



BOARD OF DIRECTORS 2020

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

JIM HARTNETT
EXECUTIVE DIRECTOR

August 19, 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://samtrans.zoom.us/j/95611108540?pwd=c3hTckxRMmV0OWRjdi9CSXg1M1V3QT09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID:

956 1110 8540 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 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. Introduction of New CAC Member
 - David Tuzman, San Mateo County
4. Approval of Meeting Minutes of July 15, 2020
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. 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.
8. COVID-19 Productivity Report (Rob Scarpino)
9. FY 2021 JPB Preliminary Operating & Capital Budgets (Cynthia Scarella)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
September 16, 2020 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
12. 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, David Tuzman, Adrian Brandt (Vice Chair),
Santa Clara County: Larry Klein, Patricia Leung, Patrick Flautt

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at www.caltrain.com.

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

Members of the public are encouraged to participate remotely. Public comments may be submitted to 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; or request by phone at 650-622-7864 or TTY 650-508-6448

Availability of Public Records

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

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

MINUTES OF JULY 15, 2020

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

MEMBERS ABSENT: L. Klein

STAFF PRESENT: H. Chan, C. Kwok, R. McCauley, J. Navarrete, J. Navarro, S. Petty

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

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 17, 2020

Motion/Second: Leung / Brandt

Ayes: Dagum, Flautt, Kutler, Romo, Shaw

Absent: Klein

PUBLIC COMMENT

Public Comment received via email at cacsecretary@caltrain.com

Jennifer Navarrete, CAC Secretary, stated that the following written comments were received after the 3pm correspondence packet cut off time and may have been intended to be included. Chair Brian Shaw requested comments to be read.

Jeff Carter, Millbrae:

To Caltrain JPB Citizens Advisory Committee July 14 2020,

Additional Public comments for the July 15, 2020 meeting from Jeff Carter:

At the June 17, 2020 CAC meeting there was some concern raised about the asymmetry and excessive padding in the 70-train schedule. Some local trains take 95 minutes, some take 104 minutes to serve 21 stations, trains 101 and 139 respectively, note that I'm including SF and SJ stations. Limited 205 serves 12 stations with a run time of 77 minutes and limited 207 serves 13 stations with a run time of 83 minutes.

I dug up a Southern Pacific timetable, dated August 6, 1977 and it shows train 122 (4:15 pm) taking 95 minutes to serve 24 stations SF to SJ. This was my regular afternoon train, it was 5 or 6 Harriman Subs, and had a lot of ons and offs for it's run, I recall the October 1979 passenger count showing this train had a total of 1006 passengers, I believe the maximum peak load was in the neighborhood of 350-400, which indicates a lot of intermediate ridership, this train was a workhorse. The typical run time for trains serving 21 stations was 80 minutes, for example, train 120, leaving SF at 3:00 pm. Granted, 1977 was much different as most ridership was to SF in the morning and out of SF in the evening, there was little reverse commute and intermediate station activity, however, this was beginning to change. Of course, there were no bicycles or wheelchairs and not the heavy pre-COVID ridership we have in recent times. However, given the low ridership numbers currently on Caltrain, revision of the padding/run-times could result in time savings for Caltrain customers, and possibly a cost savings in on-board crew time. The service would be more attractive and encourage more ridership and revenue. I have attached the 1977 SP timetable for reference.
Jeff Carter

Jeff Carter, Millbrae:

To Caltrain/JPB Citizens Advisory Committee, July 14, 2020.

I submitted the following to the Joint Powers Board earlier this month. I have made a few minor adjustments to some the attached documents since then...

Each month the board agenda packet includes a monthly Key Performance Statistics Report. This includes a written staff report and several graphs/charts of ridership and ticket sales data. Most recently, staff has produced a chart showing the effects of COVID/shelter in place on ridership. These charts are most likely created from an Excel spreadsheet. I am requesting that the spreadsheet raw data be included as part of the monthly "Key Performance Statistics Report," or as backup data available through the Caltrain website. I would note that some past reports included the raw data used to create the graph showing "Caltrain Mobile Ticketing-Monthly Sales by Ticket Type," I have attached the December 2018 report which appeared in the February 2019 PCJPB Agenda packet, I have noted such in the attached report, plus additional notes on other graphs.

I have entered the data presented in "Graph C", creating my own Excel spreadsheet and graph, (also attached) which is almost identical to "Graph C" in the December 2018 Key Performance Statistics Report. Why can't staff include the spreadsheet with the graph? Why can't staff provide spreadsheet data for all graphs?

Jeff Carter

Jeff Carter, Millbrae, via Zoom Q&A, stated that regarding the first written comment read previously, that information was also sent to the Board earlier in the month. He stated that this written comment should have been included in the CAC packet. He then stated that the second comment was intended to be read after Agenda item number eight.

Roland Lebrun, San Jose, via Zoom Q&A, stated that five years ago the bullet train took 57 minutes between Diridon and San Francisco and now that traffic is less there is no way Caltrain can compete with driving and that until that is resolved, ridership will not come back. He then stated that the video platform to archive the Zoom Meetings is

useless because users cannot go back and forth as it freezes. Mr. LeBrun suggested providing direct links to the video archives or to move them to YouTube. He then stated that there were comments at the last meeting and again during the Board Meeting, that Constant Warning Time was part of CBOSS then when CBOSS went to Wabtec, Constant Warning Time disappeared. He stated that CWT was never part of CBOSS and is part of the Electrification Project, and it needs to be severed. He stated that a Change Order will need to be issued to allow the right people to do it. He stated that it is a prerequisite to electrification. Lastly, Mr. LeBrun stated that the Board of Supervisors did not put the one eighth sales tax on the November ballot. He stated that he does not agree when VTA is told that they no longer have to contribute to Caltrain. He stated that voters voted twice, in 2000 for Caltrain Operation \$300M and again in 2016 with Measure B.

Aleta Dupree, via Zoom Q&A, stated that it is important to continue to work to streamline TVM Upgrades and Mobile App for parking. She also mentioned that the Clipper Start Program was turned on today and asked all three counties to be the eyes and ears of the public because Clipper is a Safe Register Program and helps people get Clipper cards, keep their fare registered and will save people money, especially for those who travel regionally on multiple systems. She stated that it is important to continue to streamline and get away from paper tickets with the TVM upgrades. Lastly, she stated that electrification is very important because once the project is complete it will help a lot of people.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that Caltrain is in a fairly contentious situation right now without the sales tax and does not know what the funding mechanism will be for the railroad beyond the end of the year when the federal money is projected to run out. He stated that the local counties will have to contribute more money, if they have it, or the railroad will not be in a position to continue to function. Chair Shaw stated that this is a very challenging situation for the railroad because the fares have been so severely compromised during this period, and likely will remain that way. He then shared that at Stanford, more people have been coming back to work and noticed that the buses seem busy from the train station in the mornings and hopes it is a good sign.

COMMITTEE COMMENTS

Member Patricia Leung shared how disappointed she was about the tax being shut down by San Francisco. She asked who to advocate to, within the counties, to come up with funding. Secondly, Member Leung asked about development projects around the various train stations that will take parking from Caltrain, Santa Clara in particular. She thanked the CSC Secretary, Patrice, for providing the appropriate contacts to discuss the concern and thanked Caltrain's Real Estate team for being patient and responsive. She shared that there is a proposal to build housing in the Caltrain Parking lot at Santa Clara station to build dorms similar to the ones at UC Davis. This will reduce the number of parking spaces from 240 spaces to 94 spaces. She stated that about 1000 people board at Santa Clara and less than 100 with bikes, pre COVID. She stated that the parking lot usually fills up by 8:30 am. Member Leung also reported that there

was a public outreach meeting in San Jose regarding the development at the Tamien Station parking lot.

Member Roz Kutler agreed that things are dispiriting and recommended Caltrain to continue to push air quality and not just the ridership issue. She stated that air quality is something that is very important to San Francisco and recommended staff to talk about environmental issues. She also shared that she is an essential worker riding Caltrain and is glad that staff is addressing the equity issues.

Vice Chair Adrian Brandt agreed with Public Comment from Jeff Carter about the excessive padding in the current schedule, to the point that makes Caltrain less competitive. Vice Chair urged staff to do everything possible to make an aggressive, attractive and time efficient as possible schedule with very little extra padding. He stated that he would like to see the service be more balanced between some of the more popular stations, serving stations with skip stop trains in one direction in the morning and not the other way coming back. Mr. Brandt then pointed out that he continues to see Raymond Chen, member of the public, who lives adjacent to the San Francisco station continue to have problems with excessive train idling. Mr. Brandt suggested Caltrain to use wayside power so that the locomotive does not have to idle and generate lots of noise and exhaust. Mr. Brandt then suggested staff to revisit Constant Warning Time because staff is choosing to go forward with a non-Constant Warning Time Solution that will dramatically increase gate down times. Lastly, Mr. Brandt emphasized the tragic significance of the San Francisco Board of Supervisors failing to agendaize SB797, the one eighth sales tax.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that there is absolutely no way Caltrain is going to shut down. He said that Santa Clara County has plenty of money. He then pointed out that in May, the Governor revised his budget and negotiated a ten percent cut with the Labor Unions and Caltrain did nothing and it basically speaks to the San Francisco Board of Supervisors decision. Lastly, he stated that the Tamien Station parking lot will lose the entire lot, 450 spaces, 15,000 square feet and a childcare center, which had 75 spaces dedicated to parents and single parent families.

Jeff Carter, Millbrae, via Zoom Q&A, expressed his disappointment with the San Francisco Board of Supervisors for not advancing the SB797 sales tax. He stated that it is very important for the Peninsula and Bay Area to reduce traffic congestion and air pollution. Secondly, Mr. Carter commented on the idling trains in San Francisco and suggested Caltrain to take advantage of the wayside power at San Francisco, San Jose and CEMOF.

EQUITY ASSESSMENT UPDATE

Sebastian Petty, Director, Caltrain Policy Dev, presented the Equity Assessment Update

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

Committee Comments:

Member Patrick Flautt thanked Mr. Petty for the sobering presentation on Caltrain's current financial state. He then asked, concerning slide six, how Caltrain would monetize assets. Mr. Petty responded that monetizing assets has generally been in the context of development of JPB owned property or looking at leasing of fiber optic space along the corridor. The goal would be to try to find options that stay within the policy framework of this agency.

Vice Chair Adrian Brandt commented on the topic of making the system more usable and accessible for everyone that means attracting a broader range of rider demographics and income levels. He stated that it is important to go beyond the Clippers Start Pilot program. He also suggested fixing the Tariff since to ride one station stop in one direction may be double to ride many stations in the other direction. He also suggested to begin work on level boarding projects to make the system useful and more accessible for everyone. Mr. Brandt then suggested that with the closing of the Atherton station, staff consider a station to replace Atherton at the midpoint of Menlo Park in Redwood City in the vicinity of Fifth Avenue, Friendly Acres, the southern part of Redwood City. Lastly, Mr. Brandt suggested to take a page from Europe, and offer day passes valid for 24 hours, monthly passes valid for 30/31 days, no longer tied to a month and introduce a seven-day pass, ideal for tourists.

Member Roz Kutler asked Mr. Petty whether any of the organizations, on the list, are based in southeast San Francisco. Mr. Petty confirmed that there are. Member Roz then suggested that printed materials be available in multiple languages.

Member Anna Dagum emphasized that in terms of ridership and increasing ridership for communities who have been historically marginalized in the planning process, Caltrain not forget about housing and the commitment to thirty percent affordable housing. She suggested making it all low income housing because even in this area, affordable housing is not affordable for the majority of people who are living here. This would increase ridership and equity at the same time. Riders take the train when it is convenient. She then stated that many lower income riders use the bus to get to the train, however the Samtrans bus she takes rarely makes the connection to the train. Again she reiterated that building more housing should not be overlooked, especially in light of the California High Speed Rail Environmental Impact Report that was published July 10th that specifies certain numbers of houses and businesses will be displaced with the new track being built. She stated that the land that Caltrain has is incredibly valuable and should be used to promote more affordable and low-income housing to increase equity.

Member Patricia Leung stated that VTA and the City co-own a piece of land in the parking lot at the Santa Clara station, and that VTA is trying to build 100% affordable low income housing on their portion. She stated that she is advocating for the City to also build affordable housing instead of building student housing for the University. Regarding service, Member Leung then suggested staff to focus on other trip types like off peak hours and weekends because a lot of the ridership during the peak hours were white collar workers now working from home and it would be a good time to engage other ridership. She then shared her appreciation of increased communication on the social media platforms and the partnership with Channel Seven News, talking about

the COVID safety measures being taken on the trains as it puts more people at ease. Lastly, Member Leung stated that the clock face schedules make it easier for people to understand when the train will arrive and is glad to hear that it is being talked about.

Vice Chair Adrian Brandt was pleased to learn that Caltrain is part of the Blue Ribbon Transit Committee, essentially multiple Transit Agencies getting together with MTC to provide consistent messaging for COVID recovery safety measures when riding transit. He then stated that videos and materials emphasize a little too much on surface disinfecting and suggested focusing on the airborne transmission risk to reiterate the importance of wearing masks and what the agencies are doing to improve ventilation and filtration on their vehicles and requested Caltrain to bring that to the Blue Ribbon panel.

Chair Brian Shaw was pleased that Caltrain, under these challenging conditions, took the time to complete the Equity Assessment Update and that it speaks volumes of the concern the agency has for its current ridership and future ridership. He shared that the ridership for Caltrain will need to change to survive and will need to branch out and provide more diverse offerings to folks who do not ride today because it is too expensive, for folks who do not ride today because it does not offer convenient scheduling for their work hours or their trip needs and folks for which getting to the train is challenging because of where they live in relationship to the train. He stated that if this railroad is going to survive, it must diversify its ridership base, and it must provide a deeper service to the community so that folks will vote to support it. Chair Shaw urged the Committee to take the opportunity, in the next coming weeks, to review and provide additional feedback from either themselves or the groups they may represent as it is an important initiative and will need support.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, agreed with Chair Shaw's previous comments and appreciates Caltrain for looking into Equity at this time. He then stated that he also strongly agrees with the comments made by Vice Chair Brandt, except for the 31-day pass because it does not make sense to have the monthly pass be renewed at an odd time in the month. Jeff Carter then commented on equity. He stated that it is great that Caltrain is addressing equity in fares and equity in scheduling and coordination. He stated that this could be part of Seamless Bay Area where all transit gets coordinated with the fares and schedules. He stated that regarding discounts, it could be a tricky subject because some of the biggest discounts are provided by the employer, as the Go Pass and some employers also subsidize the monthly pass. He stated that it is unfair to address discount as to who can afford it and who cannot when not everybody is included. He stated that one of the problems is that Caltrain increased the month multiplier and made the monthly pass less attractive, but a solution would be to use an accumulator on Clipper as SMART train does.

Drew, via Zoom Q&A, appreciated the mention of the fares and looking at the fare structure. He stated that the current zoning is almost criminal when it comes to equity and really appreciated it and stated that it is important to make headway to either distance-based fares or making the zones a lot smaller. He also expressed his appreciation around the idea of new stations like Fair Oaks to connect communities

across lines. Drew then stated that there are six stations where Caltrain owns all of the land and can make those stations more accessible, with coordination from the respective cities. He stated that Caltrain can lead the effort in making connectivity.

TVM UPGRADE PROJECT

Christiane Kwok, Manager, Fare Program Operations, presented the TVM Upgrade Project presentation

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

Committee Comments:
None

Public Comments:

Aleta Dupree, via Zoom Q&A, appreciated the presentation and stated that he chip readers are a safer method for payment and will provide confidence to the public. She stated that they are more reliable and resilient than the swipes. She stated that the swipes tend to get dirty from the magnetic dust that accumulates. She then stated that once the TVMs are updated, staff should look at the elimination of paper tickets to drive more business through Clipper, continue the use of chip cards to reduce cash taken and increase mobile applications.

CALTRAIN MOBILE APP UPDATE AND CALTRAIN PARKING INTEGRATION

Christiane Kwok, Manager, Fare Program Operations, presented both the Caltrain Mobile App and Caltrain Integration presentations

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

Committee Comments:

Vice Chair Adrian Brandt requested status of the Pay by License Plate. Ms. Kwok responded that at this time staff does not have a plan to include the pay by plate. Mr. Joe Navarro Deputy Chief, Rail Operations stated that the capability exists, however it will take time as the Mobile App developer may be considering selling the company.

Member Patricia Leung applauded staff for the integration as it makes a huge difference for passengers to pay on the app.

Chair Shaw stated that Pay by Plate is where the parking industry is going. Caltrain can collect more parking revenue, either from people paying or from tickets issued and may find it to be a much more efficient way of parking management. He also stated that customers will no longer need to remember their parking space number.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his disappointment with his written comments not included in the packet. He stated that he disagrees with the deadline since, in this time of virtual meetings, he is unable to bring the written material to

distribute during the meeting. Jeff then reiterated his written comments read earlier and asked why the raw data that created the graphs for the Mobile Update is not made available. Jeff then commented on the Clipper CIDs and stated that the more Clipper CIDs installed the better. He also said that it is great to relocate them to easier accessible areas. He is looking forward to TVMs offering Clipper transactions.

CIDs RELOCATION

Hubert Chan, Project Manager, presented the CIDs Relocation presentation

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

Committee Comments:

Vice Chair Adrian Brandt asked what the path forward will be when the current CIDs are no longer supported. Ms. Christiane Kwok responded that MTC is working to phase out the current equipment with new validators that were just designed and scheduled to be installed mid next year amongst twenty-two Transit Operators. Mr. Brandt then asked whether Caltrain will have funding to get the correct number of CIDs needed. Ms. Kwok stated that for the next generation, Caltrain will more than double the number of CIDs. She stated that basically, the thought behind it is to have at least one Clipper CID per train car exit. So, if Caltrain has seven car trains, at a minimum there will be seven validators on the platform.

Chair Brian Shaw shared that as a user of Redwood City, this project made a huge difference there. It aligned very well with the flow and made it easier to navigate the station. He stated that it has been tremendously beneficial to passengers using that station.

Member Roz Kutler stated that the CID relocation at Redwood City was extremely helpful with social distancing because passengers are no longer winding back. She then thanked staff.

Member Patricia Leung also thanked staff for the CID relocation at Palo Alto Station.

Public Comments:

Drew, via Zoom Q&A, thanked Mr. Navarro and his team for the many projects completed. He stated that the public hears a lot about the big projects with electrification and that there are also smaller projects that make passenger's lives better and easier for people to ride.

Roland Lebrun, via Zoom Q&A, asked the Chair, regarding contract 15-KP-031, how much was paid to Stantec for the outstanding piece of work. He stated that during these hard times, it would be useful information. Mr. Hubert Chan stated that he will forward the information to have it shared.

STAFF REPORT UPDATE

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

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.

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

Joe Navarro, Deputy Chief, Rail Operations, stated that part of his job is coming up with reasonable accommodations that benefit everyone. What may be reasonable for one person may not be for the majority of other passengers. He stated that solutions need to be weighed out just as they do for the train idling issue and that there is a lot that goes on behind the scenes. There are eleven Unions on the property along with PTC guidelines that need to be adhered to. He then commented on dwell times and stated that Caltrain is dealing with COVID-19 in three different counties with three different requirements or recommendations that make it very difficult. One of the counties requested dwell times built into Caltrain's service so that people do not gather and keep social distancing. He stated that these are some of the things staff has been dealing with. He also stated that staff has been taking concerns from the Committee and Members of the Public and have been weighing out reasonable accommodations for everyone all while following what is required by the various local governments, the CPUC, the three Counties, the Federal Government, the FTA, and the FRA. Mr. Navarro reiterated that staff takes the concerns of the Committee and the Members of the Public into consideration and looks at everything.

Committee Comments:

Chair Brian Shaw appreciated Mr. Navarro sharing the context for challenging situations staff navigate even more so today than ever before.

Vice Chair Adrian Brandt thanked Mr. Navarro for his response on idling trains. He stated that there is room for a happy medium and suggested not positioning trains that are idling on the outside track, which face the condos so that a train that is shut down

can be on track 12 and the idling train can be closer to the center, so they are blocked by the other trains. Mr. Navarro stated that it is already happening. He also stated that there are policies and procedures in place, which are inspected by Managers and his staff, several times a month. Vice Chair Brandt then asked staff to share the county's request to pad dwell time with the public. Mr. Navarro stated that it is Santa Clara's recommendation. Mr. Brandt appreciated the clarification.

Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his deepest appreciation to Joe and his team because in the past, Caltrain has not been so responsive and since Joe arrived, there has been a great response to making the service better and trying to address the concerns of the public and the CAC Members.

Drew, via Zoom Q&A, asked whether there were slow orders at the Hillsdale 25th Avenue Grade Separation. He said that if there are slow orders, it may add time to the schedule and if the same thing is happening at South San Francisco that may also add time to the schedule that may not be evident.

Roland Lebrun, San Jose, via Zoom Q&A, agreed with Jeff Carter's previous public comment and stated that the public should not pile on too much for staff with the situation right now. He then asked Mr. Navarro to share when there are issues that are close with different counties doing different things, it is something the public should be made aware of because perhaps there is something that can be done.

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

Committee Comments:

None

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, Roland referred to Drew's earlier public comment regarding a possible new North Fair Oaks station and wanted to bring to everyone's attention that on August 4th at the Atherton Rail Committee, he will be presenting a full blown High Speed Rail station, double length station with passing tracks, transfer platforms and a connection to the Dumbarton Rail. He offered to present the same presentation to the CAC if the committee is interested. He also welcomed everyone to attend via Zoom if they are interested. Lastly, he stated that by next month he may be able to present on Constant Warning Time.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

August 19, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:07 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) –

- **July:** The July 2020 OTP was 96.4% compared to 93.8% for July 2019.
 - **Mechanical Delays** – In July 2020 there were 558 minutes of delay due to mechanical issues compared to 481 minutes in July 2019.
 - **Trespasser Strikes** – There was one trespasser strike on July 17, resulting in a fatality.
- **June:** The June 2020 OTP was 96.3% compared to 95% for June 2019.
 - **Trespasser Strikes** – There were three trespasser strikes on June 8, 11 and 12, all resulting in fatalities.
- **Clipper Start Launch** – As Caltrain ridership slowly climbs back from the steep decline caused by the coronavirus (COVID-19) pandemic, effective July 15, 2020 the new Clipper START program will allow adults age 19-64, who are lower-income, to receive fare discounts on select transit services around the region. Clipper START offers eligible Caltrain riders a 50 percent discount, which the agency recently increased following the economic fallout resulting from COVID-19.

Clipper START is an 18-month pilot program initiated by Bay Area transit agencies and the Metropolitan Transportation Commission (MTC) that uses the Clipper transit fare payment system to reduce the cost of transportation for adults whose household incomes are no more than twice the federal poverty level (for example, \$52,400 for a family of four). This can be an important benefit, as transportation costs are a significant burden on many households, particularly during the current economic climate.

As Caltrain's recent COVID-19 rider survey data illustrates, affordable public transportation is vital to equitably supporting economic recovery for the region. The riders reportedly most dependent on Caltrain are those who are lower

income, as well as some minority groups. These are the same communities who plan to continue riding Caltrain just as frequently as they were prior to COVID-19, if not more, amplifying the urgent need for low-cost transportation services.

- o **Public Meeting and Public Hearing on Closure of Atherton Station** – Caltrain held a virtual public meeting on the proposed closure of the Atherton Caltrain Station on Wednesday, July 29 at 5:30 p.m. A virtual public hearing followed at the Board of Director’s meeting on August 6 at 9:00 a.m.

Prior to the coronavirus (COVID-19) pandemic, the Atherton Caltrain Station only received limited weekend-only service every 90 minutes with an average of 114 passengers per weekend day. Weekday service to the station was cut in 2005 due to low demand.

The center boarding configuration of the station limits operations as trains traveling in the other direction are required to wait while the train at the station is boarding. If the station remains, an upgrade of substantial cost would be necessary to prevent disruption of the expanded service that will come with the electrification of the corridor.

The closure of the station would also allow Caltrain to reallocate service to nearby stations, allowing for a more efficient service for riders, and would reduce the agency’s maintenance costs.

In January of this year, the Town of Atherton tentatively endorsed the closure of Atherton station subject to an Agreement on a Memorandum of Understanding (MOU) between the two parties. The station’s closure would result in reduced noise and increased safety for Atherton residents. Atherton is in the process of redeveloping its Civic Center and closing the station would free up additional property for that project.

- o **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.

- o **Services Scheduled:**

- o **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 and unveiled the 60-game schedule which kicks off in July 2020. In coordination with the Giants, there will be limited staff and no fans in the stands for 2020 MLB Season at Oracle Park. Therefore, Caltrain will not provide Giants Baseball service for the 2020 season.
- o **49ers Football** – Due to the COVID-19 pandemic, effective July 21 the four weeks of preseason games have been cancelled. In coordination with the

49ers, limited fans in the stands at Levi's Stadium for the regular season is still to be determined.

- o **Stanford Football** – Due to the COVID-19 pandemic, on July 10 the Pac-12 CEO Group announced that the fall season for several Pac-12 sports, including football, would schedule Conference-only games, and that it is delaying the start of mandatory athletic activities, until a series of health and safety indicators, which have recently trended in a negative direction, provided sufficient positive data to enable a move to a second phase of return-to-play activities. The decision will result in the start dates for the impacted sports being delayed. The Conference plans to announce schedules for these fall sports by July 31.
- o **Bay to Breakers** – Due to the COVID-19 pandemic, the rescheduled 2020 Bay to Breaker Race has been moved to a virtual event from September 20 to October 2, 2020.
- o **Labor Day** – On Monday, September 7, Caltrain will operate a Sunday Schedule in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle will also operate that day.
- o **Capital Projects:**

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

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

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. On May 28, trains began single track operations on the elevated MT2 southbound track. On July 10, the elevated MT1 northbound track was completed and track operations in both directions are now being conducted on the elevated tracks.

In July, MSE Wall A at the north end of the project was completed. Trackwork and signals for the new elevated MT1 northbound track and was completed. Railroad signals and crossing arm gates were removed at the 25th Avenue following the cutover of the new elevated MT1 track. Construction of Overhead Contact System (OCS) pole foundations for the Electrification program was to be completed by months end. Electrical work for the new station platform decks

were in progress. Concrete work for station ramps and stairs, and, the Electrical/Communications Room continued. At 28th and 31st Avenues, excavation on the east side for the future underpasses and construction of retaining walls were in progress. By month's end, construction is to begin for the new parking lots that are located on the east side of the alignment.

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 was solicited for input by June 19. A virtual community meeting was held on July 13 to discuss community feedback to the draft designs. Development of final designs for the new parking track and appurtenances is in progress and will be publicly presented for community viewing. The work will be phased in various stages from late 2020 for the track switch installation, and, 2021 for construction of 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 construction contract was advertised for bids on June 12 and a pre-bid meeting was held on June 23. The receipt of bids is pending.

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 July, 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 continued, 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 award of the construction contract was approved by the Board to Proven Management on July 9, 2020. The execution of the contract is underway which will be followed by the Limited Notice to Proceed which is expected in August. 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 in June, following COVID-19 related work suspension, and the upgrading to new credit card readers was completed at the final remaining 8 stations. This first phase of the project to develop a prototype Clipper TVM is progressing towards completion for acceptance testing. 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 complete and the Notice to Proceed for construction was issued to TASI on July 9. Construction will 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 in order to proceed forward with the project.

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/conceptual design phase that began in November 2019. The current schedule calls for the planning/conceptual design efforts to complete by the October/November 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 underwent acceptance testing. The last locomotive #922 has completed acceptance tests and has been returned to service. The contract is now complete. This is the final report for this project.

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 first vehicle has been shipped to the vendor's facility at Mare Island (Vallejo) to commence overhauling with completion expected by the winter of 2020/2021.

**AGENDA ITEM #10 (a)
AUGUST 19, 2020**

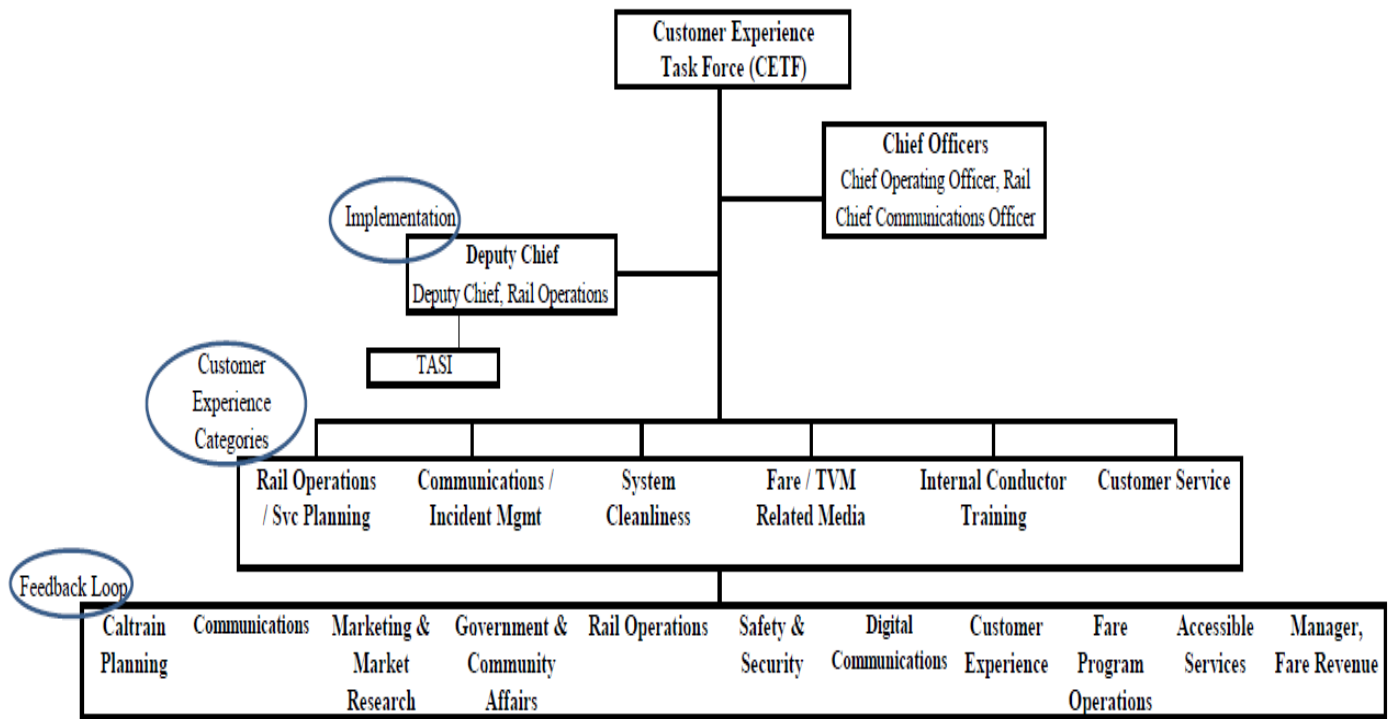
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.



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.

- Other Responses to Ongoing COVID-19 Pandemic:
 - 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. For Caltrain's latest updates regarding the coronavirus (COVID-19) pandemic, visit www.caltrain.com/COVID-19.
- South San Francisco Station One Weekend Closure:
 - To construct a temporary platform and to relocate the southbound track to further support the construction of the new South San Francisco Station, South San Francisco Station will be temporarily closed on Saturday, August 29th and Sunday, August 30th, 2020. During the closure, trains will operate normally, but these scheduled to stop at South San Francisco Station will not stop at the Station. There will be no alternative transportation provided during the closure

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 prototype testing started and will continue through the end of August.
- 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.
- Mobile Quarterly Update
 - During the last quarter of FY 2020, ridership has been impacted by Covid-19 tremendously. About 11,000 tickets were sold through the Caltrain Mobile app in this quarter, which decreased by 95% compared to the same period in FY 2019. The quarterly mobile ticket revenue was nearly \$73,000, a 96% decline compared to the same quarter last year. This is the second quarter since the launch of daily parking permit on the app and there were less than 500 permits sold with a revenue of about \$2,000, which is 97% decrease compared to last quarter and shares 11% of total daily parking revenue collected in the same period.

For the entire FY 2020, about 700,000 tickets have been sold, a 25% increase compared to previous year. More than \$5.7 million in revenue was collected which is about 20% increase compared to FY 2019. Daily parking permit sales generated a revenue of more than \$104,000.

Marketing & Communications

- New Website:
 - Web team met with new vendor and interviews with internal Caltrain staff and passengers will begin within the next few months.

- Digital Communications Messaging:
 - Continued COVID messaging on website/social - Face Coverings, sanitation, social distancing.
 - Began Clipper START messaging.
 - Messaged through highly political funding measure.
 - Continued routine service notifications via social media.
 - In June, managed the 70-train schedule rollout on the Caltrain website.
- Participated in MTC COVID videos through b-roll footage.
- Participated in Giants “Play Ball!” campaign
- Caltrain Electrification Demystified video with popular transit YouTuber.

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. For more information about using the on demand electronic bike lockers (e-lockers) available at some stations, please visit www.bikelink.org.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018. The temporary platform will shift slightly north, beginning in April.
 - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform.
 - Shoring work on the future pedestrian underpass has been completed. Excavation will be conducted through May 2020.
 - A webpage was created at A webpage was created at <http://www.caltrain.com/sfstation>
 - Caltrain Electrification
 - A website has been created at CalMod.org that includes project information.

- Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched webpage for the tunnel construction work at www.CalMod.org/SFtunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
- 25th Avenue Grade Separation Project
 - There is a temporary vehicle height restriction on E. 25th Avenue through fall/winter 2020 while the rail bridge is installed but the street is not yet lowered.
 - 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.
 - The website www.Caltrain.com/25thgs continues to be an overall project resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.

System Cleanliness

In the short-term (six-18 months), the taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Trains are being fog jettted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
- During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and hand-rails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.
- Caltrain also made all consist six-cars to allow for as much room as possible for our passengers to social distance from one another.

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 received in March 2020.
 - Installation of the Trash Receptacles is scheduled on August 18th at the Mountain View Station.

JPB CAC Work Plan

September 16, 2020

- Rail Safety Education / Suicide Prevention Efforts
- COVID-19 Safety Measures
- Blue Ribbon Committee recommendations

October 21, 2020

- Brown Act Training
- PCEP Update

November 18, 2020

- Grade Crossing Improvements
- Industry Safe Functionality

December 16, 2020

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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
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Sales Tax Measure – requested by Member Adrian Brandt on 7/8/20