



BOARD OF DIRECTORS 2019

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

November 20, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of October 16, 2019
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
7. Approval of the 2020 JPB CAC Meeting Calendar
8. Approval of Amending the By-Laws to include alternate CAC members
9. Project 529 Update (Jenny Le)
10. Proof-of-Payment (Jenny Le)
11. Conductor Notification / Communication Device (Joe Navarro)
12. Train Uniforms (Joe Navarro)
13. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
14. Date, Time and Place of Next Meeting
December 18, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA
15. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Martin Romo, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: Adrian Brandt, Anna Cristina Dagum, Ricardo Valenciana (Vice Chair)
Santa Clara County: Larry Klein, Patricia Leung

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6223 or cacsecretary@caltrain.com. Agendas are available on the Caltrain Web site at <http://www.caltrain.com>. Communications to the CAC can be e-mailed to cacsecretary@caltrain.com.

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

Location, Date and Time of Regular Meetings

Regular meetings are held at the San Mateo County Transit District Administrative Building located at 1250 San Carlos Ave., San Carlos, CA, which is located one block west of the San Carlos Caltrain Station on El Camino Real. The office is also accessible by SamTrans bus routes ECR, FLX, 260, 295 and 398. Additional transit information can be obtained by calling 1.800.660.4287 (TTY 650.508.6448) or 511.

The JPB Citizens Advisory Committee meets regularly on the third Wednesday of the month at 5:40 p.m. at the same location. Date, time and place may change as necessary.

Public Comment

If you wish to address the Committee, please fill out a speaker's card located on the agenda table and hand it to the Committee Secretary. If you have anything that you wish distributed to the Committee and included for the official record, please hand it to the Committee Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, the JPB will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Committee Secretary at Peninsula Corridor Joint Powers Board, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or emailed to cacsecretary@caltrain.com; or by phone at 650.508.6223, 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 OCTOBER 16, 2019

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, R. Kutler, R. Valenciana (Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: M. Romo, P. Leung

STAFF PRESENT: C. David, C. Kwok, B. Tietjen, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF SEPTEMBER 18, 2019

Chair Brian Shaw stated that the minutes need to be amended to include the vote to recommend a change to the bylaws, to the Board, of appointing an alternate to serve from each county. He also stated that there was language to be brought back to this committee by the General Counsel's Office for final review to be presented to the Board.

Member Adrian Brandt stated that at the top of page five it should read, not all deaths are deterministic. He also stated that under committee comments on page six there are two corrections; the first should read, Adrian suggested crossing gates across the tracks that stay down until a train approaches... and the second correction should read, Member Brandt also asked about the delay with electrification due to the constant warning time solution for the crossing gates...

The Meeting Minutes for September 18th were amended.

The amended draft of Meeting Minutes for September 18th was approved.

Motion/Second: Klein, Valenciana
Ayes: Brandt, Dagum, Kutler, Shaw
Absent: Romo, Leung

PUBLIC COMMENT

Jeff Carter, Millbrae, requested the audio recordings of the Citizens Advisory Committee Meetings be made available on the website without having to ask for it through a PRA.

CHAIRPERSON'S REPORT

Chair Shaw advised that he will not attend next month's Board meeting and that Vice Chair Valenciana will attend in his absence. (The November JPB meeting was subsequently cancelled.)

COMMITTEE COMMENTS

Member Adrian Brandt stated that there is a developer that wants to redevelop Sequoia station in Redwood City and is willing to provide Caltrain the space to build a greatly needed, four track station there. Member Brandt also stated that simultaneously, the city of Redwood City is embarking on a city wide grade separation study entitled the Whipple Grade Separation study. He also shared that there was a Community Meeting with the Dumbarton Corridor Cross Bay Transit Partners and that there was discussion about pursuing the Dumbarton Corridor Reactivation. Lastly, Member Brandt stated that he attended a meeting discussing the recent removal and possible relocation of the set-out track in San Mateo. He stated that due to the tracks being elevated, the 25th Ave. Grade Separation Project has required that the existing set-out track be moved to Hayward Park and that the neighbors feel that they were inadequately informed about the move. Member Brandt stated that San Mateo City Council will have a special study session on this topic. He stated that Caltrain staff has considered twenty-five other locations and that there are only two possible locations for these set-out tracks. It is an ongoing issue that has yet to be resolved.

Member Kutler requested to add a future Agenda item. She would like to discuss the impact on riders due to the severe weather changes, climate change. She would like to discuss mitigation options under the San Mateo County Climate Action Plan and also look at other transit agency climate change solutions. Chair Shaw advised that it will be added to the list of items for staff review and may take a few months.

Chair Shaw advised that there is a Faster Bay Area ballot measure for the upcoming election for 2020 and that there are several town halls taking place next week at MTC, in San Francisco and San Mateo Counties and encouraged the public to attend if they would like further details regarding the Faster Bay Area proposal and that meeting location, dates and times can be found online under Faster Bay Area Transportation.

Public Comment:

Roland, Redwood City, commented on Redwood City projects and proposed that there be a High Speed Rail Station at Redwood junction with six tracks and two platforms. He then commented on Dumbarton project and stated that five years ago the project had \$380M, however due to a budget gap of over \$400M, the project did not go anywhere and the funds were instead used for BART rail cars, the Warm Springs extension and Samtrans express buses. He then stated that there is now a new project with \$2B in funding linking Union City to Redwood City via a brand new bridge, parallel to the existing bridge at the same height. Lastly he stated that both the Faster Bay Area

measure and the Caltrain 1/8 cent proposed tax increase cannot be on the same ballot or both will fail.

Jeff Carter, Millbrae, stated that four tracks at Redwood City and additional stations are very important in order for the high and moderate growth scenarios to work.

GRADE CROSSING HAZARD ANALYSIS / CAMERA SYSTEM

Joe Navarro, Deputy Chief, Rail Operations, presented Grade Crossing Hazard Analysis to the committee.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt stated that this is an important issue as trains can derail as it happened at Metrolink in the Oxnard area. He said that staff and citizens of the public need to urge the CPUC to provide attention to this matter as it affects all properties, not just Caltrain.

Vice Chair Valenciana asked how long does it typically take to clear the tracks? Mr. Navarro responded that it depends on how far the car has made it down the tracks.

Member Brandt suggested a pilot program at a few crossings where the gates work in reverse and placed at either side of the crossing where they stay up until a train comes and drop down when the train approaches as a visible barrier.

Member Klein mentioned that some measures have been taken in Redwood City about a year ago, and asked whether those efforts have been made at other locations. Mr. Navarro stated that there were pavement markers four to five inches high installed and did not prevent vehicles from driving on the tracks.

Chair Shaw referred to pages four and five and asked what is the criteria for prioritizing crossing improvements. Mr. Navarro responded that there are many factors from High Speed Rail, electric train acceleration speed, FRA considerations, funding and future median installments. The list of crossings, to be improved, is a proactive approach.

Member Klein requested the data from the study with the statistics on which intersections have had the most incidents. Mr. Navarro said that he would provide the report.

Public comment:

Roland, San Jose, referred to slide three and stated that painting the crossing red does not work because when it is raining at night, it is not visible. He stated that in the UK there are diagonal grid markers protruding from the surface florescent yellow in color that catches the light which makes it visible to drivers. Roland said the High Speed Rail

will take care of vehicles on the tracks problem. Roland said that he will send this information to staff.

Andy Chow, Redwood City, suggested putting detectors on the pavement and/or grooves on the pavement so that when cars turn on the tracks they notice before hitting the ballast. This will also notify Caltrain of an intrusion. He also suggested putting flashing lights once the car has been detected so that the driver is made aware.

Doug DeLong, Mountain View, stated that the list of hazard scenarios is not complete. He stated that nationally 30% of the collisions are made up of vehicles running into the side of the train and that not all vehicles on the tracks involve road crossings. Regarding navigation systems, he suggested to file class action lawsuits for gross negligence against all of the GPS suppliers for failing to use the publicly disclosed grade crossing database that the DOT maintains to provide warning on the screens when approaching a grade crossing.

Jeff Carter, Millbrae, asked whether it is possible to put spikes at the tracks to damage the tires on vehicles to prevent them from going further onto the tracks and to place a sensor to notify Caltrain of these incidents. He also asked whether flashing lights can be embedded in the roadway to warn people of railroad crossings. Lastly, he stated that the GPS applications should indicate railroad crossing locations.

TVM UPGRADE UPDATE

Christiane Kwok, Manager, Fare Program Operations, presented the TVM Upgrade Update to the committee.

The full PowerPoint presentation can be found on caltrain.com

Mr. Navarro offered the committee and the public a tour of the TVM prototypes. Chair Shaw suggested for the tour to take place after the meeting has been adjourned.

Public Comment:

Andy Chow is looking forward to the Clipper functionality with the TVM upgrades and hopes that there is more to come with the new mobile technology.

Jeff Carter, Millbrae, appreciate the report and the efforts to upgrade the TVMs. He asked whether the TVM upgrades have the potential to support station to station based fare pricing.

Committee Comments:

Member Adrian Brandt stated that he has a lot of very detailed comments to share and that he would like to share his comments at a later time.

Chair Brian Shaw asked whether the TVM upgrade will support a point to point fare concept as proposed by Jeff Carter, member of the public. Ms. Kwok stated that there

would first need to be a change to the fare structure and Chair Shaw clarified whether the functionality is available and Mr. Navarro stated that it would be possible with a software upgrade. Chair Shaw then asked whether there were focus group or user group testing with the new TVM upgrades. Member Kutler suggested having a non-English speaking user group testing. Chair Shaw also asked whether the new TVMs will be able to recognize monthly parking eligibility with Go Passes riders on Clipper. Ms. Kwok confirmed.

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 2019 OTP was 93% compared to 92.6% for September 2018.
 - **Vehicle on Tracks** – There were six days, September 6, 8, 9, 19, 20 and 21, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In September 2019 there were 620 minutes of delay due to mechanical issues compared to 1514 minutes in September 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on September 5 and 24, resulting in fatalities.
- **August:** The August 2019 OTP was 93.9% compared to 93% for August 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on August 10 and 29, resulting in fatalities.

Chase Center Grand Opening:

Caltrain is proud to serve the new Chase Center, the new home of the Golden State Warriors and San Francisco's newest event and concert venue. On Sunday, September 8, Metallica and the San Francisco Symphony kicked off the Chase Center's grand opening concerts celebrating the 20-year anniversary of their historic joint performance of the band's 1999 S&M album.

Over the past year Caltrain has participated in various coordination meetings with the Chase Center, the City of San Francisco and other Bay Area transit agencies serving the Chase Center to help coordinate and promote public transit to get to the Chase Center as parking at the arena and in the Mission Bay is extremely limited. Caltrain will be providing regular service to and from most events, including Warriors home games, and is working closely with the Chase Center to identify and address service gaps for special events. As a pilot, Caltrain provided one post-event train for two Sunday evening concerts on September 8 (Metallica & SF Symphony) and September 15 (Elton

John). To inform future service planning decisions, Caltrain has been tracking and monitoring Chase Center post-event ridership counts at San Francisco station.

For more information about Caltrain service to Chase Center, visit:
www.caltrain.com/chasecenter

Public comment:
None

Committee comment:
None

JPB CAC Work Plan

November 20, 2019

- 529 Update
- Conductor Notification / Communication Device
- Train Uniforms

December 18, 2019

- MTC Means-Based Discount Fare program update
-

Items to be scheduled

- Schedule Audit – requested on 3/6/18 by Member Lauren Fernandez
- Presentation on a plan to clean-up right of way – requested by Chair, Brian Shaw on 8/15/18
- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

November 20, 2019 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:08 pm

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

TO: JPB CAC

FROM: Dora Seamans
Executive Officer / District Secretary

SUBJECT: **2020 JPB CAC MEETING CALENDAR**

ACTION

Staff recommends the CAC approve the Meeting Calendar for 2020 (attached).

SIGNIFICANCE

The CAC meets the third Wednesday of each month.

BUDGET IMPACT

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Support Specialist

650.508.6347



JPB CAC Committee Meeting Calendar for 2020

WEDNESDAY – 5:40 PM	
	January 15
	February 19
	March 18
	April 15
	May 20
	June 17
	July 15
	August 19
	September 16
	October 21
	November 18
	December 16

JPB CAC meetings: [Third Wednesday; 5:40 p.m.](#)
Second Floor Bacciocco Auditorium, 1250 San Carlos Avenue,
San Carlos

CITIZENS ADVISORY COMMITTEE
PENINSULA CORRIDOR JOINT POWERS BOARD
BYLAWS

ARTICLE I – MEMBERSHIP

Section 1. As prescribed by the Peninsula Corridor Joint Powers Board (“JPB” or “Board”), the Citizens Advisory Committee (“CAC” or “Committee”) shall consist of nine (9) members and three (3) alternate members, with three (3) members and one (1) alternate member appointed from each constituent county (San Francisco County, San Mateo County, Santa Clara County). Each county will select its county committee members and alternate members, and the JPB will affirm these appointments. CAC members should reflect the demographics of Caltrain riders. The Citizens Advisory Committee shall act in an advisory capacity to the JPB. Its activities shall include seeking the views of various groups of users and potential users of Caltrain and ancillary transit facilities, and to develop proposals and recommendations for meeting the needs of these various groups; reviewing and commenting on staff proposals and actions as requested by the JPB; and assisting the JPB in any matter which the Board may deem appropriate.

Section 2. CAC members and alternate members shall serve three (3) year terms.

Section 3. When the JPB conducts recruitments to fill vacancies on the CAC, such recruitments shall be conducted to minimize the opportunity for a resulting appointment to create a vacancy in the alternate position, as follows: The recruitment

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

should seek candidates for both the vacant seat and the same county's alternate position, thereby allowing the Board to either (a) appoint a new applicant to fill the vacancy, or (b) appoint the county's alternate member to serve the remainder of the term of the vacant member's seat and also appoint a new alternate member to serve the remainder of the alternate member's term.

ARTICLE II – OFFICERS

Section 1. The Officers of the CAC shall be a Chairperson and a Vice-Chairperson. Their duties shall be as follows:

Chairperson: Presides over CAC meetings; develops the monthly meeting agenda; appoints subcommittees and subcommittee chairpersons; and is responsible for submission of the report of the most recent CAC meeting, in a manner the Chair deems suitable, for the monthly JPB meetings, and may delegate this responsibility to another CAC member. The Chairperson may call a special meeting of the Committee should the Chairperson deem it appropriate.

Vice-Chairperson: Presides over the CAC meetings in the absence of the Chairperson; conducts the other duties of the Chairperson in his/her absence.

Should neither the Chairperson nor Vice-Chairperson be able to perform the duties of the chair, the remaining members shall elect one of themselves to serve as temporary chair.

Section 2. Selection of Officers shall be made as follows:

Chairperson: The Chairperson shall be elected by a majority of the appointed members or their seated alternates at the January meeting.

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

The term of office shall be for one year. If the term of appointment of the member elected Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Vice-Chairperson will serve as Chairperson until the following January.

Vice-Chairperson: This Officer shall be elected by a majority of the appointed members or their seated alternates at the January meeting. The term of office shall be for one year. If the term of appointment of the member elected Vice-Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Committee will hold an election for a Vice-Chairperson to serve out the remainder of the term.

Except in extenuating circumstances as determined by the Committee, at no time shall two officers be elected from the same county. The officers shall be elected in a rotation between counties on a yearly basis. If the majority of the Committee chooses, Officers may be retained for a period longer than one year.

Only Committee members (as opposed to alternate members) can serve as Officers.

Clerk of the Committee: The Clerk shall be appointed by the Executive Director of JPB who will serve as staff to the Committee. The duties of Clerk to the Committee shall be to prepare and post the agenda, as advised by the CAC officers. In addition, the Clerk shall attend all regularly scheduled and special meetings of the CAC and shall prepare monthly minutes for the CAC, staff reports and public hearing notices when appropriate.

Section 3. In the case of vacancy.

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

In the case of any vacancy in office, the vacancy shall be filled by an election at the first regular meeting after the occurrence of the vacancy.

ARTICLE III – MEETINGS

Section 1. The regular meetings of the CAC shall be held on the third Wednesday of each month at 5:40 p.m. The CAC can approve amending its regularly scheduled meeting time, date and location without having to seek Board authorization. Any meeting may be cancelled or postponed by majority vote of those in attendance at any meeting prior to the meeting being cancelled or postponed.

Section 2. The CAC meetings are subject to the Ralph M. Brown Act, Government Code Section 54950, et seq.

Section 3. Attendance being of prime importance to maintain contact between constituents and Committee, attendance of members and alternate members is required at all meetings. Should a member or alternate member be unable to attend a meeting they should notify the Clerk to the Committee before the meeting. Should any member or alternate member have more than two (2) absences in a calendar year, the Chair shall send the member or alternate member a reminder of the attendance policy. Any member or alternate member who is absent for four (4) regularly scheduled meetings during a calendar year shall automatically be terminated. Any resulting vacancy shall be filled for the duration of the departing member's or alternate member's term.

Section 4. Any Committee member can have an item placed on the agenda by notifying the Clerk to the Committee seventy-two (72) hours prior to the meeting.

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

Section 5. Alternate members serve on the Committee (but not a subcommittee or ad hoc committee) during (a) the absence of Committee members from the same county or (b) vacancies in membership from the same county. When an alternate member serves in place of a member or to fill a vacancy, the alternate member has all of the rights, duties and obligations of a member, except for those rights, duties and obligations associated with a Committee office held by a member.

ARTICLE IV – SUBCOMMITTEES

Section 1. Subcommittees and Ad Hoc Committees may be established by the Chairperson as necessary.

Section 2. Each subcommittee shall consist of at least three (3) CAC members, one (1) delegate from each county, appointed by the CAC Chairperson. Only Committee members (as opposed to alternate members) may serve on Subcommittees and Ad Hoc Committees.

ARTICLE V – PARLIAMENTARY AUTHORITY

Section 1. The rules contained within the current edition of Robert's Rules of Order (Newly Revised) shall govern the CAC in all cases to which they are applicable and are not inconsistent with these by-laws, and any special rules of order the CAC may adopt.

Section 2. A quorum is defined as a majority of seats currently filled, or currently able to be filled using alternate members. Alternate members are counted towards a quorum only when seated in the place of a member appointed from the same

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

county (e.g., an alternate from Santa Clara County is only counted towards a quorum when sitting on the Committee in the place of a member from Santa Clara County or when filling a Santa Clara vacancy). All official acts of the Committee shall require a quorum of seats currently filled, or currently able to be filled using alternate members.

ARTICLE VI – AMENDMENT OF BY-LAWS

These by-laws may be amended at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting.

ARTICLE VII – CONFLICT OF INTEREST

There shall be no personal or monetary gain by members or alternate members of the CAC as a result of their membership and actions on the CAC. Reimbursement for expenses that may be authorized by the Executive Director from time to time shall not be deemed to be compensation.

ARTICLE VIII – MAJORITY/MINORITY REPORTS

CAC members may elect to present separate reports on decisions and actions by the CAC under the following circumstances: A majority report will reflect at least two-thirds (2/3) of the CAC members or seated alternate members present and voting. A minority report will reflect at least twenty-five percent (25%) of the CAC members or seated alternate members present and voting.

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

ARTICLE IX – ORDER OF BUSINESS

The Order of business for a regular meeting shall be as follows:

- a. CALL TO ORDER
- b. PLEDGE OF ALLEGIANCE TO THE FLAG
- c. ROLL CALL
- d. MINUTES - Approval
- e. CHAIRPERSON’S REPORT
- f. PUBLIC COMMENTS – At this time persons in the audience may

speak on any item on the agenda or any other matter within the jurisdiction of the Committee. The Brown Act (the State local agency open meeting law) prohibits the CAC from acting on any matter that is not on the agenda. It is the policy of Committee to refer such matters to staff for investigation and/or action. Speakers are requested to fill out a "speaker" card located on the table by the door and hand it to staff before the meeting.

The Chair may limit speakers to three minutes each.

- g. PUBLIC HEARINGS
- h. COMMITTEE COMMENTS
- i. PENDING ACTION REPORTS
- j. STAFF REPORTS
- k. OLD BUSINESS
- l. NEW BUSINESS
- m. OTHER ISSUES
- n. ADJOURNMENT

Amendments Proposed for CAC Consideration 9/18/2019
Revised for CAC Consideration 11/20/2019

JPB CITIZENS ADVISORY COMMITTEE BYLAWS

JPB CAC By-laws Subcommittee
Prepared by:

Jerry Graham – JPB CAC SMC
Bruce Balshone – JPB CAC SFC
Mike Rodriguez – JPB CAC SCC

May 2, 2002
JPB Resolution No. 2002-13

Amended July 1, 2010
JPB Resolution No. 2010-33

Amended December 15, 2010
CAC Motion

Amended March 1, 2012
JPB Motion

Amended December 4, 2014
JPB Resolution No. 2014-54

Amended August 6, 2015
JPB Resolution No. 2015-39

**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 2019 OTP was 93.3% compared to 94.8% for October 2018.
 - **Vehicle on Tracks** – There were four days, October 4, 8, 16, 17, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In October 2019 there were 792 minutes of delay due to mechanical issues compared to 329 minutes in October 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on October 1 and 23, resulting in fatalities.
- **September:** The September 2019 OTP was 93% compared to 92.6% for September 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on September 5 and 24, resulting in fatalities.
- **Caltrain Project 529 Bike Registration** – Caltrain Rail Operations and the San Mateo County Sheriff's Department held more outreach events to encourage bike riders to register their bikes in partnership with Project 529.

This app-based system allows bike owners to input identifying information about their bike and report theft. San Mateo County Sheriff's Department, which contracts with Caltrain to serve as the agency's Transit Police unit, has access to the 529 database for both Caltrain and several other bike communities already registered with the program in the event that a bike is reported stolen in the area.

To promote the program, Caltrain hosted four more free bike registration days:

San Jose Diridon Caltrain Station

Tuesday, October 15, 7 a.m. to 10 a.m.

Hillsdale Caltrain Station

Tuesday, October 15, 3:30 p.m. to 7:30 p.m.

Mountain View Caltrain Station

Wednesday, October 16, 3:30 p.m. to 7:30 p.m.

San Francisco Caltrain Station

Thursday, October 17, 3:30 p.m. to 7:30 p.m.

Caltrain riders who use a bicycle were encouraged to take advantage of these events and help deter theft. In addition to the digital registry, the program offers shield stickers, which indicate the bike's secure registration and help deter theft. Riders that registered their bike on the bike registration days received a free shield sticker.

To download the app or learn more, visit www.Project529.com/Caltrain.

- o **Special Event Train Service –**

- o **Services Performed:**

- o **Metallica & SF Symphony Concert at Chase Center** – On Sunday, September 8, Metallica & the SF Symphony concert was held at the new Chase Center. In coordination with Chase Center in order to accommodate the crowds, Caltrain operated one extra post-event local train. Total additional pre and post-event ridership was 891.
 - o **Elton John Concert at Chase Center** – On Sunday, September 15, Elton John performed his Farewell Tour concert at the new Chase Center. In coordination with Chase Center in order to accommodate the crowds, Caltrain operated one extra post-event local train. Total additional pre and post-event ridership was 943.
 - o **SF 49ers Regular Season** – The 49ers hosted the Pittsburgh Steelers for their season opener on Sunday, September 22 at 1:25 p.m. at Levi's Stadium. Caltrain operated one extra pre-game train with limited stops and one extra post-game local train from Mountain View to San Francisco. Total September year to date ridership alighting and boarding at Mountain View station was 3,443, a 26 percent decrease compared to the same number of games in 2018.

The SF 49ers also hosted the Cleveland Browns on Monday, October 7, at 5:15 p.m., the Carolina Panthers on Sunday, October 27, at 1:05 p.m., and the Seattle Seahawks on Monday, November 11, at 5:15 p.m. Caltrain operated one extra pre-game train with limited stops and one extra post-

game local train from Mountain View to San Francisco. October event ridership will be provided in December.

- o **Stanford Football** – The Stanford Cardinal hosted Washington State on Saturday, October 5, at 7:30 p.m., UCLA on Thursday, October 17 at 6:00 p.m. and Arizona State on Saturday, October 26, at 12:30 p.m. Event ridership will be provided in December.
- o **San Jose Sharks** – The Sharks hosted four games in October. Total post-game additional riders, boarding at San Jose Diridon station was 1,026. Total year-to-date post-game additional riders, boarding at San Jose Diridon station, was 1,381, which represents a 27 percent decrease compared to the same number of games in the 2018/2019 season.
- o **San Francisco Fleet Week** – On Saturday, October 12 and Sunday, October 13, Caltrain provided one extra pre-event train with limited stops from San Jose to San Francisco and one extra post-event local train on both days for the Fleet Week airshows from 12:00 p.m. to 4:00 p.m. in anticipation of large crowds. Event ridership will be provided in December.
- o **Stanford Scavenger Hunt** – The event took place in San Francisco on the weekends of September 28 and 29, October 5 and 6, October 12 and October 19 and 20. The total number of tickets sold was 1446, representing a 54 percent increase over the 2018 event. There were six more residences participating in 2019 (19) than in 2018 (13).
- o **Warriors Pre-Season & Regular Season** – The Golden State Warriors hosted one pre-season game in October and their 1st home game vs. the Clippers on Thursday, October 24 at 7:30 p.m. Caltrain is tracking post-event ridership.
- o **Services Scheduled:**
 - o **SF 49ers Regular Season** – The SF 49ers will host the Arizona Cardinals on Sunday, November 17 at 1:05 p.m. and the Green Bay Packers on Sunday, November 24, at 1:25 p.m. For weekend 49er home games, Caltrain will operate one additional pre-game southbound train with limited stops from San Francisco to Mountain View for passengers to connect to the VTA light rail. The extra train will then express to San Jose Diridon station, the last station stop. After all 49er home games, Caltrain will operate one extra post-game local train from Mountain View to San Francisco that will depart approximately 75 minutes after the game ends, or when full.
 - o **Stanford Football** – The Stanford Cardinal will host Cal (the Big Game) on Saturday, November 23 at 1:00 p.m., and Notre Dame on Saturday, November 30, start time TBD. For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after all weekend home games. Fans can also tag on and tag

off using their clipper cards at the Stanford Stadium station for all weekend home games. During weekday home games since Caltrain does not stop at the Stanford Stadium Station, fans are directed to use the Palo Alto Station. From there fans can take the Marguerite Shuttle or walk to the Stanford Stadium.

- **San Jose Sharks** – The Sharks will host eleven games in November. Caltrain will track post-game ridership at SJ Diridon station for all home games. No extra special trains are planned. For weeknight and Saturday night games, the last northbound train departs SJ Diridon station at 10:30 p.m. or 15 minutes after the game ends but departs no later than 10:45 p.m.
- **Warriors Regular Season** – The Golden State Warriors will host seven games in November. In coordination with Chase Center, Caltrain will run regular service for all home games. Caltrain will track post-game service ridership at SF Station for all home games.
- **Holiday Service** – During the following Holidays, Caltrain will run the following schedules:
 - Thursday, November 28 – Thanksgiving (Sunday schedule)
 - Tuesday, December 24 – Christmas Eve (Regular Weekday schedule)
 - Wednesday, December 25 – Christmas Day (Sunday schedule)
 - Tuesday, December 31 – New Year's Eve (Regular Weekday schedule + Pre & Post-Fireworks Special Trains)
 - Caltrain will provide **FREE** service beginning at 8:00 p.m. until the last train post-event departs SF at 2:00 a.m., making all local stops.
 - Wednesday, January 1 – New Year's Day (Sunday schedule)

Schedule Information is available at www.caltrain.com/Holidays.

- **Modified Service** – The Modified Schedule is a Modified Saturday Schedule with four extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Schedule will be implemented during the following Observed Holidays:
 - Friday, November 29 – Day After Thanksgiving
 - Monday, January 20 – Martin Luther King Day
 - Monday, February 17 – President's Day
- **PAC-12 College Football Championship Game** – The PAC-12 College Football Championship game will be held at Levi's Stadium on Friday, December 6 at 5:00 p.m. The teams are still to be determined. Caltrain will track pre- and post-game ridership.

- **Holiday Train** – Caltrain will operate the Holiday Train in collaboration with the Silicon Valley Community Foundation (SVCF) on Saturday, December 7 and Sunday, December 8. With glittering lights and holiday decorations, the dazzling show-train will visit nine Caltrain stations between San Francisco and Santa Clara over two nights in December, providing holiday entertainment and collecting toy and monetary donations for local children who otherwise might not receive a gift during the holidays. Caltrain and SVCF also partner with local organizations to collect toys at each station for underserved children in our communities. On Saturday, December 7, the train will depart San Francisco and make stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 8, the train will depart San Francisco and make stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

- **Capital Projects –**

The Capital Projects information is current as of October 18, 2019 and is subject to change between October 18 and November 7, 2019 (Board Meeting).

San Mateo 25th Avenue Grade Separation Project: Raise the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project creates a grade separation at 25th Avenue, relocates the Hillsdale Station to the north, and creates two new east-west street grade-separated connections at 28th and 31st Avenues in San Mateo. Construction of the elevated rail alignment and the new Hillsdale Station will be phased to limit impact to the operating railroad.

In October, construction of the abutment backwalls for the 25th Avenue and 28th Avenue Bridges were in progress. At the 31st Avenue Bridge, the center bent cap was completed and the steel girders are scheduled to be placed at the end of October. Ramp walls for the future relocated Hillsdale Station by 28th Avenue was also in progress.

The final panels and lightweight cellular concrete fill for Mechanically Stabilized Earth (MSE) Wall B, between 25th and 28th Avenues was completed and currently the coping, moment slabs and OCS foundations in this section is in progress. Construction continued on MSE Wall C (between 28th Avenue and the new Pedestrian Underpass), MSE Wall D (between the Pedestrian Underpass and 31st Avenue), and MSE Wall E (between 28th Avenue and 31st Avenue) are in progress. The coping, moment slab, OCS pole foundations and handrails for the MSE Wall A between Borel and 25th Avenue were also in progress and nearing completion.

Retaining walls on the west side of 28th and 31st Avenue were as also in progress. Construction of the east sides of 28th and 31st Avenues cannot proceed until the track shift associated with the temporary Hillsdale station closure is in place. PG&E completed all of their relocations within the project limits.

The temporary closure of the Hillsdale Station, to allow completion of the project, is now forecast to occur in the Winter of 2019 until Summer of 2020. During the temporary closure, enhanced bus and shuttle service to the Belmont Station will be provided to minimize the temporary passenger inconvenience.

The original Bay Meadows Set-Out track (aka San Mateo Parking Track) was removed to support the construction of the grade separation. A Community Meeting was held on October 8 to discuss the feasibility analysis that was conducted for various possible locations. A City of San Mateo City Council Study Session is planned for a future date.

South San Francisco Station Improvements: Replace the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-out rule at this station will be removed that currently impacts the overall system operational efficiency.

In October, realignment of the JPB Positive Train Control (PTC) fiber optic line and construction of OCS foundations are in progress. The station construction contractor is remobilizing from the partial suspension of work to recommence construction of the station.

Critical third-party utility relocations that were originally scheduled to begin in November 2017; however, relocation was delayed until August 2018 due to delays in obtaining Caltrans permits. Due to physical conflicts between third-party utility relocations and civil construction for critical path activities such as the pedestrian underpass, a partial suspension was issued for construction to minimize delays and inefficiencies that would be caused by the stacking of the utilities and construction work. The partial suspension was lifted in September. Critical path station related construction that was planned to resume in April 2019 was delayed to late 2019 due to delays in the relocation of existing PG&E gas and electric utilities. This project is likely to require additional contract authority and funding. Staff is in the process of bringing this action to the board once a funding plan has been finalized.

Marin and Napoleon Bridge Rehabilitation Project: This state of good repair project will perform repairs at the Marin St. Bridge and replace the Napoleon St. Bridge. Both bridges are in the City of San Francisco located south of the 22nd Street Station. The repairs at Marin Street are primarily for concrete spalling and cracks, and deficient walkways and handrails. The Napoleon St. bridge concrete spans will be removed and replaced with elevated soil berm structures and the main steel span will be replaced with a new concrete span. The span replacement at Napoleon Street will require a partial weekend service outage in which a bus bridge will be provided to shuttle patrons between Bayshore and 4th & King Stations during the outage. The project will install security fencing to deter encampments, and, also include track improvements in the vicinity of the bridges.

Currently, the project is completing the design phase and the project is currently performing preconstruction surveys for existing site conditions such as utilities and potentially hazardous materials, and, addressing constructability issues such as coordination with other JPB capital projects and construction staging. Staff is also performing preconstruction coordination with other local agencies such as the City of San Francisco and Caltrans. Resolution with of the City of San Francisco's proposed requirement of an "major encroachment permit" is ongoing and may have a significant schedule impact. The advertisement of the construction contract is currently planned for late 2019 and construction to occur from the Spring of 2020 to Winter of 2021 pending favorable resolution of aforementioned permit with the City of San Francisco.

Ticket Vending Machine (TVM) Rehabilitation: Upgrade the existing TVM Server and retrofit and refurbish two existing TVM machines to become prototypes for new TVM's so that the machines are capable of performing the functions planned for the current Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards.

The mockup prototype, for the original scope of work, was assembled at JPB's San Carlos office for preliminary testing of the touchscreen. JPB has recently issued contract additions for upgrades to the credit card reader and the database that will extend the completion of the 2 prototype machines from October 2019 until April 2020. The option for retrofitting 12 additional TVM's, if executed, would follow the acceptance of the 2 prototypes. Full funding for the option is not yet secured. There is an additional phase for the rehabilitation of the remaining 28 TVM's that was partially funded in the FY20 Capital Budget.

Mary and Evelyn Avenue Traffic Signal Preemption Project: Perform upgrades to train approach warning systems at the Mary Avenue and Evelyn Avenue crossings in Sunnyvale. The project will improve vehicle safety at the at-grade crossings by increasing the traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. This project will mimic the previously completed traffic signal preemption project that was completed in 2014 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 existing grade crossings.

The design for this project began in late January 2019; however, the design was placed on hold until late August 2019 due to design coordination with the Electrification project to assure that the work is coordinated, and, waiting for signal preemption timing requirements from the City of Sunnyvale in order to proceed with design. The 65% design of the crossings from the Electrification project was received in late August. Signal preemption timing criteria has been resolved with the City of Sunnyvale. Preliminary design was restarted in September. The current schedule is for design to complete by the Spring of 2020, award the construction contract in the Fall of 2020, and conduct construction

from late 2020 until mid-2021.

FY19/FY20 Grade Crossing Improvements: This project is a continuation of the ongoing grade crossing program to improve the safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized the crossings and we have proceeded with the work in phases based on funding availability. 10 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 to be improved in this phase are 1st, 2nd, and 3rd Avenues in San Mateo, and, Glenwood and Oak Grove Avenues in Menlo Park. Work items that are usually included are the installation of signals, fences, gates, curbs, lighting and signs.

The preliminary (35%) design phase was received and is being reviewed. Review comments from the City of Menlo Park has been received. Review comments from the City of San Mateo are pending. Advertisement of the construction contract is planned for the Summer of 2020 with construction beginning in late 2020 and lasting until late 2021.

Broadband Wireless Communications for Railroad Operations: This project is to provide wireless communications system to provide enhanced capabilities for the monitoring of the railroad operations and maintenance, and, provide Wi-Fi capability for passengers. This project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP). Currently, the project is currently only approved for the design phase. Award of the design contract was approved at the October 2019 Board meeting. The contract is being executed with a Notice to Proceed expected by December 2019. The current schedule calls for the design to complete by the summer of 2020.

F-40 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of three F40PH2C locomotives. The mid-life overhaul of the locomotives includes the 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 the 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 work will be completed off-site at contractor's (Motive Power) facility location at Boise, Idaho. The three locomotives are Locomotive #'s 920, 921 and 922.

Locomotives #'s 920 and 921 were shipped to the vendor's facility in Idaho in February and March of 2018, and, #922 was shipped in April 2019. Locomotive 920 and 921 have been released and inward facing cameras were installed in both vehicles. Locomotive #920 been returned service. Locomotive #922 is still undergoing refurbishment at the vendor's facility.

Delays to the return of the first 2 vehicles are related to: 1) locomotive component condition that was poorer than was originally anticipated; and 2)

critical personnel shortages at Motive Power, the locomotive overhaul contractor.

MP-36 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul of the locomotives shall include complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and the replacement of the 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 shall be completed off-site at the contractor's facility location. The 6 locomotives are Locomotive #'s 923, 924, 925, 926, 927 & 928.

Request for Proposal (RFP) documents are being finalized and advertisement of the RFP is scheduled for October 2019 and award of the contract in the Spring of 2020.

AGENDA ITEM #13 (a)
NOVEMBER 20, 2019

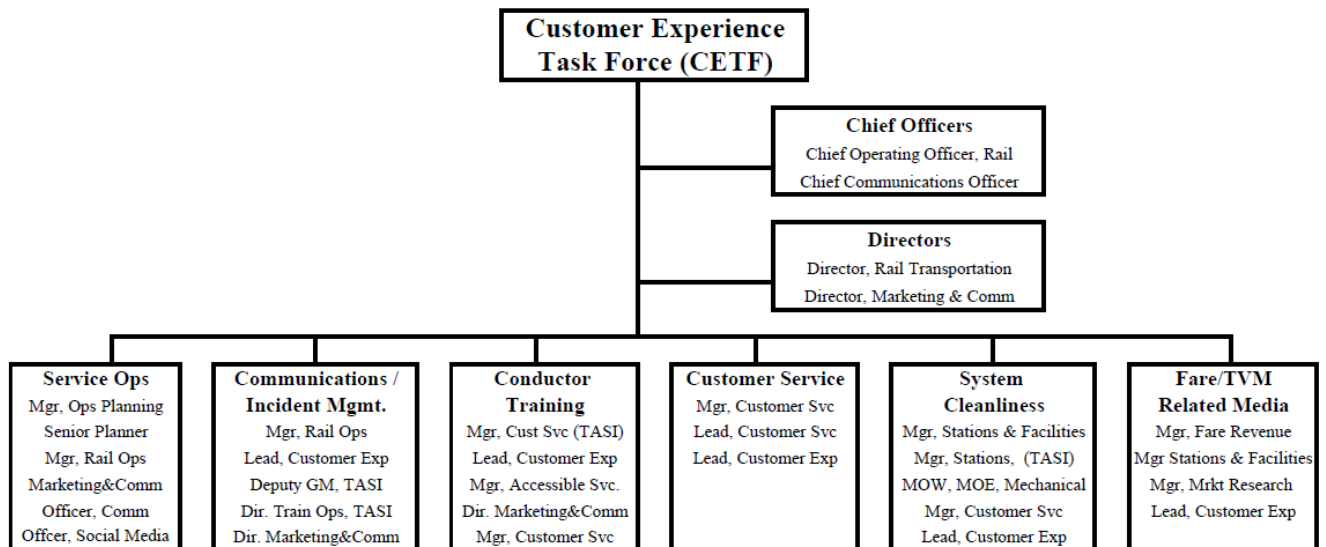
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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 the agency and Transit America Services, Inc. and includes both operations and communications staff. The taskforce has identified short-term, medium-term and long-term goals. This item will remain as a standing update through this staff report. Policy decisions for the agency reside with the CETF for further consideration and potential approval. This includes such items as potential for Wi-Fi and implementation of quiet cars.



Service Operations

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

- Caltrain Timetable Update:
 - Staff continues to monitor on-time performance, train capacity and customer feedback.
- 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.

- Caltrain Project 529 Bike Registration – Caltrain Rail Operations and the San Mateo County Sheriff's Department held more outreach events to encourage bike riders to register their bikes in partnership with Project 529.

This app-based system allows bike owners to input identifying information about their bike and report theft. San Mateo County Sheriff's Department, which contracts with Caltrain to serve as the agency's Transit Police unit, has access to the 529 database for both Caltrain and several other bike communities already registered with the program in the event that a bike is reported stolen in the area.

To promote the program, Caltrain hosted four more free bike registration days:

- San Jose Diridon Caltrain Station
Tuesday, October 15, 7 a.m. to 10 a.m.
- Hillsdale Caltrain Station
Tuesday, October 15, 3:30 p.m. to 7:30 p.m.
- Mountain View Caltrain Station
Wednesday, October 16, 3:30 p.m. to 7:30 p.m.
- San Francisco Caltrain Station
Thursday, October 17, 3:30 p.m. to 7:30 p.m.

Caltrain riders who use a bicycle were encouraged to take advantage of these events and help deter theft. In addition to the digital registry, the program offers shield stickers, which indicate the bike's secure registration and help deter theft. Riders that registered their bike on the bike registration days received a free shield sticker.

To download the app or learn more, visit www.Project529.com/Caltrain.

Communications/Incident Management (CICS)

In the short-term (six-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 (six-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 (six-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

Fare Systems

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

- Clipper card Interface Devices (CID)
 - During summer through the fall 2019, Caltrain will be installing new or relocating Clipper card Interface Devices (CID) at Redwood City, Menlo Park and Palo Alto. This project will support the increased use of Clipper cards allowing easier access to tag on and off at the stations. In October, work at Redwood City station was completed. Staff is preparing the work at Menlo Park station.
- Caltrain Mobile update:
 - Staff continues to work with the vendor to develop the daily parking feature. moovel is near completion of the customer interface and staff is working with Turbo Data to finalize the parking enforcement application.
- Quarterly Update – July to September 2019
 - App download remains similar to the previous quarter and it's about 40 percent higher compared to last year.
 - Near 250 thousand tickets were sold in this quarter which equates to a 22 percent increase compared to last period and about 20 percent increase compared to last year.

- TVM Upgrade update:
 - The project is being delivered in phases and the first milestone is the delivery of two prototypes. Testing will take place during fall and it will include Clipper functionalities, updated card reader and operating system. Note: Clipper TVM prototype testing is pushed back to March 2020 because of the credit card reader replacement. Once the prototypes pass the agency approval, 12 machines will be updated. Due to the budget constraint, not all the machines will be update at one time. In addition, Clipper Next Generation is in the works and will provide alternatives to the equipment being upgraded, such as mobile app by the end of 2020.

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.
- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018.
 - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform that will begin end of October through end of November 2019.
 - 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 webpage for the tunnel construction work at www.CalMod.org/SFtunnels
 - Launched Safety Campaign to raise awareness of the new overhead electric wires.
 - Construction of Paralleling Station 4 in the Hillsdale Parking Lot has started.
 - Construction of Paralleling Station 6 in the Sunnyvale Parking Lot has started.
- 25th Avenue Grade Separation Project
 - In January 2019, AT&T began utility relocation work. In September 2019, PG&E gas and electric utility relocation was completed.

- There is a temporary vehicle height restriction on E. 25th Avenue through fall/winter 2020 while the rail bridge is installed but the street is not yet lowered.
- Through spring 2020, there will be a traffic impact on Leslie Street (east of Trinta Park) due to a lane closure. The street will be open to one-way traffic.
- Please note Hillsdale Station will be temporarily closed for six months, with a target date of late 2019, for the building of the new elevated tracks and Hillsdale Station, and the building and lowering of 28th Avenue. A Virtual Town Hall on the temporary closure occurred on July 31, with over 280 people participating. The event is archived online, along with the Q&A. It now has over 1000 views.
- The website at www.Caltrain.com/25thgs continues to be a resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.

System Cleanliness

In the short-term (six-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.

Station Improvements

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

- Coordinate a consistent appearance system wide:
 - Trash Receptacles Replacement, Repair and Re-painting at all Stations
 - Five (5) Additional New Trash Receptacles have been ordered, delivered and received on October 10, 2019
 - Re-painting of the existing Receptacles is on-going
 - Replacement of the existing PNA Signs at all Stations
 - Removal and Installation of the PNA Decals have been completed on September 25, 2019
 - Replacement of the existing Monument Signs at the San Jose Diridon Station
 - Monument Signs have installed on October 30, 2019
 - Replacement and Installation of the New Stop ID Decals and Magnets
 - Decals have been installed on October 05, 2019
 - Replacement and Installation of the Caltrain and VTA Wayfinding Logo Decals

- Decals have been installed on October 30, 2019
- Installation of the New MTC All-Nighter Maps
 - Maps have been installed on November 07, 2019

JPB CAC Work Plan

December 18, 2019

- 2020 Draft Legislative Program
- Right of Way Cleanup
- Impact on riders due to weather

Items to be scheduled

- Schedule Audit – requested by Member Lauren Fernandez on 3/6/18
- 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
- JPB Operating & Capital Budgets FY2021 – to be scheduled for May 2020
- MTC Means-Based Discount Fare program update