



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

**November 17, 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](mailto:cacsecretary@caltrain.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

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

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Appointment of Nominating Committee
  - a) 2022 Chair
  - b) 2022 Vice Chair
4. Approval of Meeting Minutes of October 20, 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. Brown Act Training (James Harrison, Olson Remcho, LLP)
9. Regional Fare Coordination (William Bacon, MTC & Michael Eiseman, BART)
10. JPB CAC Work Plan (Brain Shaw, Chair)
11. Staff Report (Joe Navarro)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
12. Date, Time, and Place of Next Meeting  
December 15, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. Adjournment

*All items on this agenda are subject to action*

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

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

### **Date and Time of Regular Meetings**

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

### **Location of Meeting**

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

### **Public Comment**

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

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### **Accessible Public Meetings/Translation**

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

### **Availability of Public Records**

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

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

**MINUTES OF OCTOBER 20, 2021**

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

**MEMBERS ABSENT:** P. Flautt, M. Pagee (Alternate), N. Mathur (Alternate)

**STAFF PRESENT:** J. Lipps, R. McCauley, J. Navarro, S. Wong

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

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

**APPROVAL OF MINUTES OF SEPTEMBER 15, 2021**

Motion/Second: Klelin / Brandt

Ayes: Leung, Shapiro, Shaw, Torres, Tuzman

Abstain: Kutler

Absent: Flautt

**PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that the bathrooms at 4<sup>th</sup> and King are closed and stated that a member of the Board stated that they would be open for the play-offs. He then expressed concerns with two items on the Work Plan that have not been agendized: Integrated Fares and Clipper data availability.

Aleta Dupree, via Zoom Q&A, emphasized the importance of Clipper and Clipper start and expressed that Caltrain should move to an all Clipper based system. She then stated that Caltrain is for everyone to ride, so long as they follow the Rules of Conduct.

Roland Lebrun, San Jose, via Zoom Q&A, requested staff to begin Zoom meetings for the public before the Pledge of Allegiance. He then asked why Samtrans needs Board approval to live stream Zoom on YouTube.

### **CHAIRPERS'S REPORT**

Chair Brian Shaw reported that he and the Vice Chair, Adrian Brandt, have shared the importance of having the MTC Fare Study presented to the CAC; however, MTC's decided to present to the Board first. The presentation will be at the November meeting and the Citizen's Advisory Committee will have an opportunity to provide feedback then.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, provided background on the Blue-Ribbon Taskforce and an update.

### **COMMITTEE COMMENTS**

Member David Tuzman stated that he attended the last Board meeting and reported that no decisions had been made. He said that the MTC would return to the Board in December, which will provide the CAC an opportunity to comment in November. He then shared feedback from riders while on the train and suggested Caltrain make more announcements regarding face coverings and for conductors to provide more guidance to customers.

Member Rosalind Kutler suggested that staff report back on the impact of a schedule change to riders, specifically regarding equity. She then shared her experience riding the Giants special event train and suggested having a commuter car.

Vice Chair, Adrian Brandt, shared that when Ticket Vending Machines are out of order, it may be a potential problem if the fare system accepts only Clipper fare. He then suggested that riders to have access to the 4th & King Station restrooms and requested staff to address them. Vice Chair Brandt recommended that Caltrain enforce vaccine mandates for their contracted staff. He then talked about his concerns with Dual Speed Solution and referred to public member's PRR in the correspondence packet.

Chair Shaw stated that his place of employment, as a recipient of federal grants, is to comply with the Federal requirement to be vaccinated by December and is surprised that it is not the same for Caltrain.

#### Public Comments:

Aleta Dupree, via Zoom Q&A, stated that it is important to keep public bathrooms open and serviced. She then suggested that staff take action to ensure all employees get vaccinated. Lastly, she recommended that staff impress on the public to never go around the gates, no matter how long they are down.

Roland Lebrun, San Jose, via Zoom Q&A, suggested mentioning VTA's "No Mask, No Ride" policy to the Board to address riders not wearing masks on trains. He then said that the new Rapid 568 takes an hour to get from Gilroy to Diridon. He suggested alternate restrooms available at 4<sup>th</sup> & King. He then referred to his public comment in the correspondence packet and talked about the Dual Speed Check Solutions.

Jeff Carter, Millbrae, via Zoom Q&A, emphasized the importance of addressing and providing solutions to the Dual Speed Check. He then requested staff to ensure the bathrooms always remain open at 4<sup>th</sup> & King.

### **APPROVAL OF THE 2022 CAC MEETING CALENDAR**

Public Comments:

None

Motion/Second: Kutler / Brandt

Ayes: Klelin, Leung, Shapiro, Shaw, Torres, Tuzman

Absent: Flautt

### **SOUTHEAST RAIL STATION STUDY UPDATE**

Anna Harvey, San Francisco Planning Department Representative, presented the Southeast Rail Station Study Update.

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

Committee Comments:

Member Kutler asked whether there is a consensus from the community on the Oakdale Ave stop. Ms. Harvey confirmed and stated that it is a significant driver of why her team is conducting public outreach.

Vice Chair Brandt asked whether it is possible to move the Oakdale station to a more accessible neighborhood friendly location versus the industrial zone. Ms. Harvey responded that it is partly why the Williams Ave option was added. However, she also stated that the Paul ST option could not accommodate Caltrain's current design guidelines.

Member Kutler mentioned that one's "industrial" zone may be another's neighborhood.

Member Emilia Shapiro asked, with the Mariposa ST station being so close to Chase Center and UCSF, and just the sheer number of people who use both of those spaces, does that influence on choosing that location over others. Ms. Harvey confirmed and shared that her team conducts stakeholder interviews with some of those entities for feedback.

Public Comments:

Aleta Dupree, via Zoom Q&A, shared her support and expressed the need for a new 22<sup>nd</sup> ST station because it is not ADA compliant. However, she also mentioned that deep stations are not a new idea and have been done already. She then stated that Transit Oriented Developments should be affordable. Lastly, she mentioned that equity needs to be broad based and consider those that do not fit the established definitions.

Jeff Carter, Millbrae, via Zoom Q&A, expressed his support of a station at Oakdale. He then stated that the 22<sup>nd</sup> ST station should remain where it is and be made ADA accessible. Lastly, he shared his concerns about the costs of additional grade separations.

Roland Lebrun, San Jose, via Zoom Q&A, made several comments on the presentation. He also suggested that staff consider BART's crossing from Alameda to near the Chase Center.

Drew, via Zoom Q&A, asked whether there is a three-station option.

### **WEBSITE REPLACEMENT PROJECT UPDATE**

Jeremy Lipps, Digital Communications Manager, presented an update on the Website Replacement Project.

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

#### Committee Comments:

Vice Chair, Brandt, asked staff to reconsider removing documents older than five years from the website. He then requested that the website detect whether the user is on their mobile device or desktop. Mr. Lipps stated that staff has a retention policy and that it would be up to the respective departments. Lastly, Mr. Lipps clarified that the website will detect mobile and/or desktop access and will display webpages accordingly.

Member Tuzman asked whether the SMCTD website would clearly identify the Caltrain logo to navigate to Caltrain webpages easily. Mr. Lipps stated that due to the Governance situations, staff has requested to separate Caltrain out from the combined website look. Member Tuzman then asked whether riders would be able to test the website prior to it going live. Mr. Lipps confirmed and would like the CAC to provide feedback. He also mentioned that there may be a live Zoom for the public so that they may also share their feedback prior to it going live.

Member Shapiro asked whether Caltrain will develop an app rather than have a mobile responsive site. Mr. Lipps responded that the staff is considering that idea.

Member Larry Klein asked how the pass through to other Transit agencies for riders using various transit connections, will be. Mr. Lipps stated that the goal is to be seamless. He stated that the trip planner would continue to be universal. Member Klein also shared his concerns with documents older than five years, no longer being available to the public.

Member Kutler mentioned that there is a Los Angeles Transportation Archive, if helpful. She then asked whether the new website would help with shuttles as the current

website is not very helpful. Mr. Lipps stated that he would work with the Shuttles department to help with mapping and schedules.

Vice Chair Brandt asked what languages are being translated. Mr. Lipps stated that staff is translating to Spanish and simplified Chinese.

Member Patricia Leung shared that as a native Cantonese speaker, she is unable to read simplified Chinese and can read traditional. Mr. Lipps stated that he would pass that information along.

Chair Shaw asked whether the Twitter feed would be incorporated into the new website, as the delay notifications are helpful. Mr. Lipps confirmed and stated that there will be a "Service Alerts" section on the new website.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his concerns with the five-year retention policy. He asked how long other transit agencies keep their documents on their websites. He also mentioned that the SMCTD branding will not be familiar with users and suggested using the Caltrain name and logo upfront. He then requested details for the date on ridership and tickets sold.

Aleta Dupree, via Zoom Q&A, stated that she likes both the trip planner and the PDF format of schedules. She then stated that it would be easier to have all documents available on the website, than having to make a request for older documents.

Roland Lebrun, San Jose, via Zoom Q&A, suggested the staff look at sfcta.org and mtc.ca.gov as examples to follow. He then stated that the website would not look like what has been presented because the backend systems will be changed. He then stated that translation is important and looks forward to text to speech translations in real time.

#### **STAFF REPORT UPDATE**

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

#### **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.

Mr. Navarro reported that the restrooms at 4<sup>th</sup> & King station are opened permanently and during the playoffs were maintained clean as designed. He then that stated staff is working on Clipper data availability, and hopefully, a dashboard will be available to roll out. Next, Mr. Navarro addressed Member Tuzman's rider feedback. He requested the complaints be made through to Customer Service, the website, or social media, firsthand so that they can be investigated and addressed for resolution. He then reported that staff would be conducting a rider survey regarding the new schedule within the next two months. Mr. Navarro then addressed the gate down time and said that the trains approaching grade crossings are required by FRA to sound horns. He said that he could not speak to people that go around the gates and violate the rule. Mr. Navarro then shared the Ridership statistics chart. Lastly, Mr. Navarro reported that he observed the Giant's special event train and that the face covering is being enforced and that no one without a mask is let on the train. He stated that it is challenging to police those riders once they get on the train.

Committee Comment:

Member Kutler shared her experience riding the Giants special event train and stated that it is challenging for conductors.

Member Brandt asked whether the bathrooms are always open or just during games. Mr. Navarro responded that the bathrooms are now open to the public, unless they are being cleaned or maintained. Vice Chair, Brandt, then stated that he hopes Caltrain can get a resemblance of Constant Warning Time to avoid what happened in Denver.

Member Tuzman shared his concerns with crowded trains and reiterated his suggestion that more face covering announcements be made on the train.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, expressed his appreciation for the staff's efforts on obtaining Clipper data and the efforts of the TASI staff with Giants special event train.

Roland Lebrun, via Zoom Q&A, expressed his disappointment with the PDF correspondence packet and stated that it was not searchable and requested it is fixed.

He then referred to page 22 of the correspondence packet that shows how other transit agencies report their ridership data. Lastly, he spoke about gate down time.

Aleta Dupree, via Zoom Q&A, is interested in seeing the 4<sup>th</sup> & King station. She then stated that enforcing face covering is challenging.

### **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

#### 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

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

November 17, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:17 pm

**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) –**

- **October:** The October 2021 OTP was 93.8% compared to 97.4% for October 2020.
  - **Vehicles on Tracks** – There were five days, October 8, 9, 13, 23 and 29, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In October 2021 there were 980 minutes of delay due to mechanical issues compared to 358 minutes in October 2020.
  - **Trespasser Strikes** – There were two trespasser strikes on October 25 and 26, one resulting in a fatality.
  
- **September:** The September 2021 OTP was 96.6% compared to 97.5% for September 2020.
  - **Trespasser Strikes** – There was one trespasser strikes on September 29, resulting in a fatality.
  
- **Holiday Service** – During the following days and Holidays, Caltrain will operate the following schedules:
  - **Veterans Day** – Thursday, November 11, 2021 – Weekday Schedule
  - **Thanksgiving Day** – Thursday, November 25, 2021 – Weekend Schedule
  - **Day After Thanksgiving** – Friday, November 26, 2021 – Modified Schedule
  - **Christmas Eve (Christmas Day Observed)** – Friday, December 24, 2021 – Weekend Schedule
  - **Christmas Day** – Saturday, December 25, 2021 – Weekend Schedule
  - **New Year's Eve (New Year's Day Observed)** – Friday, December 31, 2021 – TBD

- **New Year's Day** – Saturday, January 1, 2022 – Weekend Schedule
- **MLK Day Service** – Monday, January 17, 2022 – Modified Schedule
- **President's Day** – Monday, February 21, 2022 – Modified Schedule

- **Special Event Train Service –**

**Services Performed:**

October special events ridership will be reported on the December Executive Director's Report.

- **San Francisco Giants** – The SF Giants hosted 15 home games in September. The additional average ridership per game, boarding and alighting at San Francisco station, was 3,136, a decrease of 14% compared to August 2021. The total additional ridership for September was 47,033. Year-to-date additional ridership is 175,234.

The SF Giants hosted 3 regular season and 3 playoff games in October. For weekday playoff games, Caltrain provided regular pre-game service and two additional post-game trains. On Saturday, service was augmented with additional two pre-game and two post-game trains.

- **SF 49ers Regular Season** – The 49ers hosted one game in September at Levi's Stadium with no capacity restrictions. Caltrain operated regular weekend service. The total riders alighting and boarding at Mountain View station was 1,488, a decrease of 31% compared to September 2019. Total additional ridership for the season is 2,233, a reduction of 35% compared to 2019.

The 49ers hosted two games in October at Levi's Stadium.

- **Stanford Football** – The Stanford Cardinal hosted one weekend home game in September (vs. UCLA). Eight trains stopped at Stanford Stadium. The total riders alighting and boarding at Stanford Station was 469, a 50% decrease compared to 2019 average ridership per game.

The Stanford Cardinal hosted two games in October.

- **Golden State Warriors** – The Warriors hosted three regular season games in October. Staff will continuously monitor service with Chase Center.
- **San Jose Sharks** – The Sharks hosted one pre-season home game in September. Total post game additional riders boarding at San Jose Diridon was 35.

The Sharks hosted two preseason and three regular season games in October.

### Services Scheduled:

- **SF 49ers Regular Season** – The 49ers will host three regular season games in November. 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 three regular season games in November. 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** – The SJ Sharks will host seven regular season games in November. Staff will continuously monitor service with SAP Center.
- **Golden State Warriors** – The Warriors will host nine regular season games in November. Staff will continuously monitor service with Chase Center.
- **Holiday Train** – Caltrain will operate the Holiday Train on Saturday, December 4, and Sunday, December 5. This dazzling show-train will visit nine Caltrain stations between San Francisco and Santa Clara over two nights in December with glittering lights and holiday decorations. We provide holiday entertainment and collect toys for local children who otherwise might not receive a gift during the holidays. More information on the event will be available soon.

### Capital Projects:

The Capital Projects information is current as of October 15, 2021 and is subject to change between October 15 and November 4, 2021 (Board Meeting).

- **San Mateo 25th Avenue Grade Separation Project:** This project raises the elevation of the alignment from Hillsdale Boulevard to the south of Highway 92 Overcrossing in the city of San Mateo. The project created a grade separation at 25th Avenue, relocated the Hillsdale Station to the north. In addition, it made two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. A celebratory ribbon cutting event for the project was held on September 17.

Major project milestones include:

- 28<sup>th</sup> Avenue Underpass opened for traffic on March 5, 2021
- New Hillsdale Station opened for service on April 26, 2021.
- Lowered 25<sup>th</sup> Avenue opened for traffic on August 2, 2021
- 31<sup>st</sup> Avenue Underpass opened for traffic on August 27, 2021

The contractor is currently working on remaining work items such as grading and landscaping of the slopes of the MSE walls north of 25<sup>th</sup> Avenue to Borel Creek and miscellaneous drainage and ramp modifications.

JPB will meet with the executive management of the contractor, Shimmick/Disney Joint Venture (SDJV), by the end of October to discuss negotiating a consolidated resolution to all outstanding commercial issues required to close out the contract.

- **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 the east. Upon completion, the hold-out rule at this station will be removed that currently impacts overall system operational efficiency.

On September 20<sup>th</sup>, passengers began boarding and disembarking from the new centerboard platform so that the temporary platform could be demolished. The contractor (PMI) continued with architectural and electrical finishes for the station's ramps and continued work on roadway at Poletti Way on the east side. The project completion date remains forecasted for November 2021. A Ribbon Cutting event is being planned for the week of November 15<sup>th</sup>.

The project team completed negotiations with the contractor for a comprehensive settlement on remaining commercial issues such that cost certainty was attained.

- **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. In addition, the project installed security fencing to deter encampments and also included track improvements.

Construction was substantially completed in late July 2021 and accepted in late August. Closeout of the construction contract is now in process. Therefore, this will be the final report for this project.

- **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 part of this project, the Broadway Station will become elevated, and the hold out rule at this station will be eliminated, impacting 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 project sponsor, 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 utility 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 is 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 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. In addition, 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 the 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 relocating Fiber Optic cables and the existing overhead catenary system (OCS) pole.

The total project cost is estimated at \$45 million and is nearing design completion by October-November and bid advertisement in early 2022 with an 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 had expected 35% design submittal for later this year. However, this submittal delivery has been delayed to March 2022 due to additional geotechnical investigation & traffic studies, the County's review of geometric design layout for sight & stopping distances, and changes to transition grades. The preliminary total budgeted estimate for this project is around \$280 million. Most of the funds will come from the City of Mountain View (thru VTA-Measure "B" sales tax), State, Federal, local, and other grants.

Currently, construction is expected to start in early 2025, pending securing funds, and complete in late 2027.

- **Ticket Vending Machine (TVM) Rehabilitation:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines so that the machines can perform 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 to increase the cash values of existing Clipper cards. In addition, the 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 another 21 TVM's was executed in late September. The completion of Phase 3 is expected by early 2022. Phase 4 for upgrading of another 27 TVM's will be added to the project as the approved FY21 capital funding has just recently become available. Phase 5 funds to upgrade the remaining 27 TVM's (contained in the FY22 Capital Budget) are not yet available.

- **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. The 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. The 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 Notice to Proceed for construction was issued to the Caltrain contract operator, TASI, in February 2021. TASI completed the installation of new traffic signal preemption equipment, and 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 the installation of signals, gates, curbs, and signs.

Construction began in April 2021, and all construction was substantially completed in July 2021. In September, the contractor's punch list work and reflectors installed by TASI at the crossings were completed. Project closeout is now in progress. This will be the final report for this project.

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

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

The project began in December 2019. The 95% design is currently in progress. The City's 100% design is now forecast for October 2021 and will be incorporated into JPB's Issue for Bid documents indicated for November 2021. Construction is forecast to occur from mid-2022 to early 2023.

- **Broadband Wireless Communications:** This project will provide wireless communication systems to enhance monitoring railroad operations and maintenance and provide Wi-Fi capability for passengers. The project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP).

Project has completed the planning/conceptual design phase in 2020. A recommendation was 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. RFP documents were completed and reviewed by all stakeholders in September 2021. The RFP was advertised for proposals on October 8<sup>th</sup> and the contract award is expected 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 initially constructed

as part of the Caltrain Express project (CTX) in 2002 and has not been repainted. The bridge's paint coatings need 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 forecast to occur in fall 2021. Construction expected to commence in the spring of 2022. It was determined that waiting for the completion of station grounding and bonding by the Electrification project, was unnecessary 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 through the California Environmental Quality Act (CEQA). A board action for CEQA adoption will be done concurrently with approval and award of the Final Design Contract in mid-2022. Issuance of the Request for Proposal for Final Design is scheduled for later this year. The planned schedule is to issue an Invitation for Bids (IFB) for construction by the end of 2024.

Currently, the project is working with the "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) regarding 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 the final design activities. JPB Staff, including Engineering and Maintenance, conducted a kick-off meeting with Town of Atherton staff regarding scope, schedule, and input for the conceptual design. In addition, JPB Staff will schedule a meeting with the California Public Utilities Commission (CPUC) and other stakeholders for a diagnostic field assessment to obtain the necessary information and requirements from CPUC for the final design.

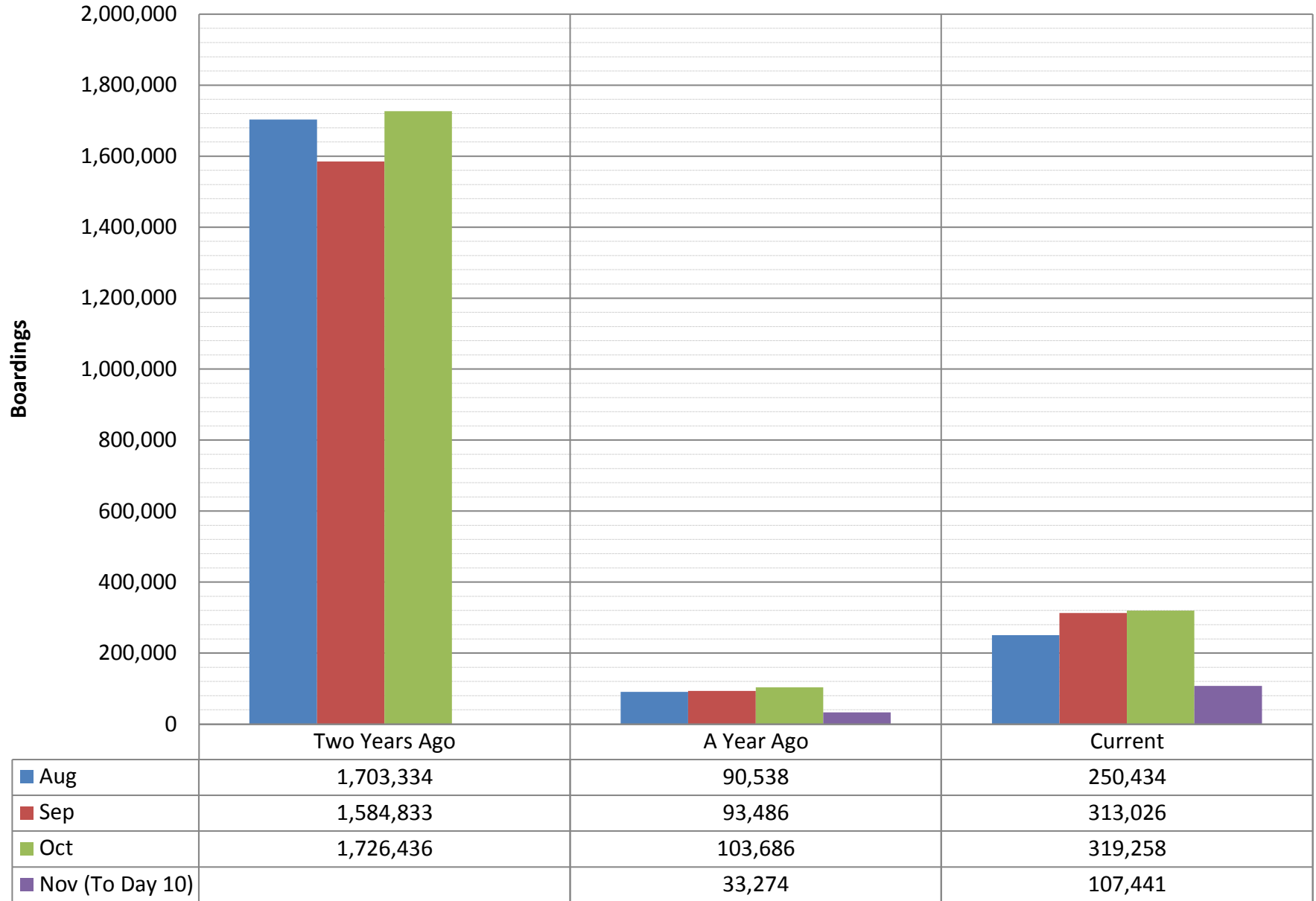
The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU.

- **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.
  - re-assembly with new engine components.
  - Replacing Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment.

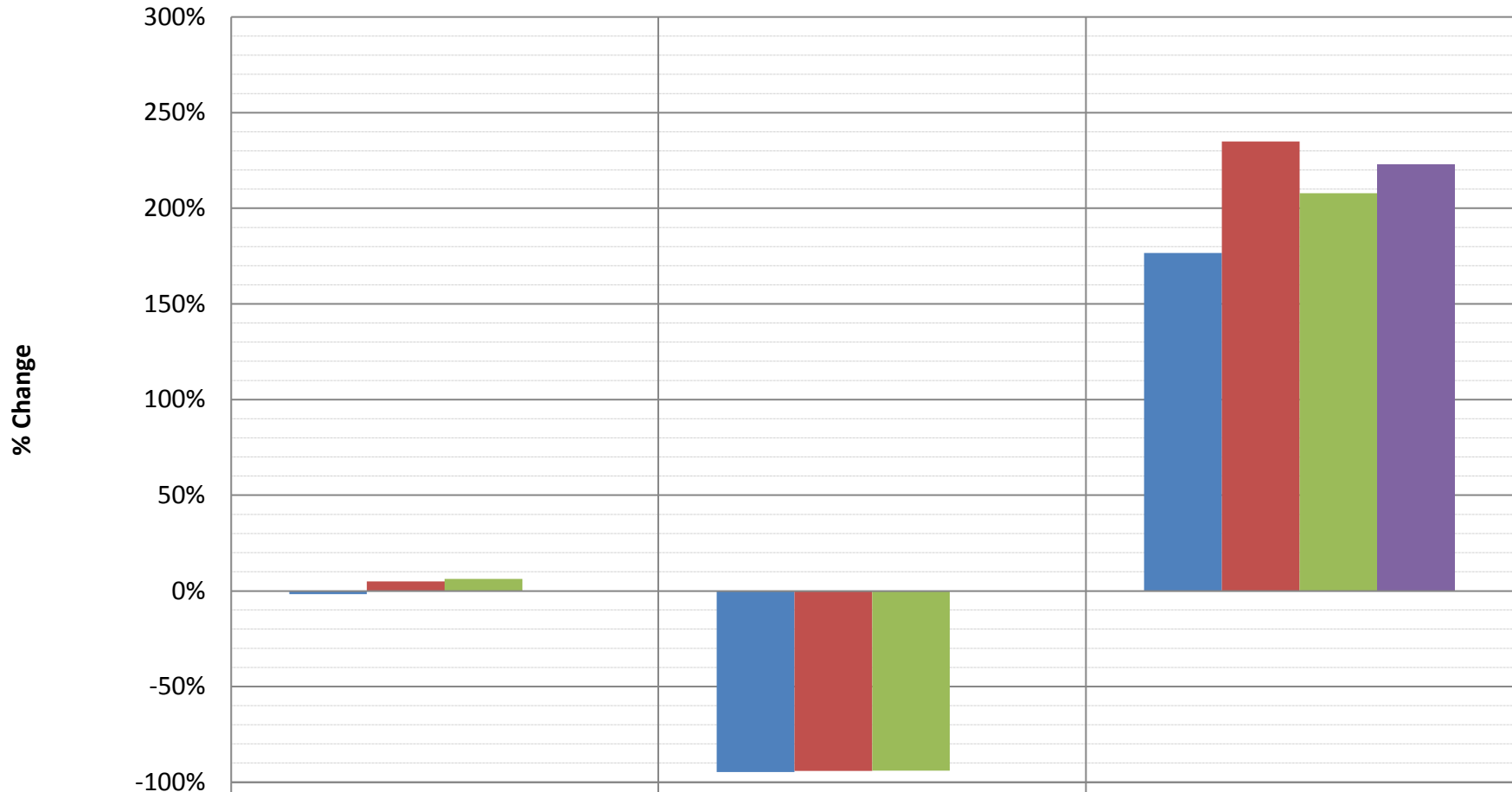
In addition, all locomotive car body, trucks, wheels, and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work is occurring off-site at the contractor's facility location. The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925, 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 overhaul. 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 an increase in the scope of needed repairs. This delay is expected to be limited to vehicle #927; this unit is currently 88% completed. A second vehicle #924 was shipped to the vendor's facility in November 2020 and is currently being stripped for overhauled and is 12% completed.

## Estimated Total (Monthly) Ridership Trend

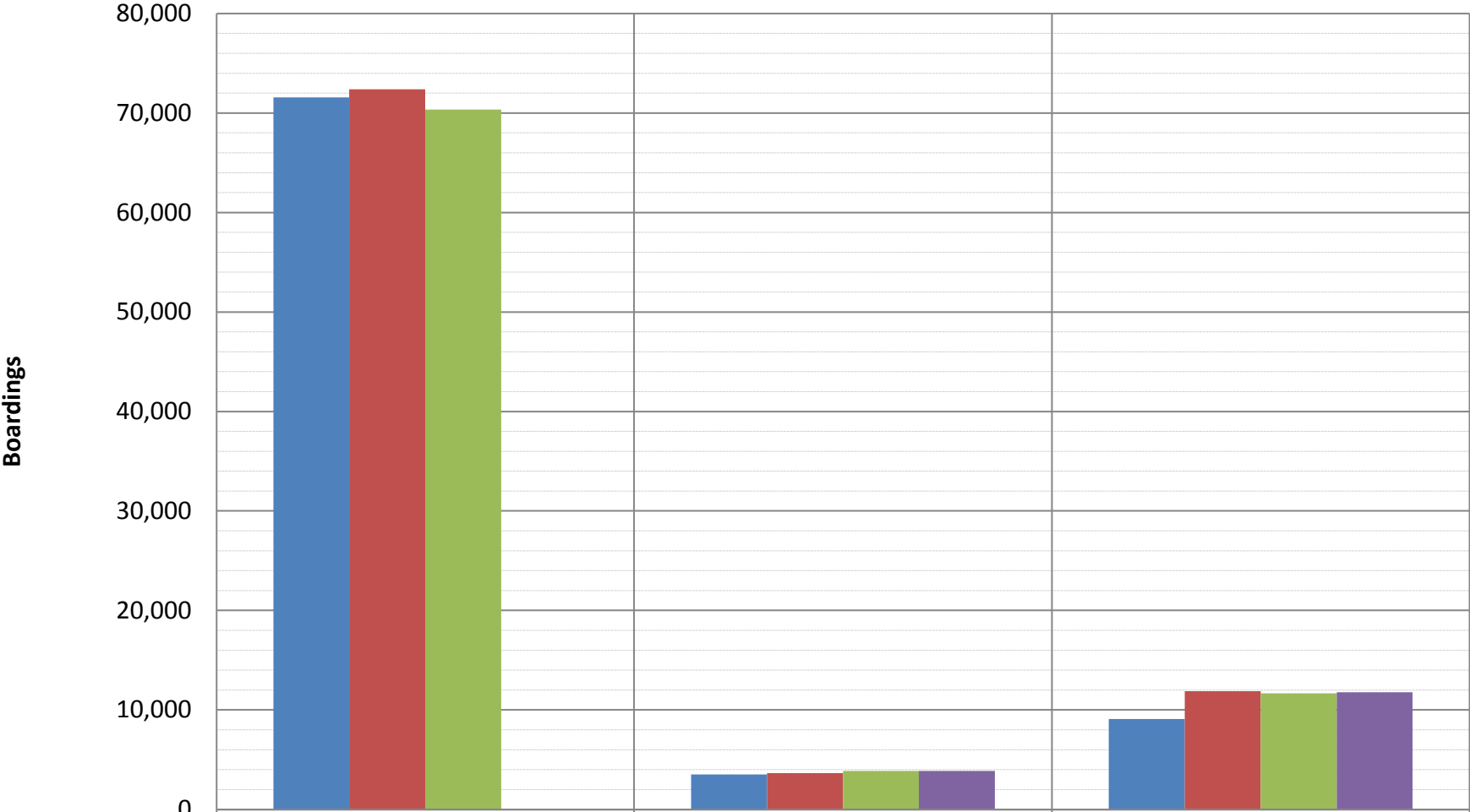


## Estimated Total (Monthly) Ridership Trend (Year to Year Change %)



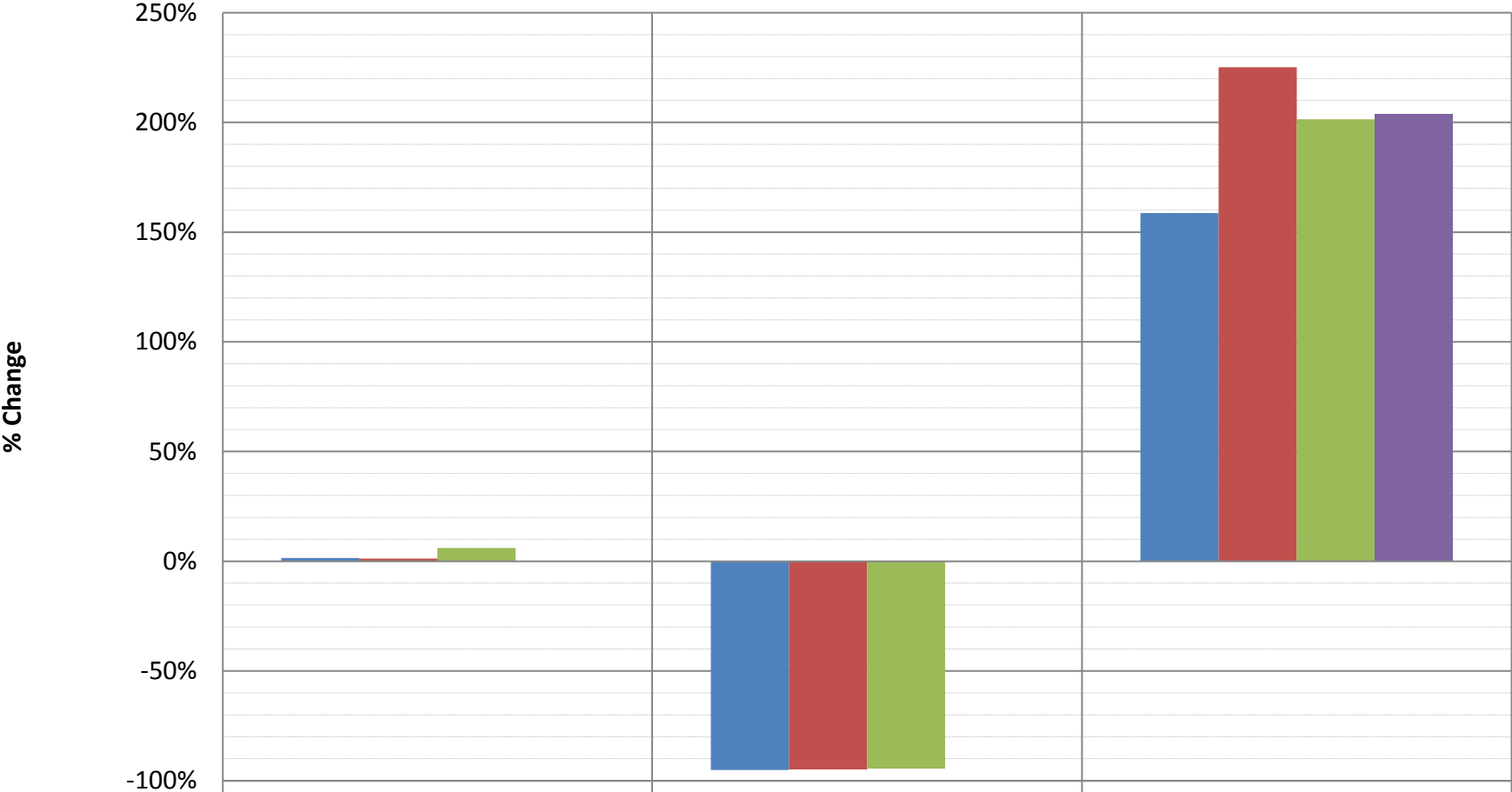
	Two Years Ago	A Year Ago	Current
■ Aug	-1.68%	-94.7%	176.6%
■ Sep	4.99%	-94.1%	234.8%
■ Oct	6.24%	-94.0%	207.9%
■ Nov (To Day 10)			222.9%

### Estimated Average Weekday Ridership (AWR) Trend



	Two Years Ago	A Year Ago	Current
Aug	71,557	3,517	9,096
Sep	72,387	3,654	11,881
Oct	70,360	3,873	11,673
Nov (To Day 10)		3,874	11,776

## Estimated Average Weekday Ridership (AWR) Trend (Year to Year Change %)



	Two Years Ago	A Year Ago	Current
■ Aug	1.43%	-95.1%	158.6%
■ Sep	1.27%	-95.0%	225.1%
■ Oct	6.05%	-94.5%	201.4%
■ Nov (To Day 10)			204.0%

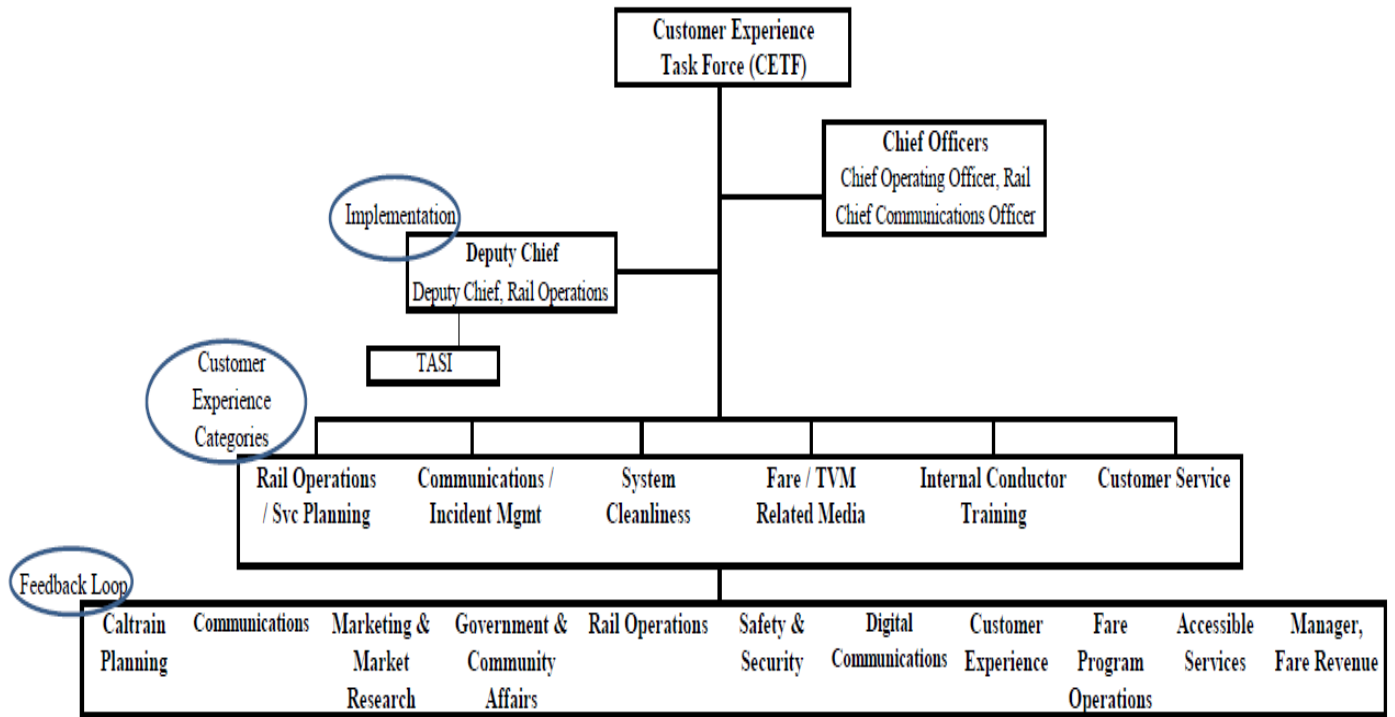
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

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.
  - The Caltrain Service Survey is being conducted from October 26 to November 27 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 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.
  
  - Equipment installation plans are being reviewed for Caltrain
  
- Caltrain Mobile App Quarterly Update – July to September 2021
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During Q1 FY22 Caltrain mobile sales and revenue continued to grow. The table below highlights those results.

	Q1 FY22 Actuals	% ▲ vs. Q4 FY21	% ▲ vs. Q1 FY21
App Installs	28,010	70%	377%
Tickets Sold - (excluding parking)	85,002	83%	299%
Revenue \$'s - (excluding parking)	\$568,519	51%	285%
Tickets Sold - Parking	11,247	141%	685%
Revenue \$'s - Parking	\$61,859	141%	685%

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

### **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 at to the CAC and BAC 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.

### **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. Staff started limited outreach on board the trains in October to promote the bike parking facilities in San Francisco and Palo Alto as well as the new e-lockers. Outreach will continue in times when the weather encourages more cycling. More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Construction Project Customer Communication
  - South San Francisco Station
    - Construction began January 2018.
    - Temporary Platform installed in March 2018.
    - The station was temporarily closed on the weekend from August 29-30.
    - Construction area reduced 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 City and Caltrain agreed to postpone the ceremony to the week of January 10, 2022 to avoid the holiday season, plus other Caltrain and city events occurring in December.

- A webpage was created at <http://www.caltrain.com/ssfstation>
- Caltrain Electrification
  - A website has been created at CalMod.org that includes project information.
  - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
  - Launched electric train virtual reality experience at [CalMod.org/VR](http://CalMod.org/VR).
  - Started testing Electric Multiple Units (EMU) at Transportation Test Center Inc. (TTCI) in Pueblo, Co

### **System Cleanliness**

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

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Trains are being fog jettted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
- During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and hand-rails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

### **Station Improvements**

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

- Coordinate a consistent appearance system wide.
- Redwood City (Station of the Quarter)
  - Improvement work completed October 2021
    - 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.
- San Mateo is the current Station of the Quarter

**JPB CAC Work Plan**

December 15, 2021

- Customer Experience Completions & Recommendations
- Construction Obstacles
- 

January 19, 2022

- Code of Conduct
- 
- 

February 16, 2022

- 
- 
- 

March 16, 2022

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- 
- 

April 20, 2022

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- 
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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
- Blue Ribbon Task Force
- Clipper Data Availability