



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

December 15, 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. Report of the Nominating Committee (Brandt, Klein, Kutler)
 - a) Election of the 2022 Chair & Vice Chair
4. Approval of Meeting Minutes of November 17, 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. CAC endorsement of the MTC Fare Coordination & Integration Study
9. 2022 Draft Legislative Program (Jadie Wasilco)
10. Customer Experience Completions & Recommendations (Joe Navarro)
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
January 19, 2022 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. 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 NOVEMBER 17, 2021

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

MEMBERS ABSENT: JP. Torres, N. Mathur (Alternate)

STAFF PRESENT: J. Harrison, M. Jones, A. Myles-Primakoff, 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.

APPOINTMENT OF NOMINATING COMMITTEE

A nominating committee was established with three CAC members, A. Brandt, R. Kutler, and L. Klein, one from each county. Staff will coordinate a conference call for the nominating committee to meet and provide a recommendation for Chair and Vice Chair for 2022.

APPROVAL OF MINUTES OF OCTOBER 20, 2021

Motion/Second: Kutler / Klein

Ayes: Brandt, Leung, Shapiro, Shaw, Tuzman

Abstain: Flautt

Absent: Torres

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, requested Clipper Data to be available on the website. He also asked Clipper Data and Go Pass Data to be agendized on a future CAC Agenda.

Roland Lebrun, San Jose, via Zoom Q&A, made the committee aware of the need for VTA CAC members and requested to spread the word. He then expressed his concerns about Constant Warning Time and the wireless solution.

Aleta Dupree, via Zoom Q&A, expressed the importance of building foundations. She then mentioned her support for working to an all Clipper and open payment system, especially the opportunities to help people get involved with Clipper Start. She then

suggested doing everything it could to get funding for more service. Lastly, she mentioned Postal Banking.

CHAIRPERSON'S REPORT

Chair Brian Shaw tasked the committee to develop two to three items to be agendaized for the following year as well as to review the Work Plan for additions and/or deletions.

COMMITTEE COMMENTS

Member Patricia Leung mentioned that the VTA needs CAC members and encouraged anyone interested to reach out to the VTA. In addition, she mentioned that the VTA needs strong voices for input on upcoming projects, for example, the VTA's BART Phase II Project.

Vice Chair Adrian Brandt provided the committee and public with various updates. First, he stated that Menlo Park's Rail Subcommittee Staff Report contains the draft language of the RFP for the Quiet Zone Study. He then provided an update on the proposed TOD to be built in the Santa Clara Station parking lot. He also provided an update on the BART extension to San Jose. Lastly, he spoke about Constant Time Warning and mentioned that the staff plans to implement a wireless system and voiced his concerns.

Member Rosalind Kutler shared that she attended the SFCTA Outreach meeting regarding the southeast plan and mentioned ongoing outreach. She then stated that she plans to continue to participate.

Member David Tuzman asked for the Caltrain website link to preview the new website to provide feedback. Member Patrick Flautt said that he would send the link to the committee.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, requested Closed Captioning be enabled and, for future meetings, requested it be enabled before the start of the meetings. Roland then shared his solution for VTA's BART Phase II Project in Santa Clara. He then stated that regarding quiet zones, quad gates with intrusion detection are the solution. He also said that trains that run on tracks adjacent to the platform need to sound their horn. Finally, he shared his solution for level boarding. He stated that he would cite Samtrans with two violations of the Federal ADA rule stating that anything built within the last ten years needs to have level boarding platform. He suggested several agenda items including, platform length and platform height.

CAC Secretary enabled Closed Captioning.

Adina Levin, via Zoom Q&A, shared comments regarding VTA's BART Phase II Project and the Southeast Study. Comments inaudible.

Jeff Carter, Millbrae, via Zoom Q&A, stated that putting ADA ramps at 22nd ST would be beneficial as it is a busy station. He then said that the BART extension to Santa Clara is duplicative, not necessary, and expensive. Jeff then suggested that staff make the

CAC meeting videos on the website more accessible. He stated that the links for download expire in four months. He also said that he could not find the link to the previous CAC meeting. Finally, he stated that the connection to BART at Millbrae is a poor design.

BROWN ACT TRAINING

James C. Harrison and Anna Myles-Primakoff, Olsen Remcho, LLC presented the Brown Act Training. The full presentation can be found on caltrain.com

Committee Comments:

None

Public Comments:

Aleta Dupree, via Zoom Q&A, wondered whether members of the public may be denied attendance at a public meeting. She also requested that public meetings be a safe space. She stated that Chairpersons seem to be timid when it comes to enforcing decorum at meetings. She also wondered whether Caltrain's legal counsel has a public facing aspect.

Jeff Carter, Millbrae, via Zoom Q&A, shared his concerns regarding Public Comments being truncated due to lunch breaks. He also stated that the Brown Act seems very restricted for committee members. Lastly, he stated that staff uses Brown Act inappropriately when they do not want to discuss items.

Roland Lebrun, San Jose, via Zoom Q&A, shared his appreciation for the presentation and asked whether this presentation may be shared with the VTA Board.

Vice Chair Brandt asked for further information regarding closed sessions. Mr. James Harrison explained when closed sessions are used.

REGIONAL FARE COORDINATION/INTEGRATION STUDY AND BUSINESS CASE

William Bacon, MTC, presented the Fare Coordination/Integration Study and Business Case. The full presentation can be found on caltrain.com

Committee Comments:

Vice Chair Brandt shared his experience with a similar program and is looking forward to the implementing of fare coordination in the Bay Area. He then asked for clarification on the \$3 for new rider cost. Mr. Bacon responded that the cost roughly correlates to around \$2 - \$3 on an annual basis per new rider.

Member David Tuzman stated that the business case shows that unified fare by distance has the potential of 75k more riders predating the system and asked whether Mr. Bacon has information of how those split per agency, particularly how many of those trips would be Caltrain rides included. Mr. Bacon responded that the modeling does not break it down by agency. Member Tuzman noted that the fare by distance model seems to have the highest potential increase. Member Tuzman then stated that in the business case, in most of the tiers of types of policy changes, there would be

more people that shift their mode of transit from bus to rail than they would from rail to bus and asked the reasoning that would cause that mode shift. Mr. Bacon responded it would be speed and time of travel reliability most rail systems benefit from having an exclusive right of way.

Member Larry Klein applauds the vision and anticipates the pilot moving forward. He then asked what incentives there are for transit agencies that may not want to participate. Mr. Bacon responded that he could not fully answer the question. However, MTC is working in collaboration with their partners and has no reason to think they will not continue to work collaboratively as they move forward. Member Klein then asked whether, from a state standpoint, are there additional things that might be done to push this, from a legislation standpoint, faster. Mr. Bacon responded that additional financial support for transit, in general, is fundamental to the long-term sustainability of our systems, at least through the uncertainty that remains during the pandemic.

Member Leung asked whether the task force/commission will come up with a framework all the agencies can rally behind and how they plan to operationalize division. Mr. Bacon responded that the project team will come back to the fare integration task force, with the delivery strategy.

Member Tuzman stated that he would like to propose a motion for the CAC to support the Fare Policy. Chair Shaw suggested that Member Tuzman agendaize the item for a committee vote.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that implementation would encourage more people to use transit. He stated that it may be done sooner with a paper pass versus Clipper.

Aleta Dupree, via Zoom Q&A, stated that uniformity is essential. She said that it will need to be uniform and have predictable payment methods when using the system. She stated that ultimately, this should go to an open payment system.

Adina Levin, via Zoom Q&A, shared that she is glad to hear that this body supports the recommendations. She recommended that the region pursue funding as quickly as possible from the state and federal sources and then implement it as soon as possible, upon Clipper 2.0. She encouraged the committee to consider making that their recommendation to accelerate the implementation of that standardized regional fares.

Roland Lebrun, San Jose, via Zoom Q&A, stated the way to address equity is by the paper pass and/or discounts given to seniors, students, and the disabled. He then stated that High Speed Rail fares could not be the same as buses because the business model is different and more expensive to operate.

A subcommittee was created to draft a resolution with Members Tuzman, Jaques, and Brandt. Chair Shaw said he would work with staff to agendaize the item.

JPB CAC WORK PLAN

Chair Brian Shaw closed this Agenda item as his remarks were already stated in the Chairperson's Report.

STAFF REPORT UPDATE

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

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 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 strike on September 29, resulting in a fatality.

Mr. Navarro stated that the Dual Speed Check would be the backup system for the wireless system. He then said that foundations would be completed by mid-2022 in the San Francisco area.

Committee Comments:

Vice Chair Brandt requested the recovery percentage of Average Weekday Ridership as it relates to pre-COVID. He stated that currently, Caltrain is at 12.7%. Mr. Navarro said that he would include that percentage in next month's report. Vice Chair Brandt requested feedback on the possibility of a pilot project to prevent vehicles from driving onto the tracks. Mr. Navarro stated that staff is looking into different options, including LED reflectors and bollards.

Member Kutler recognized the conductors for making announcements on trains with the new stopping patterns. Mr. Navarro appreciated the positive feedback. Mr. Navarro reported that staff would soon go back to riding trains to complete train ride evaluations.

Member Leung thanked staff for coordinating with the San Jose Sharks.

Public Comments:

Roland Lebrun, via Zoom Q&A, stated that the way to represent pre-COVID Average Weekday Ridership recovery is with three graphs superimposed; one for 2019, one for 2020 and one for 2021 so that it is an easy graph where you can see every month from January to December and then annotate the percentage. Roland then explained why the wireless solution will not work. He stated that staff is not listening and will need to take drastic measures.

Jeff Carter, Millbrae, via Zoom Q&A, appreciated that the graphs were included in the packet and looked forward to the percentage being included. Mr. Navarro then advised that staff continues to work on the Clipper Data with the Business Intelligence team and is almost ready.

JPB CAC Work Plan

December 15, 2021

- Customer Experience Completions & Recommendations
- Construction Obstacles
- 2022 Legislative Program

January 19, 2022

- Code of Conduct
-
-

February 16, 2022

-
-
-

March 16, 2022

-
-
-

April 20, 2022

-
-
-

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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be December 15, 2021, at 5:40 pm, San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:56 pm.

Agenda Item #8

Caltrain Citizens Advisory Committee (CAC) endorsement of the Metropolitan Transportation Commission (MTC) Fare Coordination and Integration Study (FCIS)

We, the Caltrain CAC, endorse the FCIS Fare Policy Vision [as presented](#)¹ to the Committee on November 17, 2021, and support the implementation of its Phase A and B recommendations (all-agency institutional pass pilot in 2022; free/reduced cost transfers and all-agency public pass in 2023).

We also strongly support the Phase C recommendation of standardizing regional fares, and propose that it be implemented as soon as feasible (before 2024), especially given the immense benefit to rider experience and modelled increases to ridership (nearly 70,000 added region-wide daily riders for the [high-investment unified fare-by-distance model](#)²).

We urge the Caltrain Joint Powers Board to approve the FCIS Policy Vision and recommendations, and to direct staff to proactively collaborate with MTC and other transit agencies in its implementation and pursuit of funding.

¹ FCIS Fare Policy Vision:

https://www.caltrain.com/Assets/_Agendas+and+Minutes/JPB/CAC/Presentations/2018/2021-11-17+JPB+CAC+presentation+!239.pdf

² Draft FCIS Business Case Report: https://mtc.ca.gov/sites/default/files/documents/2021-10/Draft_FCIS_Report.pdf

**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) –

- **November:** The November 2021 OTP was 96.4% compared to 96% for November 2020.
 - **Vehicle Strikes** – There was one vehicle strike on November 11.
 - **Vehicles on Tracks** – There were three days, November 5, 16 and 29, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2021 there were 592 minutes of delay due to mechanical issues compared to 623 minutes in November 2020.
- **October:** The October 2021 OTP was 93.8% compared to 97.4% for October 2020.
 - **Trespasser Strikes** – There were two trespasser strikes on October 25 and 26, one resulting in a fatality.
- **Holiday Service** – During the following days and Holidays, Caltrain will operate the following schedules:
 - **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 – Weekday Schedule + Special Post-event Trains
 - **Caltrain will provide special post-event trains after the last regularly scheduled train at 12:05 a.m. The first special southbound train will depart San Francisco at 12:30 a.m. or when full and the last train will depart no**

later than 1:30 a.m. Trains will make all weekday local stops from San Francisco to San Jose Diridon.

- **Caltrain will provide FREE service beginning at 8 p.m. until the last special post-event train departs San Francisco.**
- **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:

November special events ridership will be reported in the January Executive Director's Report.

- **San Francisco Giants –**

Regular Season:

The Giants hosted three games in October. Total additional ridership, alighting and boarding at San Francisco station was 14,398. Average additional ridership per game was 4,799, an increase of 60% compared to September 2021. Total regular season additional ridership was 187,142, a decrease of 40% compared to 2019.

Post Season:

The Giants hosted three post season games in October. Total additional ridership, alighting and boarding at San Francisco station was 18,817.

- **SF 49ers Regular Season** – The 49ers hosted three games in October. Total ridership alighting and boarding at Mountain View station was 1,188. Average additional ridership per game was 594, a decrease of 75% compared to October 2019. Year to date additional ridership is 3,421, a decrease of 58% compared to 2019.

The 49ers hosted three games in November.

Stanford Football – The Stanford Cardinal hosted two games in October. Here were 16 trains that stopped at Stanford station. Total ridership alighting and boarding at Stanford station was 625. Average ridership per game was 313, a decrease of 67% compared to 2019.

The Stanford Cardinal hosted three games in November.

- **Golden State Warriors** – The Warriors hosted three games in October. Total additional ridership for October was 1,034. Average ridership per game was 259, a decrease of 68% compared to October 2019.

The Warriors hosted nine games in November.

- **San Jose Sharks** – The Sharks hosted four home games in October. Total post game additional riders boarding at San Jose Diridon was 218.

The Sharks hosted seven games in November.

- **Fleet Week** – Regular service was provided for Fleet Week. Additional riders alighting and boarding at San Francisco station on Saturday, Oct. 9 and Sunday, Oct. 10 was 2,174, a 60% decrease compared to the 2019 event.
- **Holiday Train** – Caltrain operated the Holiday Train on Saturday, December 4, and Sunday, December 5. This dazzling show-train visited nine Caltrain stations between San Francisco and Santa Clara over two nights in December with glittering lights and holiday decorations. Caltrain provided holiday entertainment and collected toys for local children who otherwise might not receive a gift during the holidays.

Services Scheduled:

- **SF 49ers Regular Season** – The 49ers will host one regular season game in December. Caltrain will operate regular weekend service and is coordinating with VTA and Levi's Stadium regarding the connecting services.
- **San Jose Sharks** – The SJ Sharks will host nine regular season games in December. Staff will continuously monitor service with SAP Center.
- **Golden State Warriors** – The Warriors will host seven regular season games in December. Staff will continuously monitor service with Chase Center.
- **New Year's Eve** – Caltrain will operate a weekday schedule and provide special post-event trains after the last regularly scheduled train at 12:05 a.m. The first special southbound train will depart San Francisco at 12:30 a.m. or when full and the last train will depart no later than 1:30 a.m. Trains will make all weekday local stops from San Francisco to San Jose Diridon. Caltrain will provide free service beginning at 8 p.m. until the last special post-event train departs San Francisco.

Capital Projects:

The Capital Projects information is current as of November 12, 2021 and is subject to change between November 12 and December 2, 2021 (Board Meeting).

- **San Mateo 25th Avenue Grade Separation Project:** This project raises the elevation of the alignment from Hillsdale 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 Hillsdale 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 was held on September 17.

Major project milestones that have been completed include:

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

The contractor continued working on remaining work items such as grading and landscaping of the slopes of the MSE walls north of 25th Avenue to Borel Creek, grading at the previous Hillsdale Station location, and miscellaneous drainage and ramp modifications.

JPB continues meetings with the executive management of the contractor, Shimmick/Disney Joint Venture (SDJV), to discuss negotiating a consolidated resolution to all outstanding commercial issues required to close out the contract. The goal is to reach a full resolution by year-end.

- **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.

On September 20th, 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 ramps to the station and continued work on roadway at Poletti Drive on the east side. The project plans to open West Plaza for public use on November 15th. City of SSF and Caltrain agreed to move the Ribbon Cutting Ceremony to early January of 2022, to avoid the holiday season, plus other Caltrain and city events occurring in December 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. 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 with a 110 long steel deck girder over the river; 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 100% design completion by December 3, 2021 and bid advertisement in early 2022 with expected Board award in April 2022.

Major issue facing this project is the resolution with the UPRR on scope and budget issues, now going into arbitration.

- **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 as well as the County's review of geometric design layout for sight & stopping distances as well as changes to transition grades. The preliminary total budgeted estimate for this project is around \$280 million. Most of the funds will come from 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 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 was executed in late September. The completion of Phase 3 is expected by early 2022. Phase 4 for the 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. A request for Board approval to add Phase 4 and an option for adding Phase 5, when funds are available, is planned for early 2022.

- **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 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 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.

- **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 100% design was received and is now being reviewed. The City's 100% design is now forecast for November 2021 and will be incorporated into JPB's Issue for Bid documents that are now forecast for December 2021. Construction is forecast to occur from 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 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 8th and the contract award is expected by early 2022. The Pre-Bid conference and site visit was conducted, and the project team is currently responding to questions from the bidders. 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 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 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 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 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) regarding the 'Town of Atherton Station Closure' between the Town and Caltrain.

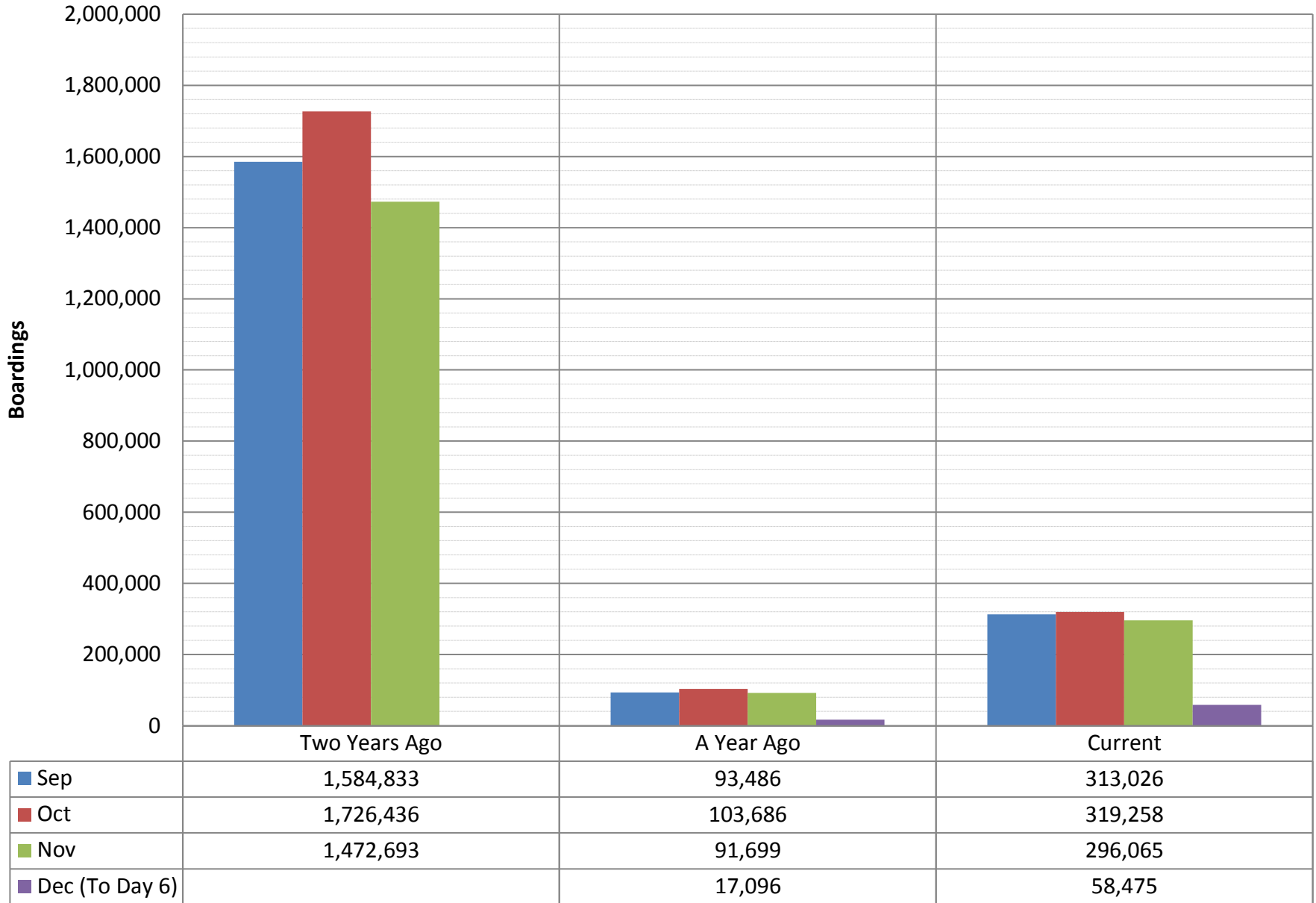
In July 2021, a work directive was issued to the design consultant to complete final design activities. JPB Staff including Engineering and Maintenance conducted a kick-off meeting with Town of Atherton staff regarding scope, schedule, as well as input for the conceptual design. In addition, JPB Staff conducted a field diagnostic meeting with California Public Utilities Commission (CPUC) and the Town of Atherton to obtain the necessary information and requirements from CPUC for the final design. The 35% design for the safety improvements at the grade crossing has been completed and reviewed.

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

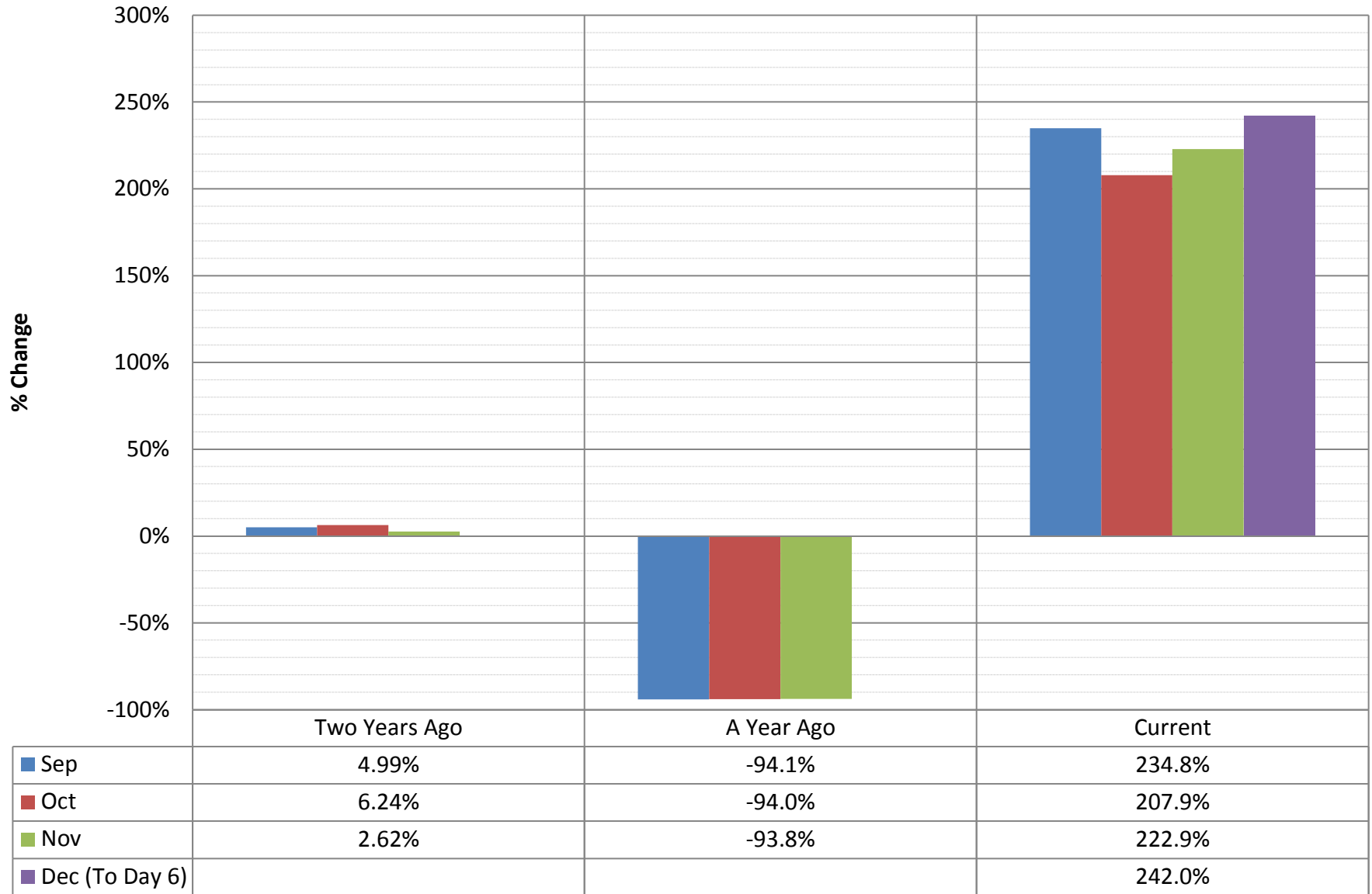
- **MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement 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. 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 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.

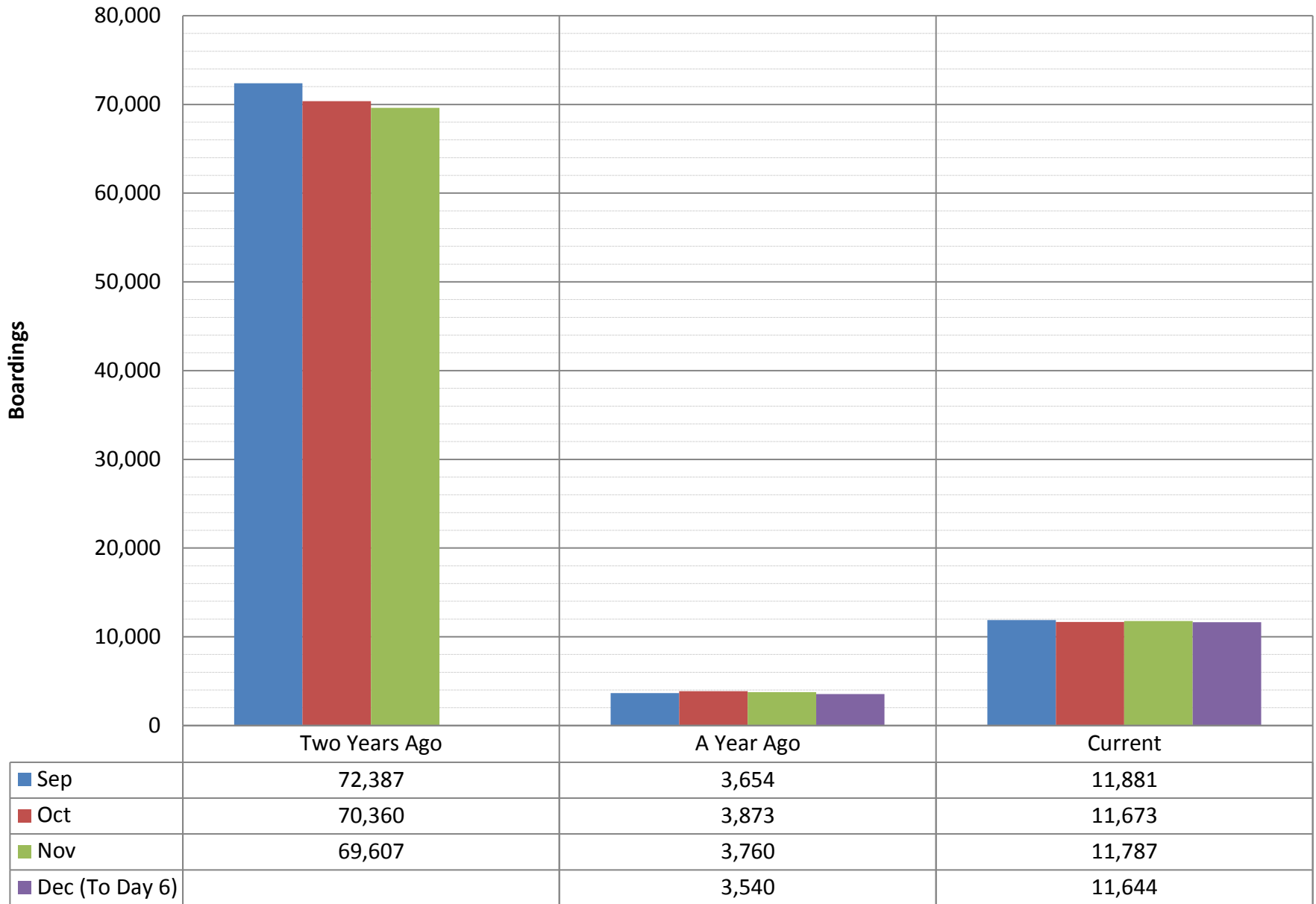
Estimated Total (Monthly) Ridership Trend



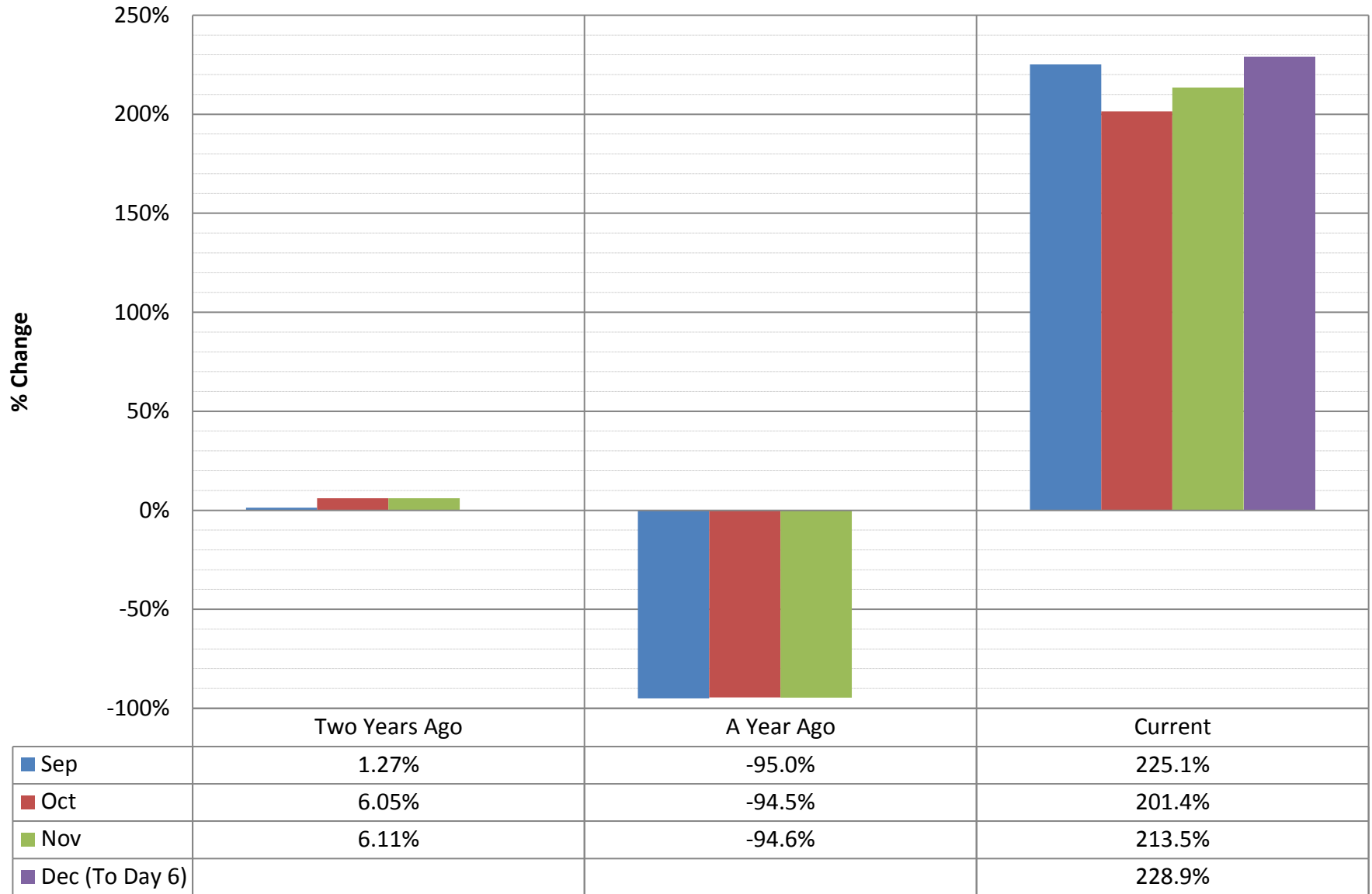
Estimated Total (Monthly) Ridership Trend (Year to Year Change %)



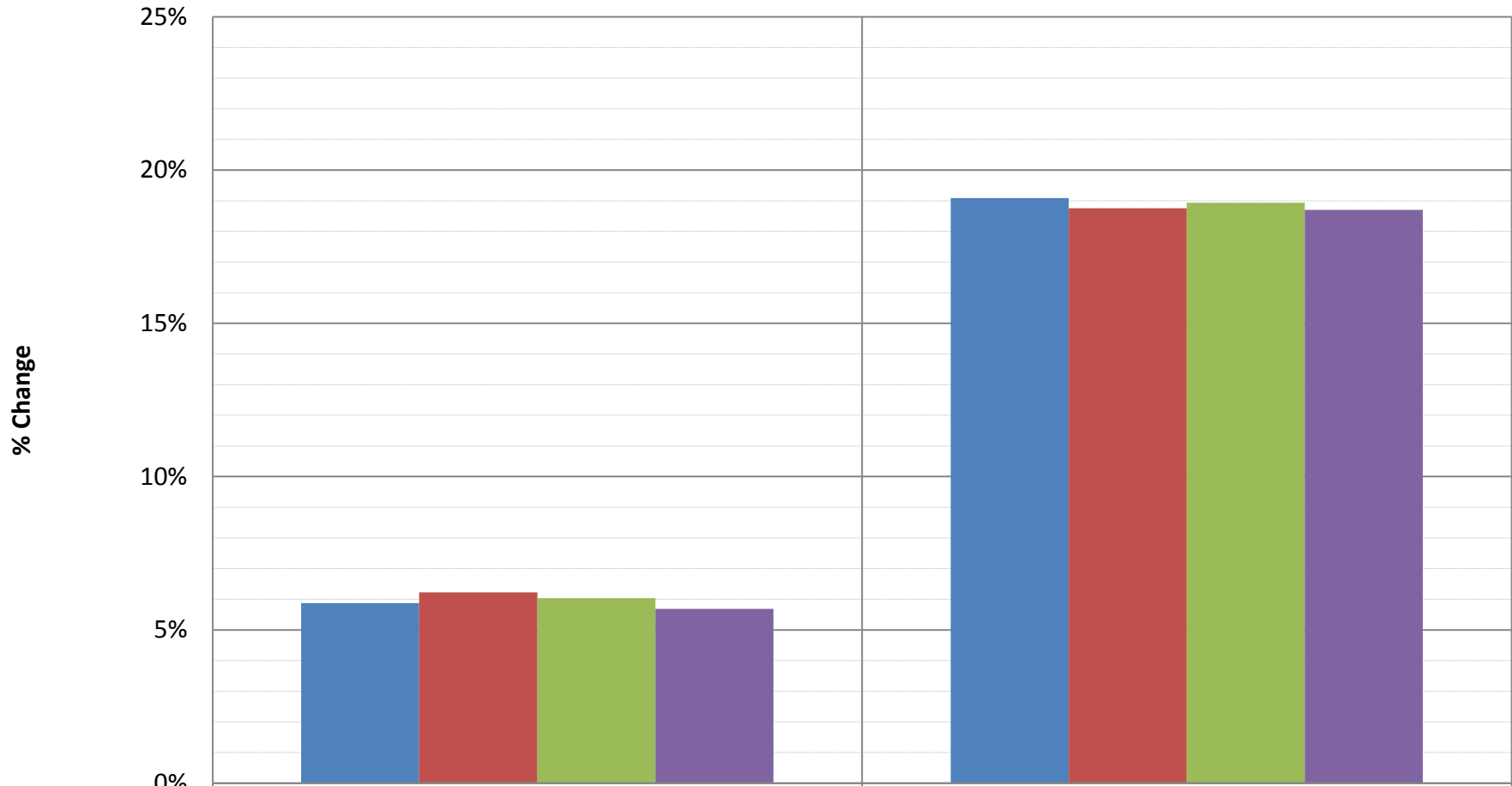
Estimated Average Weekday Ridership (AWR) Trend



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



Estimated Average Weekday Ridership (AWR) Trend (% of pre-COVID Baseline)



- Sep
- Oct
- Nov
- Dec (To Day 6)

A Year Ago

Current

5.9%

19.1%

6.2%

18.8%

6.0%

18.9%

5.7%

18.7%

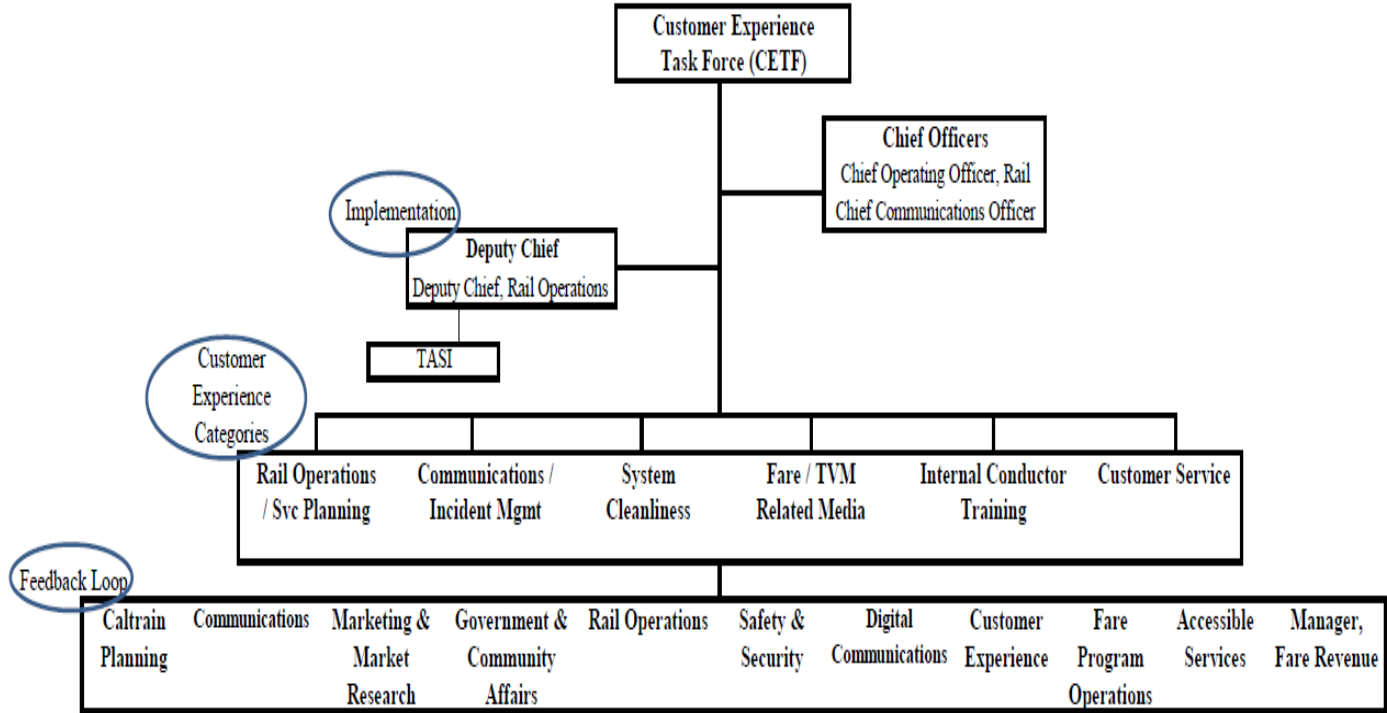
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 was 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 have been completed and planning to award a construction contract in February 2022 to prepare all the stations for the Next Generation Clipper Validators.

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 GTFIS, 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 board outreach began in November regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.

- On Demand Electronic Bike Lockers
 - E-lockers were installed at Bayshore (4 spaces) and South San Francisco (12 spaces) stations. There are now over 300 e-locker spaces available at 21 Caltrain stations. Lockers can be rented for 5 cents per hour and 2 cents per hour on nights and weekends using a prepaid BikeLink card, a Clipper card that is linked to a BikeLink account or the new BikeLink app. Outreach about the e-lockers, including on the bike cars, is ongoing and includes information about 100 free hours the first time a customer uses a Caltrain owned e-locker. 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 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 eNewsletter 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.

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.
- San Mateo (Station of the Quarter)
 - Improvement work started in October 2021
- South San Francisco and Bayshore Stations
 - E-Locker Installations were completed on December 7, 2021

JPB CAC Work Plan

January 19, 2022

- Code of Conduct
-

February 16, 2022

-
-

March 16, 2022

-
-

April 20, 2022

-
-

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
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21