be a challenge, particularly with Caltrain as it cannot add any more capacity. He stated passengers will probably need to get accustomed to what they are doing in higher density cities like Hong Kong, Seoul and Beijing where they wear masks, keep their hands clean and keep to themselves while they ride the train. He hopes passengers begin to understand and appreciate the realistic approach in getting people back on to Caltrain and transit system. Chair Shaw then shared that he was very pleased that Caltrain increased its service that week and that hopes more customers avail themselves to using the system.

## **COMMITTEE COMMENTS**

Vice Chair Adrian Brandt stated that he was glad to see the 70 trains skip stop schedule that may help lure riders back, however, was surprised that Redwood City and Mountain View are not all stops station as they were with bullets. He stated that Belmont, which is virtual Hillsdale right now, and Palo Alto get all trains. He requested staff to address that matter and urged staff to make a balanced schedule, and if not, to at least to help the committee and the public understand why that is. Mr. Brandt also asked why the schedule for the skip stop train seem excessively padded and said that the end to end travel time could be tightened up a bit. He then shared his concern regarding the deferral of the one eighth cent sales tax because if it fails there may not be another opportunity and he senses a very high chance of failure, even though it's urgently needed and he urged a deferral. He then said that if, on the other hand, it fails and the authorizing legislation allows the second shot at it, then he is for it. Mr. Brandt then agreed with Chair Shaw and urged anyone interested, to Google "Atlantic COVID transit". He then requested staff to continue to investigate the use of HEPA quality filtration in the HVAC system and installation, if it's possible with the budget, of UV light systems that would kill or neutralize any micro particles that carry COVID through the air. Lastly, he shared his concern with Caltrain possibly facing major financial crises after the Cares Act funding runs out if there are no further tranches. 70% of Caltrain's operating budget came from fares and parking and up to 98% of that has disappeared. He stated that staff needs to be thinking about that and there needs to be some major creative thinking about how to keep Caltrain funded after government funding runs out.

### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that the Go Passes are being extended for free for at least two months. He then stated that the complete collapse of ridership was a direct result of attempting to turn Caltrain into a Samtrans version of the VTA light rail with the same result, 100% lost ridership. He then stated that Caltrain has an opportunity to get it right. He referred the committee and staff to his letter in the correspondence packet that explains how it can be done. He then stated that regarding COVID, the UV light, is a critical part of the solution. He suggested to visit the website for further details. He also stated that the cost should be covered 100% by FEMA, the Federal Emergency Management Agency. Lastly, he stated that giving out free passes in this current crisis is beyond irresponsible and that social distancing protocols need to be observed as recommended by the CDC, the Center for Disease Control.

## **COVID-19: FINANCIAL IMPACTS AND RESPONSE PLANNING**

Derek Hansel, Chief Financial Officer, and Sebastian Petty, Director, Caltrain Policy Dev, presented the COVID-19: Financial Impacts and Response Planning

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

### Committee Comments:

Member Patrick Flautt thanked both Derek and Sebastian for the presentation. Member Flautt shared his thoughts and stated that currently on Caltrain's Social Media

channels the virus is talked about in general terms and recommend face coverings be worn, however Caltrain is not telling a story and not creating a perception that there is safety on Caltrain. He suggested a story be told across all social channels that starts to engender trust in the experience and the services Caltrain provides. He suggested staff to coordinate with the Social Media Officer to potentially get a program like this underway, where although Caltrain is still in the thick of things, that things are not as bad.

Vice Chair Adrian Brandt stated that he noted some references to non-labor cost savings. He then stated that he understands the Cares Act has Caltrain's hands tied but is curious about labor productivity. He stated that BART is running ten car trains to facilitate social distancing with one employee, and Caltrain, on the other hand, per the labor contract, once it adds a seventh car to a train, it automatically runs with four employees and is a glaring labor productivity disparity and asked whether staff could look at. Mr. Hansel responded that staff is aware of the issue. Mr. Brandt then asked Sebastian about his earlier comment regarding the imbalances of the 70-train schedule. Mr. Sebastian Petty responded that in general terms of putting the schedule together, it was approached in a very conservative manner and that there was a real concerted focus on, not knowing how fast ridership might come back and wanting to make sure that staff is doing everything it could to not make a particular train more attractive than the other ones. So, some of the stop patterns that might be most attractive from a rider perspective, under normal circumstances, were not the ones chosen. Mr. Petty reassured A. Brandt that it will be monitored very closely to determine how well the schedule is performing and to ensure opportunities to adjust and adapt.

Member Anna Dagum asked Derek to break down the Rail Operator Service expenses on slide 10. Mr. Hansel said that he would follow-up at a later date.

Chair Brian Shaw asked whether there is a process to scale back service or would the service need to shut down due to lack of funds, if Caltrain is unable to afford to operate come September. Mr. Hansel stated that September is when staff anticipates that the Tranche One money of the Cares Act runs out, and there will be a Tranche Two and staff is working very hard and trying to make a case for appropriate distribution to Caltrain and appropriate support to Caltrain through the Second Tranche of funding.

Member Anna Dagum asked whether staff has investigated switching to another mode of transportation while preserving the corridor, as in a rapid bus line instead of a train. Mr. Hansel stated that it has not been considered by the Board to date. He stated that simply shutting down revenue service certainly would reduce costs dramatically, but it does not eliminate those costs because Caltrain has 10 other railroads that use the line. Staff needs to understand what the implications of a variety of scenarios are and that it is not a switch.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, asked why Derek's presentation was not posted on the website. He then stated that regarding reduction of expenses, the VTA managed to reduce monthly expenses by \$4 million back in April. He then stated that the message about restrooms, with all due respect, is unfortunate because the CDC

made a straight recommendation for members of the public to not use public restrooms, if they in any way avoid it. BART does not have that problem on trains, but they do have public restrooms in the stations. Roland then stated that contributions from the other agencies is a real problem. He stated that basically \$3 billion just disappeared so moving forward, he thinks contributions could be an issue. Lastly, Roland stated that the one eighth sales tax is dead and will not happen.

## **REGIONAL FARE COORDINATION AND INTEGRATION STUDY UPDATE**

Melissa Jones, Principal Planner, presented the Regional Fare Coordination and Integration Study Update

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

### Committee Comments:

Vice Chair Adrian Brandt shared his concern regarding the presentation not including background research from Europe Western Europe, Germany, has been doing. He hopes staff does not reinvent the wheel and hires a consultant agency that is intimately familiar and knowledgeable about how the best practices in the world. He also noticed that SMART was not listed in the logos. Mr. Brandt then stated that in his view a switch to a far more equitable tariff instead of buying travel on Caltrain in 12.5 mile chunks and switching to a distance based system, he views that as parallel to the Regional Fare Study and can be a separate effort. He was disappointed about yet another reason to put this off, possibly for a year or two. He would like to see this move forward asap because it is long overdue and can make Caltrain more attractive and more accessible to a different rider demographic that isn't riding today because it is so cost prohibitive to step aboard. It can draw a lot more people that are either not riding transit at all or riding other transit, if the fare structure allows to pay for only what is used.

### Public Comments:

Jeff Carter Millbrae, via Zoom Q&A, voiced his support of coordinating fares and believes that it is long overdue. He stated that the study needs to be done right and look at how they do it in Europe. He stated that integrated fares will bring a lot more people to transit and will bring more revenue to the transit agencies. He then stated that unfortunately transit is totally underfunded and needs to get better sources of funding for transit. He shared his disappointment that the Distance Based Fares are not given quicker consideration. He stated that he emailed the CAC inbox in the morning that included a slide presentation that demonstrates the inequities of the zone system and how it can make a distance based Caltrain better and more equitable. He then stated that he has created a fare matrix, which has been submitted to staff that can be provide that to the CAC members if they request it. Lastly, he stated that both integrated fares in the Bay Area and Distance Based on Caltrain is long overdue and needs to be done as soon as possible.

Roland Lebrun, San Jose, via Zoom Q&A, stated that he is glad that staff is finally starting to think about distance-based fares and is long overdue. He then stated that regarding the one eighth sales tax, people will not spend in excess of \$100M a year supporting 1300 passengers and day. Caltrain will need to restore ridership by providing a service

that is attractive to the general population and any surplus revenues is distributed to the less fortunate part of the community. Lastly he stated that London has complete integration within zones and at the end of the day, you get what you pay for.

### **STAFF REPORT UPDATE**

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

#### **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.

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

#### **Committee Comments:**

Vice Chair Adrian Brandt stated that if all trains are local, with three trains per hour, the average wait time with 20-minute headways, would only be 10 minutes for random arrival at the station. So Caltrain is trading more frequent reliable service for slightly longer ride times and that might be a more successful overall schedule, serving more people. Mr. Brandt requested it be considered. Mr. Navarro responded that staff would consider and look into it. He also stated that things will change as ridership comes and that trains cannot be made so attractive to generate ridership that will not permit Caltrain to mitigate social distancing on the train. Mr. Navarro stated that staff will take everything into consideration for the next schedule change, potentially when Hillsdale station reopens.

Member Ricardo Valenciana advised that his term ends this month and that it would be his last meeting on the committee. He thanked all of the committee members and let them know that they all do an exceptional job. He thanked Brian and Adrian for all the impressive work they put in and that it is a high standard to meet. He let the committee know that he will be stepping down to allow someone else to rise to that standard and join the committee. He has been impressed with everyone's passion for the railway. He also advised Joe Navarro that it has been a real pleasure working with him every month

and that he is, by far, the most involved government employee he has ever had the pleasure to work with. He acknowledged that as an Agency representative he also has a high standard and really impressive how he gets thrown some real curveball questions from folks and is always on point and super impressed and is glad that someone like Joe Navarro is representing the JPB, especially during this extremely challenging time for the railway. He reiterated to everyone that they are all in the best hands possible with the committee, the agency and the community. He stated that he looks forward to hopefully coming back someday and being able to help again.

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, respectfully stated that Mr. Joe Navarro is being really thoughtful with how to approach this and asked not to criticize staff and to allow this plan to play out. He stated the Mr. Navarro made it very clear that moving forward, staff will be looking at what's happening, and will be flexible. Roland then stated that people are commuting and not staying at home and is why the freeways are going red again. On Google Maps if customers flip back and forth between driving and transit, it is a solid hour faster to drive and passengers will not come back until that is resolved. Lastly, Roland stated that the Stadler trains are two years late.

Doug DeLong, via Zoom Q&A, asked about something in the capital project report that was delivered at the last Board Meeting, that was an unusual situation. He stated that the 25th Avenue grade separation project showed a red traffic signal for safety and it mentioned that there were four reportable incidents during a month. He stated that he does not recall another project having a red traffic signal for safety. He asked whether there was any information that could be shared. Mr. Navarro advised that he would look into it and follow-up at a later date.

## **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
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### October 21, 2020

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November 18, 2020

- 
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December 16, 2020

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Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Grade Crossing Improvements to be scheduled for a future meeting
- Operating Costs – requested by Member Adrian Brandt on 2/13/20

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

July 15, 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 7:29 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) –**

- **June:** The June 2020 OTP was 96.3% compared to 95% for June 2019.
  - **Mechanical Delays** – In June 2020 there were 589 minutes of delay due to mechanical issues compared to 787 minutes in June 2019.
  - **Trespasser Strikes** – There were three trespasser strikes on June 8, 11 and 12, all resulting in fatalities.
- **May:** The May 2020 OTP was 95.8% compared to 95% for May 2019.
  - **Trespasser Strikes** – There were two trespasser strikes on May 4 and 16, both resulting in fatalities.
- **Caltrain Weekday Service Increase** – Starting Monday June 15, 2020 Caltrain increased weekday service as Bay Area shelter-in-place restrictions began 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 accommodates more riders while also maintaining onboard physical distancing.

Under the new schedule, Caltrain operates 70 trains per weekday, up from the current 42. Service frequency increases with up to three trains per hour during the peak commute. Caltrain also brought back Limited trains that 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 travel closely together while alternating service to high-demand stations. All trains operate six-car sets to maximize physical distancing onboard. Off-peak trains make local weekday stops every hour until end of service. The weekend timetable remains unchanged.

Caltrain continues 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 allow approximately 10 minutes between transfers.

As ridership increases, Caltrain continues to 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. 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).

- o **Clipper Start Launch** – In collaboration with MTC, the Clipper START (Means-Based Fare Discount Pilot Program) launch will go live in the region on July 15, 2020 with single-ride discounts for low income transit riders on Caltrain, BART, SFMTA, and Golden Gate Bus/Ferry.

On June 4, 2020 the Caltrain Board of Directors unanimously approved increasing the discount available to riders who qualify for the regional means-based fare pilot program from 20% to 50% off of single-ride adult Clipper fares.

The program will allow adults who live in the Bay Area and whose annual earnings are up to 200 percent of the federal poverty level to qualify for fare discounts. The Clipper START pilot will require riders to use Clipper for fare payment. Riders will be able to apply online or by submitting a paper application. Applicants will need to provide proof of identity and proof of income, and those approved will receive a personalized Clipper card that can be used for single-ride discounts on the participating transit agencies' systems.

Clipper START will be centrally administered on behalf of all participating transit operators; and will be subject to revision based on financial sustainability, efficiency and effectiveness.

- **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.
- **Services Performed:**
  - **Independence Day Holiday Service** –
    - On Friday, July 3 (Observed Federal holiday for Independence Day) Caltrain operated regular weekday service (70 train weekday schedule).
    - On Saturday, July 4 (Independence Day holiday) Caltrain operated a Saturday schedule. The weekend Tamien-San Jose Diridon shuttle also operated that day. There was no plan by the city of SF for a firework celebration along the waterfront due to the COVID-19 pandemic.
- **Services Scheduled:**
  - **Warriors Regular Season** – In June the NBA approved a competitive format to resume the 2019-20 season with 22 teams returning to play and a tentative start date of July 31. The Golden State Warriors will be among the eight teams that are not participating in the restart.
  - **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. As of June, the Major League Baseball and the players union are in negotiations over a return-to-play plan for the 2020 season.
  - **Gilroy Garlic Festival** – Due to the global COVID-19 pandemic and national emergency, the Gilroy Garlic Festival originally scheduled July 26-28, 2020 will not take place as planned and will be postponed to July 23-25, 2021.
- **Capital Projects:**

The Capital Projects information is current as of June 12, 2020 and is subject to change between June 12 and July 9, 2020 (Board Meeting).

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

grade-separated connections at 28th and 31st Avenues in San Mateo.

The temporary closure of the Hillsdale 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 Hillsdale will stop at Belmont, and bus and shuttle service between Belmont and Hillsdale Station will be provided to minimize the temporary passenger inconvenience. Beginning on May 28, trains began single track operations on the elevated MT2 southbound track.

Work continued to complete MSE Wall A at the north end of the project, embankment fill at the north end and the demolished old Hillsdale Station, trackwork and signals for the new elevated MT1 northbound track and was forecast to be completed by the end of June. Upon completion, trains will be operating in both northbound and southbound directions on the elevated tracks.

The concrete work for the new station platform decks were completed. Concrete work for station ramps and stairs continued. The demolition of the old Hillsdale station, removal of the obsolete at-grade MT1 and MT2 tracks, and removal of at-grade crossing gates and signals at 25th Avenue were to be completed. Construction of Overhead Contact System (OCS) pole foundations for the Electrification program continued. Demolition and excavation on 28th Avenue on the east side for the future underpass began. Temporary shoring that supported the earth around the new bridges at Borel Creek, 28th Avenue and 31st Avenue were removed.

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. Draft design drawings and renderings for the proposed masonry block sound wall with creeping fig vegetation were posted online for viewing on May 21 and community feedback is being solicited that are due on June 19. Development of final designs for the new parking track and appurtenances is in progress and will be publicly presented for community viewing. The construction work will be phased in various stages from 2020 for the switch, and, 2021 for the access road, sound wall, and vegetation.

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 June, 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. Construction of Ramp 2, Stair 2 and Ramp 3 (West Side of the station) is estimated to complete in August 2020. Preparations for the new realigned southbound MT2 trackway have started, which will accommodate underpass construction and cutover to the centerboard platform. Due to the contractor caused delays, the project completion date is projected 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.

Field work resumed, following COVID-19 related work suspension, and the upgrading to new credit card readers has been completed at the final remaining 8 stations. This first phase of the project to develop a prototype Clipper TVM 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 has proceeded to complete its own design without this information from the Electrification project. The 100% design is completed and the construction, to be performed by TASI, is scheduled to take place from summer 2020 until spring of 2021.

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

The 100% final design was completed and preparations for the Issue For Bid contract documents are underway. 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**

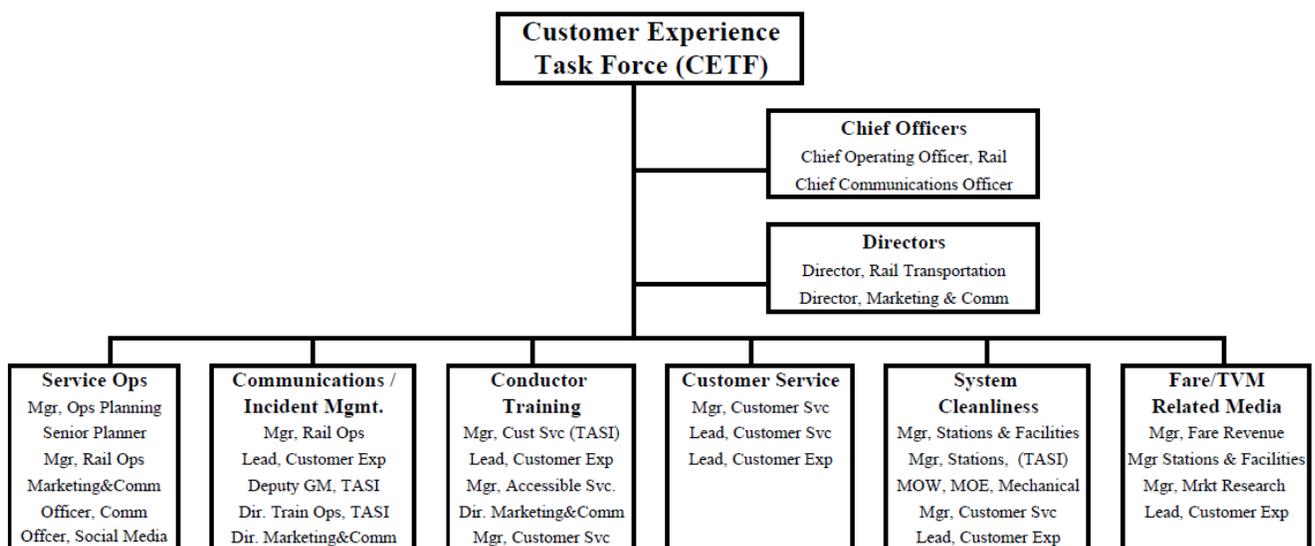
TO: JPB CAC

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 increased weekday service as Bay Area shelter-in-place restrictions began 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 accommodates more riders while also maintaining onboard physical distancing.

Under the new schedule, Caltrain operates 70 trains per weekday, up from the 42 trains that have been operating since Monday, March 30, 2020. Service frequency increases to three trains per hour during the peak commute. Caltrain also brought back Limited trains that 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 travel closely together while alternating service to high-demand stations. All trains are operating with six-car sets to maximize physical distancing onboard. Off-peak trains make local weekday stops every hour until end of service. The weekend timetable remains unchanged.

Caltrain continues 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 allow approximately 10 minutes between transfers.

As ridership increases, Caltrain will continue to 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.

Facial 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. 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).

### **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:

- 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. 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. Update: The TVM Upgrade was delayed as TVM prototype testing could not be completed until the Coronavirus Shelter in Place Ordinance was lifted. The contractor for the TVM Upgrade project resumed work in June and we are planning to start the TVM prototype testing by the end of 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/ssstation>
- 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 New Trash Receptacles have been delivered on March 20, 2020 for the Mountain View Station. Expected Installation: TBD

**JPB CAC Work Plan**

August 19, 2020

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

September 16, 2020

- Rail Safety Education / Suicide Prevention Efforts
- Industry Safe Functionality

October 21, 2020

- Brown Act Training
- 

November 18, 2020

- PCEP Update
- 

December 16, 2020

- 
- 

Items to be scheduled

- 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
- Sales Tax Measure – requested by Member Adrian Brandt on 7/8/20