



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

October 21, 2020 – Wednesday

5:40 p.m.

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

Committee members, staff, and the public may participate remotely* via the Zoom website at <https://zoom.us/j/94666856804?pwd=UIFwQzNrYXJpbTRlejkvRmgwRDlXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 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. Approval of Meeting Minutes of September 16, 2020
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. Approval of the 2021 JPB CAC Meeting Calendar
8. Brown Act Training (Catherine Groves/Hanson Bridgett)
9. PCEP Update (Lin Guan)
10. Caltrain Website Replacement Project (Jeremy Lipps)
11. Virtual Reality Campaign (Lori Low)
12. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
13. Date, Time and Place of Next Meeting
November 18, 2020 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
14. 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 SEPTEMBER 16, 2020

MEMBERS PRESENT: A. Brandt (Vice Chair), A. Dagum, P. Flautt, L. Klein, P. Leung, N. Mathur (Alternate) K. Maxwell (Alternate), M. Romo, D. Tuzman, B. Shaw (Chair)

MEMBERS ABSENT: R. Kutler

STAFF PRESENT: H. Flores, D. Lieberman, C. Low, J. Navarrete, J. Navarro, R. Sebez

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.

RE-APPOINTMENT OF CAC MEMBERS

Chair Brian Shaw announced the reappointment of CAC Members.

- Chair Brian Shaw
- Member Patricia Leung

INTRODUCTION OF NEW ALTERNATE CAC MEMBERS

Chair Brian Shaw introduced the new Alternate CAC Members

- Kathleen Maxwell, San Francisco County
- Neeraj Mathur, Santa Clara County

APPROVAL OF MINUTES OF AUGUST 19, 2020

Motion/Second: Romo / Klein

Ayes: Brandt, Dagum, Flautt, Leung, Tuzman, Shaw

Absent: Kutler

PUBLIC COMMENT

Roland Lebrun, San Jose, via Zoom Q&A, mentioned that Public Comment was not called after the Chairman's Report. He then extended his congratulations for changing the bylaws to appoint the Alternate Committee Members and also congratulated Chair Shaw on his reappointment.

Aleta Dupree, via Zoom Q&A, stated that she appreciates that Equity is advertised on the front page of the Caltrain website. She encouraged continuing to advocate for the construction of Electrification as she is concerned with the pace of completing the foundations and to continue advocacy with Safe Transit. She stated that she would like to see people return to the railroad and that connectivity with bicycles, shuttles and scooters are very important to help reduce cars on the road. Lastly, she congratulated the newly appointed and reappointed CAC Members.

Sonia Elkes, via Zoom Q&A, shared that she started a bicycle and pedestrian safety, all sustainable micro mobility active transport advocacy organization, a few years ago, called San Carlos Bikes. She stated that recently with COVID, the fires, the climate issues, the drought and the sea level rise concerns, etc., in San Carlos, it is becoming increasingly concerning that San Carlos is not alternate mobility friendly enough. She then stated that there are a lot of frustrated youth whose schools are closed, playgrounds are closing, and blacktops are closed, that want to ride through the closed area of Laurel Street and other streets and are trying to push their limits and have no good place to do it. She stated that her organization reached out to Caltrain and requested to use the Caltrain parking lot, just north of Arroyo on El Camino, in San Carlos to put up temporary ramps and use that as a temporary mini skatepark, bike park, scooter and roller skating area to get people active. She then stated that Caltrain declined her request. She stated that she will send a follow up letter with details and requested the Committee's support.

Jeff Carter, Millbrae, via Zoom Q&A, Jeff Carter congratulated Brian and Patricia on their reappointment and stated that Brian has been doing a great job as Chairman. He then welcomed the newly appointed Alternate CAC Members, Neeraj and Kathleen. Jeff then stated that during his daily travels to the Caltrain Millbrae station, he observes a lot of single tracking which indicates electrification construction work and other projects along the corridor and appreciates the work being done and moving forward.

CHAIRPERSON'S REPORT

None

COMMITTEE COMMENTS

Member David Tuzman welcomed the new Alternate CAC Members.

Member Anna Dagum expressed her appreciation with public commenter Sonia Elkes' interest in building a pop-up skate/bike park in the San Carlos parking lot. Member Dagum expressed her support for the idea proposed to Caltrain staff.

Vice Chair Adrian Brandt stated that he was pleased that it has formally been made on the record that the High Speed Rail Authority's operation of high speed trains, makes it necessary for Caltrain to add extra passing tracks and that the High Speed Rail Authority really should be responsible for defraying the cost of those and participating in paying for all of them are some of them. Vice Chair Brandt then stated that with the ongoing COVID crisis ridership is down at BART, SMART and Caltrain. He said that it is important that Caltrain makes people feel safe riding the train.

Member Patricia Leung welcomed the new Alternate CAC Members and was happy to have been reappointed.

Member Patrick Flautt welcomed the new Alternate CAC Members and was glad for Chair Shaw and Member Leung to have been reappointed. Member Flautt then expressed his hope for Caltrain to support Public Commenter, Sonia Elkes' request. He then stated that he also supports her request proposed to Caltrain.

Member Larry Klein welcomed the new Alternate CAC Members and congratulated the reappointed Members.

Member Martin Romo congratulated those Members reappointed and welcomed the new Alternate Members. Member Romo referred to Public Speaker Sonia's earlier comment and requested staff to address Caltrain Real Estate assets and their plans for some of the properties. He stated that some of the community's concerns are regarding Caltrain's land that is not being used and that the reality is that a lot of these lands are being used, or planned for being leveraged in some way in the near future. He stated that at one point the Transit Oriented Development item was on the Work Plan for a future meeting discussion and would be great to see that item scheduled to the Agenda. He then suggested including the plans for some of the Caltrain parking areas and generally how those can be used and leveraged in the future to address some of the ideas that the Public Speaker brought up earlier.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that regarding High Speed Rail Authority, there are two issues and referenced the Correspondence Packet. He stated that first there are two violations with Prop 1A. The first one is that they are supposed to be connecting San Jose to San Francisco in thirty minutes, not forty-eight. The second violation is that the terminus in San Francisco is the Transbay Terminal, not Fourth and King. He then stated that there is no need for passing tracks in Redwood City if there is a passing station at Redwood Junction. He then stated that there is also no need for maintenance *inaudible* Brisbane if the Transbay tube is opened first. Roland then stated that there is a Memo from the High-Speed Rail Authority indicating that when the train stops at the station, there is no need for passing tracks. Lastly, Roland stated that expecting a train to show up every 15 minutes works when all trains have the same stopping pattern and is unrealistic when there is a mix of traffic on the line with trains passing others, etc.

BAY AREA HEALTHY TRANSIT PLAN / BLUE RIBBON COMMITTEE RECOMMENDATIONS

Robert Sebez Deputy Director, System Safety and Security, presented the Bay Area Healthy Transit Plan

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

Committee Comments:

Member Larry Klein asked what the plan on how the surveys be conducted and the numbers be kept. Mr. Sebez responded that there would be a certain percentage that is representative of ridership during times that is representative of peak times to ensure that the numbers that are going out give an accurate depiction to riders of what compliance per mass is. Member Klein then asked when the first update will happen. Robert Sebez then responded that preliminary numbers were already gathered, and the findings were very good at approximately the 93rd percentile. Mr. Sebez stated that with the preliminary findings, we are essentially going live after that and want to make sure that the numbers are accurate and that it is what riders are getting.

Member David Tuzman asked whether there is a timeline for getting the data metrics about Compliance and Employee Contact Tracing, not only Caltrain but the other transit agencies. Mr. Sebez responded that he is not aware of an official timeline, but that he believes that it is targeted for some mid next month. Mr. Tuzman stated that there is a lot of talk about encouraging compliance, however nothing specifically about enforcement and asked whether there have been talk about how to encourage compliance. Mr. Sebez stated that encouraging compliance is done through the messaging. Mr. Joe Navarro, Deputy Chief, Rail Operations, stated that Caltrain is doing well with ninety-three percent compliance, of face coverings.

Alternate Member Kathleen Maxwell asked what percentage of ridership has returned and Mr. Navarro responded six percent.

Vice Chair Adrian Brandt asked whether Caltrain conductors will be equipped with face masks to provide to customers that do not have them. Mr. Navarro responded that staff would take that into consideration.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared that he was on the train and found that conductors and passengers were complying and wearing masks and that there were not many people riding the train. Jeff then asked how Caltrain would handle ridership if it went up and crowded trains again and how would Caltrain comply with Social Distancing.

Sonia Elkes, via Zoom Q&A, stated that she is riding the train frequently with her son from San Carlos to South San Francisco with a bike. She shared that both she and her son love it and are very appreciative for the service and the ability to take the bike on the train. She stated that she is taking the train four times a day, for drop off and pick up.

She stated that she did forget her mask one day and would be grateful if there was a mask available for her to use onboard.

Roland Lebrun, San Jose, via Zoom Q&A, stated that the initial recommendation of the three-foot social distancing came from, ultimately, London. He stated that due to the combination of only social distancing three feet and people not wearing masks, London is experiencing an additional 3000 cases a day and that he hopes we continue to social distance six feet and enforce wearing facemasks. He stated that London will follow the example of Sri Lanka and if anybody is caught without wearing a face mask, they will automatically be put in a fourteen-day quarantine. He hopes that does not happen in California.

COVID-19 SAFETY MEASURES

Henry Flores, Deputy Director, Rail Vehicle Maintenance, presented the COVID-19 Safety Measures

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

Committee Comments:

Member Patrick Flautt thanked Mr. Flores for the presentation. Member Flautt then asked what the cost is for implementing one of the social distancing kits and why start on just one train and not just do them all. Lastly, he suggested broadcasting this news as it is good news for Caltrain. He asked whether there is a Social Media campaign that may take a tour of that car. Henry Flores responded that kits are approximately \$10,000 each, without installation, however staff will be purchasing one to determine what parts are needed and will be reducing cost by eliminating parts not needed. Mr. Navarro also stated that social distancing is not a problem with the current ridership and that a prototype will be made to ensure they are secured and not flimsy enough to break when the customers get on. This gives staff the opportunity to request modifications from the company supplying the kits, minimizing cost. Member Flautt requested an updated of the installed kits in a future meeting. Mr. Navarro confirmed.

Member Martin Romo thanked Henry for the presentation and asked with what frequency the pure tap fogging occurs. Mr. Flores responded that the cars are fogged every night and in between stops where the schedule allows throughout the day in San Francisco and back at CEMOF when cars are refueling and on the service inspection lanes. Mr. Flores also mentioned that the crews have the handheld battery fogger for tight spots.

Vice Chair Adrian Brandt stated that it would be nice for Caltrain to have statistics to boast about as BART has on their website. He then encouraged the availability of hand sanitizer, wall mounted hand sanitizer pumps. He then suggested maximizing the use of Bombardier sets and minimize the use of Gallery car sets, since those will be eliminated post electrification. Lastly, Vice Chair Brandt referred to the diagram in the PowerPoint Presentation showing the passenger flows in a Bombardier car. He suggested moving left to right so that someone could walk in a circle and so that conductors walking the

length of the train do not have to walk contraflow. If the arrows move left to right on the upstairs, it solves this problem. He stated that the advantage of changing the arrows is that someone who walks towards the exit and cannot find a seat, they can walk upstairs and walk back the other direction. They essentially can walk in a circle. Mr. Navarro stated staff will take those comments into consideration with the prototype.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, shared his delight because the May 15th Board Correspondence Packet contains his letter titled Restoring Caltrain Ridership and is close to what he suggested five months ago. He asked Chair Shaw, why it took five months. He then stated that the last point in his letter was the catastrophe of ridership dropping 95%. He said the he asked the Board to give Mr. Hartnett an ultimatum to either have Samtrans restore Caltrain ridership back to 10% or the equivalent to this time last year, or he will ask the Board in January, to entertain a motion appointing a new Executive Director and one of the first tasks would be to start effecting a smooth transition from Samtrans to *inaudible* Administration.

RAIL SAFETY EDUCATION / SUICIDE PREVENTION EFFORTS

Dan Lieberman, Public Affairs Specialist, Government and Community, presented the Rail Safety Education / Suicide Prevention Efforts with Guest Speaker Zena Andreani from San Mateo County

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

Committee Comments:

Member Patrick Flautt thanked both Dan and Zena for bringing energy to a presentation that is very serious. Member Flautt liked that Caltrain is taking actionable steps forward to address the issue.

Vice Chair Adrian Brandt referenced the fatalities chart and stated that it is not accurate and has identified the problem. He stated that out of approximately 140 total fatalities columns, not one is identified as indeterminate. He stated all are either in the suicide or unintended column. He then stated that some suicides are not obviously suicides, so the Sheriff's authority or the coroner will always err on the side of unintentional if it is not obviously a suicide. Vice Chair Brandt believes that the unintended column contains numerous nonobvious suicides that are not able to be determined. He suggested adding an indeterminate column. Vice Chair Brandt then stated that no amount of fencing would prevent these because Caltrain has open platforms and open grade crossings. He stated that it is not a safety problem and that it is a suicide problem. Lastly, Vice Chair Brandt stated that the most avoidable potential cause of death was not addressed in the presentation. He said there is a continuous flagrant violation of numerous vehicle codes, where people queue across the tracks because they are impatient and stop on the tracks and find themselves trapped on the tracks when the gates activate. He suggested guaranteed tickets via automated enforcement that can be camera enforcement. He said that if there is a guaranteed citation, that behavior will go away. He also acknowledged that

accidental vehicles on the tracks are being addressed with the "turtles" by staff. Mr. Navarro responded that Rail Operations works with the Sheriff's Department closely and have been doing blitzes at Broadway and other Grade Crossings on the regular basis. He also stated that the "turtles" were installed on September 3rd at Churchill Avenue and currently conducting a study to hopefully move forward. Mr. Navarro then stated that staff is still working on painting the envelope red to warn drivers and working with Federal Highway Commission and the CPUC on that. Vice Chair Brandt asked whether staff has tried to get an article in the Daily Post. Mr. Lieberman confirmed that staff has sent a Press Release.

Member David Tuzman thanked Dan and Zena for the interesting presentation and was impressed by Caltrain seeing the responsibility to combat the suicide that peaked some years ago and trying to improve the situation, especially now more than ever with so much uncertainty. He said that it is important to destigmatize the discussion around suicide and mental health.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his appreciation with what Caltrain is doing with safety and suicide prevention. He said that it is important to solve this problem and although it may not prevent all suicides, it is worth saving any suicides.

STAFF REPORT UPDATE

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

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.

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

Committee Comments:

Vice Chair Adrian Brandt asked whether productivity is improving. Mr. Navarro responded that original work was scheduled off peak hours on non-revenue hours and now we are giving them all day and single tracking 24/7. He stated that the crews are working six days a week and on the seventh day, they need to rest. Vice Chair Brandt then asked whether Caltrain is paying TASI to support Balfour Beatty. Mr. Navarro responded and confirmed that it was already budgeted for in the project.

Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, pointed out that Measure RR is on the November 3rd ballot and is very important for Caltrain, the one eighth sales tax for all three counties. He mentioned that he has already seen two nasty letters to the Editor of the San Mateo Daily Journal saying to vote no, claiming Caltrain is only for rich people.

Roland Lebrun, San Jose, via Zoom Q&A, talked about electrification south of Diridon and stated that there is a video out there dated July and it shows poles missing as it goes over Highway 87 over the Guadalupe River Bridge. He stated that he will request the plans as he does not see any way there will be electrification south of Diridon, including Tamien station itself.

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

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that he requested for the Caltrain CAC to receive an update on the Downtown Extension, however, has been advised that the Caltrain CAC is too busy to schedule an update on the Downtown Extension. He asked whether the response came from staff or the CAC. Chair Shaw stated that he and the Vice Chair will talk to staff at the monthly CAC Agenda meeting in a few weeks.

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

October 21, 2020 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:29 pm

**AGENDA ITEM # 7
OCTOBER 21, 2020**

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

TO: JPB CAC
FROM: Dora Seamans
Executive Officer / District Secretary
SUBJECT: **2021 JPB CAC MEETING CALENDAR**

ACTION

Staff recommends the CAC approve the Meeting Calendar for 2021 (attached).

SIGNIFICANCE

The CAC meets the third Wednesday of each month.

BUDGET IMPACT

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



JPB CAC Committee 2021 Meeting Calendar

Third Wednesday – 5:40 PM
January 20
February 17
March 17
April 21
May 19
June 16
July 21
August 18
September 15
October 20
November 17
December 15

All meetings are held via Zoom or at 1250 San Carlos Avenue, 2nd Floor Bacciocco Auditorium, San Carlos, CA, unless scheduled and stated otherwise at https://www.caltrain.com/about/advisorycommittees/cac/Citizens_Advisory_Committee_Meetings_Calendar.html

**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) –

- **September:** The September 2020 OTP was 97.5% compared to 93% for September 2019.
 - **Vehicle on Tracks** – There were three days, September 7, 8 and 27, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2020 there were 479 minutes of delay due to mechanical issues compared to 620 minutes in September 2019.
- **August:** The August 2020 OTP was 95.7% compared to 93.9% for August 2019.
 - **Trespasser Strikes** – There was one trespasser strike on August 4, resulting in a fatality.
 - **Caltrain Mobile Application** – Since the Caltrain Mobile was launched in February 2018, the app sold more than 1.3 million tickets. By the end of September, Spanish and Chinese languages will be available on iOS, and Tagalog will be available soon. These language options will be available to Android users by the end of October.
 - **Special Event Train Service** – Caltrain is not operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.
 - **Services Scheduled:**
 - **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.

- o **Stanford Football** – The Pac-12 will begin a seven-game, Conference-only season on Nov. 6 with a Pac-12 Championship scheduled for Dec. 18. This timing will allow Pac-12 teams to compete for a College Football Playoff appearance in early 2021. Santa Clara County restrictions currently do not allow for athletic practices or competition, but the University is in talks with the county about what health and safety protocols are needed to restart practices. At this point there is no plan to operate special services.

- o **Capital Projects:**

The Capital Projects information is current as of September 11, 2020 and is subject to change between September 11 and October 1, 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 into winter 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 has been provided to minimize the temporary passenger inconvenience.

In September, construction activity continued for the retaining walls and underground utilities for the future roadway underpasses at 28th and 31st Avenues. Work also continued for the architectural and electrical finishes for the new Hillsdale Station and construction of the new parking lots along Delaware Street. Additional work at the Borel Creek for environmental compliance commenced in September.

Adjacent 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 complete and approval to award of the contract is planned for the October 1 Board Meeting.

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 September, 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 continued. Construction of Ramp 2, Stair 2 and Ramp 3 (West Side of the station) completed in August 2020. Construction of the new realigned southbound MT2 trackway was completed and revenue service was cutover to the new MT2 track alignment. 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 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 Limited Notice to Proceed was issued to the contractor, Proven Management, on August 10 and the project is currently in the 60-day administrative period to complete critical submittals and safety training. Site construction is scheduled to begin in October and 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 that is expected by the end of September. 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 and will be added to the project. Additional funds for Phase 4 for another 25 TVM's are included in the proposed FY21 Capital Budget amendment. Additional phases beyond Phase 4 are required to upgrade all stations.

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 fall 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 construction contract was advertised for bids on August 31 and bids are currently due in October. The award of the contract is tentatively planned for January 2021 Board meeting 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. Following the planning/conceptual design phase, the project will enter the final design phase to complete the design and develop.

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.

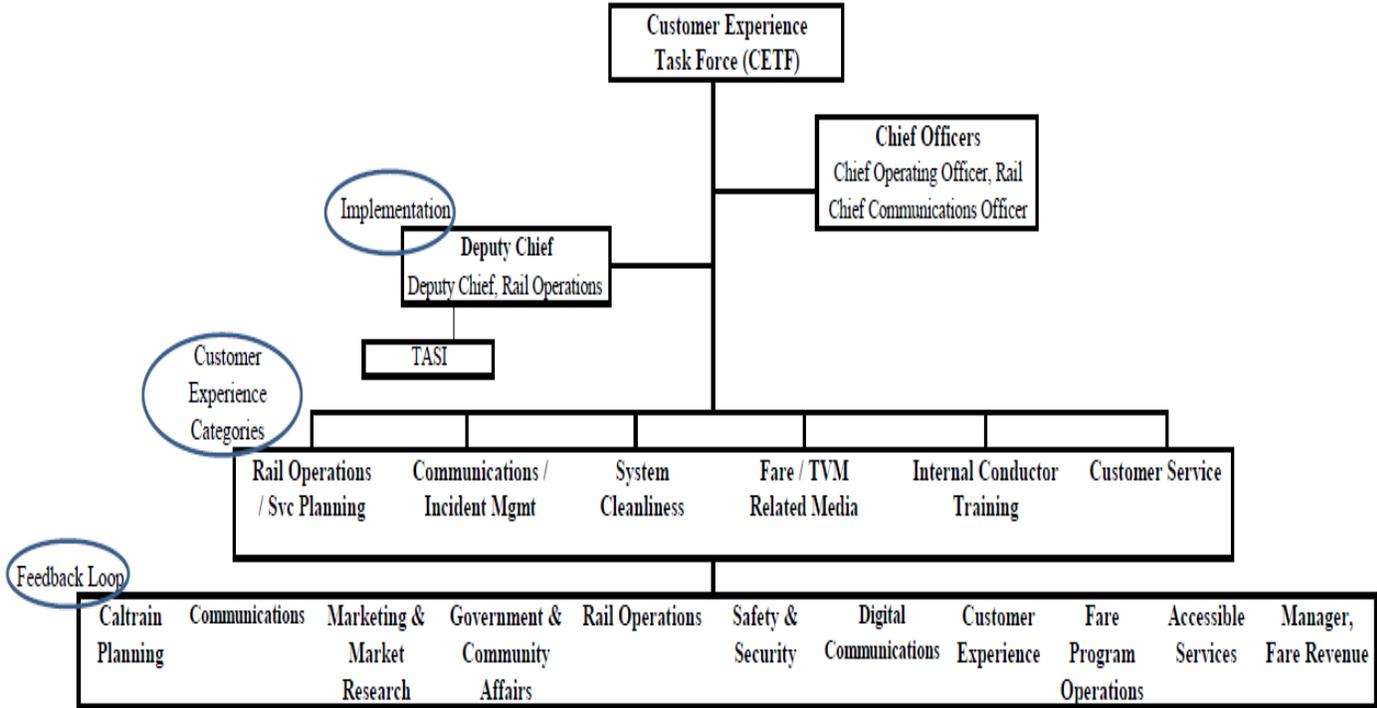
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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. Due to the budget constraint, not all TVMs will be update at one time. Staff successfully completed the prototype TVM testing and will begin Phase 2 later this month, which will upgrade twelve TVMs at six stations by the end of December 2020 at San Francisco 4th & King, Millbrae, Redwood City, Palo Alto, Sunnyvale, and San Jose Diridon.
- Clipper card Interface Devices (CID)
 - A second phase to add and relocate CIDs is in progress. Improvements, to better serve our customers using Clipper CIDs at the Mountain View Station and the Sunnyvale Station, are ongoing. Design services for the improvements have been procured, and Design is underway. Completing the Design and issuing the construction work contract are the next milestones for this project.
- 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.
- Caltrain Mobile Application
 - Spanish and Chinese languages are available on iOS, and Tagalog will be available soon. These language options will be available to Android users by the end of October.

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 station was temporarily closed on the weekend from August 29-30.
 - 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 electric train virtual reality experience at CalMod.org/VR.
- 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

November 18, 2020

- Grade Crossing Improvements
- Industry Safe Functionality
- South San Francisco
- Hillsdale
- Train Schedule

December 16, 2020

- Government Affairs update
- San Francisco Downtown Extension update

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