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JIM HARTNETT
EXECUTIVE DIRECTOR

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

December 18, 2019 – Wednesday

5:40 p.m.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
 - Patrick Flautt, Santa Clara County
4. Appointment of Nominating Committee
 - a) 2020 Chair b) 2020 Vice Chair
5. Approval of Meeting Minutes of November 20, 2019
6. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
7. Chairperson's Report
8. 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.
9. 2020 Draft Legislative Program (Ryan McCauley)
10. Right of Way Clean-up (Rob Scarpino)
11. Impact on riders due to weather (Joe Navarro)
12. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
13. 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
14. 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, Patrick Flautt

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 NOVEMBER 20, 2019

MEMBERS PRESENT: A. Brandt, A. Dagum, L. Klein, M. Romo, P. Leung, R. Valenciana
(Vice Chair), B. Shaw (Chair)

MEMBERS ABSENT: R. Kutler

STAFF PRESENT: C. Harvey, J. Le, L. Lopez, J. Navarrete, J. Navarro

Chair Brian Shaw called the meeting to order at 5:43 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF OCTOBER 16, 2019

Motion/Second: Klein, Brandt

Ayes: Leung, Romo, Shaw

Absent: Dagum, Kutler, Valenciana

Member A. Dugum arrived at 5:55 p.m.

Vice Chair R. Valenciana arrived at 6:05 p.m.

PUBLIC COMMENT

Jeff Carter, Millbrae, stated that the Board Meeting was cancelled abruptly without notice. Chair Shaw stated that the reasoning was due to the Board attending an all-day retreat for the governance part of the business plan. Jeff Carter then stated that he does not understand why the retreat is scheduled in Half moon Bay retreat, where it is not readily accessible by Caltrain. He stated that future meetings, relating to Caltrain, should be accessible by Caltrain.

CHAIRPERSON'S REPORT

Chair Shaw reported that the next Board Meeting is scheduled to meet in December and that he will present the CAC report. He also stated that Chair nominations are due next year and requested that members interested in being part of the nominating committee, to notify him.

COMMITTEE COMMENTS

Member Patricia Leung asked whether Caltrain is aware of a proposal to develop student housing and parking in the Caltrain Santa Clara parking lot. Member Adrian Brandt stated that staff would be aware of any activity taking place on their property. Member Leung stated that the City of Santa Clara partially owns 70% of the parking area. Chair Shaw recommended sharing concerns with the City of Santa Clara. Member Leung also asked whether Caltrain has a vision on development targets for property surrounding Caltrain stations that may impact ridership. Lastly, member Leung asked what the process is for local groups to request permission to hold events like Farmer's Market in the Caltrain parking lots. Mr. Navarro, Deputy Chief, Rail Operations, responded that those requests may be made with Caltrain's Real Estate department. Additionally, he stated that staff indeed has a vision for Caltrain property surrounding the stations along the alignment.

Member Brandt mentioned that he attended the East Palo Alto Dumbarton Rail Meeting. He stated the residents voiced their concerns regarding the lack of station connections in their area and the lack of public outreach to notify residents of this project. However, member Brandt stated that the team from Facebook, leading the effort, was very accommodating and agreed meet with individuals, to hold additional informational meetings and also agreed to look into nearer connecting stops with no promises as the connecting stop needs to fit in the Right of Way. Member Brandt also stated that the Facebook team is studying a station at North Fair Oaks where the tracks cross Middlefield. Member Brandt mentioned another vehicle on the tracks occurred last month at Churchill Ave. in Palo Alto and that it is critical to discourage drivers from driving on the tracks. Lastly member Brandt raised concern regarding considering using alternate technologies like light rail for East Bay connections and asked staff to push for track that is compatible to standard rail as it would allow the rider one form of transportation across the Peninsula.

Chair Shaw thanked staff for the placement of the additional clipper card readers at the Redwood City station making it easier for riders to interface with the reader and make their connection. Mr. Navarro stated that Palo Alto and Menlo Park are next.

APPROVAL OF THE 2020 JPB CAC MEETING CALENDAR

Motion/Second: Klein, Brandt

Ayes: Dagum, Leung, Romo, Valenciana, Shaw

Absent: Kutler

APPROVAL OF AMENDING THE BY-LAWS TO INCLUDE ALTERNATE CAC MEMBERS

Public Comments:

Doug DeLeon stated that he is in support of the change to the bylaws however the sequence of the items of business does not match the current practice of non agendized items early in the sequence. He suggested amending the bylaws to agree with the current Agenda practice.

Committee Comments:

Chair Shaw agreed with previous public comment and stated that typically public comments indeed are agendaized after the minutes are approved and that flipping numeral e. (Chair Person's Report) with numeral f. (Public Comments) on page 7 of 8 would make it consistent with the current Agenda order.

Motion to amend bylaws to change the sequence of Order of Business:

Motion/Second: Shaw/ Brandt

Ayes: Dagum, Leung, Klein, Romo, Valenciana

Absent: Kutler

Approval of Amending Bylaws to include Alternate CAC Members and the change to the Order of Business sequence:

Motion/Second: Romo / Brandt

Ayes: Dagum, Leung, Klein, Valenciana, Shaw

Absent: Kutler

PROJECT 529 UPDATE

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Project 529 Update.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt requested to elaborate on bike details i.e. bait bikes. Sgt. Lopez confirmed also stated that the Sheriff's Office will target locations with the highest bike thefts.

Member Anna Dugum asked whether a bike rider may register online. Ms. Jenny Le confirmed, however the benefit of registering at a bike registration event is that the bike rider will receive a Shield sticker valued at \$25.

Member Larry Klein asked what reasons thefts occur at stations. Ms. Jenny Le responded that thefts at stations mostly occur when bikes are left at the station overnight.

Member Adrian Brandt stated that reporting the how and where thefts occur, may help create preventive measures to detour thefts.

Vice Chair Valenciana asked what are Caltrain's top reported crimes. Sgt. Lopez responded that other crimes reported on Caltrain are assaults, thefts of other items, and vandalism. Mr. Navarro added trespassers, vehicles on the tracks and strikes are also reported to Transit Police.

Chair Brian Shaw observed that there have been three bikes recovered since the launch of Project 529. Ms. Jenny Le stated that her team will be inventorying all bikes that are currently in Caltrain Lost and Found and the Sheriff's Office to Project 529 database that may possibly help reunites bikes with their owners.

Public comment:
None

PROOF-OF-PAYMENT

Jenny Le, Management Analyst, San Mateo County Sheriff's Office, presented the Proof-of-Payment presentation.

The full PowerPoint presentation can be found on caltrain.com

Committee Comments:

Member Adrian Brandt asked how does Caltrain receive 100% closure rate and whether the collection services buy the debt from Caltrain. Ms. Jenny Le confirmed and stated that the collection services pass the processing fee to the customer, 30%. Member Brandt also asked what the eight-hour training includes. Ms. Jenny Le responded that the first four hours outline fare media and Caltrain fare system and the last four hours include verbal communication and de-escalation tactics from the Sheriff's Training Department.

Member Romo asked how the electronic version of the ticket is issued. Ms. Jenny Le stated that the rider's information is captured in Turbo Data in real time and the ticket information may be retrieved through their website by searching by name. Member Romo then asked what grounds for dismissal may be. Ms. Jenny Le stated that proof of payment at the time of the trip would be.

Vice Chair Valenciana asked for the statute of limitations for offenses. Ms. Jenny Le stated that they roll off once the citations are no longer delinquent. Member Brandt then asked whether the ban can be lifted if the rider drops down to two delinquent violations and Ms. Jenny Le confirmed. Chair Shaw asked whether the riders are ejected from the train when they are issued a citation and Ms. Jenny Le stated that they are not and may continue their ride, however, may be ejected from the train if it is their fourth violation.

Public comment:

Jeff Carter, Millbrae, stated that forgetting your wallet or forgetting to tag on is a legitimate reason for not having the fare and are not fare evaders. He stated that in these instances the rider should not be cited and should not pay the \$75 fine. Mr. Carter also stated regarding usage, that it is difficult to retrieve Clipper data from MTC. Lastly, he mentioned that he witnessed the fare inspector team rove the trains and that the public is aware of their presence.

Member Brandt added that those customers forgetting to tag on/off at the beginning/end of the month, should be cut some slack. Mr. Navarro stated that there is zero tolerance and no discretion when on the trains and appeals should go through the appeals process. Ms. Jenny Le stated during the appeals process the Hearing Officer will decide, with all of the information provided, at that time.

Mr. Navarro, Deputy Chief, Rail Operations, requested to switch the order on the Agenda, item eleven with item twelve.

TRAIN UNIFORMS

Joe Navarro, Deputy Chief, Rail Operations, presented the Train Uniform options to the committee.

A handout with uniform options was provided to the committee for review.

Mr. Navarro asked the committee about their preferences and the committee shared their ideas.

Public Comment:
None

CONDUCTOR NOTIFICATION / COMMUNICATION DEVICE

Joe Navarro, Deputy Chief, Rail Operations, presented Conductor Notification / Communication Device plan to the committee.

Mr. Navarro stated that he is working on an app for customers to notify conductors of disturbances on the train as sports fans do at sporting stadiums. He also stated that he would like to incorporate other information customers might want to see on this app, bike counts or cars full information and requested the committee's feedback.

Committee Comments:

Member Adrian Brandt stated that in Brazil buses encourage passengers to text when they feel unsafe and that the text number includes a code to identify the bus where the passenger is located. Member Brandt also stated that he prefers a number to text vs. an app as it takes a while to download and is dependent on service.

Member Shaw stated that it is important for a customer to clearly identify where they are on the train.

Member Adrian Brandt stated that a train can be broken into quadrants and identified as Location A, B, C or D.

Member Patricia suggested a QR code option to help identify the passenger's location.

Member Anna Dugum stated that it is important to have a texting option for those passengers that do not have cameras on their phone. In addition, there should be a lot of literature identifying their location so that passengers may notify authorities discretely.

Chair Shaw suggested creating a video educating customers once the app is created.

Member Brandt suggested, regarding information that customer might want to see on an app, notifications of incidents, restrooms out of service and elevators out of service.

Chair Shaw suggested single tracking notification.

Member Klein suggested looking at other transit agencies that have already created an app with similar information.

Public Comment:
None

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 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

Full Staff Report can be found on Caltrain.com

Public comment:

None

Committee comment:
None

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

Public comment:

Jeff Carter, Millbrae, stated that the Distance Based Fares – requested by Chair, Brian Shaw on 6/19/19 had been removed.

Committee comment:

Chair Shaw requested staff to add Distance Based Fares be added back to the Work Plan.

DATE, TIME AND LOCATION OF NEXT REGULAR 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.

Adjourned at 7:17 pm

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

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **November:** The November 2019 OTP was 93.4% compared to 93.9% for November 2018.
 - **Vehicle Strike** – There was one vehicle strike on November 15.
 - **Vehicle on Tracks** – There were three days, November 7, 18, 27, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2019 there were 751 minutes of delay due to mechanical issues compared to 711 minutes in November 2018.
- **October:** The October 2019 OTP was 93.3% compared to 94.8% for October 2018.
 - **Trespasser Strikes** – There were two trespasser strikes on October 1 and 23, resulting in fatalities.
 - **Hillsdale Station Triangle Parking Lot Closure** – Effective January 1, 2020 the Hillsdale Station triangle parking lot located on the east side of the station will be closed. The JPB's lot lease is being terminated in order to develop the property. Caltrain customers will be informed of alternative parking on the east side of the station between 28th Ave and 31st Avenues. Other parking lot impacts and improvements are also being coordinated with the City of San Mateo. The lot closure will also have a significant impact on all Hillsdale Station shuttles that utilize the parking lot. Staff is also working with the City to relocate shuttle pick-up and drop-off along Pacific Avenue adjacent to the east side of the station. Customer Experience staff in coordination with other departments is in the process of finalizing and executing efforts to inform customers and shuttle operations. Additional details will be available on the Hillsdale Station webpage <http://www.caltrain.com/stations/hillsdalestation.html> in December.

- **Special Event Train Service –**

- **Services Performed:**

- **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. Fleet week riders and regular riders alighting and boarding at San Francisco station was 12,046, a 74 percent increase compared to 2018.

In 2018, Fleet Week occurred on the first weekend of the SF Weekend Closure (weekend bus bridge operated between SF & Bayshore station due to SF tunnel construction), which likely impacted ridership.

- **Logic Concert at Chase Center –** On Sunday, October 13, the Logic 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 443.
- **SF 49ers Regular Season –** The 49ers hosted the Arizona Cardinals on Sunday, November 17 at 1:05 p.m. and the Green Bay Packers on Sunday, November 24, at 5:20 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.

Total riders alighting and boarding at Mountain View station in October was 4,757. Total year-to-date ridership alighting and boarding at Mountain View station was 8,200, a 10 percent increase compared to the same number of games in 2018. November event ridership will be provided in January.

- **Stanford Football –** The Stanford Cardinal hosted two weekend home games in October. Total riders alighting and boarding at Stanford station in October was 1,110. Year-to-date average ridership per game was 766, a decrease of 10 percent, compared with 2018 average ridership per game.

The Stanford Cardinal hosted Cal (the Big Game) on Saturday, November 23, at 1:00 p.m. and Notre Dame on Saturday, November 30, at 1:00 p.m. 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. Event ridership will be provided in January.

- **Warriors Pre-Season & Regular Season** – The Golden State Warriors hosted three pre-season and five home games in October. Total post-game additional riders, boarding at San Francisco station was 3,728.

The Golden State Warriors hosted seven games in November. November event ridership will be provided in January.

- **San Jose Sharks** – The Sharks hosted eleven games in November. Event ridership will be provided in January.
- **Bad Bunny Concert at Chase Center** – On Sunday, November 24, the Bad Bunny concert was held at the new Chase Center. In coordination with Chase Center in order to accommodate the crowds after regular Caltrain Sunday service, Caltrain operated one extra post-event local train. Event ridership will be provided in January.
- **PAC-12 College Football Championship Game** – The PAC-12 College Football Championship game was held at Levi's Stadium on Friday, December 6 at 5:00 p.m. The Oregon Ducks hosted the Utah Utes. Caltrain tracked pre- and post-game ridership.
- **Holiday Train** – Caltrain operated 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 visited 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 partnered with local organizations to collect toys at each station for underserved children in our communities. On Saturday, December 7, the train departed San Francisco and made stops at Burlingame, Redwood City, Mountain View, and Santa Clara. On Sunday, December 8, the train departed San Francisco and made stops at Millbrae, San Mateo, Menlo Park, and Sunnyvale.

- **Services Scheduled:**

- **SF 49ers Regular Season** – The SF 49ers will host the Atlanta Falcons on Sunday, December 15, at 1:25 p.m., and the Los Angeles Rams on Saturday, December 21 at 5:15 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.

- **San Jose Sharks** – The Sharks will host eight games in December. 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 eight games in December. In coordination with Chase Center, Caltrain will operate regular service for all home games and continues to monitor ridership as well as identify the need for additional or modified post-game service. 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:
 - 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:
 - Monday, January 20 – Martin Luther King Day
 - Monday, February 17 – President's Day

○ **Capital Projects –**

The Capital Projects information is current as of November 15, 2019 and is subject to change between November 15 and December 5, 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 November, construction of the abutment backwalls and post tensioning of the girders of the 25th Avenue Bridge was completed. Construction of the abutment backwalls at the 28th Avenue Bridge were in progress. At the 31st Avenue Bridge, assembly of the steel bridge continued. Ramp walls for the future relocated Hillsdale Station by 28th Avenue was also in progress.

The coping, moment slab, OCS pole foundations and handrails for the MSE Wall A, between Borel and 25th Avenue, were completed and track underdrains are now in progress. The coping, moment slabs and OCS foundations in the Mechanically Stabilized Earthen (MSE) Wall B, between 25th and 28th Avenues is nearing completion which will be followed by track underdrains. Construction of the panels of MSE Wall C (between 28th Avenue and the new Pedestrian Underpass) is nearing completion which will be followed by the coping in this section. Construction of MSE Wall D (between the Pedestrian Underpass and 31st Avenue), and MSE Wall E (between 28th Avenue and 31st Avenue) continued.

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 Spring of 2020 until Fall of 2020. The planned dates for the temporary closure were extended due to the Third Party Fiber Optic (TPFOC) utility relocation delays in early 2019. During the temporary closure, bus and shuttle service to the Belmont Station will be provided to minimize the temporary passenger inconvenience.

The original San Mateo Parking Track (i.e., Bay Meadows Set-Out 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 future replacement locations. Staff is currently preparing follow up to comments received at the Community Meeting.

During November, grading activities for the construction of a drainage ditch along the right-of-way from 9th Avenue to 14th Avenue were conducted in order to improve the area's water runoff in anticipation of this upcoming Winter season's rains.

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 November, realignment of the JPB Positive Train Control (PTC) fiber optic line and construction of stage 1 OCS foundations were completed. 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 will require additional funding allocation to ensure construction can continue and key milestones can be achieved. Funding with the San Mateo County Transit Authority (TA) and City of South San Francisco have been finalized and Staff is in the process of bringing an action to the board authorizing the receipt of additional funding and increased contract authority.

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 a "major encroachment permit" is ongoing and may have a significant schedule impact. The advertisement of the construction contract is currently planned for early 2020 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 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. 35% design review comments from the cities of Menlo Park and San Mateo have been received and will be addressed in the final design. 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 and the contract has been executed with a Notice to Proceed issued on November 11, 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 Request for Proposal (RFP) was advertised on November 11, 2019 and proposals are due on December 31, 2019. Award of the contract is planned for March 2020.

The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925, 926, 927 &

928. In order to maintain daily service, only 1 to 2 of these locomotives will be released at a time for overhaul 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.

AGENDA ITEM #12 (a)
DECEMBER 18, 2019

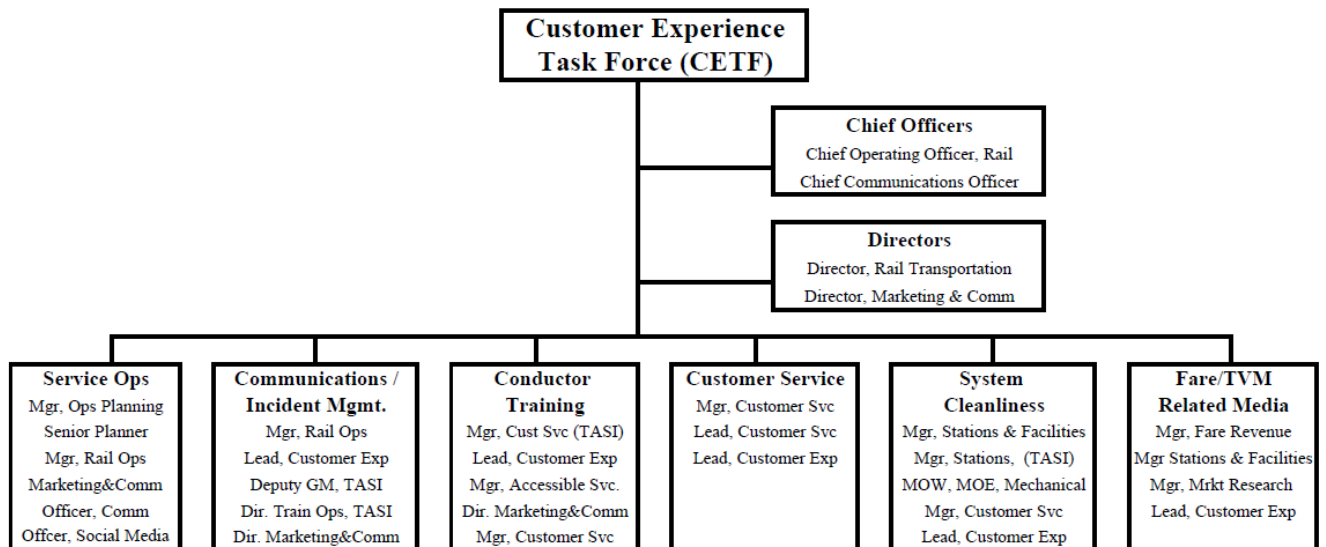
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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.

- Hillsdale Station Triangle Parking Lot Closure:
 - Effective January 1, 2020 the Hillsdale Station triangle parking lot located on the east side of the station will be closed. The JPB’s lot lease is being terminated in order to develop the property. Caltrain customers are being informed of alternative parking on the east side of the station between 28th Ave and 31st Avenues. Other parking lot impacts and improvements are also being coordinated with the City of San Mateo. The lot closure will also have a significant impact on all Hillsdale Station shuttles that utilize the parking lot. Staff is also working with the City to relocate shuttle pick-up and drop-off along Pacific Avenue adjacent to the east side of the station. Customer Experience staff in coordination with other departments is in the process of finalizing and executing efforts to inform customers and shuttle operations. Additional details are available on the Hillsdale Station webpage <http://www.caltrain.com/stations/hillsdalestation.html>.

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.
- 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.

Public Affairs

- Outreach Efforts:
 - Holiday Train – Caltrain operated 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 visited nine Caltrain stations between San Francisco and Santa Clara and provided holiday entertainment and collected toy donations for local children who otherwise might not receive a gift during the holidays. Caltrain and SVCF also partnered with local organizations to collect toys at each station for underserved children in our communities.

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
 - 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 spring 2020, 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, and 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
 - Re-painting of the existing Receptacles is on-going

JPB CAC Work Plan

January 15, 2020

- Mobile App Parking
- Grade Crossing Improvements
- Hillsdale

February 19, 2020

-
-

March 18, 2020

-
-

April 15, 2020

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-

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
- Distance based fares – 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