



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

September 16, 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/97352892562> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 973 5289 2562 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. Re-Appointment of CAC Members
 - Brian Shaw, San Francisco County
 - Patricia Leung, Santa Clara County
- Introduction of New Alternate CAC Members
 - Kathleen Maxwell, San Francisco County
 - Neeraj Kumar Mathur, Santa Clara County
4. Approval of Meeting Minutes of August 19, 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. Blue Ribbon Committee recommendations (Robert Sebez)
9. COVID-19 Safety Measures (Henry Flores)
10. Rail Safety Education / Suicide Prevention Efforts (Dan Lieberman)
11. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
12. Date, Time and Place of Next Meeting
October 21, 2020 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. 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 AUGUST 19, 2020

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

MEMBERS ABSENT: L. Klein

STAFF PRESENT: D. Hansel, R. McCauley, J. Navarrete, J. Navarro, R. Scarpino

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.

INTRODUCTION OF NEW CAC MEMBER

Chair Brian Shaw introduced the new CAC Member David Tuzman, representing San Mateo County.

APPROVAL OF MINUTES OF JULY 15, 2020

Motion/Second: Flautt / Leung

Ayes: Brandt, Dagum, Kutler, Romo, Tuzman, Shaw

Absent: Klein

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, advised the Committee that his written comments from last month are in this month's correspondence packet. He stated that he is requesting a simple data spreadsheet of how the figures arrived for monthly Key Performance Statistics.

Roland Lebrun, San Jose, via Zoom Q&A, stated that the original link pointed to a 5:30 pm meeting. He then stated, as a point of order, that after taking the first and second (motion for the approval of minutes), public comment should then be requested. He then stated that he did not give a presentation at the Atherton Rail Committee and

that it has been deferred to next month. He also stated that he has not explained Constant Time Warning at the Grade Crossings.

Aleta Dupree, via Zoom Q&A, requested the Committee's assistance with disseminating more information about Caltrain due to the truncated nature of the Board Meeting, some of the informational presentations on Electrification were not given. She then stated that the Clipper Start is on the front page of the website so people can see it and requested staff to continue to outreach on Clipper Start because it will satisfy equity concerns. Aleta then thanked Caltrain for always being responsive and listening to her equity concerns. She then stated that Clipper vending machines are important to help move away from paper tickets. Lastly, Aleta asked all to be involved in the national conversation about passenger railroading and learn what other CACs are doing because Caltrain is significant, not just to the region, but to the nation.

Doug DeLong, Mountain View, via Zoom Q&A commented on a resolution that transpired at the last JPB meeting. He stated that there was a resolution adopted that contemplates Caltrain having different auditors and legal counsel than the San Mateo County District and perhaps also the San Mateo County Transit Authority. He then suggested that a more cost-efficient change might be if San Mateo County Transit and Transit Authority could hire new legal counsel, perhaps funded by Caltrain. He stated that it would allow Caltrain to retain their existing legal counsel due to Caltrain's legal affairs being more complicated than the bus operations, the San Mateo County Transit and the Project Management activities of the Transit Authority.

CHAIRPERSON'S REPORT

Chair Brian Shaw stated that he attended the last JPB meeting via Zoom and reported that the Ballot Measure will be out for vote to the residents of the Peninsula this fall. He then stated that hopefully it passes and that Caltrain will be able to continue and function as needed for the foreseeable future.

COMMITTEE COMMENTS

Member Rosalind Kutler stated that she submitted her equity concerns through the proper channels and wanted to highlight a couple of things. The first is that she has concerns about equitable enforcement. She stated that regarding how staff conducts fare enforcement, that the Enforcement Officers are mindful of equity when conducting enforcement. She suggested staff to consider Bias Training for the Enforcement Officers or for the trainers. Lastly, she stated that she noticed that some of the contractors who are working on projects are not wearing masks or social distancing and asked how to address these concerns.

Member Patrick Flautt welcomed new Committee Member, David Tuzman, thanked him for joining and looks forward to hearing his contributions and suggestions. Member Flautt also stated that the CAC meetings via Zoom work very well, operate smoothly and that they are valuable.

Member Martin Romo welcomed new Committee Member, David Tuzman, and recognized his active role in the San Carlos community and was glad to see he has joined the Caltrain Citizen's Advisory Committee, taking steps to making transportation better for the region as a whole.

Member Patricia Leung stated that she is glad that the tax is going on the ballot and that she is looking forward to it. She also welcomed new Committee Member, David Tuzman.

Vice Chair Adrian Brandt welcomed new Committee Member, David Tuzman. He then stated that he was delighted that the three member agencies were able to hammer out a deal that they all could sign up to. He then referred to the Correspondence Packet, a letter submitted by him referring to a link to the BART webpage regarding BART train car ventilation. Vice Chair Brandt applauds what BART has done and hopes to see Caltrain do something similar. He then referenced Public Member Roland Lebrun's comment in the Correspondence Packet regarding the RFP for Electrification that states that Caltrain has a large change order to go and put rather unsightly wire harnesses above the catenary that would protect any wires that may fall from above, from falling onto the 25 kilovolt Caltrain lines and shorting them out and possibly causing life injuring or fire. He stated that it was all supposed to be done as part of the RFP and is concerned and is disappointed because on the Peninsula, one of the biggest concerns from communities was about how unsightly the wires would be and this would be adding another layer of unsightly metal on top of the existing wires.

Member Anna Dagum welcomed new Committee Member, David Tuzman. She also expressed gratitude for everyone who fought for the Caltrain tax. She stated that it is important to keep Caltrain running in the coming years. She then asked what efforts Caltrain is making to encourage people to vote for that tax come November, if anything, and whether the Committee can be involved in that encouragement.

Member David Tuzman thanked everyone for the warm welcome. He then also asked what is Caltrain and what can the Committee do to promote the Ballot Measure, RR.

Member Rosalind Kutler stated that there was a misprint in the Chronicle that has since been corrected, that the Ballot Measures requires a majority, however it requires two thirds. She requested an informational outreach be done to inform Members of the Public.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated Roland thanked the members of the CAC for reading the correspondence and explained that he brought it to the attention of Marion Lee, eight years ago and that this is not the end of the conversation and that he will write the Board again and explain how this is done. Roland then stated that a lot of people were concerned about what happened at the last Board Meeting and said that Samtrans is not sustainable and eventually Santa Clara County and San Francisco decided that there is some value and did something. He stated that Caltrain will rise like an Eagle. Roland then said that he understands the equity issue in the way some

passages are being treated and stated that the issue needs to be addressed. He also mentioned that the contract is up and coming and needs to be addressed. He then stated that the fares need to be addressed at the regional, means based fare, basically pay based on what you can afford. Lastly, he stated that he advocated for means based tolling, where people pay tolls on freeways based on what they can afford.

Doug DeLong, Mt. View, via Zoom Q&A, shared his disappointment with Member Adrian Brandt buying into Roland Lebrun's misreading of the Electrification Infrastructure Contract and the Change Order. Doug stated that the CPUC enacted a regulation, subsequent to the award of the contract that is requiring the installation of the shunt wires. He stated that it is a change to the scope of work that the contractor is fully entitled to be paid for.

Jeff Carter, Millbrae, via Zoom Q&A, welcomed new Committee Member, David Tuzman and looks forward to his input and comments. Jeff stated that he has been following this since 1977 and that it is good to see the interest.

COVID-19 PRODUCTIVITY REPORT

Rob Scarpino, Acting Director Maintenance, presented the COVID-19 Productivity Report

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

Committee Comments:

Chair Brian Shaw stated that this is the first time he is seeing a presentation like this for the CAC and that it is great to see the hard work and dedication the Caltrain team has on keeping the railroad working well through the challenges.

Member Patrick Flautt thanked Mr. Scarpino for the presentation and stated that it gives him a grand respect for the breadth of activities that encompass staff's role, especially seeing how the track was repaired with thermite, done well. Mr. Flautt then asked whether there are other instances of track, from this time period, breaking in this fashion and so drastically. Mr. Scarpino responded that Caltrain runs Rail Detection over three times a year on the fifty-two miles of track. He stated that the team conducted a survey to look at if there were others in that area and nothing else was found. He also stated that over the past 20 years, Caltrain has reconstructed the entire main line between San Francisco and Lick, so there are not a lot of things that are skipped along the way.

Member Rosalind Kutler commented that the infrastructure in San Francisco and along the Caltrain line is old and one never knows what they will find when digging. She shared her appreciation of the presentation.

Vice Chair Adrian Brandt asked what the inspection schedule is for the ultrasonic/x-ray and what methods are used to image the rail for defect. Mr. Scarpino responded that three times a year there is a Rail Detector Car that goes through. He also stated that

staff is inspecting every two days during the High Rail trips. Additionally, during normal times, there are 92 trains traversing the tracks and communicating with the Locomotive Engineer to identify rough spots, daily. Mr. Joe Navarro, Deputy Chief, Rail Operations, also stated that under the FRA Regulation, Caltrain follows the Class Five Railroad inspection that is mandated by the FRA. Mr. Brandt then asked why Caltrain failed to catch that before it led to a field catastrophe. Mr. Scarpino responded that the failure occurred at the base and typically when doing the inspection, it is on the head in the web of the rail and there is nothing that would pick up the congregation associated with probably sitting in water for long periods of time. Mr. Navarro stated that it was a clean break and hard to detect. He also stated that these systems are all over the country and that there is broken rail throughout this industry. Mr. Navarro stated that Caltrain also relies on the Engineers to detect a rough ride for immediate inspection.

Member Rosalind Kutler asked whether the painting of the pedestrian bridge at 22nd street was on schedule. Mr. Scarpino advised that the work for that bridge should go out to bid this year for work next year.

Vice Chair Adrian Brandt then asked when the San Francisquito Creek Bridge would be repainted. Mr. Scarpino stated that the bridge is over a hundred years old and will need to be replaced and is about three to five years out.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that bridges last over one hundred years if they are maintained. He then commented on South San Francisco and said that there are passing tracks there and that instead of taking them away, they were supposed to be upgraded to High Speed switches. He said that there is an island platform being built in the middle of what is essentially a high-speed line and questioned how trains will ever travel at one hundred ten miles per hour through there.

Jeff Carter, Millbrae, via Zoom Q&A, thanked Mr. Scarpino for the report and stated that it shows that there is a lot that goes into running and maintaining the railroad. He then stated that it would be interesting to see more analysis of what could have caused the cracked rail.

Doug DeLong, Mt.View, via Zoom Q&A, stated that he has been wondering what has been motivating the Samtrans criticism and he noticed that there was a presentation that had a chart that showed the headcount that was allocated to working on Caltrain both Operations and Capital within the Samtrans organizations and that it is clear that the vast majority of those employees are not represented and apparently have chosen not to belong to Unions. He stated that it looks like this same Union thinks they should be representing the Samtrans workers, but the Samtrans workers do not agree.

FY2021 JPB PRELIMINARY OPERATING AND CAPITAL BUDGETS

Derek Hansel, Chief Financial Officer, presented the FY2021 JPB Preliminary Operating and Capital Budgets

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

Committee Comments:

Member Rosalind Kutler thanked Derek for the presentation and stated that the calculation of the cost to the community, the riders, could be calculated. Another column could be added with those costs and it would be extremely high as people would lose their jobs or would have to retire early.

Member David Tuzman mentioned that he did not see the shutdown expense in the packet. Mr. Hansel stated that the presentation is a work in process and still being worked on. Mr. Tuzman then asked for a breakdown of expenses of the security services line item. Mr. Hansel stated that there was a preliminary budget submitted to the Board in August and is available for review.

Vice Chair Adrian Brandt asked whether the plan is to bond against the Measure RR if it passes or what is the outlook for trying to bridge the gap. Mr. Hansel stated that it is not the idea to plan around the Measure passing, although he hopes it does as there have been talks about needing dedicated funding for a long time. Vice Chair Brandt requested staff to investigate boosting labor productivity by getting out from under the rule that says three conductors are needed for seven car trains. Lastly, he requested that the schedules be fixed and be more attractive to riders because Caltrain is now competing with BART.

Member Patrick Flautt asked for further detail on exploring the revenue from naming sponsorship rights. Mr. Hensel responded that Caltrain has contracted a firm to assist with looking at naming rights on facilities in any of Caltrain assets. Mr. Flautt then asked whether Caltrain would consider wrapping their fleet as VTA does. Mr. Hansel stated that Calrain already does that and will continue to do so.

Member Anna Dagum referred to the pie chart showing preliminary revenues asked whether there is a breakdown of Go Passes versus individual riders. Mr. Hansel responded that approximately \$27M of the pie is Go Pass and the remaining are non-Go Pass. She then asked whether staff anticipates how many companies will not reenroll in the Go Pass. Mr. Hansel responded that the current Go Pass has been extended through March 2021 and has deferred the reenrollment process and that on April 1; Caltrain will be selling a nine month Go Pass. He also informed the committee that Caltrain's top ten Go Pass customers make up seventy percent of Go Pass sales.

Chair Brian Shaw thanked Derek for taking the time to present the challenges Caltrain is facing and the hard work being done. Chair Shaw asked whether the \$15.3 million the FTA granted Caltrain is that money that was already in the Cares Act Tranch or was that additional money. Mr. Hansel responded that it is the second tranch of the Cares Act Funding.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, Roland asked what has Samtrans done to restore the public trust and why is ridership down 95% when BART ridership is down 89%.

The majority of Caltrain's ridership is from bullet trains and Caltrain is no longer providing a competitive service. *Audio inaudible* Lastly, Roland recommended, with all due respect, a new CFO who is familiar with the financing of rail operations.

Jeff Carter, Millbrae, via Zoom Q&A, requested an itemized breakdown of the various fare products. He also stated that since the increase in multiplier in the Monthly sales have gone down significantly and requested staff to go back to reducing the multiplier.

Aleta Dupree, via Zoom Q&A, stated that this railroad needs to stay open and that there are a lot of perishable skills in railroading and crews need to stay up to date and keep this system in an operating condition. Caltrain is a lifeline. She stated that it takes 40 minutes to get from San Francisco to San Carlos and does not know how long that trip would take on the bus. She looks forward to seeing how the Cares Act distributions are going to play out. She also stated that extending the Go Pass is the right thing to do to keep customers. She suggested comparing percentages of cash revenue versus retail network as cash based is very expensive way to operate.

STAFF REPORT UPDATE

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

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 589 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.

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

Committee Comments:

Vice Chair Adrian Brandt asked whether there is a budget for the structural plexiglass. Mr. Navarro responded that he believes that there is grant money for that and that he would follow-up with further information. Vice Chair Brandt then mentioned that the

oversight committee reports have not been posted to the electrification document library for this year and asked that be escalated up the chain. Mr. Navarro said that he would kick it up the chain and would also provide any other information regarding Grade Crossing Solutions.

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, *inaudible* Roland stated that Samtrans is in violation of the Public Records Act.

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

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

September 16, 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 8:08 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) –

- **August:** The August 2020 OTP was 95.7% compared to 93.9% for August 2019.
 - **Mechanical Delays** – In August 2020 there were 639 minutes of delay due to mechanical issues compared to 719 minutes in August 2019.
 - **Trespasser Strikes** – There was one trespasser strike on August 4, resulting in a fatality.
- **July:** The July 2020 OTP was 96.4% compared to 93.8% for July 2019.
 - **Trespasser Strikes** – There was one trespasser strike on July 17, resulting in a fatality.
- **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 the South San Francisco Station was temporarily closed on Saturday, August 29th and Sunday, August 30th, 2020. During the closure, trains operated normally, but those scheduled to stop at the South San Francisco Station did not stop at the Station. There was no alternative transportation provided during the closure.
- **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:**

- **Labor Day** – On Monday, September 7, Caltrain operated a Sunday Schedule in observation of the Labor Day Holiday. The Tamien-San Jose Shuttle also operated that day.
- **Services Scheduled:**
 - **Giants Baseball** – Due to the COVID-19 pandemic and efforts to prevent the spread of COVID-19, the Major League Baseball (MLB) had delayed the start of the 2020 regular season and unveiled the 60-game schedule which kicked 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.
 - **49ers Football** – Due to the COVID-19 pandemic, National Football League (NFL) announced that all 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.
 - **Stanford Football** – Due to the COVID-19 pandemic, PAC-12 announced on August 11th that all sports competitions scheduled for this fall, including all regular-season football games, will be postponed to January 1st, 2021 or at a later date. This decision will result in the start dates for the impacted sports to being delayed.
 - **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.

- **Capital Projects:**

The Capital Projects information is current as of August 14, 2020 and is subject to change between August 14 and September 3, 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 Hillside Station, to allow completion of the project, began on May 16, 2020 and will continue until Fall of 2020 to allow construction of the new grade separations. During the temporary closure trains that normally stopped at Hillside will stop at Belmont, and bus and shuttle service between Belmont and Hillside Station will be provided to minimize the temporary passenger inconvenience. 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 August, removal of the old at-grade tracks and the demolition of the old Hillside Station was completed. Electrical testing of the grounding system of the Station and Overhead Contact System (OCS) pole foundations for the Electrification program was to be completed by month's 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, construction of retaining walls, that will support the side walls of the future underpasses, continued. Construction has also begun 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. The community feedback, such as the request for additional trees, will be addressed during the development of final designs for the new parking track and appurtenances that is now 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 bids were received on August 3. The evaluation of bids is currently in progress.

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 August, 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 was completed. Construction of Ramp 2, Stair 2 and Ramp 3 (West Side of the station) is on schedule to be completed in August 2020. Preparations for the new realigned southbound MT2 trackway is ongoing in conjunction with the installation of permanent PTC fiber optic cable raceway. Due to the contractor caused delays, the project completion date is forecasted to extend from December 2020 until June 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 and bids were received on April 28, 2020. The construction contract was awarded to Proven Management on July 9, 2020 and the execution of the contract was completed. The Limited Notice to Proceed was issued to the contractor on August 10 to commence the 60-day administrative period before site construction begins in October. Construction is planned to complete in the 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.

This first phase of the project to develop a prototype Clipper TVM is currently undergoing final acceptance testing which will result in completion of Phase 1. Phase 2 for the retrofitting of 12 additional TVM's follow after Phase 1 is complete. The funding for Phase 3, for the rehabilitation of an additional 22 TVM's, has now been secured.

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. TASI is currently procuring materials for the work. 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.

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 was shipped to the vendor's facility at Mare Island (Vallejo) in July overhauling is underway with completion of the first locomotive expected by the winter of 2020/2021.

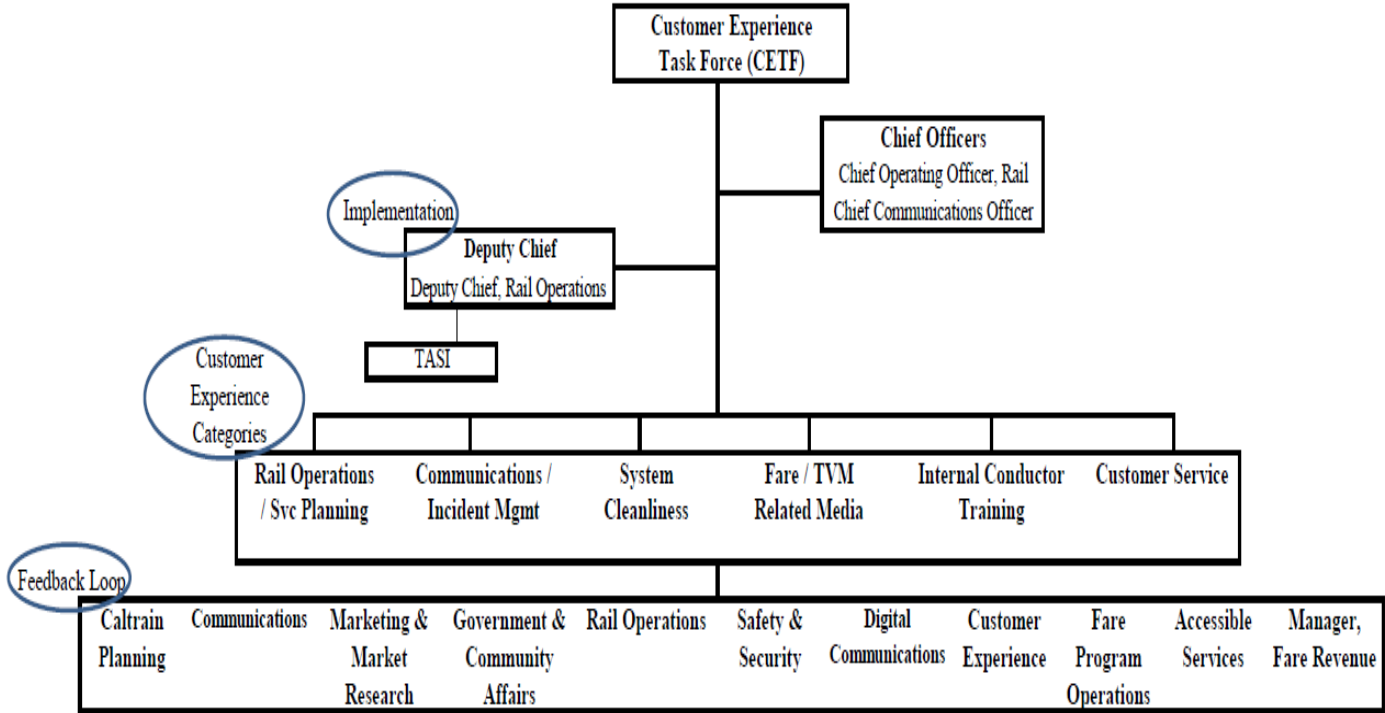
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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:
 - Caltrain increased weekday service from 42 trains to 70 trains, a day, on June 15, 2020 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.

The peak-period service is 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 while reducing overcrowding risk.

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 now 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.
 - All trains are operating with six-car sets to maximize physical distancing onboard.
 - 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.

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
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit

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 are reviewed by the agency, 12 machines will be updated. Due to the budget constraint, not all TVMs will be update at one time. The TVM prototype testing started and will continue through the end of September.
- Clipper card Interface Devices (CID)
 - A second phase to add and relocate CIDs is underway. Improvements are being considered for the Mountain View Station and the Sunnyvale Station, to better serve our customers using Clipper CIDs. Procuring design services is underway and is the next milestone.
- 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 Clipper Next Generation contract award in late 2018. Clipper mobile app testing is expected to begin soon.

The account-based planning documentation of the next generation system is under review and the account-based design is expected to begin in the coming months. 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.
 - On Demand Electronic Bike Lockers
 - At the September Board meeting, the Board approved entry into a contract for a minimum of 632 e-lockers, with the ability to purchase more than 700 if there is demand for them. The first stations to receive e-lockers will be Diridon (32 spaces), Redwood City (12 spaces), Belmont (12 spaces), Lawrence (12 spaces), Mountain View (12 spaces), Hillsdale (54 spaces), and San Carlos (40 spaces). The intention is to have these lockers in place by February 2021. Operations and maintenance of these lockers will be conducted by the vendor. Existing keyed lockers will be removed as part of this effort. Special

attention will be needed to inform existing locker customers of these changes. 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 conducted through May 2020.
 - A webpage was created at <http://www.caltrain.com/ssfstation>
 - Caltrain Electrification
 - A website has been created at CalMod.org that includes project information.
 - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched webpage for the tunnel construction work at www.CalMod.org/SFtunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
- 25th Avenue Grade Separation Project
 - There is a temporary vehicle height restriction on E. 25th Avenue through early 2021 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 jetted 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
 - 10 New Receptacles to be purchased for the Millbrae Station
- Scheduled work to be completed at the Millbrae Station in September:
 - Platform Tactile Painting
 - Vegetation Removal
 - Graffiti Removal
 - Shelter Painting
 - Redo ADA stencils
 - Signage Repair/Replacement
 - Trash/Debris Removal
 - Spot Cab / VMS / Light Pole Maintenance
 - Landscape Audit
 - Surrounding Fence / Railing painting & Repair
 - Light Bulb Replacement
 - Platform Repair
 - Bench Painting / Adjustments

JPB CAC Work Plan

October 21, 2020

- Brown Act Training
- Website Presentation
- PCEP Update

November 18, 2020

- Grade Crossing Improvements
- Industry Safe Functionality
- South San Francisco

December 16, 2020

- Government Affairs update
- Hillsdale Station

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
- EMU Virtual Reality