



BOARD OF DIRECTORS 2021

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

August 18, 2021 – Wednesday

5:40 p.m.

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to 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 prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

Oral public comments will also be accepted during the meeting through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Re-Appointment of CAC Member
 - Larry Klein, Santa Clara CountyIntroduction of New CAC Member
 - Jean-Paul Torres, San Francisco CountyIntroduction of New Alternate CAC Member
 - Rob Jaques, San Francisco County
4. Approval of Meeting Minutes of July 21, 2021
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
8. PCEP Update (Brent Tietjen)
9. High Speed Rail (Morgan Galli/Rachel Bickert)
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
September 15, 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:** Jean-Paul Torres, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: 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 JULY 21, 2021

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

MEMBERS ABSENT: P. Flautt, B. Shaw (Chair)

STAFF PRESENT: T. Burgwyn J. Navarrete, J. Navarro,

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

Vice Chair Adrian Brandt called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF JUNE 16, 2021

Vice Chair Brandt requested that the "draft" watermark be removed from the final version of the Distance Based Fare Resolution that passed at last month's meeting.

Motion/Second: Brandt / Klein

Ayes: Kutler, Leung, Tuzman

Absent: Shaw, Flautt

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, referred to his correspondence in the CAC packet and stated that although, discussion regarding technology limitations that prevents Caltrain from real time ridership reporting will be discussed later in October, he hopes that staff can identify those limitations. He stated that the SMART train posts daily ridership, Clipper tags, conductor counts and data from their mobile app. Jeff is looking forward to hearing more about any comprehensive fare package Caltrain may be working on and the results of the Distance Based Fares Resolution that passed the last month.

Adina Levin, via Zoom Q&A, identified herself as having a role as Chair of the Advisory body to the Fare Study and reported that on August 2nd, the Advisory body will hear an update on the Fare Study, including preliminary information about the recommendations on the Fare Study. She encouraged anyone who is interested, to join the meeting. She then stated that the Fare Integration Task Force would be looking

at an update on the fare study and recommendations for example; free transfers, multi-agency passes and accumulators, potentially standardizing regional fares. Lastly, Adina shared her concern regarding staff mentioning that a presentation would be shared to the Board prior to it being shared with the Citizen's Advisory Committee. She shared her confusion as the Board has asked the Citizen's Advisory Committee to give advice through staff and directly to the Board. She asked whether it made sense to present to the CAC first, so the CAC can make recommendations to the Board.

Roland Lebrun, San Jose, via Zoom Q&A, shared that the Blue Ribbon Transit Recovery Task Force will meet on Monday July 26, at 1:00 p.m. and that more information can be found on the MTC website. He then shared information regarding the DTX, the Downtown extension. He stated that the ESC, Executive Steering Committee has agreed to conduct a study on the Transit Center as a true station and analyze capacity. Roland then reported that he was disappointed to hear that it regardless of the outcome of the capacity analysis, it was voted that there would be no changes to the DTX as currently designed. He said that he has written letters to the appropriate parties with further information.

CHAIRPERS'S REPORT

Vice Chair Adrian Brandt reported that he was filling in for Chair Brian Shaw during his absence. Vice Chair, Brandt provided details from the ESC, Executive Steering Committee meeting. He then stated that Caltrain and other commuter railroads are struggling with what to do with service, wanting to avoid service cuts in the future. There is concern, once the COVID relief funds are expended, what ridership will look like post-pandemic.

COMMITTEE COMMENTS

Member David Tuzman reported that Melissa Jones, Caltrain staff, informed him that the CAC could receive a presentation after presented to the Agency Boards, in the second half of October. He stated that he would continue to follow-up to, potentially, have something sooner. He then referred to public comment from Adina stating that the CAC is supposed to be representing the riders and feeding recommendations up to the Board. He requested staff to further review the timing of the presentation.

Member Rosalind Kutler thanked staff for their coordination during construction at the Bayshore station. She then stated that the timed transfers are extremely helpful. Lastly, she reported a construction issue at the Redwood City platform. Joe Navarro, Deputy Chief, Rail Operations stated that he would look into the issue.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, referred to Government Code section 14954.3, which mandates that Brown Act meetings take public comment either before or immediately after every single item on the agenda, which includes the Chairperson's Report. He stated that he would be commenting on that. He said that the reason it is believed that BART technology is coming to the Transbay Terminal is

because there is a concerted effort to suppress information. Specifically an email he sent out in March regarding the DTX and another recent email that informs the true station capacity analysis that is currently under study. He stated that his correspondence is not appearing in the Agenda packets. He explained that BART technology will indeed not be in the Transbay terminal and that, between Emeryville and Brisbane it will be able to support thirty trains an hour in each direction.

UPDATE ON SERVICE RESTORATION

Ted Burgwyn, Director, Rail Network & Ops Planning, presented an Update on Service Restoration.

The full presentation can be found on caltrain.com

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, said he believes that this is a step in the correct direction. He also stated that staff is listening and that he has been waiting for this presentation to write to the Board. Roland commented on several slides of the presentation. He talked about the previous success of the Baby Bullets. He made a note that some of the market research is three months old. He said that staff needs to capture the pre-pandemic market. He then stated that passengers make decisions to ride Caltrain based on travel time, not the rate of speed. He stated that Baby Bullet service is needed throughout the day, at least once per hour. He went on to say that staff has eliminated half of the Baby Bullet market and that he has no choice but to drive, right now. He suggested that Baby Bullets originate out of Gilroy. He mentioned that during special events, if the trains are full, to run more trains. He then mentioned equity and referred to slide sixteen. Lastly, he said that the fare box would remain low as long as previous customers are being targeted.

Jeff Carter, Millbrae, via Zoom Q&A, appreciated the report and stated that staff is on the right track. He then stated that Caltrain should explore new fare options for riders that are not working the normal five days a week; he suggested staff to keep the monthly pass at low enough prices to encourage those passengers to ride. Jeff mentioned the distance based fares. Jeff then suggested running more bullet or express trains on weekends. Regarding equity, he stated that lower fares would help encourage the lower income riders. He then stated that he is glad to see more than one train during the off peak and that it should help encourage ridership.

Andy Chow, via Zoom Q&A, stated that he is glad that Measure RR passed to pay for this expanded service, given that ridership is still coming back, and may not come back very quickly. He remembers when Caltrain could not afford to expand service beyond the peak period because of cost. He hopes that the schedule will help transform the system, as Caltrain continues with electrification. He mentioned that he liked the half-half semi local service schedule, pre-pandemic. He is hopeful to see the Agency react accordingly to ridership.

Drew, via Zoom Q&A, thanked staff for the presentation. He enjoyed the heat diagrams on Highway 101 and mentioned that rush hour traffic patterns are different throughout the day depending on people's type of work and schedule. He stated that he would like to see Caltrain address the VTA transfer connection, not just the BART connection. Drew then advocated that Sunnyvale be a Bullet train stop instead of Mt. View, if a second Bullet Train is added. He pointed out the typo with the Gilroy train time. He then expressed that he would like to see express trains on the weekends. He stated that there are great things about this schedule with equity. He stated that he would like to see a fare structure that goes hand in hand with this schedule.

Adina Levin, via Zoom Q&A, thanked staff for the schedule that has taken into account a lot of the changes that are happening, including looking to bring back commuters in a world with different commuting patterns, less peak oriented and new travel behavior as well as supporting different types of trips and different types of riders. She hopes that Caltrain will pay attention to how people are using the service and make changes accordingly, if necessary. She was happy to see the BART connections made during the pandemic, however is concerned with BART connections on nights and weekends. She stated that having information at the stations and on the websites would be helpful for passengers on what to expect. Lastly, she expressed her concerns with Sunnyvale not having a Bullet train stop.

Committee Comments:

Member Tuzman thanked Mr. Burgwyn for the very informative presentation and thanked staff for their work in balancing many competing goals and taking into account the new way that people are traveling. He then expressed the importance of not shying away from express and bullet trains during mid-day. He stated that with flexible work schedules, it would likely increase car usage, particularly mid-day because folks are home and would take more incidental trips. If Caltrain can provide convenient service during those mid-day irregular times, staff would help avoid congestion and pollution of more cars on the road. He then asked what the latest train would be on Sundays. Mr. Burgwyn responded that the Sunday and Saturday scheduled match and that the latest northbound will get into San Francisco at 12:52 a.m. and the latest southbound train leave San Francisco at 12:05 a.m. gets into San Jose at 1:44am. Member Tuzman then asked regarding the Millbrae BART connection schedule difficulty and asked what is the longest a passenger would wait on the platform for a connection and Mr. Burgwyn responded a little bit over 30 minutes.

Mr. Burgwyn acknowledged the typo on the Gilroy slide at stated that it should read 6:52 a.m., not 5:52 a.m.

Member Larry Klein asked Mr. Burgwyn whether the Baby Bullet stops listed are exactly the same going north and south in peak hours. Mr. Burgwyn confirmed, however with the only difference being 22nd street. Member Klein asked how that was decided. He stated that as heard in public comment from Roland, Adina and Drew there is concern regarding Sunnyvale not having a Baby Bullet stop. Member Klein then said that Sunnyvale had northbound Baby Bullets in the morning; it was split between Mountain View and Sunnyvale, but none going south. Ultimately, there were many riders

boarding going in the northbound direction in the mornings and asked why the new schedule will not meet those rider's needs anymore. Mr. Burgwyn stated that the Sunnyvale issue was one that staff looked at carefully and that the problem with that specific train is that if a Sunnyvale stop were added, it would interfere with Bullet train overtaking the local. How that was balanced out was that Sunnyvale will get three trains per hour in the peak and one of those trains is a limited train that provides pretty good travel time between Sunnyvale going into San Francisco. Mr. Burgwyn also mentioned that staff is looking at different options for the second potential Baby Bullet train. Member Klein expressed his worry that people will now get in their cars, because they cannot walk to the station to take the Baby Bullet to the city. He hopes that whatever decision-making was done with the 22nd street station that it could conceivably be done in Sunnyvale. Member Klein then asked what the monitoring thresholds to add another Baby Bullet are. Mr. Burgwyn responded that staff would be looking at ridership, not just trends across the system, but train by train. Mr. Klein said that he is afraid that it would not capture those riders no longer riding Caltrain and choosing to drive instead, because the Baby Bullet will no longer be an option with the new schedule.

Member Rosalind Kutler thanked Mr. Burgwyn for the presentation and mentioned that is a sophisticated schedule that answers many of the current needs and builds on the equity issues. She then stated that the Bayshore station serves a huge equity need and hopes staff keeps that in mind. She mentioned that she is very happy to see the growth of ridership and hopes to keep a strong schedule there to keep those new riders.

Vice Chair Brandt thanked staff for the presentation and commented on distance based fares versus the current inequitable zone based system and stated that the distance based fares would attract a new demographic. He then stated that Caltrain is fortunate to have a bidirectional, all day market with all different types of trips and recommended increasing off peak service. He shared his concern with the proposed schedule because for many stations, it remains an hourly-based service, even though there are two trains per hour. He acknowledged that the more popular stations get two trains per hour. Additionally, he agreed with the previous comments expressing the need for express service on the weekends. Vice Chair Brandt also agreed with previous comments regarding the Sunnyvale service. He mentioned that although staff will monitor ridership, there is an epistemological problem with figuring out what the actual demand is versus what people are doing. Lastly, he stated that he agrees with public comment regarding Bullets going to or from Gilroy.

COVID-19 CLEANING EFFORTS COST

Joe Navarro, Deputy Chief, Rail Operations reported COVID-19 Cleaning Efforts Cost

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

Committee Comments:

Vice Chair Brandt asked whether the \$100K per month includes labor or just materials cost. Mr. Navarro responded that it includes everything for example, labor, materials and third party contractors. Vice Chair then asked what, if any, vaccine policy does Caltrain have for employees. Mr. Navarro stated that masks continue to be mandatory on the trains and throughout all departments, including operations and maintenance departments. Vice Chair Brandt then asked what, if any, is the vaccine policy for employees that have customer contact. Mr. Navarro responded that staff set up vaccination sites in Santa Clara and held three events that gave employees the opportunity to receive their vaccinations. Additionally, there was an incentive for employees to get vaccinated and voluntarily share their vaccination status. Approximately sixty-three percent of employees have been vaccinated, according to the voluntary vaccination status reported. Vice Chair Brandt shared his concern knowing that potentially approximately thirty percent are unvaccinated. He suggested looking into what employers can do to ascertain vaccination status. Mr. Navarro clarified that the percent includes all departments, which include operations, signal and mechanical departments, just to name a few and does not include just customer facing employees; that percent may be higher. Vice Chair Brandt then asked Mr. Navarro to speak to the air treatment. Mr. Navarro stated that the fleet is equipped with MERV 13s, which is the highest range of filtration. He then stated that there was a study on the airflow, which had previously been presented to the CAC by the Deputy Director, Rail Vehicle Maintenance. Vice Chair Brandt did indeed recall that presentation and thought it was worth mentioning again.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, commented on airflow with the Stadler EMUs. He mentioned that Amtrak is testing the new Alstom trains and TCCI had some significant input on how to modify the air flow in the in the train, to have the air originate from the ceiling going down being extracted and then going through the ventilation system, rather than just blowing air horizontal. Roland then asked staff to touch base with TCCI regarding this feedback for a future staff report.

Continued Committee Comments:

Alternate Member Kathleen Maxwell suggested that vaccination be required for conductors and those employees that are on the train. Vice Chair Brandt reiterated Joe to look into making the vaccination a condition of being able to work. Mr. Navarro responded that he would follow-up with the exact percent breakdown by department of those vaccinated. Vice Chair Brandt then asked what staff could proactively do to ensure customer-facing employees are vaccinated.

Continued Public Comments:

Jeff Carter, Millbrae via Zoom Q&A, stated that he works for the City and County of San Francisco and that they are required to submit their vaccination card, and is mandating city employees get a vaccination, unless there is a medical or other reason that they cannot. He then stated that when work is being done on site, they are required to complete a health check online. He stated that the city has imposed these safety measures to help reduce the spread of the COVID virus and the Delta variant.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **June:** The June 2021 OTP was 91.5% compared to 96.3% for June 2020.
 - **Vehicle Strikes** – There was one vehicle strike on June 18.
 - **Vehicle on Tracks** – There was one day, June 23 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In June 2021 there were 329 minutes of delay due to mechanical issues compared to 589 minutes in June 2020.
 - **Trespasser Strikes** – There was one trespasser strike on June 3, resulting in a fatality.
- **May:** The May 2021 OTP was 90.1% compared to 95.8% for May 2020.
 - **Trespasser Strikes** – There was one trespasser strike on May 4, resulting in a fatality.

Mr. Navarro then shared an Average Weekday Ridership slide comparing months April, May and June in 2019, 2020 and 2021. He mentioned that ridership is coming back as the bar graph reflects an increase in 2021 over 2020. He stated that the weekends are also picking up with the hourly service.

Committee Comments:

Vice Chair Brandt asked to confirm that ridership in June 2021 is just below ten percent and Joe confirmed. Vice Chair Brandt then pointed out that graph's visual is misleading and makes it look like ridership is ninety percent back. Mr. Navarro explained that the chart would appear small and would not be easy to see and decided to zoom in on the slide. Vice Chair Brandt understood and mentioned that the trend is heading in the right direction. He then asked whether the Safety and Security reports are being worked on. Mr. Navarro confirmed and stated that he may have it ready for next month's meeting. Lastly, Vice Chair Brandt followed-up on whether station boards will have highlighter across the station times. Member Kutler reminded Vice Chair Brandt that Mr. Navarro already addressed this concern and stated that the visual disability community will not be able to see that. Mr. Navarro then stated that what has been done is that the station name of the passenger's location is

indeed highlighted. Vice Chair Brandt stated that he has not been to Redwood City to check. Member Kutler confirmed that the station name is highlighted in green.

Public comments:

Roland Lebrun, via Zoom Q&A, requested staff to provide further details regarding vehicles on the track, specifically the location, time of day and whether the intersection had special treatment to deter. Roland then asked staff to consider starting special event trains from Tamien and not San Jose to encourage passengers to ride the train and save on parking. Lastly, Roland agreed with Vice Chair Brandt that it is misleading and said that he would send staff examples of other agency's ridership report.

Drew, via Zoom Q&A, appreciated the chart and understands the mixed views on the Y legend and appreciated how it showed the last three months, year over year for 2019, 2020 and 2021 and was able to follow the data on the right side.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with previous public comment from Roland regarding Tamien parking. He stated that riders can benefit from free parking. Jeff expressed his appreciation with the Ridership chart and asked staff to add the percentage to the chart.

Continued Committee Comments:

Vice Chair Brandt asked how the costs are covered for special event trains. Mr. Navarro stated that it is minimal with just fuel and overtime. Special event trains are budgeted every year. Vice Chair asked whether Caltrain charges for Special Event trains not in the budget. Mr. Navarro explained that staff was pursuing MOUs for cost revenue service, however with the pandemic, efforts have halted. Mr. Navarro also clarified that with ridership, the service pays for itself as passengers purchase tickets to ride. Vice Chair Brandt stated that it sounds like a win-win. He then asked for further details regarding vehicles on the tracks. Mr. Navarro stated that they could discuss adding a presentation to the Work Plan at the Agenda setting meeting.

Continues Public comments:

Adina Levin, via Zoom Q&A, requested staff to look into providing real time ridership data or as close as possible to real time, but understands that Caltrain may not be able to provide ridership data as BART does.

Mr. Navarro advised the committee that for next month's meeting, he would look into providing an additional data that includes month to date. He said that he would use the same format as he did this month and provide an additional slide that includes month to date data.

JPB CAC Work Plan

August 18, 2021

JPB CAC Meeting Minutes
July 21, 2021

- High Speed Rail
- PCEP Update (Schedule)
- South San Francisco

September 15, 2021

- Rail Safety Month
 - JPB
 - TASI

October 20, 2021

- Code of Conduct
- Clipper Data Availability
-

November 17, 2021

-
-
-

December 15, 2021

- Customer Experience Completions & Recommendations
-
-

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
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

August 18, 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 7:34 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) –

- **July:** The July 2021 OTP was 90.2% compared to 96.4% for July 2020.
 - **Vehicle on Tracks** – There were two days, July 17 and 24, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In July 2021 there were 586 minutes of delay due to mechanical issues compared to 558 minutes in July 2020.
 - **Trespasser Strikes** – There were two trespasser strikes on July 9 and 23, one resulting in a fatality.
- **June:** The June 2021 OTP was 91.5% compared to 96.3% for June 2020.
 - **Trespasser Strikes** – There was one trespasser strike on June 3, resulting in a fatality.
- **Caltrain August Service Change** – Caltrain is finalizing plans to restore and expand service in August 2021. This restoration will allow Caltrain to provide a competitive service as employees return to work and in-person education resumes in the region. The planned service change also provides a further opportunity to continue implementation of the Equity, Connectivity Recovery and Growth Framework adopted by the Board in 2020 – with an emphasis on providing improved service at all times of day, a simplified set of service patterns, and coordinated connections at key regional transfer points.

The Service Structure will:

- Increase peak period service to 4 trains per hour
- Maintain off-peak service at 2 trains per hour and expand evening service
- Maintain hourly weekend service and add four trains on Sunday
- Restore Baby Bullet service

- Restore Gilroy service to 3 round trips per day

- **Special Event Train Service –**

Services Performed:

- **San Francisco Giants –** The SF Giants hosted 15 home games in June, 12 games at limited capacity and three games with no capacity restrictions starting on June 25. Average additional ridership per game, boarding and alighting at San Francisco station, was 1,753, an increase of 107% compared to May 2021. Total additional ridership for June was 26,290. Year-to-date additional ridership is 39,723.

The Giants hosted 14 home games in July. July Monthly Giants Ridership will be reported in September

- **SF Pride Movie Nights –**
 - June 11: total additional riders boarding and alighting at San Francisco station was 312.
 - June 12: total additional riders boarding and alighting at San Francisco station was 390.
- **Independence Day Service & SF Waterfront Fireworks –** On Sunday, July 4th, Caltrain operated a Sunday schedule. Caltrain also operated two post-event local trains after the Independence Day fireworks along the SF waterfront.

Ridership to and from the event will be reported in September.

- **Observed Independence Day Service –** On Monday, July 5th, Caltrain operated a Holiday/Sunday schedule in observance of Independence Day.

Services Scheduled:

- **San Francisco Giants –** The Giants will host 12 home games at Oracle Park at full capacity in August. Caltrain will continue to operate the Millbrae Express special post-event service for all Weekday night and Weekend night games that was implemented with the opening of the economy starting June 15. Caltrain will continue to monitor ridership arriving and departing SF station to support customer needs.
- **SF 49ers Pre-Season –** The 49ers will host two pre-season homes at Levi's Stadium on Saturday, August 14 (vs. the Kansas City Chiefs) and Sunday, August 29 (vs. the Las Vegas Raiders) with no capacity restrictions. Caltrain & VTA connecting service to Levi's Stadium is still to be determined. The VTA has developed a plan

to resume light rail service and is moving through phases to achieve this goal by the middle of August.

- o **Hella Mega Tour Concert** – The Hella Mega Tour Concert will be held at Oracle Park on Friday August 27, 2021 and will feature bands including Green Day, Fallout Boy, Weezer and the Interrupters. Special Event Service is still to be determined.

Capital Projects:

The Capital Projects information is current as of July 16, 2021 and is subject to change between July 16, and August 5, 2021 (Board Meeting).

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. The project is over 93% complete.

The new Hillsdale Station was opened for rail service on April 26th along with the majority of the parking lots between 28th Avenue and 31st Avenue, and, between 28th Avenue and 25th Avenue. The small portions of the parking lots at the southern end by 31st Avenue and at the northern end near 25th Avenue, which were excluded at the April 26th station opening, are currently in progress for completion.

In July, at 25th Avenue, work was being completed on installation of underground utilities for storm drains and sanitary sewer systems, concrete flat work for median islands, curbs, gutters and sidewalks, roadway grading, and asphalt pavement and striping. The reopening of 25th Avenue to traffic is forecast by the end of July to early August.

At 31st Avenue curbs and gutters, roadway grading, installation of underground utilities for storm drains and traffic signals, and asphalt paving for the future roadway underpass was completed. Work continues for the painting of the 31st Avenue Steel Bridge, concrete flatwork for sidewalks, electrical & mechanical works for the storm drain pump station, and street modifications at the intersection of 31st Avenue and El Camino Real.

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 overall system operational efficiency.

In July, the contractor (PMI) is installing architectural and electrical finishes for Ramp 3 (Pedestrian Underpass leading to West Plaza/Airport Boulevard entrance), and Ramp 2 (Pedestrian Underpass to Center Platform). Concrete work and embedded electrical for Ramp 1/Stair 1 (East Side entrance on Poletti Ave. to Pedestrian Underpass) is also in progress. The ceiling of the Pedestrian Underpass is in progress. The project completion date is forecasted to extend from December 2020 until November 2021.

The funding agreements with the San Mateo County Transit Authority (TA) and City of South San Francisco, for the project budget and schedule impacts due to utility and contractor caused delays, was finalized and the board authorized the receipt of additional funding and increase contract authority at the July 1 meeting.

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.

During July, work continued to address structural deficiencies of the Marin and Napoleon bridges and track improvements in the adjacent areas such as spot tie replacement, and new bridge walkways and railings. 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 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 continues to address the City of Burlingame's comments to their review of the value engineering of the preliminary design to optimize cost, schedule, and construction efficiency. Concurrent with the value engineering efforts, detailed design efforts are underway such as geotechnical engineering and utilities coordination. A board action is arranged for an upcoming board action related to additional funding from the San Mateo County Transportation Authority (SMCTA) and FY22 Capital Budget amendment for the additional design and construction costs associated with the relocation of Paralleling Station #3 (PS3) to the east side of the alignment as requested by the City. 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 is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

Ticket Vending Machine (TVM) Rehabilitation: Upgrade 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. Scope of the original contract was increased to include upgrades to the credit card reader and database.

In early October, the first phase of the project to develop a prototype Clipper TVM successfully completed final acceptance testing those results in completion of Phase 1. Phase 2 retrofitting of 12 additional TVM's was completed in March. The award of Phase 3 for upgrading of another 21 TVM's is pending. Additional funds for Phase 4 for another 25 TVM's was included in the FY21 Capital Budget amendment approved in October 2020. Phase 4 will be added to the project when funding becomes available Funding for Phase 5 to upgrade all remaining

stations (30 TVM's) was included in the FY22 Capital Budget that was approved in June 2021.

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 the Caltrain contract operator, TASI. TASI has completed the installation of new traffic signal preemption equipment. The new equipment for the advance signal preemption was successfully cutover and tested in July 2021. Integrated testing with the City of Sunnyvale's traffic controller will be done when the City is ready in the 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, gates, curbs, and signs.

Construction began in April 2021 and all construction contract was substantially completed in July. The previously remaining work for the median on the east side of 3rd Ave has now been installed and the pavement striping has also been completed. The only remaining work for the project is the installation of red solar pavement markers on the edge of the roadway across the tracks which will be done by the Caltrain contract operator, TASI.

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 65% design, with design assumptions, was received at the end of April 2021 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 continued between staff and the City's design consultant. The City of Palo Alto design consultant is working on their 50% design for the Churchill Ave improvements. After we review their 50% design, we will proceed forward from our 65% design.

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 finalizing the Issue for Bid construction bid documents. Coordination and outreach with the Electrification project and stakeholders, such as the Cities of Brisbane and San Francisco, have been conducted and continue. Subject to the availability of funding for construction, the advertisement for bids is now forecast to occur in Fall 2022 with construction expected to commence in the spring of 2023 with the caveat that PCEP has completed its grounding and bonding activities in July of 2022 as forecasted in its current construction schedule.

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).

Project has completed the planning/conceptual design phase to develop project requirements and a stakeholder's review of planning/conceptual design was completed. A recommendation has been made to proceed with the project as a Design/Build procurement. The Request for Proposal (RFP) contract documents are currently undergoing review by Caltrans. Advertisement is forecast in the late summer of 2021 and contract award by early 2022. 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 re-assembly 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 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 are released at a time for overhaul work 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 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, this unit is currently 61% completed. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

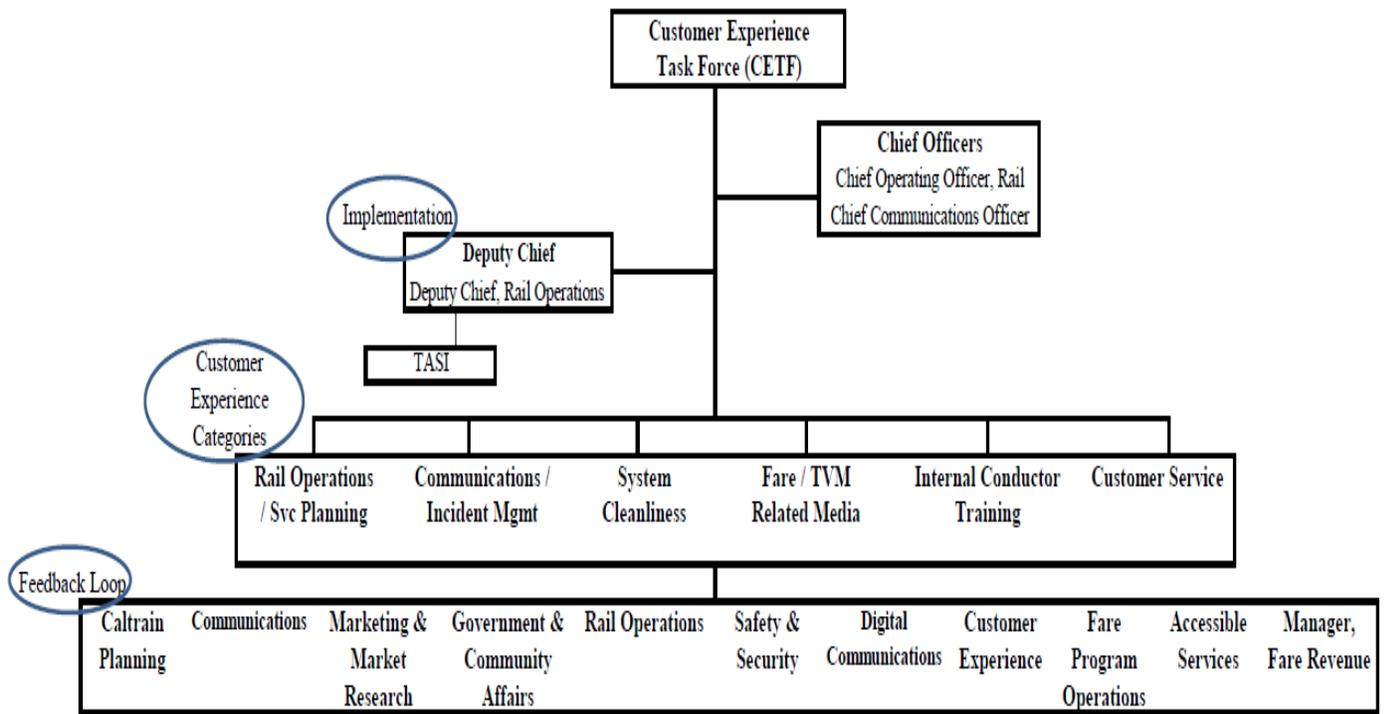
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.

- Caltrain Service Restoration:

Starting Monday, August 30, 2021 Caltrain service will surpass its pre-pandemic levels, offering 104 trains per weekday, including hourly all-stop Local trains throughout the day and the return of the Baby Bullet express trains. As an additional incentive to riders, Caltrain is discounting all of its non-Go Pass fares by 50% during the month of September.

The new level of weekday service will provide increased service and frequency throughout the day and into the evening. Service during the weekday peak commuting hours (6 a.m. to 9 a.m., 4 p.m. to 7 p.m.) will be increased to four trains per hour with the return of hourly Baby Bullet express trains. Limited-Stop train service during the middle of the day will provide riders with a faster alternative, while half hourly service until 11 p.m. will provide better local service into the late evenings, in keeping with the goals of the Framework for Equity, Connectivity, Recovery and Growth. Another goal of the framework captured by the new schedule is a move towards clock-face scheduling, so trains arrive at regular and predictable intervals, simplifying the riding experience.

The restoration of the third Gilroy train, which includes direct service to College Park station, will provide increased service to South Bay residents.

Weekend service will now be identical, rather than separate Saturday and Sunday schedules, which adds two additional round trips in morning and late evening on Sundays.

Caltrain developed the timetable with an emphasis on improving BART connections at the Millbrae Transit Center. Under the new timetable, the majority of connections during weekdays are between eight and 15 minutes, just right for rider convenience while flexible enough to avoid missing transfers. After 8:30 p.m. and for some weekend transfers, the wait time is currently less optimal. Both systems are dealing with intensive, system-wide construction, rebuilding, and maintenance activities that limit flexibility, and are continuing to work together to optimize our connections.

In addition, starting on Monday, August 30 the Campus Drive, Lincoln Centre, Mariners Island and Redwood LIFE shuttles will move to the new Hillsdale Station, after being relocated to Belmont Station during the Hillsdale Station closure.

- 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. Subcontractor Morrow Meadows was previously awarded the contract. Morrow Meadows completed the installations and relocations at Mountain View station as of August 12th, 2021. Morrow Meadows to complete Sunnyvale installation next month.

- 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.

 - Several of the final design documents have been received and are being reviewed.

- Caltrain Mobile App Quarterly Update – April to June 2021
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During Q4 FY21 Caltrain mobile sales and revenue experienced significant growth. The table below highlights those results.

| | Q4 FY21 Actuals | % ▲ vs. Q3 FY21 | % ▲ vs. Q4 FY20 |
|------------------------------------|-----------------|-----------------|-----------------|
| App Installs | 16,472 | 148% | 296% |
| Tickets Sold - (excluding parking) | 46,481 | 105% | 323% |
| Revenue \$'s - (excluding parking) | \$376,723 | 137% | 415% |
| Tickets Sold - Parking | 4,676 | 322% | 882% |
| Revenue \$'s - Parking | \$25,718 | 322% | 882% |

- Data source: Moovel monthly reports/Apple Store monthly app stats/Google Play monthly app stats

Digital Media Efforts

- Monthly Pass Price Reduction
 - 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
 - There is a delay with the rollout of e-lockers and staff is working with the vendor for next steps. At this point, more than 300 e-locker spaces are available at 19 Caltrain stations. There is currently an excess capacity. There is an ongoing effort to promote the use of the e-lockers, however will be scaled back until staff can determine when more e-lockers will be available for installation. 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.
 - Started testing Electric Multiple Units (EMU) at Transportation Test Center Inc. (TTCI) in Pueblo, Co

 - 25th Avenue Grade Separation Project
 - On April 26, 2021, the new Hillsdale Station opened. For more information visit 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 continues to be an overall project resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.

System Cleanliness

In the short-term (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
- Redwood City (Station of the Quarter)
 - Improvement work is on-going.
 - Estimated Completion Date: TBD

JPB CAC Work Plan

September 15, 2021

- Cars on tracks update
- SSF
- Rail Safety Month
 - JPB
 - TASI

October 20, 2021

- Code of Conduct
- Clipper Data Availability
- Hillsdale Station Obstacles

November 17, 2021

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-
-

December 15, 2021

- Customer Experience Completions & Recommendations
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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
- Industry Safe Functionality
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force