November 18, 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=UlfwQzNrYXJpbTRlejkvRmgwRDIxZz09 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. Appointment of Nominating Committee
   a) 2021 Chair
   b) 2021 Vice Chair

4. Approval of Meeting Minutes of October 21, 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. Hillsdale (Joy Sharma)

9. Clipper Start Update (Melissa Jones)

10. Train Schedule (Sebastian Petty)

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
    December 16, 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:  Marlin 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.

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.

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

MEMBERS ABSENT: K. Maxwell (Alternate)

STAFF PRESENT: C. Groves, L. Guan, J. Lipps, L. Low, J. Navarrete, J. Navarro

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

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF SEPTEMBER 16, 2020
Motion/Second: Klein / Brandt
Ayes: Dagum, Flautt, Kutler, Leung, Romo, Tuzman, Shaw
Absent: None

A Dagum arrived at 5:42 p.m.

PUBLIC COMMENT
Roland Lebrun, San Jose, via Zoom Q&A, stated that there has been $7.1B secured for Diridon and south of Diridon, the extension to Gilroy including the stations and the grade separations. He asked the Committee to start thinking about who should oversee the project between San Jose and Gilroy. He suggested to review the High-Speed Rail Board Meeting held in September to learn more.

CHAIRPERSON’S REPORT
Chair Brian Shaw reminded the Committee about Measure RR on the November ballot. The remainder of the Chairperson’s report is inaudible.
COMMITTEE COMMENTS
Member David Tuzman mentioned that he hopes that Measure RR passes to provide the reliable funding to keep improving and providing Caltrain service. He plans to volunteer to get the word out to voters. Additionally, he stated that a member of the community reached out to him for information on how to obtain a discount card through RTC. Member Tuzman stated that the Caltrain website leads to a broken Clipper link. He stated that he would bring up this concern later in the meeting, during the website replacement presentation.

Member Rosalind Kutler responded to Member Tuzman’s concern regarding RTC discount card. She advised to call the RTC office directly to obtain a discount card.

Member Anna Dagum requested staff to provide a presentation regarding the Caltrain Rail Corridor use Policy, as well as the Transit-Oriented Development Policy. She would even be interested in in seeing Caltrain or the San Mateo County Transit Authority Department get more involved in looking at their land and seeing how certain land use policies can be innovated to join the fight for affordable housing on the peninsula.

Member Patricia Leung also requested staff to provide a presentation regarding the Transit-Oriented Development Policy. She stated that there is a proposed project in the Santa Clara parking lot and that it would be interesting to learn that the City of Santa Clara has 100 percent control on the number of parking spaces it will allow Caltrain to keep. She stated that affordable housing on the corridor is important.

Member Kutler stated that keeping with equity statements, she said that affordable housing is important because a lot of times, if the cities have control of the stations when dealing with climate change issues there will be no equity. She stated that there needs to be a policy.

Member Leung stated that it is important to be aware what entity has jurisdiction in order to follow-up with the proper authorities.

Vice Chair Adrian Brandt clarified that the Mayor of San Jose, Sam Liccardo was able to get a commitment from MTC for $7.1B that would include Caltrain Electrification south of Diridon down to Gilroy and potentially the building of new tracks. He stated that it is part of what is known as the plan Bay Area 2050. He stated that it is money that is anticipated to come through MTC which is the Metropolitan Planning Organization for the entire nine County area. Vice Chair Brandt then urged Caltrain staff to work expeditiously to make sure that onboard staff, those that would be responsible for calling people out for not wearing masks, to have a decent supply of inexpensive masks to hand out. He stated that the CDC has finally come around and several additional sources regarding the importance of wearing masks, especially on transit. Lastly, Vice Chair Brandt requested staff to tighten the schedule as soon as possible because currently the padding is so great that the conductors are standing around for one or two minutes doing absolutely nothing. He stated that Caltrain needs all the riders to come back as the roads are getting more congested and the schedule needs to be competitive because people really do care about travel time.
Public Comments:
Roland Lebrun, San Jose, via Zoom Q&A, stated Roland stated that in order to view who owns what property to Google Caltrain ROW Maps. Samtrans has control of the Samtrans properties and the Joint Powers Board has the control of the Caltrain properties. He then stated that regarding wearing masks on public transportation, the CDC advocated for that in April or May.

APPROVAL OF THE 2021 JPB CAC MEETING CALENDAR
Motion/Second: Brandt / Klein
Ayes: Dagum, Flautt, Kutler, Leung, Romo, Tuzman, Shaw
Absent: None

BROWN ACT TRAINING
Catherine Groves, Legal Counsel, presented the Brown Act Training presentation.

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

Committee Comments:
Member Kutler asked to clarify that if she wanted to talk to the Chair about a project that is not directly related to committee business but may be about transit. Ms. Groves responded that the rule is the Members cannot talk about committee business outside of a publicly noticed meeting with more than a quorum.

Alternate Member Neeraj Mathur asked a two-part question, he asked that if he missed a CAC meeting for an emergency, whether he would not have access to the materials discussed in that meeting. Part two is if he wanted to learn about what transpired in that meeting, given the mail thread daisy chain, he should not be reaching out to other members to ask anything about that meeting. Ms. Groves responded that the CAC Meeting Minutes are available and is the best way to figure out what happened at a previous board meeting.

Member Kutler asked to confirm that when a Member is absent from a CAC meeting, that the Member should abstain from a vote as they were not present at the previous meeting. Ms. Groves confirmed that Members can only vote if they are present.

Chair Brian Shaw then asked to clarify that since the Committee has Alternate Members now, if the Alternate was at the meeting and not sitting on the committee, in an official capacity, but at the next meeting they needed to do so in order to form a quorum, could they then vote on the minutes because they were present at the last meeting. Ms. Groves stated that she would check the Committee’s Bylaws to provide an accurate answer to Secretary Jennifer for a response.

Member Leung pointed out that regarding communication, Members cannot comment or like other people’s social media posts. Ms. Groves thanked Member Leung for highlighting that point.
Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, appreciated that CAC Alternate Members have been added to the Bylaws to ensure a quorum. Mr. Carter stated that in the past, staff has used the Brown Act as a way to not discuss items that, in his view, staff did not want to discuss, like for instance, a few number years ago, there was discussion on clipper 2.0 and could mean a lot of things. The question came up about fare integration and immediately staff stated that they could not talk about it because it was a Brown Act violation, however, fare integration is well within the purview of clipper 2.0.

Roland Lebrun, San Jose, via Zoom Q&A, stated that this was the very best presentation he has ever seen. He then requested that the CAC Meetings be available via Live Stream on YouTube.

PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP) - UPDATE
Lin Guan, Deputy Director, Project Delivery presented the Peninsula Corridor Electrification Project (PCEP) Update.

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

Committee Comments:
Vice Chair Brandt asked what reasons Balfour are citing for why productivity was very low and what are some of the problems they are claiming are responsible for their less than on schedule production rate. Mr. Guan responded that there are different site conditions along the corridor with a lot of utilities and not a lot of space. He stated that it is Balfour’s responsibility to do the utility exploration to account for existing and knowing utilities as part of the design. He stated that throughout that process, it is an iterative process locating the utilities and then adjusting from a design perspective. That is what Balfour claims has attributed to the delays. Lastly, Vice Chair Brandt referred to the slide that talking about signal work changes and percentages and asked whether that also reflect the change to the grade crossing warning systems. Mr. Guan responded that it is inclusive of all the signal work that needs to be completed as part of project and includes the work at the grade crossings.

Public Comments:
Roland Lebrun, San Jose, via Zoom Q&A, stated that he noticed missing poles at every single overpass and asked whether electrification will go to Tamien and if so, what is the solution as he does not see how that will work.

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that he would like the trains to be expanded to longer trains, given funding because more capacity is needed. He stated that increasing frequency is one way and making the trains longer, up to 10 cars or longer is another way. He then stated that having one bathroom is a mistake, especially after events at the ballpark or Chase Center. Mr. Carter stated that eventually Caltrain have level boarding and should be at the 25 inches and not the upper doors. He stated that was High Speed Rail dictating to Caltrain and Metrolink.
Caltrain should be dictating High Speed Rail and level boarding should be at the lower the lower doors. Lastly, Jeff shared that hopefully there will be a solution that will work like the current constant warning time because with dual speed some gates might be down for a long time and will create impatient motorists that might want to drive around gates.

Aleta Dupree, via Zoom Q&A, stated that the foundations are the most important and concerning part of this program. She noticed the report was dated as of the end of September and requested an update that is in real time. She requested that everyone be forceful advocates for getting the basics of this electrification done and that it is a work in progress, starting with seven car trains and longer trains are not uncommon. She then stated that she would like to see more than one bathroom on a train.

**CALTRAIN WEBSITE REPLACEMENT PROJECT**

Jeremy Lipps, Social Media Officer, presented the Caltrain Website Replacement Project.

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

Committee Comments:

Member Patrick Flautt shared that he designs websites and he would like to see more personalization that allows the rider plan trips. Joe Navarro, Deputy Chief, Rail Operations said that he would have the CAC Secretary, Patrice help exchange emails for further input.

Member Kutler stated that she finds those pages helpful and that there is a need for mobile as the riders are mobile.

Vice Chair Brandt would like to see performance measures to help guide the whole process like minimum number of clicks or maximum number of clicks to reach anyone part of the site, to have measurable performance targets. He then stated that the with mobile should access information quickly, cleanly and logically without too much difficulty. Lastly, he hopes that there will be usability tests to figure out pain points prior to launch.

Member David Tuzman stated that first time riders that Google Caltrain have a hard time finding the webpage because of the construction alerts. He shared his concern about possibly not receiving user input early or testing at a very early proof of concept level because then staff will build a website and it will look nice to some people, and then Caltrain will be stuck with it again for 10 years. Lastly, he circled back on his earlier comment regarding someone from the community who is looking for the disability discount for instance, it seems it should put up front. He stated that he hopes staff aims to make the information, clear and easy to find.

Alternate Member Mathur asked whether staff has identified the primary user workflows, user paths, key things that people are trying to do on the Caltrain website or is staff still
in the discovery phase. Secondly, he asked on the side of security regarding confidentiality, integrity and availability, what kind of security measures are going to be put in place. Lastly, he asked what the confidence level is of being able to keep that June 2021 date. Mr. Navarro stated that the Social Media team will visit the committee with updates throughout the project.

Chair Shaw asked whether staff is considering having a link to the Twitter feed or having a window feed of that on the on the new website. Mr. Lipps responded that he would like to. Jeremy Lipps stated that the team has been impressed with the social media presence Caltrain has and are very eager to incorporate all those elements.

Member Flautt suggested duplicating Twitter notifications using push notifications to Caltrain's existing mobile framework on the Caltrain app and have more information for that broadcast on the main redesigned website.

Chair Shaw stated that the more we can get that information out to people in real time and in ways that will be more available to them, is critical nowadays.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, stated that the Caltrain website is one of the better websites as far as transit agencies. He appreciates the archives for past Board Meetings. He stated that he would like to see is more detailed ridership and fare information and an expansion of the monthly Key Performance statistics.

Roland Lebrun, San Jose, via Zoom Q&A, stated that he was disappointed with the presentation. He suggested presenting an overview of the proposal process, a kind of as a pyramid of what will be in there and how it will be integrated, and the various elements will be linked together. He then suggested a monthly update to the Committee. Roland stated that he would like to see a picture of the network and the locations of the trains. Lastly, he stated that he would also like to see bike counters to know occupancy of the train as it is very critical during the pandemic.

VIRTUAL REALITY CAMPAIGN
Lori Low, Public Affairs Officer, provided a Virtual Reality Tour of the Electric Trains.

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

Committee Comments:
Member Flautt commented that it is nice to see VR being used to show immersion and to show people what an experience can be like. He stated that he is glad that the public has an option to see this ahead of its release. He thanked staff for the good work as he considers it a well affected marketing campaign.

Vice Chair Brandt asked Ms. Low to confirm that backward facing seats do not have power outlets and that every seat should be able to have a power outlet since it is
underneath the seat instead of in front. Ms. Low said yes and that the ones that have tables, the seats that face each other, those ones will have outlets. Vice Chair Brandt then asked whether the video surveillance recorded, would be archived to help identify thieves. Ms. Low stated that more seating was placed in the bike car after working with both the CAC and the BAC. Mr. Navarro stated that there are cameras throughout the train with minimal blind spots and that the recordings will be on a server and will have the ability to pull the information as needed during an investigation or for any other reason.

Public Comments:
Roland Lebrun, San Jose, via Zoom Q&A, asked whether there is there any way that trains could have more restrooms of the non-Ada type something one third of the size, to take up less space, at the other end of the train.

Jeff Carter, Millbrae, via Zoom Q&A, Jeff Carter reiterated the importance of having more seats in the bike car to help prevent theft. He also stated that having secure bike storage is important to the bicycle community.

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

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.

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

Committee Comments:
Vice Chair Brandt asked what the ridership percentage / trend is. Mr. Navarro responded that ridership is roughly between 3,500 to 4,000 a day and that with San Francisco reopening, is anticipating ridership to go up.
Chair Shaw asked what date the winter schedule would go into effect. Mr. Navarro stated that staff is close with finalizing and would bring it to the committee in November.

Public comments:
Roland Lebrun, San Jose, via Zoom Q&A, asked why there is a delay with the social distancing kit and what is the cost of this kit and asked what does social distancing look like in a Gallery car. He then asked whether the schedule change will bring back the bullet train, if not, why not. Lastly, he asked whether CEMOF would be electrified and that it just needs a single track and that would be the same solution is what would make it possible to take the train all the way to Tamien and Gilroy even if the line was not electrified.

**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
DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:
November 18, 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 8:14 pm
TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **October:** The October 2020 OTP was 97.4% compared to 93.3% for October 2019.
  - **Vehicle on Tracks** – There was one day, October 25, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In October 2020 there were 358 minutes of delay due to mechanical issues compared to 792 minutes in October 2019.

- **September:** The September 2020 OTP was 97.5% compared to 93% for September 2019.

- **Ticket Vending Machine (TVM) Rehabilitation Testing** – As part of Caltrain’s TVM Rehabilitation Project, 12 TVMs will be updated at 6 stations (San Jose, Sunnyvale, Palo Alto, Redwood City, Millbrae and San Francisco Stations) with the functionality to purchase and dispense Clipper cards and add value to Clipper cards in addition to dispense paper train and parking tickets. The first TVM will be available at San Jose Diridon station for revenue testing starting the week of November 16. Upon successful testing, the remaining TVMS will be installed at the other stations.

- **25th Avenue Grade Separation Project** – Update on the new Hillsdale Station opening that is part of the 25th Avenue Grade Separation Project which will improve safety and traffic flow and reduce horn noise. Previously targeted for fall 2020; the opening is now delayed due to COVID-19 and the pandemic’s impact on the project’s supply chain. We anticipate the new opening to occur in winter 2020/spring 2021, dependent on labor and materials. Below are estimated project milestone dates:
  - 28th Avenue Connection Open: December 2020 / January 2021
  - E. 25th Avenue Closure: Based on 28th Avenue opening
  - Station Opening: Winter/Spring 2021
- 25th Avenue Connection Open: Spring 2021
- 31st Avenue Connection Open: Summer/Fall 2021

- **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, the 49ers began the 2020 season without fans in the stands. Levi’s Stadium is in coordination with local and state health officials to determine when fans will be allowed back in the stands.
  - **Stanford Football** – Due to the COVID-19 pandemic, the Pac-12 conference will begin a seven-game, modified conference-only season commencing on Saturday, November 7. No fans will be allowed in the stands during the 2020 college football season.
  - **Holiday Service** – During the following days and Holidays, Caltrain will operate the following schedules:
    - Thursday, November 26, 2020 – Thanksgiving (Sunday schedule)
    - Friday, December 25, 2020 – Christmas Day (Sunday schedule)
    - Thursday, December 31, 2020 – New Year’s Eve (Regular Weekday schedule)
    - Friday, January 1, 2021 – New Year’s Day (Sunday schedule)
  - **Modified Service** – The Modified Schedule is a Modified Saturday Schedule with extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Schedule will be implemented during the following days and observed holidays:
    - Friday, November 27, 2020 – Day After Thanksgiving
    - Thursday, December 24, 2020 – Christmas Eve
    - Monday, January 18, 2021 – Martin Luther King Day
    - Monday, February 15, 2021 – President’s Day

- **Capital Projects:**

  The Capital Projects information is current as of October 16, 2020 and is subject to change between October 16 and November 5, 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 late 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 October, 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 connecting bridges at 28th Avenue and the Pedestrian Underpass. Also in progress is the construction of the new parking lots along Delaware Street on the east side of the alignment. Additional work at the Borel Creek for environmental permit compliance was also completed.

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, bids were received on August 3, and was awarded at the October 1 Board Meeting. Execution of the contract is underway and a Limited Notice to Proceed is planned to be issued in November 2020 to kick off the construction administrative period.

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 October, the west plaza construction at the intersection of Airport Boulevard and Grand Avenue, and the connecting west ramps and stairway continued. Also, the structure of the electrical and communications conduits at the center boarding platform started. The contractor completed the remaining OCS foundations in September 2020. 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 partial weekend service outages between Bayshore and 4th & King Stations during the outages. 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 scheduled to complete the 60-day administrative period for critical submittals and safety training. Site construction is scheduled to begin in late October with site surveys and preparatory work. The contract 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.

In early October, the first phase of the project to develop a prototype Clipper TVM has successfully completed final acceptance testing that results in completion of Phase 1. Phase 2 for the retrofitting of 12 additional TVM’s is now underway with target completion of Phase 2 by the end of 2020 to early 2021. The funding for Phase 3, for the rehabilitation of an additional 22 TVM’s, has now been secured and will also 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 still currently procuring materials for the work that is expected for delivery in early 2021. TASI has commenced construction with preparatory work for installation of underground wires and cables before the equipment arrives.
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 multiple bids were received on October 12. The staff’s review of bids is currently underway. The award of the contract is tentatively planned for January 2021 Board meeting but may potentially be advanced to the December 2020 board meeting. Construction is planned to begin 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. The City of Palo Alto has just recently retained a design consultant to support their efforts and a kick off meeting has been held between JPB staff and the City’s design consultant.

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 construction contract bid documents for advertisement in 2021.

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.
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 (6-18 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.


- **Potential Caltrain Weekday Service Change:**
  - Caltrain is considering service adjustments in mid-December, aimed at increasing ridership and better serving those that depend on the system during shelter-in-place by providing riders with more frequent off-peak and weekend train service. The changes would provide more service at times when essential workers and lower income, transit dependent riders are likely to travel.

  The proposed service plan focuses on serving the riders who need Caltrain the most, with an emphasis on implementing key elements of the agency’s Equity, Connectivity Recovery & Growth framework policy. It also balances travel time and coverage goals while maintaining capacity for social distancing.

  The recommended Base Service Plan would provide 68 trains during the weekday, with two trains per hour, per direction running throughout the day. Operating at least two trains per hour at most times of day allows the railroad to provide 30-minute frequency at higher demand stations, reasonably competitive travel times, coverage to all stations, and coordinated connection to every BART train at Millbrae. Expanding midday service to two trains per hour, and increasing weekend service frequency to hourly trips is a significant improvement and responds to needs of low-income riders and essential workers who rely on the system throughout the day and week.
Weekend ridership now makes up 17% of total ridership - three times greater than pre-COVID-19. The resiliency of weekend ridership is likely due to continued use by essential workers and low-income riders. For these reasons, staff is recommending that Caltrain provide hourly Local service instead of the current 90 minute frequency to better serve ridership demand and promote social distancing. The proposed changes also respond to the needs of low-income riders and essential workers by increasing service frequency by 50%, and offers regular hourly service that better enables coordinated transfers with other transit providers. Under this new service plan, weekend Baby Bullet service would be eliminated. Staff is comfortable recommending the elimination of weekend Baby Bullet service in exchange for significant overall frequency increases, having observed that ridership on weekend Local trains is about 20% higher than on the Baby Bullet trains.

During the month of November, staff will continue refining the proposed service plan winter schedule, and seek input from connecting and partner operators, in addition to soliciting feedback from the Caltrain Board of Directors, the Caltrain Citizens Advisory Committee, and other stakeholder groups.

- 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 (6-18 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 (6-18 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 (6-18 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 (6-18 months), the taskforce is spearheading efforts to:

- **Caltrain Mobile Quarterly Update** – July to September 2020
  - During the first quarter of FY 2021, the Caltrain mobile app has been installed 5,871 times, an 88% decrease compared to the first quarter of FY2020 but a 41% increase compared to the last quarter. About 21,000 tickets were sold through the app in the first quarter of FY2021, among which 71% were the adult one-way ticket. The ticket volume dropped by 91% of the same period in FY2020 but was a 94% increase compared to the last quarter. The quarterly mobile ticket revenue was more than $147,000, 93% less than the first quarter of FY2020 but was 102% more than last quarter. There were 1,432 daily parking permits sold with a revenue of $7,876, which is a 201% increase compared to last quarter and shared 12% of total daily parking revenue collected in the same period.

- **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 is underway. 35% Design has been submitted. 100% 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](http://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.

- Atherton Station Closure
  - The JPB Board approved closure of the station at the November Board meeting.
  - Suspension of weekend service is likely to occur during the next timetable update.
  - Construction activities at the station will continue into 2021 and include removal of the center platform and installation of fencing at the station.

System Cleanliness
In the short-term (6-18 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:
  o 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

• The following work has been completed at the Millbrae Station in October:
  o Platform Tactile Painting
  o Vegetation Removal
  o Redo ADA stencils
  o Signage Repair/Replacement
  o Trash/Debris Removal
  o Spot Cab / VMS / Light Pole Maintenance
  o Landscape Audit
  o Surrounding Fence / Railing painting & Repair
  o Platform Repair
  o Bench Painting / Adjustments
  o Sunnyvale will be our next Station for Improvement in November.

• In September 2020, Caltrain completed the conversion of over 2,500 existing light fixtures to Light Emitting Diode (LED) at 20 Passenger Stations. The reduced energy consumption and the long term maintenance will help continue the effort to reduce Caltrain’s carbon footprint.
AGENDA ITEM #11 (b)
November 18, 2020

JPB CAC Work Plan

December 16, 2020
- Government Affairs update / 2021 Draft Legislative Program
- San Francisco Downtown Extension update

January 20, 2021
- Sales Tax Measure
- Transit Oriented Development
- PCEP Update
- TASI Operating Budget

February 17, 2021
- Grade Crossing Improvements
- Industry Safe Functionality

March 17, 2021

April 21, 2021
- EMU Testing Update

Suggested Items:
- 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
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco