



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

October 20, 2021 – Wednesday

5:40 p.m.

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to [Assembly Bill 361](#) (Gov. Code section 54953).

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. Approval of Meeting Minutes of September 15, 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. Approval of the 2022 CAC Meeting Calendar
8. Southeast Rail Station Study (Ryan McCauley)
9. Website Replacement Project (Jeremy Lipps)
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
November 17, 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, Emilia Shapiro Adrian Brandt (Vice Chair),
Santa Clara County: Larry Klein, Patricia Leung, Patrick Flautt

INFORMATION FOR THE PUBLIC

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

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

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

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Accessible Public Meetings/Translation

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

Availability of Public Records

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

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

MINUTES OF SEPTEMBER 15, 2021

MEMBERS PRESENT: A. Brandt (Vice Chair), P. Flautt, R. Jaques (Alternate), L. Klein, P. Leung, JP. Torres, D. Tuzman, E. Shapiro, B. Shaw (Chair)

MEMBERS ABSENT: R. Kutler, M. Pagee (Alternate), N. Mathur (Alternate)

STAFF PRESENT: T. Bartholomew, H. Chan, J. Navarrete, J. Navarro, R. Scarpino

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 5:41 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBERS AND ALTERNATE

- Introduction of New CAC Member, Emilia Shapiro, San Mateo County
- Introduction of New Alternate CAC Member, Melody Pagee, San Mateo County

R. Jaques joined the meeting at 5:45 p.m.

APPROVAL OF MINUTES OF AUGUST 18, 2021

Motion/Second: Flautt / Klein

Ayes: Brandt, Leung, Shaw, Torres, Tuzman

Abstain: Shapiro

Absent: Kutler

PUBLIC COMMENT

Roland Lebrun, San Jose, via Zoom Q&A, requested closed captioning be enabled. He then expressed appreciation of the effort in capturing the accuracy of the CAC Meeting Minutes and suggested the Board Meeting Minutes reflect the same. He then stated that the timetable is an issue and heading in the wrong direction. He then stated that Caltrain is not working toward speeds over 79 MPH trains. He also stated that although Caltrain is running more trains, there are less trains running during peak hours. He mentioned a possible breach in full funding agreement with the FTA regarding capacity during peak hours.

Jeff Carter, Millbrae, via Zoom Q&A, referenced the correspondence packet regarding Member Tuzman's Editorial in the San Mateo Daily Journal titled Assembly Bill 1401: Rest in Smog. Jeff stated that smog and carbon emissions need to go down. He then stated that it is difficult to view the video archives on the Granicus server and requested

staff to make them downloadable for easier viewing. Lastly, Jeff requested the correspondence packets be made in color as is to the Board to better read.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that he and the Vice Chair Adrian Brandt met with staff and stated that the MTC Fare Study will be presented to the Board prior to the CAC in October. Chair Shaw stated that it was an MTC decision to present to the Board prior to the CAC.

COMMITTEE COMMENTS

Vice Chair Adrian Brandt stated referred to Roland's comment regarding increased travel time end-to-end and suggested the reason is that dwell times are up with schedule padding. He encourages staff to lessen dwell time padding. He then referred to Jeff Carter's comment regarding public meetings on Granicus and suggested staff to make the recorded meetings downloadable. Lastly, Vice Chair Brandt mentioned that although the CAC will not receive the Integrated Fare Recommendation Study prior to the Board, he recommended everyone visit SeamlessBayArea.org and view the Transformation Action Plan. He said that it may be a good preview to the presentation that will be given in October.

Member David Tuzman advised the committee and the public that September is Transit Month in the Bay Area and that it is encouraged to share transit experiences on social media. He stated that BART and Caltrain are offering discounted fares on Clipper and encouraged former riders to come back to Transit.

Member Patrick Flautt shared that as members of public facing committees, the best good that can be done is to be visible in public advocating for the goals of the committees and commissions they are a part of. He thanked Member Tuzman for writing his opinions on Assembly Bill 1401.

Member Patricia Leung shared feedback regarding the new schedule and stated that there is not a good Baby Bullet connection to Gilroy, increasing travel time to Gilroy. She then encouraged members of the committee and the public to provide their feedback on the VTA BART Silicon Valley Extension Project Phase 2. Lastly, she thanked the staff for making riding the trains feel back to normal and comfortable.

Alternate Member Rob Jaques referred to Vice Chair Brandt's comment and stated that the Transformation Action Plan will be presented to MTC and will include recommendations regarding the Fare Integration Taskforce work; however it is separate from the Blue Ribbon Taskforce. He then shared that MUNI is accepting feedback on service changes, including some routed that link with Caltrain.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his disappointment regarding the CAC not receiving the Integrated Fare Study prior to the Board. He then stated that dwell time padding may lead to train early departure and suggested staff take a closer look at tightening up dwell times. Jeff then referred to the Work Plan regarding Go Pass cost per ride factors requested in June of 2019 and requested an update on Go Pass usage.

Member David Tuzman called in and thanked Member Flautt and member of the public, Jeff for their comments on his article and encouraged everyone to read it to learn more about putting a stop to incentivizing car travel. He talked about his recent experience with riding the train. He then shared his disappointment with the Fare Integration Study going to the Board prior to CAC without committee comments.

Roland Lebrun, San Jose, via Zoom Q&A, stated that closed captioning had not been turned on as of yet. He reminded staff that it is a Federal ADA requirement and that if it is not enabled by the end of the meeting, he would submit a citation for an ADA violation. He then stated that he is working on requesting staff to implement a Baby Bullet to Gilroy. Lastly, he stated that there will be a Fare Integration Study presentation to the Finance Committee on September 27th at 2:30 p.m.

RAIL SAFETY EDUCATION & SUICIDE PREVENTION UPDATE

Tasha Bartholomew, Manager, Communications, presented the Rail Safety Education & Suicide Prevention Update. The full presentation can be found on caltrain.com

Committee Comments:

Vice Chair Brandt stated that in order to fix a problem it needs to be understood and thanked Ms. Bartholomew for the break down in her presentation. He then asked how the role of the cameras, in Palo Alto, play in the effort to prevent suicides. Mr. Joe Navarro, Deputy Chief, Rail Operations, responded that the cameras work. They detect sizable motion and alert the proper authorities that notify the Police. He stated that Caltrain shuts down service so that the Police may remove the trespassers from the tracks approximately three times a month.

Member Emilia Shapiro thanked Ms. Bartholomew for the presentation and everything staff is doing for suicide prevention.

Member Tuzman thanked Ms. Bartholomew for the presentation. He then asked whether her team has statistics on the San Mateo County Sherriff's Department intervening with attempted suicides or success rates. Ms. Bartholomew responded that she would follow-up, through the CAC Secretary, with further data.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, thanked the CAC Secretary for enabling the closed captioning. Roland then asked staff to stop referring to persons that have been fatally stricken on the tracks as trespassers, just as Supervisor David Pine has also requested. He then stated that there is no engineering at Hillsdale to stop passengers from getting hit by trains. He then asked what is being done to prevent vehicle strikes.

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that Caltrain is not the cause of the fatality on the tracks. He thanked Ms. Bartholomew for the presentation and staff's efforts with added security and suicide prevention. Jeff then asked for staff's Safety and Security report that was once provided at the Board meetings, be revived. Lastly,

Jeff mentioned that there is a law that states that people are not to enter a railroad crossing unless it can be cleared and are in violation if not adhered to.

Vice Chair Brandt recited the Vehicle code SVC 2256 section B.

SOUTH SAN FRANCISCO CALTRAIN STATION IMPROVEMENT PROJECT UPDATE

Hubert Chan, Project Manager, presented an Update on Caltrain Electrification Update. The full presentation can be found on caltrain.com

Committee Comments:

Chair Shaw mentioned that he is looking forward to the completion of the project and the agency addressing the hold-out rule problem there.

Member Larry Klein asked where the project stands with original budget versus the final cost of the project and asked for what sources funded those budget changes. Mr. Chan stated that he would follow-up with a response to the difference in budget. As far as the funding sources, he stated that it is a mix of federal funding and funding from the city of South San Francisco. He stated that he would follow-up with exact numbers through the CAC Secretary.

Member Jaques thanked Mr. Chan for the presentation. He then requested staff to include funding information on future project presentations. He asked Mr. Chan regarding pedestrian access and Mr. Chan explained the controlled crossing.

Vice Chair Brandt stated that he is pleased with the pedestrian connectivity more or less at grade to the downtown. He mentioned that he likes the center platform boarding for several reasons. He then asked for further details on the passenger informational systems and Mr. Chan responded that they are compatible with the current generation of systems.

Member Jean-Paul Torres thanked Mr. Chan for the presentations and echoed Vice Chair Brandt's comment on center boarding. Member Torres stated that it is great for access. He also appreciates the connectivity to downtown South San Francisco.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, shared that the problem, previous to project completion, was that the hold-out was communicated via radios and explained how it had failed and almost caused several strikes. He then questioned how safety can possibly be improved without passing tracks and how the station is ADA compliant without level boarding. He then went slide-by-slide with his disappointments.

Jeff Carter, Millbrae, via Zoom Q&A, shared that he also likes the center platform at South San Francisco. He hopes that, one day, the station could have level boarding.

VEHICLES ON THE TRACKS

Rob Scarpino, Director Rail Maintenance, presented Vehicles on the Tracks. The full presentation can be found on caltrain.com

Committee Comments:

Vice Chair Brandt stated that downward trend may be due to the pandemic and the efforts made in Palo Alto. He then stated that Year 2021 incidents happened mostly at night and may be due to drivers following their GPS during low lighting times of day. Vice Chair suggested installing gates across the tracks instead of quad gates to address the real problem of driving on the tracks.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that quad gates are beneficial for several reasons. He stated that they are needed for the High Speed Rail and give the cities an opportunity to implement quiet zones.

Jeff Carter, Millbrae, via Zoom Q&A, stated that grade separations are costly and although they are quoted as transit improvements, they are actually road improvements. Because of that reason, he would like to see more highway funds going toward grade separation improvements.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **August:** The August 2021 OTP was 94.3% compared to 95.7% for August 2020.
 - **Mechanical Delays** – In August 2021 there were 485 minutes of delay due to mechanical issues compared to 639 minutes in August 2020.
 - **Vehicle Strike** – There was one vehicle strike on August 17, resulting in a fatality.
 - **Trespasser Strikes** – There were three trespasser strikes on August 2, 25 and 26, resulting in fatalities.
- **July:** The July 2021 OTP was 90.2% compared to 96.4% for July 2020.
 - **Trespasser Strikes** – There were two trespasser strikes on July 9 and 23, one resulting in a fatality.

Mr. Navarro stated that he has been hearing a lot about run times and challenged the committee to submit their estimate on pad or recovery time of runtime to the CAC Secretary, Patrice Givens. He stated that next month he will share the exact runtime

and compare it to the submissions. Joe then stated that he has made a recommendation for Gilroy service. He then shared and explained the monthly ridership trend charts which included percentage changes. Joe then shared that regarding electrification, the contractor is being held to their contracted windows of work and that no single tracking will occur during peak service. He then shared that staff will report on some construction challenges with electrification regarding grade crossing two speed check solution. He stated that in December, staff will share a construction schedule for March to switch over the signaling system. Mr. Navarro then stated that staff will bring back the Safety and Security report. Lastly, he shared that staff is working on requiring vaccination or regular testing and will report back with the policy soon.

Public Comments:

Roland Lebrun, via Zoom Q&A, asked Mr. Navarro to clarify and explain what recommendation was made for the Gilroy service. Mr. Navarro stated that he is not able to share the details, however, is an advocate and will follow-up with this group.

Jeff Carter, Millbrae, via Zoom Q&A, appreciated the ridership chart and requested it be included on the CAC webpage or Board webpage. Mr. Navarro stated that he is working on better ways to access the information.

Committee Comment:

Member Tuzman notified the group that there is belated Measure RR passage train party on September 26, 2021.

JPB CAC Work Plan

October 20, 2021

- Hillsdale Station Obstacles
- MTC Fair Study (*tentative*)
- Southeast Rail Station Study

November 17, 2021

- Brown Act Training
- Code Of Conduct
- Clipper Data Availability

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
- 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:

October 20, 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 8:14 pm

**AGENDA ITEM # 7
OCTOBER 20, 2021**

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

TO: JPB CAC

FROM: Dora Seamans
Executive Officer / District Secretary

SUBJECT: **2022 JPB CAC MEETING CALENDAR**

ACTION

Staff recommends the CAC approve the Meeting Calendar for 2022 (attached).

SIGNIFICANCE

The CAC meets the third Wednesday of each month.

BUDGET IMPACT

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



JPB CAC Committee 2022 Meeting Calendar

WEDNESDAY – 5:40 PM

January 19

February 16

March 16

April 20

May 18

June 15

July 20

August 17

September 21

October 19

November 16

December 21

All meetings are held via Zoom or at 1250 San Carlos Avenue, 2nd Floor Bacciocco Auditorium, San Carlos, CA, (additional location, if any, to be determined) unless scheduled and stated otherwise at

[https://www.caltrain.com/about/advisorycommittees/cac/Citizens Advisory Committee Meetings_Calendar.html](https://www.caltrain.com/about/advisorycommittees/cac/Citizens_Advisory_Committee_Meetings_Calendar.html)

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

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **September:** The September 2021 OTP was 96.6% compared to 97.5% for September 2020.
 - **Vehicles on Tracks** – There were two days, September 2 and 19, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2021 there were 255 minutes of delay due to mechanical issues compared to 479 minutes in September 2020.
 - **Trespasser Strikes** – There was one trespasser strike on September 29, resulting in a fatality.

- **August:** The August 2021 OTP was 94.3% compared to 95.7% for August 2020.
 - **Vehicle Strike** – There was one vehicle strike on August 17, resulting in a fatality.
 - **Trespasser Strikes** – There were three trespasser strikes on August 2, 25 and 26, resulting in fatalities.

- **Holiday Service –**
 - **Labor Day** – On Monday, September 6, Caltrain operated a Weekend Schedule in observation of the Labor Day Holiday.

- **Special Event Train Service –**

Services Performed:

September special events ridership will be reported on the November Executive Director's Report.

- **San Francisco Giants –** The SF Giants hosted 12 home games in August. Average additional ridership per game, boarding and alighting at San Francisco station, was 2,560, a decrease of 25% compared to July 2021. Total additional ridership for July was 30,720. Year-to-date additional ridership is 118,271.

The Giants hosted 15 home games in September.

- **SF 49ers Regular Season –** The 49ers hosted two pre-season games in August at Levi's Stadium with no capacity restrictions. Caltrain operated regular weekend service to and from the game. Total riders alighting and boarding at Mountain View station was 745, a decrease of 43% compared to August 2019.

The first game of the regular season was hosted on Sunday, September 26 at 5:20 pm (vs. the Green Bay Packers). Caltrain operated regular weekend service to and from Mountain View station. Attendees connected to the VTA Light Rail to Levi's Stadium.

- **Hella Mega Tour Concert –** The Hella Mega Tour Concert was held at Oracle Park on Friday August 27, 2021 at 5:30 p.m. and featured bands including Green Day, Fall Out Boy, Weezer and the Interrupters. Caltrain operated two special southbound Local trains after the show to accommodate the extra crowds attending the event. Caltrain carried 3,231 additional riders, an increase of 181% compared to average weekday ridership in August, 2021.
- **Opera at the Ballpark –** On Friday, September 10, Opera at the Ballpark returned to Oracle Park for 'The Homecoming' at 7:00 p.m. Post-event riders were accommodated by regular service.
- **Stanford Football –** The Stanford Cardinal hosted their first 2021 home football game of the season on Saturday, September 25 vs. UCLA at 3 p.m. Caltrain stopped regular northbound and southbound weekend service trains at the Stanford Stadium Station before and after the game.
- **San Jose Sharks Pre-Season –** The Sharks hosted one pre-season game in September.

Scheduled:

- **San Francisco Giants** – The Giants will host playoff games (TBD) at Oracle Park at full capacity in October. 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 Regular Season** – The 49ers will host two regular season games in October. Caltrain will operate regular weekend service and is coordinating with VTA and Levi's Stadium regarding the connecting services.
- **Stanford Football** – The Stanford Cardinal will host two regular season games in October. Weekend regular service will stop at the Stanford Stadium station. Fans can tag on and tag off using their Clipper cards at the Stanford Stadium station for all weekend home games.
- **San Jose Sharks Pre-Season & Regular Season** – The SJ Sharks will host two preseason and three regular season games in October. Staff will continuously monitor service with SAP Center.
- **Golden State Warriors** – The Warriors will host three pre-season and three regular season games. Staff will continuously monitor service with Chase Center.

Capital Projects:

The Capital Projects information is current as of September 10, 2021 and is subject to change between September 10 and October 7, 2021 (Board Meeting).

- **San Mateo 25th Avenue Grade Separation Project:** This project raises the elevation of the alignment from Hillside Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project created a grade separation at 25th Avenue, relocated the Hillside Station to the north, and created two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. The project is over 99% complete and a celebratory ribbon cutting event for the project is planned on September 17.

The new Hillside 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 station opening were largely completed and opened for usage in late August. Shuttle services that had been temporarily rerouted to the

Belmont Station during construction of the new Hillsdale Station and connecting underpasses at 28th and 31st Avenues were reinstated to the new Hillsdale Station on August 30, 2021.

At 31st Avenue, the contractor completed the painting of the 31st Avenue Steel Bridge, concrete flatwork for sidewalks, and electrical & mechanical work for the storm drain pump station. The 31st Avenue underpass was opened for traffic on Friday August 27, 2021.

The contractor is currently working on grading of the slopes of the MSE walls north of 25th Avenue to Borel Creek along with other items of work such as railings, etc.

- **South San Francisco Station Improvements:** This project replaces 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 September, 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 Ramp1/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 for November 2021. Despite certain outstanding items and owner-directed changes still to be implemented, the project team remains confident of the November 2021 completion date.

The project team is finishing negotiations with the contractor for a comprehensive settlement on remaining commercial issues such that cost certainty can be obtained as well by November 2021 or sooner.

- **Marin and Napoleon Bridge Rehabilitation Project:** This state of good repair project performed repairs at the Marin St. Bridge and replaced the Napoleon St. Bridge. Both bridges are in the City of San Francisco located south of the 22nd Street Station. The project installed security fencing to deter encampments, and, also included track improvements.

Construction was substantially completed in late July 2021. During September, punch list work is continuing. The contract is planned to be completed by the end of 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.

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 September 2, 2021 JPB board action was related to requesting approval of additional funding from the San Mateo County Transportation Authority (SMCTA) and increasing the FY22 Capital Budget for the additional design and construction costs associated with the relocation of Paralleling Station #3 (PS3) to the east side of the alignment. The current schedule forecasts advertisement for the construction contract by late-2023. Construction scheduled to occur from early 2024 to mid-2027. Advance utility relocations are expected to begin in late 2022. Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

- **Guadalupe River Bridge Replacement:** JPB proposes to replace the MT-1 railroad bridge and extend the MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The proposed project is located just north of Willow Street and east of State Route (SR) 87 between Tamien & Diridon stations.

The 1935 MT-1 Bridge urgently needs to be replaced with a new structure to maintain safe and reliable operations. The MT-1 bridge does not meet current railroad structural design standards (including seismic criteria), and as a result is vulnerable in the event of a significant earthquake. The timber structure of MT-1 has been further damaged by multiple fires, most recently a large fire in November 2017 with temporary remedial measures in place to ensure safety.

The proposed project entails replacement of the existing 187-foot MT-1 Bridge with a 265-foot pre-cast concrete structure; channel widening under the south side of the MT-1 bridge to reduce scour/ increase flow capacity. The extension of the existing MT-2 bridge from 195-foot to 250 feet by replacing the south abutment and modifying the last pier and the relocation of Fiber Optic cables and the existing overhead catenary system (OCS) pole.

The total project cost estimated at \$45 million and is nearing design completion by October-November and bid advertisement in early 2022 with expected Board award in April 2022.

Major issues facing this project are the resolution with the UPRR on scope and budget issues, now entering an arbitration process, and advance relocation of the Fiber Optic cable & communication lines before bridge construction commencement.

- **Rengstorff Avenue Grade Separation:** JPB in partnership with the City of Mountain View propose to grade separate the existing at-grade Caltrain tracks from the roadway crossing at Rengstorff Avenue in the City of Mountain View. This project will help improve public safety for pedestrians, cyclists, vehicles, and trains while improving the overall traffic flow and travel reliability.

The project entails constructing a new full depressed intersection approximately 20 feet deep with horizontal transition curves of approximately 1/2 mile long on Central Expressway & 1/4 mile long on Rengstorff at Caltrain railroad crossing. Major grading work, new paving & bicycle lanes with special barriers, retaining walls, new elevated railroad tracks & pedestrian bridges, utility relocation, drainage & pump station facilities, and landscaping.

The project is currently in preliminary design and expects 35% design submittal for later this year. Preliminary budget estimate for this project is around \$280 million. Most of the funds will come from City of Mountain View (VTA Measure "B" sales tax), State, Federal and other grants.

Currently construction is expected to start in early 2025 and complete in late 2027.

- **Ticket Vending Machine (TVM) Rehabilitation:** This project will upgrade existing TVM Server and retrofit and refurbish existing TVM machines to 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.

Phase 1 was completed in October 2020 to develop a prototype Clipper TVM. Phase 2 for the retrofitting of 12 additional TVM's was completed in March 2021. The agreement for the award of Phase 3 for upgrading of another 21 TVM's is being executed. Phase 4 for the upgrading of another 27 TVM's will be added to the project when the approved FY21 capital funding becomes available. Phase 5 funds to upgrade the remaining 27 TVM's was included in the approved FY22 Capital Budget.

- **Mary and Evelyn Avenue Traffic Signal Preemption Project:** This project will 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 late 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 was substantially completed in July 2021. In September, punch list work and other work items were in progress and are being completed.

- **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. This project is a coordinated with the City of Palo Alto's own design for the crossing.

Project began in December 2019. The 65% design, that predates the City of Palo Alto's design, was received at the end of April 2021. The City of Palo Alto's initial 50% design for the crossing was received in July 2021 and is now being incorporated into the 95% design. The City's 100% design is forecast for September 2021, and subsequently JPB's Issue for Bid documents is forecast for October 2021 in order to incorporate the City's design. Construction is forecast for mid-2022 to early 2023.

- **Broadband Wireless Communications:** This 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. Caltrans, the primary funding managing agency, has approved JPB's request to procure via a Request for Proposal (RFP) in lieu of Issue for Bid (IFB) method to allow for best value selection. The RFP contract documents completed reviewed by rail management and is now currently undergoing review by Legal. Advertisement is forecast by end-September 2021 and contract award by early 2022. Design and Construction is planned from early 2022 until mid-2023.

- **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 2021 with construction expected to commence in the spring of 2022. It was determined that waiting for completion of station grounding and bonding, by the Electrification project, was not necessary for this project to proceed.

- **Mountain View Transit Center Grade Separation and Access:** The purpose of the Mountain View Transit Center (MVTC) Grade Separation and Access Project is to improve safety at Castro Street in the city of Mountain View by replacing the existing at-grade crossing at Castro Street with a grade-separated pedestrian and bicycle underground crossing.

The Project will include:

- 1) A main Transit Center entrance to Castro Street, facilitated by closing the existing at-grade rail crossing to vehicles;
- 2) A promenade walkway leading to a grand stair and ramp, made possible by narrowing Castro Street where it connects Evelyn Avenue;
- 3) A below-grade Concourse, replacing the existing at-grade rail crossing and linking pedestrian and bicycle tunnels to Downtown, and Transit Center, and community areas north of Central Expressway;

- 4) Small plaza at the northeast and northwest corners of Central Expressway and Moffett Boulevard that provide access to undercrossing tunnels via stair, ramp, and/or elevator;
- 5) Platform, plaza, and below-grade amenities, including lighting, seating, sun/rain canopies, and landscaping;
- 6) Accommodate long-range rail operation needs;
- 7) Improve bicycle and pedestrian access/circulation within project limits;
- 8) Offer an opportunity to provide a gateway entrance into the Mountain View Business District.

JPB Environmental Planning group is working to obtain environmental clearance for the project through the California Environmental Quality Act (CEQA). A board action for CEQA adoption is currently planned for late 2021 that will be followed by the release of the Request for Proposal for Final Design. The planned schedule is to issue an Invitation for Bids (IFB) for construction by end of 2024.

Currently, the project is working with the Project's "Technical Working Group" (TWG) that is comprised of JPB, Mountain View, and VTA for review of the final design Request for Proposal (RFP) deliverables as required in the executed Cooperative Agreement. In addition, the Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

- **Watkins Avenue Grade Crossing Improvements:** This project includes the design and construction of four quadrant ("quad") gates at the Watkins Avenue Grade crossing located in Atherton, California. This project is related to the executed Memorandum of Understanding (MOU) in regard to the 'Town of Atherton Station Closure' between the Town and Caltrain.

In July 2021, a work directive was issued to the design consultant to complete final design activities. JPB Staff including Engineering and Maintenance conducted a kick-off meeting with Town of Atherton staff in regard to scope, schedule, as well as input for the conceptual design. In addition, JPB Staff will schedule a meeting with California Public Utilities Commission (CPUC) and other stakeholders for a diagnostic field assessment in order to obtain the necessary information and requirements from CPUC for the final design.

The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU.

- **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 2020 for overhauling. Its return to Caltrain has been delayed from early-2021 until late-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 82% completed. A second vehicle #924 was shipped to the vendor's facility in November 2020 and is currently being stripped for overhauled.

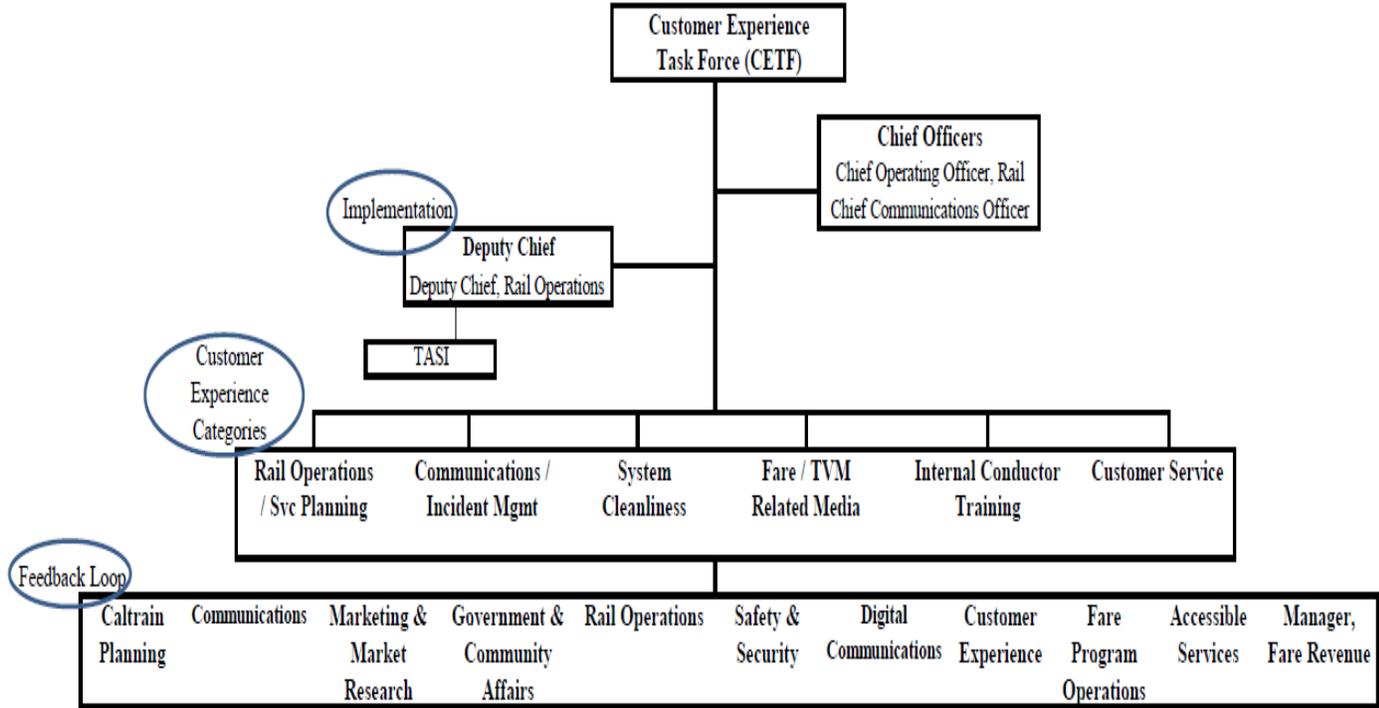
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 will monitor on-time performance, train capacity, ridership, train performance and customer feedback from the Caltrain service changes implemented on August 30, 2021.
 - A Service Planning Survey will be conducted in late October to obtain customer feedback on the service changes implemented on August 30, 2021. Survey results will be reviewed and analyzed for future service changes.
- 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. Executed the contract for Phase 3 which will upgrade an additional 21 TVMs at the stations this winter.

- 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 completed the Sunnyvale installation at the end of September. All the CIDs at Sunnyvale and Mountain View have been tested and working as intended. This project is now complete.

- 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 Ticket Sales
 - For September FY22 the 50% discount to all non-Go Pass fares increased total ticket sales by 19% compared to August FY22

Digital Media Efforts

- Website Replacement Project
 - The Digital Comms Team is in the final stages of building the new Caltrain website. Some of the new features are a mobile-first design, live maps, deeply integrated GTFS, better search, better user tools, better security, modern content system and many other technical improvements. This team will present to the CAC in October and the BATAAC in November.
 - ADA Accessibility Project – Web Developer is leading a massive effort to prioritize and convert relevant and important PDFs and other documents into accessible documents.

- All Aboard Campaign Wrap up
 - As the All Aboard campaign wraps we are transitioning back to the 20% Monthly Pass promo and focusing on Giants playoff service, resumption of Sharks and 49ers service.
- Social Media Content
 - Digital Comms Specialist has continued to build rapport with medium-level “influencers” to create and share our content. The Specialist has recently connected with US/Japanese Olympian (fencing) Kaito Streets, who is a Caltrain rider.

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 are enough e-lockers to satisfy customer demand. Outreach on board the trains planned for October that will promote the bike parking facilities in San Francisco and Palo Alto as well as the new e-lockers. More about the e-lockers 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.
 - New Centerboard Platform was placed into service on September 20, 2021.
 - The new Pedestrian Underpass, the new ramps and stairs, as well as the new West Plaza are expected to be open in October 2021
 - The new Station is expected to be fully open in November 2021.
 - 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](https://www.calmod.org/VR).
- Started testing Electric Multiple Units (EMU) at Transportation Test Center Inc. (TTCI) in Pueblo, Co
- 25th Avenue Grade Separation Project
 - A ribbon cutting celebration took place in September as the project completing all major milestones, separating the tracks from the road at E. 25th Ave., creating two new east-west connections at 31st and 28th Avenues, and opening a new Hillside Station to better serve the community.
 - The website [www.Caltrain.com/25thgs](https://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.
- Redwood City (Station of the Quarter)
 - Improvement work is on-going.
 - Clock Tower has been painted
 - Clock has been fixed
 - Platform Tactile has been cleaned and painted

- Old Trach Receptacles have been replaced with Standard.
 - Benches have been painted
 - Lights and VMS Posts have been painted
 - ADA Stencils have been refreshed.
- Estimated Completion Date: TBD
- San Mateo will be the next Station of the Quarter

JPB CAC Work Plan

November 17, 2021

- Brown Act Training
- Fair Coordination / Integration Study

December 15, 2021

- Customer Experience Completions & Recommendations
- Construction Obstacles

January 19, 2022

- Code of Conduct
-
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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
- Clipper Data Availability