



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

BOARD OF DIRECTORS 2021

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JIM HARTNETT
EXECUTIVE DIRECTOR

March 17, 2021 – 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 February 17, 2021
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. Sales Tax Measure Update (Brent Tietjen)
8. Project 529 Update (Jenny Le)
9. Grade Crossing Improvements (Robert Tam)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
April 21, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
12. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Martin Romo, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: Anna Cristina Dagum, David Tuzman, Adrian Brandt (Vice Chair),
Santa Clara County: Larry Klein, Patricia Leung, Patrick Flautt

INFORMATION FOR THE PUBLIC

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

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

Members of the public are encouraged to participate remotely. Public comments may be submitted to cacsecretary@caltrain.com prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

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Accessible Public Meetings/Translation

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448

Availability of Public Records

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

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

MINUTES OF FEBRUARY 17, 2021

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

MEMBERS ABSENT: P. Flautt, M. Romo

STAFF PRESENT: J. Lipps, J. Navarrete, J. Navarro, S. Petty, A. Simmons

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 JANUARY 20, 2021

Motion/Second: Klein / Leung

Ayes: Brandt, Dagum, Shaw, Tuzman

Absent: Flautt, Kutler, Romo

R. Kutler joined at 5:50 p.m.

PUBLIC COMMENT

Roland Lebrun, San Jose, via Zoom Q&A, mentioned that VTA is looking to convert the seven-acre parking lot in Gilroy into TOD (Transit Oriented Development) to increase their ridership for bus route 68. Roland questioned why VTA has not looked at their other property in Santa Teresa because it has been estimated that High Speed Rail will receive a minimum of ten thousand passengers a day with a parking demand of 869 parking spaces. Roland requested that the CAC along with the Caltrain Board to start engaging the VTA with the purchase of parking lots near Caltrain stations. He stated that there is plenty of funding. He then stated that if the TODs are built, the potential residents will not be able to use public transit and will be forced to drive.

Jeff Carter, Millbrae, via Zoom Q&A, commented that the Caltrain timetables are not available on the trains or at the station bulletin boards and that it may lead to passengers unaware of train arrival time or what trains serve what stations. He stated that it is important for passengers to be aware of the timetable schedule especially

since there have been changes due to the pandemic. He stated that although it is available online, some customers do not have smartphones or a computer to view the most current timetable and that it would be common courtesy to have a printout available on the trains and in the station bulletin board. Lastly, Jeff asked where is the first test train, in Pueblo Colorado or still in Salt Lake City.

CHAIRPERSON'S REPORT

None

Public Comments:

None

COMMITTEE COMMENTS

Vice Chair Adrian Brandt referred to an item from the correspondence packet from Roland LeBron regarding the CDC order that asks all Transit Operator Agencies to enforce mask policies. Vice Chair Brandt then commented on the study sessions conducted by Redwood City further looking at the Sequoia Station redevelopment. Vice Chair Brandt suggested the CAC and members of the public pay close attention to the progress and shared the website that has the details, <http://www.sequoiacentervision.com/>. He stated that there are a lot of moving parts as the city is simultaneously doing a citywide grade separation study.

Member Rosalind Kutler shared that Redwood City will be having business sessions, however open to the public. She mentioned that there will be a couple held at the end of February and wanted to make everyone aware.

WEBSITE REPLACEMENT PROJECT UPDATE

Jeremy Lipps, Social Media Officer, provided a Website Replacement Project update with guest speakers from FivePaths.

The full presentation can be found on caltrain.com

Committee Comments:

Member Kutler shared that she is an SFMTA website user and a MUNI rider and suggested that the pictures for the bus stops might be overkill and that she liked the graphics for the bus route that are employed for the SFMTA website and thought that the art would be prohibitively expensive, however very useful. She also suggested to separate the archived and modified schedules from the current and real time schedules.

Vice Chair Brandt suggested not using the word "fun" when promoting the website replacement and to instead point out its practical features for example, where is the train, is it on time, is it reliable, the ability to see the vehicles on a live map etc. Additionally, he suggested the information on the website be quick and easy to find for

the experienced user. He also suggested that the archived PDFs on the website be searchable text to easily find information. Mr. Lipps responded that going forward he may implement a responsible process that ensures compliance, however retroactively converting documents is at the Organization level and is being discussed at the Executive level.

Member Larry Klein stated that from an accessibility standpoint right now one of the biggest failings is accessibility of different languages and that it should be a priority. Jens-Peter Jungclaussen from FivePaths responded that at the top of all pages, users will be able to change the language. Member Klein then asked whether this is a stepping off point to the Caltrain Mobile Ticketing app. Jens-Peter Jungclaussen from FivePaths responded that the idea is that if the user is already on their phone, that there will be an easy way to download the separate Mobile Ticketing app. Member Klein stated that it is important for users to easily get their tickets and is looking forward to the updates.

Alternate Member Kathleen Maxwell agreed with Vice Chair Brandt's comment regarding promoting practical use of the website and taking the trains. She suggested promoting taking the train by showing people at work and how productive they can be or show passengers napping on the train. She shared that taking the train from San Francisco to Santa Clara helped her prep for work and not be frazzled from driving through a traffic jam. She also suggested a discounted fare as an incentive for passengers to ride the train. Lastly, she suggested to make passengers aware that parking purchase is available through the mobile app.

Chair Brian Shaw shared that video testimonials, passenger's real experiences and demonstrating how to do things like using the clipper card, etc. would be very beneficial to users. He hopes that part of the website replacement integrates the ability to show videos through a web portal that helps people, how to use the TVMs, how do you buy parking, how to use a Clipper card, where to wait for the train, etc. He stated that he sees a lot of potential and is excited about the update.

Member Kutler agreed that the availability for other languages on the website is important. She also suggested not to automatically open the app when users are on their phone as she feels it is an invasion of privacy and that it is a better idea for users to opt in to use the app. Lastly, she agreed with Alternate Member Maxwell to offer a discounted fare as an incentive for passengers to ride the train. Chair Shaw suggested a discount for those passengers that purchase parking through the app to further promote the mobile app.

Alternate Member Neeraj Mathur agreed that the availability to purchase parking through the mobile app should be promoted as he was also unaware of that feature.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared that he likes the idea of mapping around the stations and seeing, in real time, the data of the train or connecting bus. He also agreed with Chair Shaw regarding "how to" video availability on the website to show

passengers how easy it is to use the system. He also suggested the archived data and meetings continue to be available on the website.

Roland Lebrun, San Jose, via Zoom Q&A, commented on his correspondence included in the meeting's packet. He addressed the letter from the CDC, an executive order from the President of the United States. Roland stated that a lot has happened since he wrote that letter, specifically the person in charge of implementing the President's Executive Order. Roland stated that the day prior, it was reported that there are 145 operator fatalities nationwide. Roland stated that mask enforcement by operators will not work and the Feds should be the ones doing the enforcement. He then shared that there are multiple fatal flaws, with the design at Redwood City. The first one is that a train cannot operate at 110 miles an hour on the track immediately adjacent to a platform. The second point is that one of the major advantages of doing grade separation is that it makes it possible to operate trains at speeds in excess of 125 miles an hour. He then stated that the Mayor recommended moving forward that they look at Redwood junction and in his opinion, it is a Diridon waiting to happen. He said the biggest problem with the current design is the connection with Dunbarton Rail. He then commented on the Website Replacement Update. He recommended that the presentation be made available ahead of the meeting so that the public may prepare comments and feedback. He pointed out that "grand" should be spelled "grant" on pages 25-27. He stated that since the separation San Mateo County Transit District and Caltrain is imminent and hopes that Caltrain will have it have its own website. He then commented that the wheel should not be reinvented as trip planner with Google Maps exists in multiple languages. Lastly, he suggested to present this to the both the Samtrans and the SMCTA and Caltrain to have their special board meetings.

SAN FRANCISCO DOWNTOWN EXTENSION UPDATE

Sebastian Petty, Director, Caltrain Policy Development, and Anthony Simmons, Director, Systemwide Planning, presented the San Francisco Downtown Extension Update.

The full presentation can be found on caltrain.com

Sebastian Petty shared that the verbal presentation would be fairly brief and plans to come back sometime in the next few months with a further discussion of some the ongoing analysis around the DTX facility. He then introduced Anthony Simmons, the Director of system wide planning at Caltrain. Anthony Simmons continued the update.

Committee Comments:

Member Kutler asked whether the Sea Level Rise Funding is part of the funding that goes into the fundability portion. Mr. Simmons responded that they are beginning to work on a funding plan and that the first stages of that is on the Agenda for the meeting that will be held on February 19th, 2021, available online.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, recommended that everyone read his letter he copied the Board, stating that from day one, staff never considered the Transbay crossing. He shared that there is a website, link21project.com where BART and Capitol Corridor work on a new Transbay crossing coming from the Eastbay to San Francisco and will happen sooner than anyone thinks. He also recommended everyone to attend the meeting on Friday, February 19th, at 11 o'clock and to review the meeting minutes as background. Lastly, he stated that the Sea Level Rise Funding will be used when the Transbay Terminal will need to punch a hole into the Sea Wall under the YMCA building.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **January:** The January 2021 OTP was 86.9% compared to 95.4% for January 2020.
 - **Trespasser Debris Strike** – On January 27 there was a trespasser debris strike that caused train delays.
 - **Mechanical Delays** – In January 2021 there were 144 minutes of delay due to mechanical issues compared to 913 minutes in January 2020.
 - **Trespasser Strikes** – There was one trespasser strike on January 21, resulting in a fatality.
- **December:** The December 2020 OTP was 95.3% compared to 92.5% for December 2019.
 - **Trespasser Strikes** – There was one trespasser strike on December 8, resulting in a fatality.

Mr. Navarro advised that the first train that has been built is on its way to Colorado and left February 10th out of Salt Lake City. He then stated that since Shelter in Place began due to COVID, staff anticipated at least four to five schedule changes within the last eight months and considered the cost benefit with printing paper schedules. He said that there will be another schedule change in late March and since there is no anticipation to change the schedule for a while after that, staff may consider printing paper schedules again. Joe reviewed the On Time Performance statistics and stated that out of the 1441 trains, 217 trains were late and 123 of those trains were contributed to Capital Projects. Without the Capital Projects interfering, On Time Performance would have been running at 94.7%. Mr. Navarro acknowledged that Caltrain is running a reduced schedule compared to last year, and that although 26% less trains are

running, staff analyzes data to ensure Caltrain stays within the same realm of stability and reliability.

The full staff report may be found on caltrain.com

Committee Comments:

Vice Chair Brandt suggested placing signage and branding Caltrain on bridges that Caltrain owns to promote riding the train. He also suggested highlighting the schedule line for the station at which the passenger is at. For example, he lives in Redwood city and he would walk down to the station and the big schedule board behind the Plexiglas would have yellow highlighter tape all the way across the line of the Redwood City station information. He stated that this would make it easy for people to read the schedule.

Public comments:

Roland Lebrun, San Jose, via Zoom Q&A, thanked Mr. Navarro for the Staff Report. He then reminded everyone that the train that is currently on its way to Pueblo in Colorado was supposed to be shipped to that location last year in February, before COVID. He then stated that he understands the issues with Capital Projects impacting On Time Performance, but that it needs to be looked at further. He then commented on the Hillsdale station and stated that the way the grade separation has been designed, there is a good opportunity to put four tracks there and get rid of the island platform in the middle of the of the main line, which is supposed to be operating at 110 MPH. He then stated that after Caltrain awarded the TASI extension there were multiple public records requests of incidents between TASI employees and passengers and he noticed that there are no records before 2016 and as he recalls Mr. Navarro was hired in 2016 which means that there were no controls at that time. However, he is concerned because he did not see incidents between 2018 and the present. Lastly, he did not see the incident that nearly killed seven passengers who were trying to get off the train at the holdout station in South San Francisco. He did find an incident where allegedly a conductor assaulted a female passenger in the bathroom with the other two accomplices aiding and abetting.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with Vice Chair Brandt's idea about Caltrain branding and the bridges. He then thanked Mr. Navarro regarding the location of the new train and requested to have that information published on the Caltrain website.

Joe Navarro shared that he took a trip to Salt Lake City and took a tour with the mechanical team to see the upcoming changes and there is a lot of work to be done. Mr. Navarro shared some of the changes. Currently the brakes shoes are changed daily, however with the electric cars, brakes will only be changed once every four years. Additionally, the doors will not go into a sleeve, a track inside of the wall, but will pop out and go on the outside, so it would be easier to adjust and work on the technology, using a computer to get the information from the diagnostics to determine what is wrong. There will be horn sequencing for the grade crossing and will no longer

be a manual effort on the Engineers part and will help with the horn being consistent. He also stated that automatic people counters on trains will be very beneficial and that it will also count bikes. Mr. Navarro also stated that the Apple phones are being rolled out to the conductors and hoping for feedback from them and from this group with suggestions on what information should be pushed to the public. He also stated that the CCTVs will be in every train car and will not have any dead spots. Mr. Navarro stated that the team is getting a good sense regarding maintenance and are now working on the time per task to start developing the manpower.

JPB CAC Work Plan

March 17, 2021

- Sales Tax Measure
- Grade Crossing Improvements

April 21, 2021

- EMU Testing Update
- PCEP Update

May 19, 2021

- FY 2022 JPB Operating & Capital Budgets & TASI Budget
- Industry Safe Functionality

June 16, 2021

-
-

July 21, 2021

-
-

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
- Overview of COVID19 train schedule

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

March 17, 2021 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 7:59 pm

DRAFT

**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) –

- **February:** The February 2021 OTP was 92.5% compared to 93.5% for February 2020.
 - **Vehicle Strikes** – There was one vehicle strike on February 19.
 - **Vehicle on Tracks** – There were two days, February 17 and 22, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In February 2021 there were 200 minutes of delay due to mechanical issues compared to 819 minutes in February 2020.
- **January:** The January 2021 OTP was 86.9% compared to 95.4% for January 2020.
 - **Trespasser Strikes** – There was one trespasser strike on January 21, resulting in a fatality.
- **Caltrain March 2021 Service Change** – Starting Monday, March 22, 2021, Caltrain will adjust its weekday and weekend timetables to support regional transit connections, part of the Blue Ribbon Task Force efforts.
- **Service Changes Include:**
 - Maintain BART connections at Millbrae Transit Center:
 - Departure times of weekday trains will be shifted by approximately 10 to 30 minutes.
 - The weekend service will operate on same schedule, except for two roundtrips not operating on Sundays.
 - Increase in weekday service from 68 to 70 trains.
 - Improvements to weekday morning & evening service:
 - The first trains in the morning will operate as Local trains to better serve essential workers and transit dependent riders.

- After the evening commute peak hours, trains will operate as a Local.
 - Adjustments to weekday train departure times to improve schedule reliability.
 - Weekend service to/from Tamien station will be modified to meet ridership demand.
- **Diridon Update** – As the Board knows, the JPB owns approximately three acres adjacent to Diridon Station, which is primarily used as parking lots. Concurrent with the review of Google's Downtown West Development, the City of San Jose has prepared draft Diridon Station Area Plan (DSAP) Amendments that will impact our property. The site will still be zoned for commercial uses as the City desires that commercial development be immediately adjacent to the station. However, the development standards are being revised and will allow for substantially more floor area on our site. The amended plan would limit overall new commercial development to six million square feet within the DSAP area, not including the Google Development. New commercial buildings will be subject to a housing impact fee to subsidize affordable housing in the DSAP area. The City calls for thousands of housing units in the DSAP area and has a goal that 25% of those units be affordable. The new regulations are expected to go into effect this summer.

With the new regulations and limited commercial building cap in mind, Caltrain has entered into a contract with on-call planning consultants ARUP and their sub-consultant Perkins and Will. We have hired the architectural team to develop plans consistent with the City of San Jose's General Plan, Amended DSAP, and the Diridon Integrated Station Concept Plan (DISC). The process will ensure that Caltrain is allocated its share of the commercial building cap, thereby increasing Caltrain's property value. We are coordinating closely with the City of San Jose and plan to submit a preliminary planning application this summer. According to the City of San Jose's planning application timeline, the review process will take about 14-18 months. Any real estate process would follow planning approval and be subject to Board review and direction. Staff will also keep the Board informed about this application's status and schedule Board "check-ins" for key project milestones.

- **FTA Triennial Review FY2019** – Caltrain received confirmation from the Federal Transit Administration that we have successfully closed-out the 2019 Triennial Review and have addressed the few minor deficiencies to FTA's satisfaction. Typically these close-outs occur relatively soon after the review is complete, but resource issues and COVID-19 delayed the process.
- **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 Provided:**
 - **Modified Service** – The Modified Schedule was implemented during the following observed holiday:

- Monday, February 15, 2021 – President's Day

- **Services Scheduled:**

- **San Jose Sharks Regular Season** – Due to the COVID-19 pandemic, the Sharks are playing the 2021 season without fans in the stands.
- **Warriors Regular Season** – Due to the COVID-19 pandemic, the Warriors are playing the 2021 season without fans in the stands.

- **Capital Projects:**

The Capital Projects information is current as of February 12, 2021 and is subject to change between February 12, and March 4, 2021 (Board Meeting).

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

The temporary closure of the Hillside Station, to allow completion of the project, began on May 16, 2020 and will continue into early Spring to allow construction of the new grade separations. During the temporary closure trains that normally stopped at Hillside will stop at Belmont, and bus and shuttle service between Belmont and Hillside Station has been provided to minimize the temporary passenger inconvenience.

In February, construction activity is nearing the completion of the new 28th Avenue Underpass. Upon completion, the new 28th Avenue Roadway will be opened for public traffic and simultaneously a portion of 25th Avenue will be closed for the lowering of 25th Avenue roadway to provide additional vehicle height clearance. Subsequently the entirety of the 25th Avenue roadway from Palm Avenue to Delaware Street will be temporarily closed for approximately 4 months in order to complete the roadway lowering. During the closure, east-west connectivity is provided at the newly opened 28th Avenue Underpass.

Work also continued for retaining walls and underground utilities for the future roadway underpass at 31st Avenue. Work also continued for the architectural and electrical finishes for the new Hillside 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.

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. Construction activities continued in February and is scheduled to complete in mid-2021. Community outreach regarding upcoming construction is ongoing.

A revised project budget and an increase in contract authority, primarily due to unforeseen utility relocation issues, were approved at the February 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 February, the contractor (PMI) continued the construction of Ramp 3 (leading to West Plaza entrance) in addition to shoring for Ramp 1/Stair 1 (East Side entrance on Poletti Ave.) leading to the Pedestrian Underpass. The Signal houses also arrived onsite, and the contractor has started the connections to the new Automatic Signaling system and Pedestrian Grade Crossing. Currently, the project completion date is forecasted to extend from December 2020 until the Summer of 2021.

Due to Utility and contractor caused delays, the overall project budget and schedule impacts are being assessed. A future Board action will be requested upon completion of the assessment and coordination with applicable partner agencies.

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 several 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.

Construction activities performed in February include work on the concrete footings and infill walls of the Napoleon Bridge. Also, work was begun on the repairs of cracks and concrete spalling at the Marin Bridge. The contract is planned to complete in the summer of 2021.

Burlingame Broadway Grade Separation Project: This project will grade separate the railroad alignment at Broadway, between Carolan and California Avenues, in

the city of Burlingame and remove the current at-grade crossing. As a part of this project, the Broadway Station will become elevated and the hold out rule at this station will be eliminated that impacts operational efficiency. Currently this project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and City of Burlingame). The City of Burlingame is the sponsor of the project with Caltrain acting as the lead agency to implement the project.

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along all the adjacent streets and intersections surrounding the crossing. Pedestrian and vehicle safety will be greatly improved by creating clear separation between pedestrians/vehicles and trains, and by eliminating the potentially dangerous conflicts presented by the current at-grade crossing. Lastly, railroad operation efficiency will also be improved as there have been numerous accidents at the Broadway at-grade crossing, many involving vehicles stopped on the tracks. The Broadway at-grade crossing is currently ranked on the California Public Utilities Commission's Grade Separation Priority List as the top ranked crossing for grade separation in northern California and as the second highest ranked crossing in the state. The Project can: 1) help reduce emergency response times as the Caltrain corridor bisects the east and west sides of the City, 2) help to alleviate traffic queuing on Broadway, which extends east to the U.S. Highway 101 ramps, 3) reduce traffic delays at nearby intersections with California Drive, Carolan Avenue and Rollins Road, and 4) significantly improve access to the Broadway commercial district from U.S. Highway 101, which would further support economic development.

The project continues in the final design phase, that began in January 2021, to develop the issue for bid construction documents and plans for advance utility relocations and right-of-way acquisitions. The current schedule is to complete the final design for construction contract advertisement by mid-2023 and for construction to occur from early 2024 to early 2026. Advance utility relocations are expected to begin in mid-2023.

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 continued in February with target completion of Phase 2 by 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. Phases 3 and 4 are not contract options, therefore a Request For Proposal is required to execute Phases 3 and 4. Additional funds for Phase 4 for another 25 TVM's are included in the FY21 Capital Budget amendment that was approved in October. Phase 4 will be added to the project when funding becomes available. 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 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. In February 2021, TASI has received materials for the work and will begin the installation of traffic signal preemption equipment that will be followed by testing that will be coordinated with the City of Sunnyvale's traffic department.

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 were received on October 12. The construction contract was awarded at the December 2020 board meeting. The contract has been executed and the Limited Notice to Proceed was issued on February 8, 2021 to initiate the 60-day administrative period. The Notice to Proceed with Construction is planned to be issued in April 2021 with construction 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 2020 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. The City of Palo Alto's design consultant has developed a conceptual design which is being reviewed by the City. Coordination meetings have continued between staff and the City's design consultant.

Bayshore Station Bridge Painting: This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station, in Brisbane. The bridge connects the southbound platform to the northbound platform and the parking lots on the east side. The bridge was originally constructed as part of the Caltrain Express project (CTX) in 2002 and has not been repainted since. The bridge's paint coatings are in need of rehabilitation with surface rust that needs to be addressed along with a complete repainting of the bridge to bring the structure to a state of good repair.

The project is continuing the final design phase in developing Issue for Bid construction documents. Coordination and outreach with the Electrification project and also with outside stakeholders such as the Cities of Brisbane and San Francisco have been conducted and continues. Advertisement for bids is forecast for early 2021 with construction in mid-2021 to early 2022.

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 has completed the planning/conceptual design phase of the project requirements that began in November 2019. A stakeholder's review of planning/conceptual design phase is ongoing before the project enters the final design phase to complete the design and develop construction contract bid documents. A more definitive project schedule will be developed upon initiation of the final design phase.

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 #927 that was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling. The return to Caltrain of vehicle #927 has been delayed from early-2021 until mid-2021 due to COVID-19 related impacts to the vendor's supply chain, availability of testing staff due to travel restrictions, and increase in the scope of needed repairs. This delay is expected to be limited to vehicle #927. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

**AGENDA ITEM #10 (a)
MARCH 17, 2021**

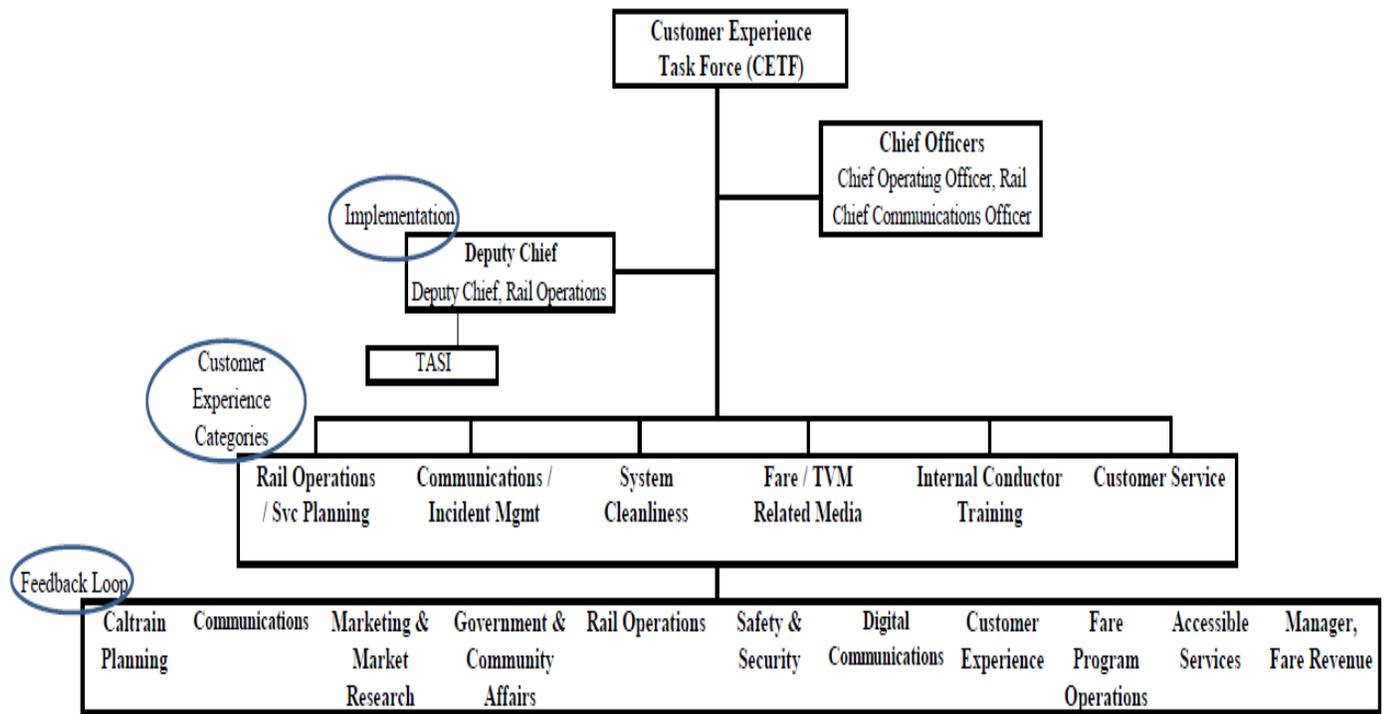
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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

- Caltrain Timetable Monitoring:
 - Staff continues to monitor on-time performance, train capacity and customer feedback from the Caltrain service changes implemented on December 14, 2020.

- **Caltrain March 2021 Service Change:** Starting Monday, March 22, 2021, Caltrain will adjust its weekday and weekend timetables to support regional transit connections, part of the Blue Ribbon Task Force efforts.

- Service Changes Include:
 - Maintain BART connections at Millbrae Transit Center:
 - Departure times of weekday trains will be shifted by approximately 10 to 30 minutes.
 - The weekend service will operate on same schedule, except for two roundtrips not operating on Sundays.
 - Increase in weekday service from 68 to 70 trains
 - Improvements to weekday morning & evening service:
 - The first trains in the morning will operate as Local trains to better serve essential workers and transit dependent riders.
 - After the evening commute peak hours, trains will operate as a Local
 - Adjustments to weekday train departure times to improve schedule reliability
 - Weekend service to/from Tamien station will be modified to meet ridership demand.

- 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.

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:

- TVM Upgrade update:
 - The project is being delivered in phases. Due to the budget constraint, not all TVMs will be updated at one time. Staff successfully completed the prototype TVM testing and began Phase two. Two TVMs were upgraded at the San Jose Diridon, San Francisco 4th & King and Millbrae stations. Two additional TVMs will be upgraded at Redwood City, Palo Alto and Sunnyvale stations by end of March and will complete Phase two.
- 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. 100% Design was completed and approved. A Work Directive for the construction work was issued to TASI end of January 2021. TASI is currently in the process of procuring a construction subcontractor. Start of construction is 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 underway. Following the successful completion of the test, the mobile application will be available to the public.
 - Clipper announced on 2/17 via Twitter that the mobile app is coming to Apple Pay and Google Pay this spring. This is part of the marketing strategy to drum up to the launch date that is yet to be announced.

Digital Media Efforts

- Monthly Pass Price Reduction
 - Caltrain has reduced the price of its Monthly Pass by 20% from April to September. Riders can purchase an April Pass starting March 21.
 - Caltrain is providing this discount to encourage people returning to work to take advantage of transit, while also providing some financial relief for those that have been riding regularly throughout the coronavirus (COVID-19) pandemic.

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
 - Since the last update, bicycle e-lockers have been installed at Mountain View (16 spaces), Lawrence (16 spaces) and Diridon stations (32 spaces). Including earlier installations at Belmont and Redwood City stations, there have been nearly 100 e-locker spaces installed on the corridor so far in 2021. Hillsdale Station is next on the list for e-lockers, with installations planned for the end of March 2021. Staff is working with keyed locker customers to help them with the transition to the new e-lockers. There is an ongoing effort to promote the use of the e-lockers. More about them is available at 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
 - On March 1, 2021, the new east-west connection at 28th Avenue was opened. The project also began to lower E. 25th Avenue, which will result in a partial to full road closure into summer 2021.
 - 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 occurred last month.
 - 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 jettted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
- During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and hand-rails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

Station Improvements

In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide:
 - Quarterly Trash Receptacles Repair and Re-painting at all Stations
 - 10 New Receptacles have been received in December 2020. Installation to be determined.
- Sunnyvale Station Improvement has been completed on February 4, 2021.
- Palo Alto Station Improvement is in progress.
 - Platform Tactile Painting
 - VMS/VMS Poles Painting
 - Trash Receptacles Adjustment
 - ADA and Regular Passenger Shelters Painting and Cleaning
 - Light Poles Painting and Light Bulbs Replacement
 - Metal Bench Cleaning/Painting
 - Fence and Railings need touch-up paint
 - Stairs/Steps need to be cleaned, painted and anti-slip tread tape applied (if applicable)
 - Crossing Gates Adjustment
- 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.

JPB CAC Work Plan

April 21, 2021

- EMU Testing Update
- PCEP Update

May 19, 2021

- FY 2022 JPB Operating & Capital Budgets & TASI Budget
- Industry Safe Functionality

June 16, 2021

- Fare Update
- E Locker Update
- CID2

July 21, 2021

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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
- Overview of COVID19 train schedule