



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

**May 19, 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=UIFwQzNrYXJpbTRlejkvRmgwRDIXZz09> 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](mailto: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 April 21, 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. FY 2022 DRAFT JPB Operating & Capital Budgets (Cynthia Scarella)
8. Caltrain Proposed Fare Changes (Derek Hansel)
9. Staff Report (Joe Navarro)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
10. Date, Time and Place of Next Meeting  
June 16, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** 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](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://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**

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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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF APRIL 21, 2021**

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

**MEMBERS ABSENT:** L. Klein, M. Romo

**STAFF PRESENT:** J. Navarrete, J. Navarro, B. Tietjen

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 5:42 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF MARCH 17, 2021**

Motion/Second: Flautt / Brandt

Ayes: Dagum, Kutler, Leung, Shaw, Tuzman

Absent: Klein, Romo

**PUBLIC COMMENT**

Roland Lebrun, San Jose, via Zoom Q&A, expressed his disappointment with Alternate Committee Members not stepping in for the absent Committee Members when there is a conflict of schedule. He then requested the Zoom view be changed to Gallery view during Public Comment, not the Public Comment slide. Roland expressed his support with the swap between Samtrans and BART, BART taking over the administration of a Caltrain. He then commented on both Hillsdale's and South San Francisco's island platform and said that it will make it impossible to operate trains at 110 MPH to these stations. He also stated that these stations will never have level boarding. The only solution he sees is to demolish these stations and rebuild. Lastly he commented on the VTA budget. He stated that VTA announced that they are no longer obligated to contribute annually to Caltrain due to their contributions to BART. Last year VTA contributed \$10.8M to Caltrain. He stated that he challenged them at MTC and their response at the Board Meeting was that all the other counties are doing the same, that San Mateo County and San Francisco County will also stopped contributing because of Measure RR. Roland stated that had he known this, he would have made sure that Measure RR had not passed.

Aleta Dupree, via Zoom Q&A, shared that she saw a press conference video out of Long Island, New York at the Oyster Bay Train Station exploring the possibility of running battery powered trains on sections of the Long Island Railroad that do not have the third rail. She stated that it is something to watch closely as it may be an option for the Gilroy Service. Aleta then expressed that the Ticket Vending Machine conversion program is very good and will make it easier for passengers to get Clipper cards, add value to them and to use contactless methods of payment, not just because of COVID, but because technology is evolving in that area. She then stated that with Title VI analysis, will eventually move away from paper ticketing. She stated that now with the new Clipper app, people visiting from other places, will be able to have a seamless more customer friendly experience and not have to wait in lines at the Ticket Vending Machines. Aleta then stated that all Caltrain stations need to be ADA accessible to have full participation and more people riding the trains.

Jeff Carter, Millbrae, via Zoom Q&A, shared his concerns regarding VTA announcing no longer contributing funds to Caltrain. He stated that it is very important for all three counties to continue contributions even with Measure RR. He suggested putting pressure on VTA to make sure they contribute. Jeff then stated that he does not think merging with BART is a good idea because BART does not run express trains, does not offer a monthly pass and would be difficult to travel to Oakland for meetings to express issues concerning Caltrain on the peninsula.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that Committee Member Martin Romo has stepped down from the CAC effective that day April 21, 2021. Chair Shaw stated that he will work with staff to get a new representative for San Francisco and an Alternate CAC Member for San Francisco. Chair Shaw reported that the two existing Alternate CAC Members were present that night, to address Public Comment. He then reported that Vice Chair, Adrian Brandt will be delivering the CAC report to the JPB next month.

### **COMMITTEE COMMENTS**

Member Patrick Flautt advised the committee that he has joined the High Speed Rail Community Working Group for the San Jose to Merced project section. Member Flautt then asked whether the Citizen's Advisory Committee would be interested in a presentation with the latest developments. There was interest among the committee by show of hand raise, via Zoom. Member Flautt then reported that he will be reviewing the latest updates for the Caltrain website that incorporates GTFS data, General Transit Feed Specifications. He stated that it will be part of the incorporation of the maps and timetables into the new website format, a format for public transportation schedules and geographically specific information. He said that he should have an update for the committee next month. Chair Shaw shared his interest in the presentation and asked Member Flautt to help coordinate for a future meeting. Member Flautt agreed to coordinate with staff and the committee.

Member Rosalind Kutler shared her concern regarding the off boarding of passengers for not having proper fare and enforcement purposes at the Bayshore station particularly during single tracking. She expressed that it may be a safety issue as there is not a center platform station passengers alight the most Northern car and can only get off where there is a gate. She stated that with the construction it may be confusing for passengers to find the exit. Member Kutler offered a solution and suggested asking the passenger to alight the train at the following station. She also mentioned that it is difficult for passengers to locate the Clipper tag on/off machine at this station as well. Joe Navarro, Deputy Chief, Rail Operations, stated that he would look into this matter.

Chair Shaw encouraged CAC Members to continue to bring issues to the committee and to staff just as Member Kutler had. He stated that if Members notice things in the course of riding the train that need to be addressed, the meetings are the right time to bring them up.

Vice Chair Adrian Brandt addressed the Public Comment made via the correspondence packet and he agreed that schedules should be posted at all stations along with a highlight to the schedule that applies to that station. He acknowledged that the schedules are changing frequently, although more reason to have schedules posted especially those that do not have a smartphone. He then advised the committee that there is a fifty-eight-page study done out of the Swiss Federal Office of about safety distances on platforms, danger zone and safety zone. He mentioned that it is a very thorough paper and concludes that it is entirely manageable to run trains at surprising speeds past occupied platforms. Lastly Vice Chair Brandt reported that the CDC has finally acknowledged that the risk of COVID transmission from a contaminated surface is extremely low. He stated that there may be large costs to cleaning beyond the point of clean, and suggested staff look into the cost and opportunities. He said that it would be important to bring this issue to the Blue Ribbon Taskforce.

Alternate Member Kathleen Maxwell agrees with Member Kutler's comments that single tracking at the Bayshore station is very poorly marked and has no signage. She acknowledged that there are station announcements that indicate all loading and unloading takes place on the North side of the Platform, but that is all. She also stated that when passengers arrive at the northbound platform, there is no indication that passengers need to move to the north part of the platform in order to get board the train.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, addressed Aleta's Public Comment and stated that battery trains are operating in the Central Valley right now. He then commented that San Jose to Merced does not make sense just as LA to Palmdale did not make sense six years ago. He said that with Caltrain the good news is that instead of having two EIRs in Diridon, there needs to be a singularly EIR that goes from San Francisco all the way to Gilroy, then Caltrain would not have to deal with the High Speed Rail Authorities that do not want to come on board because CPUC section 185032 subsection B states that High Speed Rail Authority has the exclusive rights of

developing and operating high speed lines at speeds in excess of 125MPH. He stated that Caltrain can go it alone. He then stated that after Gilroy, the solution is to have a separate EIR that takes a direct shot at Fresno, saves ten minutes in the process, saves \$7M and saves twenty minutes to LA. He then stated that he has been having conversations with High Speed Authority about a program called Quantum by Trimble, a company in Sunnyvale and it analyzes millions of alignments and comes up with the fastest one with the lowest cost. Roland then stated that he attended the Capital Corridor Board Meeting and their ridership has recovered to 19% of pre-COVID. He stated that every single agency's ridership recovery is tracked monthly on a graph, except Caltrain. Lastly, he stated that Lawrence station will be the only station that will have level of boarding as it stands right now.

Jeff Carter, Millbrae, via Zoom Q&A, thanked Vice Chair Brandt for commenting on his Public Comment in the Correspondence Packet and clarified that his letter was from last month, however still agrees that schedules should be at all stations. He then acknowledged that with the Hillsdale opening, there will be another schedule change and hopes it will be more permanent and will see the schedules in the Bulletin Boards.

### **PENINSULA CORRIDOR ELECTRIFICATION PROJECT (PCEP) UPDATE**

Brent Tietjen, Government & Communication Relations Officer, provided a Peninsula Corridor Electrification Project (PCEP) Update.

The full presentation can be found on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Vice Chair Brandt expressed his disappointment with Electrification going far slower than he had hoped, compared to China's progress, and hopes progress can pick up.

Chair Shaw shared that in America it may take longer to build because California has CEQA, VPA, rules and Unions and those things need to be honored, supported and facilitated as part of the process.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that slide number five says project benefits include increase revenue and reduce fuel cost, however he stated that the Board is being told the exactly the opposite, that Electrification will be much more expensive. He then asked regarding slide number eight, why signaling design is being done now, instead of 10 years ago. For slide ten, he would have liked for Brent to explain the difference between static feeder and contact messenger wires and why so much more static feeder wire is needed. For slide number twelve he was surprised to see that apparently there was no tunnel notching and is wondering whether tunnel notching actually took place. For slide number thirteen he stated that in the electrification scoping comments, he explained why there was no need to electrify CEMOF, and only need to electrify one track is a maintenance yard for testing. Lastly,

he stated that when the FTA returns, Caltrain will be \$200M in the hole and questioned where will the come from.

Jeff Carter, Millbrae, via Zoom Q&A, stated that he was pleased to hear that the poles and contact system should be done by the end of this year, however acknowledged that it is taking longer for PG&E to make the substation connection, reported completion April 2022. He expressed his frustration with how long electrification is taking and looks forward to riding to riding the first electric revenue train.

Aleta Dupree, via Zoom Q&A, had hoped for a more up to date presentation. She then stated that in the chart about the spending, the PG&E line does not seem to add up, the spending is higher than the budget. She was pleased to see that a lot of work was completed at CEMOF. She shared her hope for increasing foundation production and suggested asking why it is taking so long for PG&E to hook up electricity.

### **EMU UPDATE**

Joe Navarro, Deputy Chief, Rail Operations, presented an EMU Update.

The full presentation can be heard on [caltrain.com](http://caltrain.com)

#### Committee Comments:

Member Kathleen Maxwell thanked Mr. Navarro for the presentation. She then asked how long does it take to stop that the electric trains and at what speed. Mr. Navarro responded that he would follow-up with an answer and added that the EMUs have dynamic braking. She then asked whether it is anticipated to be better than what it takes to stop a train now. Mr. Navarro confirmed.

Vice Chair Adrian Brandt asked Mr. Navarro to talk about Wi-Fi as it is his understanding that it is being installed, however there is no budget to test it or deploy it yet. Mr. Navarro responded that Stadler already has a design and the cars are being wired for Wi-Fi and that the only change may be the technology, servers/routers. He also said that staff is deciding on what contract to put out for infrastructure, for what type of system and deciding what is the best solution for the property. He stated that staff is also considering opportunities to bring revenue. Vice Chair Brandt asked whether the cars are pre-wired for Wi-Fi and is a matter of what radios get dropped in. Mr. Navarro confirmed. Vice Chair Brandt then asked whether there a difference between a passenger counter and a bike counter and asked where does that data go, how does it get downloaded and used. Mr. Navarro responded that once Wi-Fi is installed on the alignment, passenger counts will be shared in real time. The passenger counters will be at the train doors and will count passengers and bikes boarding and alighting the train which will allow an accurate count for individual stations. The data will be available to designated staff. Vice Chair Brandt then asked whether the data will only be available once Caltrain has Wi-Fi. Mr. Navarro responded that the data will need to be downloaded at end terminals, San Francisco, San Jose and CEMOF. Mr. Navarro also stated that passenger counters will help track headcount when incidents occur and will eliminate the crew from having to conduct a manual count during incidents. Vice

Chair Brandt then asked whether the passenger counters will be able to count wheelchairs. Mr. Navarro stated that it is his understanding that it will count strollers and other objects, however will check and follow-up with the committee.

Member Rosalind Kutler asked whether the passenger counters are RFID technology. Mr. Navarro responded that he would follow-up and get back to the committee with that answer.

Member Kathleen Maxwell asked whether there will be luggage racks on the new trains and Mr. Navarro confirmed that there will be. Additionally, Mr. Navarro responded to Alternate Member Maxwell's earlier comments regarding signage. Mr. Navarro stated that he has been working diligently to upgrade the VMS and PA system and in the meantime staff is working the best they can with what we currently have.

Vice Chair Brandt asked what information will be available on the onboard electronic monitors. Mr. Navarro responded that there was a consultant hired to create a storyboard on what information will be displayed and that staff continues to work with them to ensure it is user friendly as possible for passengers that are not familiar with the system and easier for current passengers. Mr. Navarro stated that he is working on color coded signs to help passengers identify their designated trains. Vice Chair Brandt suggested indicating San Francisco/San Jose/Gilroy bound trains to help passengers identify their trains. Mr. Navarro shared the possibility of having committee members review the information, to be displayed on the monitors, before going live. Member Kutler emphasis the importance to make it transparent for multilingual people.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that Caltrain was supposed to have a simulator for operator training. He said had Caltrain had a simulator, they could have addressed all the issues regarding cab design while designing the simulator, instead of waiting the trains were designed. He then said that he was very glad to hear cameras are being used instead of mirrors and then asked whether there are cameras looking at the doors so that the conductors may determine whether anything is stuck in the doors. Regarding prototype, Roland asked what will happen with Buy America. He then pointed out, respectfully, that if trains are supposed to operate at 110mph, trains should be testing at 125mph, not 115mph. Roland then asked whether Caltrain has approached TTCI about testing Constant Warning Time Solution, if not, why not.

Jeff Carter, Millbrae via Zoom Q&A, mentioned that he does not agree the single bathroom on each train and advised that Caltrain could have problems after events at Oracle Park and Chase Arena. Jeff then asked for clarification regarding whether all trains will be going Pueblo and then come here. He then requested progress of the testing in Pueblo to be placed on the website. He said that he was pleased regarding the passenger counters and requested to be placed on the list to receive the data.

#### **STAFF REPORT UPDATE**

Joe Navarro, Deputy Chief, Rail Operations reported:

(The full report can be found on [caltrain.com](http://caltrain.com))

### **On-time Performance (OTP) –**

- **March:** The March 2021 OTP was 88.9% compared to 96.7% for March 2020.
  - **Vehicle on Tracks** – There were two days, March 8 and 12, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In March 2021 there were 911 minutes of delay due to mechanical issues compared to 363 minutes in March 2020.
  - **Trespasser Strikes** – There was one trespasser strike on March 25, resulting in a fatality.
- **February:** The February 2021 OTP was 92.5% compared to 93.5% for February 2020.

Mr. Navarro addressed Member Kutler and Alternate Member Maxwell's comment regarding the safety at Bayshore. He stated that staff automatically implements the Hold-Out Rule to ensure safety. He then addressed committee and public comments regarding schedules at the stations. He stated that with the Hillsdale opening on April 26<sup>th</sup>, schedules will be posted on the station platforms. Lastly, Mr. Navarro responded to public comment regarding delivery of trains. He stated that only one train will go to Pueblo, and sending one car from the second car train set to complete the seven car testing and duplicate the testing with an eight car, in case Caltrain ever goes to an eight car train.

#### Committee Comments:

Chair Shaw asked Mr. Navarro what are his thoughts on the issue of the reduction in performance for 2020/2021. Mr. Navarro responded that more than half of the delays, approximately sixty percent, are due to the capital projects, electrification. He mentioned that when there are outages, it has a domino effect along the corridor. Other factors are PCEP delays, signal cutovers and mechanical delays.

Member Kutler requested for an update on the downtown station. Mr. Navarro responded that he would look into it and follow-up.

Vice Chair Brandt mentioned requested ridership data. Mr. Navarro stated that ridership may be up approximately two percent, however will follow-up with that information at the next meeting.

#### Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, referred to the Work Plan and asked when will "Go Pass cost per ride factors" and "Caltrain Fare Changes" be presented at the CAC.

Roland Lebrun, San Jose, via Zoom Q&A, said that he would send the monthly graph that BART and Capitol Corridor are showing to their respective Boards. He then requested, going forward, to provide further details regarding the Vehicles on the Tracks. He would like to see the location of the incident, time of day and whether the crossing was already equipped with the new markers.

## **JPB CAC Work Plan**

### May 19, 2021

- FY 2022 DRAFT JPB Operating & Capital Budgets & TASI Budget
- Caltrain Fare Changes

### June 16, 2021

- E Locker Update
- CID2
- 

### July 21, 2021

- COVID 19 cleaning efforts cost
- 
- 

### August 18, 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
- Industry Safe Functionality

**DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:**

May 19, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building,  
2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:22 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) –**

- **April:** The April 2021 OTP was 93.9% compared to 94.3% for April 2020.
  - **Vehicle on Tracks** – There were four days, April 3, 9, 16 and 28, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In April 2021 there were 780 minutes of delay due to mechanical issues compared to 197 minutes in April 2020.
- **March:** The March 2021 OTP was 88.9% compared to 96.7% for March 2020.
  - **Trespasser Strikes** – There was one trespasser strike on March 25, resulting in a fatality.
  - **Regional Fare Coordination & Integration Study** – The Regional Fare Coordination and Integration Study (Study) was launched in late 2019 by the Bay Area's transit operators and MTC to identify changes to the Bay Area's transit fare policies as a way to improve the passenger experience and grow transit ridership. The Study is co-managed by BART and MTC, with a team of staff from the majority of the Bay Area transit operators providing close input on study tasks and deliverables. The Clipper Executive Board has established a Fare Integration Task Force consisting of the members of the Clipper Executive Board as well as the Chair and Vice Chair of the Bay Area County Transportation Agencies (BACTA) group, currently the executive directors of the Solano Transportation Authority (STA) and the Napa Valley Transportation Authority (NVTA). The Fare Integration Task Force has project oversight responsibilities for all aspects of the project, and is chaired by Michael Hursh (AC Transit) and Denis Mulligan (Golden Gate Transit) is the vice chair.

The Study is well underway and on track to wrap up in by fall 2021. Activities underway and on the horizon include: Six options for regional fare integration and coordination have been developed, and they are in the process of being analyzed using a business case methodology (which will include financial, ridership, and user impacts). Additionally, the project has involved substantial user outreach and activities, and results are in the process of being analyzed. After these analyses are complete, the project team will be developing implementation strategies and recommendations over the summer.

Moving forward, there will be a regional policymaker webinar held in late May and early June for all Bay Area transit agency board members. This public, Brown Act meeting will be open to the general public and will provide an overview of the Study for interested board members. The webinar will be recorded for those who are unable to attend the live event. Caltrain Board members will be invited to the webinar.

Additionally, once the Study's recommendations are developed in late summer, the Study's Project Manager team will attend the regular board meetings of the "Big 7" transit operators, including Caltrain, to present the project draft report and recommendations, and provide an opportunity for board members to review and comment on the draft report. Following these meetings, the report will be finalized and completed by early fall. .

- **New Hillsdale Station Opening –**

The new Hillsdale Caltrain Station opened to the public on Monday, April 26, rebuilt with modern amenities as part of the 25th Avenue Grade Separation Project.

The new station has been relocated four blocks north of its previous location, between 28th and 31st Avenues. It has an elevated center-boarding platform, allowing for safer, more convenient pedestrian access. It also offers riders on-demand bicycle eLockers and traditional bike racks, two parking lots and six connecting SamTrans routes, making the station a truly multi-modal transit hub.

The project is eliminating the at-grade crossing at 25th Avenue, while building new separated crossings at 28th and 31st Avenues. These improvements eliminate the possibility of pedestrians and vehicles reaching the tracks, improving public safety and eliminating traffic bottlenecks on surrounding streets.

Effective Monday, April 26, Caltrain adjusted both its weekday and weekend schedules to add service for the Hillsdale Station. Hillsdale Station receives service every half hour on weekdays and every hour on weeknights and weekends, while the Belmont Station receives hourly service on both weekdays and weekends. There were no other timetable changes.

Once the Hillsdale Station reopens, the Hillsdale/Belmont Shuttle will be discontinued due to duplication of services, and paid parking at the Belmont Station will resume. Free SamTrans connections for Caltrain riders during the

temporary Hillsdale Station closure will no longer be available. Shuttles that served the Belmont Station during the temporary Hillsdale Station closure will continue until 25th Avenue is reopened in the late summer.

Riders can access the new station at 28th Avenue and the pedestrian underpass while 25th and 31st Avenues are under construction. For more information visit [www.caltrain.com/hillsdaleopening](http://www.caltrain.com/hillsdaleopening).

Communications efforts includes:

- Visual Message Signs & Public Address Announcements
  - Dedicated Webpage
  - Press Release
  - Social Media Updates
  - Print Ads in various Newspapers
  - Belmont Station Website Alert
  - Belmont / Hillsdale Shuttle Webpage and Text Alerts
  - Shuttle Notices and Outreach to shuttles
  - Signage at Belmont Station regarding resumption of parking fee
  - Weekly Project Construction Updates
  - Government Affairs & Public Affairs Notifications
  - Community Notifications – mailer, HOAs/Neighborhood Associations, project email distribution list, weekly construction notice, NextDoor
  - Staff Ambassadors from Communications, Rail and Bus stationed at Hillsdale Station and Belmont Station on the morning of April 26 to welcome and assist customers
- **SF Weekend Service Closures** – As part of the Marin & Napoleon Rail Bridge Improvement Project, the replacement of the Napoleon Street Bridge required two weekend service closures. Caltrain did not operate service to the 22nd Street or San Francisco stations on the weekends of April 17-18 and April 24-25.

On these weekends, free SamTrans bus service replaced train service between the Bayshore, 22nd Street and San Francisco stations. Buses were ADA accessible and required face coverings while on board.

For more information, visit [www.caltrain.com/SFWeekendClosure](http://www.caltrain.com/SFWeekendClosure)

- **Caltrain Riders Have One more Contactless Payment Option** – The Metropolitan Transportation Commission (MTC) launched on April 15 the Clipper regional transit-fare payment card on iPhone and Apple

Watch, and also released a mobile app for easier management of Clipper cards.

Clipper on iPhone and Apple Watch gives riders a new contactless way to pay fares on buses and at all the participating transit agencies. Customers can add the card directly through Apple Wallet and load cash value with Apple Pay anytime, anywhere. Customer can also use the trip planning feature on the app. Clipper will be available in Google Pay in May.

- **Special Event Train Service** – As state and local public health orders and restrictions ease, staff is in contact with event venues and sports teams along the rail corridor to discuss re-opening plans.

Caltrain is not currently operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.

### **Services Performed:**

- **San Francisco Giants** – The SF Giants welcomed back fans at Oracle Park at limited capacity for their home opener starting Friday, April 9. The Giants will host 13 home games in April. Caltrain continues to monitor ridership arriving and departing SF station and will support customer needs as the season progresses. April Monthly Giants Ridership will be reported in June.
- **Golden State Warriors** – The Warriors welcomed back fans at Chase Center at limited capacity starting Friday, April 23. The Warriors will host 3 home games in April. Caltrain continues to monitor ridership at SF station. April Monthly Warriors Ridership will be reported in June.
- **San Jose Sharks** – The SJ Sharks welcomed back fans at SAP Center at limited capacity starting Monday, April 26. The Sharks will host 2 games in April. Caltrain continues to monitor ridership at San Jose Diridon station. April Monthly Sharks Ridership will be reported in June.

### **Services Scheduled:**

- **San Francisco Giants** – The Giants will host 15 home games at Oracle Park at limited capacity in May. Caltrain will continue to monitor ridership arriving and departing SF station and will support customer needs as the season progresses.
- **Golden State Warriors** – The Warriors will host 6 home games at Chase Center in May. Caltrain will continue to monitor ridership at SF station.

- **San Jose Sharks** – The SJ Sharks will host 5 home games at SAP Center in May. Caltrain will continue to monitor ridership at San Jose Diridon station.
- **Memorial Day Holiday Service** – On Monday, May 24, Caltrain will operate a Holiday/Sunday schedule in observance of the Memorial Day holiday.

### **Capital Projects:**

The Capital Projects information is current as of April 16, 2021 and is subject to change between April 16, and May 6, 2021 (Board Meeting).

**San Mateo 25<sup>th</sup> 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 project is over 89% complete.

The temporary closure of the Hillsdale 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 Hillsdale will stop at Belmont, and bus and shuttle service between Belmont and Hillsdale Station has been provided to minimize the temporary passenger inconvenience.

To support Hillsdale Station's planned opening on April 26, 2021, PG&E provided permanent power on April 5. Work is under way to test the various station communications (i.e., data, voice, CCTV), ticket vending and Clipper Card validation, lighting, and fire/life safety systems that will be followed by integrating these various systems into the Caltrain network and Central Control facility command center. Upon completion of testing and systems integration, the new Hillsdale Station will open for passenger service and the interim shuttle service to the Belmont station will be halted.

On April 5, the entirety of the 25<sup>th</sup> Avenue roadway from Palm Avenue to Delaware Street was temporarily closed for approximately 4 months in order to complete the roadway lowering that will provide sufficient vehicle clearance for commercial trucks. During the closure, east-west connectivity is provided at the newly opened 28<sup>th</sup> 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 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.

Adjacent to this project is a new assignment 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 area. This work was to be undertaken by the City of San Mateo, but is now being performed by Caltrain at the request of the City. Construction activities that began in February 2021 were substantially completed at the end of March, approximately two months ahead of schedule.

**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 April, 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. Underground electrical and ground improvements for the Communications Electrical Room were in progress. Work also continued for the trackwork of the realigned Main Track #1 (MT1). Currently, the project completion date is forecasted to extend from December 2020 until summer/fall 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 Street Bridge and replace the Napoleon Street 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 Street 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 April include preparations at the Napoleon Street Bridge for the replacement of bridge girders, delivery of the steel bridge girders, and the continued repairs of cracks and concrete spalling at the Marin Bridge. During the weekends of April 17-18 and April 24-25, rail service will be suspended and a bus bridge provided between Bayshore Station and the 22nd Street and 4th & King Stations for passengers. During these two weekend outages, the contractor will be replacing the bridge girders at the Napoleon

Street Bridge and also perform track improvements in the adjacent area. To accommodate the work duration, single track operation will be necessary for a portion of both Monday mornings. Full rail service will be restored for mid-Monday morning following each of the weekend outages. 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 that impacts operational efficiency at this station will be eliminated. 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 for implementation.

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along 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 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.

Currently, the project is completing value engineering of the preliminary design to optimize cost, schedule, and construction efficiency. The current schedule is to complete the final design for construction contract advertisement by mid-2023. Construction scheduled to occur from early 2024 to early 2026. Advance utility relocations are expected to begin in mid-2023. Team evaluating potential use of alternative delivery methods to address project risk and site constraints.

**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 March with target completion of Phase 2 by early 2021. The funding for Phase 3, for the rehabilitation of an additional 21 TVM's, has now been secured and will also be added to the project. The vendor's proposal for Phase 3 was received and is under review with the award forthcoming. 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 remaining stations (30 TVM's).

**Mary and Evelyn Avenue Traffic Signal Preemption Project:** Perform upgrades to train approach warning systems at Mary Avenue and Evelyn Avenue crossings in Sunnyvale. Project will improve vehicle safety at the at-grade crossings by increasing traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. Project will mimic the 2014 completed traffic signal preemption project 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 not available for design coordination and a timeframe for its receipt is pending. Project proceeded to complete its design without this information from the Electrification project. The 100% design is complete and Notice to Proceed for construction was issued to TASI on July 9. TASI has completed the installation of traffic signal preemption equipment and will be testing over the next several months. Integrated testing with the city of Sunnyvale's traffic department will be conducted when the city's traffic controller upgrade is complete fall 2021.

**FY19/FY20 Grade Crossing Improvements:** This project is a continuation of the ongoing grade crossing program to improve safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized crossings and we have proceeded with the work in phases based on funding availability. Ten 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 in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood and Oak Grove Avenues in Menlo Park. Work items include 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 authorized 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 was issued on April 1, 2021, with construction lasting until fall of 2021.

**Churchill Avenue Grade Crossing Improvements:** This project will make safety, pedestrian and bicycle access improvements to the Churchill Avenue crossing in the City of Palo Alto. The project scope includes widening sidewalks, associated relocation of pedestrian gates, and installing new vehicle pavement markings and markers.

Project began in December 2019. The 35% design received in March 2020 is under review. 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 preparing Issue for Bid construction documents. Coordination and outreach with the Electrification project and stakeholders, such as the Cities of Brisbane and San Francisco, have been conducted and continue. Advertisement for bids forecasted for mid-2021 with construction to commence in the spring of 2022.

**Broadband Wireless Communications:** Project will provide wireless communication systems to enhance capabilities for monitoring of railroad operations and maintenance, and provide Wi-Fi capability for passengers. 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.

Project has completed the planning/conceptual design phase to develop project requirements. A stakeholder's review of planning/conceptual design phase has been completed and a recommendation has been made to proceed with the project as a Design/Build procurement. Request For Qualification documents are being developed for advertisement in the Spring and contract award by the end of 2021. Design and Construction is planned from early 2022 until mid-2023.

**MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and reassembly with new engine components and replacement of 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 is occurring off-site at the contractor's facility location. The six locomotives to be overhauled are Locomotive #'s 923, 924, 925, 926, 927 & 928. In order to maintain daily service, only one to two of these locomotives are released at a time for overhaul work that is expected to take approximately eight months per locomotive. Due to this restriction, the overall completion of this work is expected to take approximately four years.

The first vehicle #927 was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling. Its return to Caltrain 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.

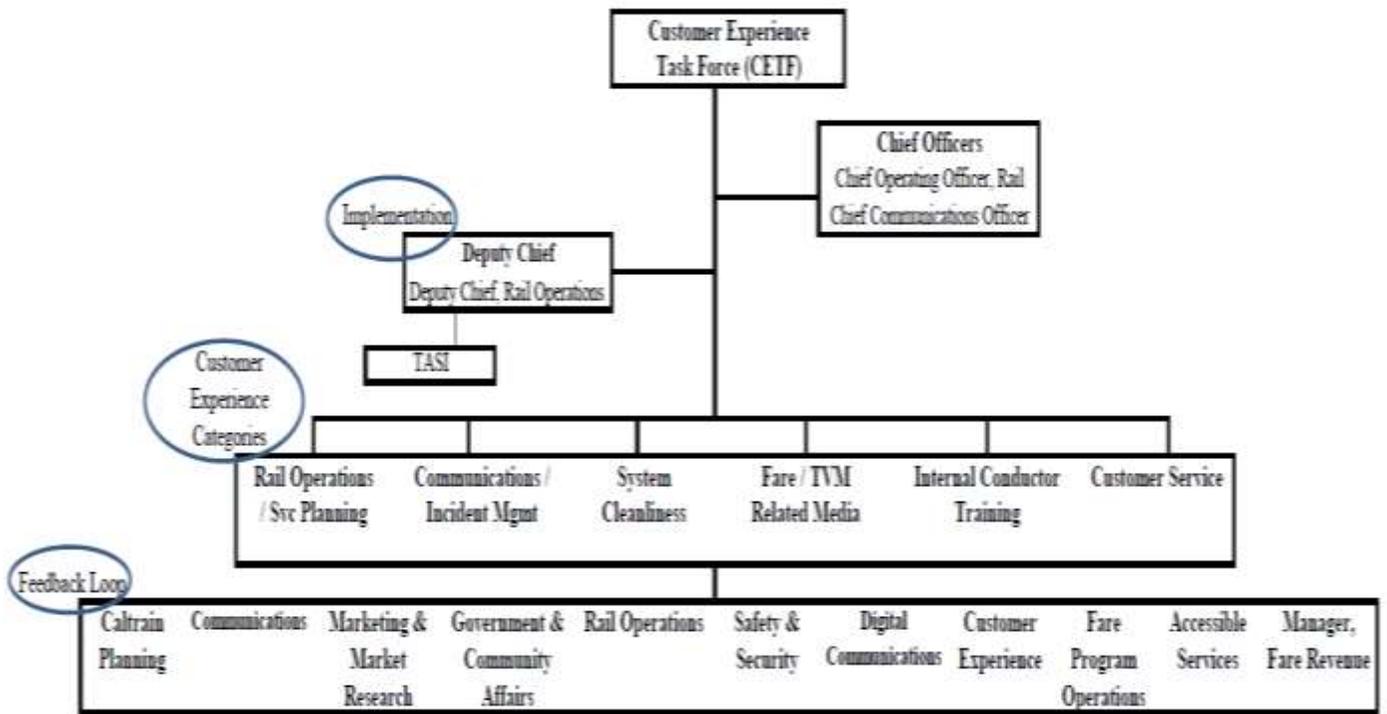
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

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 March 22, 2021 and April 26, 2021.
  
- New Hillsdale Station Opening:
  - The new Hillsdale Caltrain Station opened to the public on Monday, April 26, rebuilt with modern amenities as part of the 25th Avenue Grade Separation Project.
  - The new station has been relocated a few blocks north of its previous location, between 28th and 31st Avenues. It has an elevated center-boarding platform, allowing for safer, more convenient pedestrian access. It also offers riders on-demand bicycle eLockers and traditional bike racks, two parking lots and six connecting SamTrans routes, making the station a truly multi-modal transit hub.
  - The project is eliminating the at-grade crossing at 25th Avenue, while building new separated crossings at 28th and 31st Avenues. These improvements eliminate the possibility of pedestrians and vehicles reaching the tracks, improving public safety and eliminating traffic bottlenecks on surrounding streets.
  - Effective Monday, April 26, Caltrain adjusted both its weekday and weekend schedules to add service for the Hillsdale Station. Hillsdale Station receives service every half hour on weekdays and every hour on weeknights and weekends, while the Belmont Station receives hourly service on both weekdays and weekends. There were no other timetable changes. The new schedule can be viewed at [www.caltrain.com/HillsdaleOpening](http://www.caltrain.com/HillsdaleOpening).
  - Tour the new station ([watch video](#)) and view the amenities, tile murals, and new centerboard platform which allow riders to access both north and southbound trains with ease.
  - With the station opening, the Belmont/Hillsdale Shuttle was discontinued due to duplication of services and paid parking at the Belmont Station resumed. Free SamTrans connections for Caltrain riders during the temporary Hillsdale Station closure are no longer available. Shuttles that served the Belmont Station during the temporary Hillsdale Station closure will continue until 25th Avenue is reopened in the late summer.
  - Riders can access the new station at 28th Avenue and the pedestrian underpass while 25th and 31st Avenues are under construction.
  - For more information visit [www.caltrain.com/hillsdaleopening](http://www.caltrain.com/hillsdaleopening).
  
- 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 completed Phase two. TVMs were upgraded at the San Jose Diridon, San Francisco 4th & King, Millbrae, Redwood City, Palo Alto and Sunnyvale stations for a total of 12 TVMs upgraded. Working on a contract for Phase 3 which will upgrade an additional 21 TVMs at the stations this fall.
- 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 working on a contract with a potential 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.
  - On April 15, Clipper mobile app on iPhone was launched and Android will be available soon.

### **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
  - On April 21, e-lockers were installed at Hillsdale (16 spaces), San Bruno (8 spaces), Sunnyvale (16 spaces) and San Antonio (8 spaces). California Avenue Station got 8 spaces in May and installations are planned for Palo Alto and San Carlos stations later in May. Since the beginning of 2021, more than 150 e-locker spaces have been installed along the Caltrain corridor. E-lockers are now available at 16 Caltrain stations. Plans are being made to install lockers at more stations in this summer. Staff is continuing to work 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](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](http://CalMod.org/VR).
- 25th Avenue Grade Separation Project
  - On April 26, 2021, the new Hillsdale Station opened. For more information visit [www.caltrain.com/HillsdaleOpening](http://www.caltrain.com/HillsdaleOpening).
  - 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 through summer 2021.
  - The website [www.Caltrain.com/25thgs](http://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 in December 2020.
  - 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.

### **Station Improvements**

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

- Coordinate a consistent appearance system wide:
  - On-going Trash Receptacles Repair and Re-painting at all Stations
  - 12 New Trash Receptacles have been received and will be installed at the Redwood City Station. Installation to be determined.
- Palo Alto (Station of the Quarter) 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
- Redwood City will be the next Station of the Quarter and has been pre-inspected.
- On-going Removal of the Keyed Bike Lockers and Installations of the new E-Lockers at the Stations.

**JPB CAC Work Plan**

June 16, 2021

- E Locker Update
- CID2
- Cubic Mobile App

July 21, 2021

- COVID 19 cleaning efforts cost
- Blue Ribbon Task Force
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August 18, 2021

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September 15, 2021

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October 20, 2021

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November 17, 2021

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December 15, 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
- Industry Safe Functionality