



BOARD OF DIRECTORS 2021

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

JIM HARTNETT
EXECUTIVE DIRECTOR

January 20, 2021 – Wednesday

5:40 p.m.

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the provisions of the [Governor's Executive Orders N-25-20](#) and [N-29-20](#).

Committee members, staff, and the public may participate remotely* via the Zoom website at <https://zoom.us/j/94666856804?pwd=UIFwQzNrYXJpbTRlejkvRmgwRDlXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/about/bod/video.html>

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

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

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of December 16, 2020
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. Bike Lockers (Dan Provence)
8. Transit Oriented Development (Melissa Jones)
9. Caltrain Construction Standards (Bin Zhang)
10. Staff Report (Joe Navarro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time and Place of Next Meeting
February 17, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
12. Adjournment

All items on this agenda are subject to action

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

INFORMATION FOR THE PUBLIC

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

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

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

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Accessible Public Meetings/Translation

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

Availability of Public Records

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

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

MINUTES OF DECEMBER 16, 2020

MEMBERS PRESENT: A. Brandt (Vice Chair), A. Dagum, P. Flautt, L. Klein, R. Kutler, P. Leung, N. Mathur (Alternate), K. Maxwell (Alternate), M. Romo, D. Tuzman, B. Shaw (Chair)

MEMBERS ABSENT: None

STAFF PRESENT: B. Tietjen, J. Navarrete, J. Navarro

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

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

K. Maxwell joined at 6:30 p.m.

REPORT OF NOMINATING COMMITTEE - ELECTION OF 2021 CHAIR AND VICE CHAIR

Member Patrick Flautt reported that the nominating committee nominated Chair B. Shaw and Member A. Brandt for Chair and Vice Chair, respectively. Both accepted the nominations.

Motion/Second: Flautt / Brandt

Ayes: Dagum, Klein, Kutler, Romo, Leung, Romo, Shaw, Tuzman

Absent: None

Chair B. Shaw was re-elected Chair

Member A. Brandt was re-elected Vice Chair

APPROVAL OF MINUTES OF NOVEMBER 18, 2020

Motion/Second: Kutler / Tuzman

Ayes: Brandt, Dagum, Flautt, Klein, Leung, Romo, Shaw

Absent: None

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, congratulated the re-elected Chair and Vice Chair on their reappointments.

Roland Lebrun, San Jose, via Zoom Q&A, commented on the BART extension. He stated the BART extension in San Jose is running at an operating subsidy, over the first six months, of \$300 per passenger. He then commented that the VTA is stating that the cost is \$2.2B - \$2.4B, however that it is closer to \$3B - \$3.5B because they are running two sets of books, one is federal and the other, non-federal. He then referred to his letter in the correspondence packet. He stated that with COVID, all Caltrain service to Gilroy, has been lost. He stated that the only thing left is the 68 and people are getting passed up on the 68. He stated that VTA is the only one that will have a CARES Act surplus at the end of FY21. He requested the Committee's support in his proposal of what should be done with VTA's surplus funding. He proposes that with the new Caltrain schedule is to use the funds to extend half of the trains to Gilroy to provide relief to the Southern end of the corridor.

CHAIRPERSON'S REPORT

Chair Brian Shaw pointed out that there were minor modifications to the agenda and that they have been moved to later next year as more information will be available at that time.

COMMITTEE COMMENTS

Member Anna Dagum stated that she would like to pass along a suggestion, to allow the purchase of the Go Pass to a building of small offices. They would come together to jointly to purchase the Go Pass. This would increase small business participation in the Go Pass program.

Vice Chair Adrian Brandt stated that the two newly opened BART stations, Milpitas and Berryessa, which are located in Santa Clara County are running quite low ridership compared to the rest of BART, however those stations did not have a ridership base to begin with, since they opened during the pandemic. He stated that he believes it was a wasteful improvement for VTA to open those in lieu of the existing bus service. He stated that he is concerned about ridership returning and suggested that all agencies think hard, strategize and do everything they can to make sure that safety is addressed to passengers, specifically regarding airflow. He then suggested to publicize the safety measures, so the public knows just how safe transit is when the right measures are employed, mask wearing and no talking. He stated that a lot of research, since the last meeting, confirms that talking is a big deal, the louder you speak.

Member Rosalind Kutler suggested staff receive training that includes what Vice Chair Brandt mentioned regarding not talking or limit talking. She stated that a reminder would be a great thing since she sees a lot of chatting between employees and customers.

Chair Brian Shaw stated that he thinks the traffic is getting worse but might be those that used to ride transit and must work. He stated that the virus is not just limiting ridership and so we need the vaccine to get people back on the trains and going places to have that comfort level.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated Roland stated that there were two great presentations regarding ridership at MTC. The first was the Regional Taskforce and they invited the Chief Executive of Metrolink. The other was presented last Monday, it showed what happened to various transit agencies. He stated that other agencies had low ridership and improved due to the change in the schedule. He stated with the connections with other transit agencies, Caltrain is bringing back some kind of network that works together and he sees the light at the end of the tunnel, however still need to fix the fifty-seven minute trips from San Jose and San Francisco.

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that he has seen television commercials for VTA and asked whether VTA is benefiting from them and if so, suggested Caltrain running similar ads. He then stated that with the new schedule there are station pairs that are not served anymore. He hopes that ridership will pick up and that at some point there will need to be trains that serve all stations. Lastly, he stated that the Caltrain fares are too high and that the trip from San Fran San Jose to San Francisco is about \$8.15 for BART and \$9.45 using Clipper, for Caltrain and that the fares are probably drawing people to Bart than to Caltrain.

2021 DRAFT LEGISLATIVE PROGRAM / RR UPDATE

Brent Tietjen, Government & Community Relations Officer provided the 2021 Draft Legislative Program and the Measure RR Update.

Mr. Tietjen stated that the 2021 Draft Legislative Program was presented to the Board in December as an informational item and will go to the Board for adoption in January.

The full Draft Legislative Program can be found on caltrain.com

Committee Comments:

Vice Chair Brandt stated that he has been monitoring the Bay Area Blue Ribbon Task Force that is working on fair integration concepts. He stated that the big problem with switching to something like that is how do you make sure that every agency, that have different farebox ratios, on the same page and eliminate the concerns and budget fears. He stated that in Europe, they figured out how to backstop everybody and make sure everybody gets made whole. He stated that the critical element that he would like Caltrain to bring forward is that in the reincarnation of Bay Area Faster, the significant portion of funding be set aside to backstop all the agencies and make sure that they have assurance, just like they have with the with the, the new discounted Clipper Card. All the agencies are getting some funding from MTC to backstop their potential fare losses. He stated that this would make it less risky and more possible for all the agencies to sign up. Mr. Tietjen said that he would pass along Vice Chair Brandt's comment.

Roz Kutler asked whether Caltrain will benefit from state funding opportunities. Mr. Tietjen stated that he is not aware of opportunities as the governor's proposal for the 2021/22 budget does not come out until early January 2021. He also confirmed that in

the short term, the governor projected a \$15 billion surplus. Member Kutler stated that in her field of work equity was used as the unifying philosophy and asked whether Caltrain can do the same. Mr. Tietjen appreciated the comment and stated that the Board adopted the equity framework, earlier this year, and will be a key part of the legislation advocacy going forward.

Member David Tuzman shared that <https://www.seamlessbayarea.org/> has a map that illustrates zones of integrated fares. He stated that it is a nice visual of an example of the potential final implementation.

Chair Shaw stated that he joined a Zoom with the new incoming Chairman of the T and I Committee that oversees transit in the House, Congressman Chuy Garcia from Chicago. Chair Shaw mentioned that Congressman Garcia is supportive of transit from the Federal level and is optimistic for a change from DC.

Mr. Tietjen then provided an update on Measure RR and invited everyone to visit www.caltrain.com/dedicatedfunding

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that that regarding Faster, Plan Bay Area wants reduce greenhouse gas emissions by reducing speed limits on freeways to 55 MPH and might be a problem with passing Measure Faster. Regarding integration, he stated that there was a great presentation at the Transit Recovery Taskforce, and they have discovered that only 4% of the ridership are concerned about the cost of transit. The vast majority, 60% to 70%, are mainly concerned about integration, seamless transfers and not designing stations, like the BART Milpitas station that takes a four minute walk between BART and the Light Rail, when the lightweight is on top of the BART platform. He stated the reason why the fares are more expensive on the trains is because they have conductors for safety reasons. He then stated regarding the State Budget, the Governor's priorities are homelessness, etc. and t High Speed Rail is not a priority. Lastly, he stated that there is \$40 million cap in the special resolution we pass until we address the governance issue.

Jeff Carter, Millbrae, via Zoom Q&A, asked whether Mr. Tietjen's presentation could be found online because he did not see it posted on the website. He then stated that fare and transit integration need to happen as soon as possible.

CUSTOMER EXPERIENCE COMPLETIONS & RECOMMENDATIONS

Joe Navarro, Deputy Chief, Rail Operations provided a Customer Experience Update.

The full Power Point presentation can be found on caltrain.com

Committee Comments:

Member Kutler shared that regarding the PADS and VMS, the complaints are around delays. She stated that there is not enough information regarding delays or the

information that is displayed is old. She then suggested that in addition to announcing delays to also supply workarounds for passenger with alternative transit options. Mr. Navarro thanked her for her comments and suggestions.

Member Tuzman asked whether the VMS hardware would be replaced by equivalent to LCD monitors so that Caltrain would not be locked in to displaying a standard message. Mr. Navarro responded that it would be new technology where staff would not be locked into any type of format on the screen itself and would be able to rearrange and display information as intended.

Alternate member Kathleen Maxwell asked whether Engineers would also be receiving iPhones and Mr. Navarro responded that it is not permitted for Engineers.

Member Larry Klein stated that when looking at messaging including signage and the app, from an equity standpoint, he would like to ensure that staff will include multiple languages as much as possible wherever it makes sense. For example, signage in the station may point to the app where conceivably other languages are supported and that becomes a useful tool, from an equity standpoint. Member Klein looks forward to discussing further as it rolls out to improving the experience. Mr. Navarro responded that staff will definitely take a look at that.

Member Dagum asked whether there would be a feature to notify someone of a safety issue on the train. Mr. Navarro stated that staff is attempting to develop a Communication Desk in the control center and working on purchasing the 877-saf-rail phone number so that those calls may be directed to Communication Desk in the Control Center. He then thanked Member Dagum for her input.

Vice Chair Brandt said that he has seen other where there is a code visible at every seat within the vehicle and the phone number with a simple sign that says something like "need help, to report an issue text that code to the phone number given" This way an app is not needed, for those that do not have an app and could also work within the app. He also suggested having a location number by seat as well as by car. Vice Chair Brandt also suggested real time tracking for both via the app and via the website with messages pertaining to that train's delay with estimated time problem resolution, etc.

Member Dagum also reiterated passengers knowing their location in the car for safety reasons. Mr. Navarro responded that the new cars will indeed have a visible four-digit number that will allow authorities to know the passenger's location, not only what car, but what train they are on. Member Kutler also requested that when working with Transit Police on these matters to work with an equity lens to avoid problems other Transit Agencies have.

Member Tuzman asked whether staff is considering upgrades to the audio speaker systems of the stations. Mr. Navarro responded that if the new VMS signs are obtained, that will be part of the package.

Vice Chair Brandt shared that regarding announcements he has seen, around the world, standardized high-quality digital audio GPS or other automatically triggered announcements, so that it is very predictable and consistent. He then stated that the high-quality announcements are made in a very professional consistent voice and asked whether Caltrain would have something similar. Mr. Navarro confirmed and advised that something similar is already in the new system.

Vice Chair Brandt asked whether the eLockers will accept coin or only electronic payment. Mr. Navarro stated only electronic payment. Vice Chair Brandt then suggested not advertising bait bike operation.

Member Tuzman asked whether the bikelink can be done through Clipper. Mr. Navarro stated that he does not know the answer, however, will schedule a presentation to the CAC from the Bicycle Planner to present further details. Chair Shaw stated that the eLockers are a better product for the bike storage solution. Mr. Navarro addressed Member Larry Klein's previous concern and advised that the bike lockers at Sunnyvale have been cleared out until the new ones can be installed and that the same has been done in San Francisco.

Member Kutler commented on the Sherriff's Conductor training and shared her concern around equity and would like to see a positive enforcement mechanism for everybody so that everyone feels safer and more comfortable using the train.

Chair Shaw reported that he was on a Seamless Bay Area Zoom call and that research on essential workers using transit that ride Caltrain were not aware that they could buy their parking from the app. He asked Caltrain raise awareness that the app is there to buy parking. Public awareness around that tool that would really help some people who are having to maybe use the train more than they did before or are accustomed to buying parking from the TVMs. Member Kutler asked staff to consider raising awareness in traditional ways other than on Social Media. Vice Chair suggested signage on the TVMs or nearby. Mr. Navarro stated that staff will work on those ideas and thanked them for their suggestions.

Chair Shaw thanked Joe and his team for putting the update together. He stated that it is amazing how much has been done this year, in particular with the pandemic and everything else and the challenges put on top of all the other efforts to continue to make the railroad run better. He suggested that this update be presented to the CAC on an annual basis to understand how much has been done and how the feedback that comes from the Citizen's Advisory Committee meetings and how staff uses to improve the operations and the service for all of the riders. He stated that it is great to see and bring to everybody's attention.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, suggested improving directional signage to indicate Northbound and Southbound platforms. He also suggested better wayfinding on how to get to the desired platform and where to purchase tickets. He also suggested having the time indicated on the monitors at 4th & King station. He also

would like to see schedules on the train and not just available electronically. Lastly, he mentioned that although he is happy for the bathroom renovation at 4th & King, he is not sure whether eliminating the waiting room is a good idea as passengers may need a place to sit while waiting for the trains.

Roland Lebrun, San Jose, via Zoom Q&A, Roland thanked Joe for the presentation. He then applauded staff for adopting FRA Safety Rules, instead of developing local rules. He then stated that the iPhones will be an improvement. Roland stated that BART has trains that have GPS and indicate the next station and, in real time, where the train is and expects the same for the new EMUs. Roland then requested to agendaize "Diesel Fleet" for the next LPMG meeting and show Morgan Hill and Gilroy and ask where the \$4M from Measure B went. He then suggested testing Constant Time Warning on TTCL, not on a live system. Roland then stated that bait bikes are better than nothing. Regarding segment four, Roland would like to know when there will be poles over Highway 280 and Highway 87 because he does not see it getting to Tamien.

Doug DeLong via Zoom Q&A, Doug DeLong thanked Joe for the presentation and the huge amount of work shown there. He then suggested that the messaging on the platforms be turned off when they are no longer needed. He suggested the dispatch center to have a mechanism for specifying when the message is supposed to expire. He then pointed out that at the Board meeting Jim Harnett's report had the wrong engine numbers being sent to Alstom and that the PowerPoint presented at this CAC has the right engine numbers, however the text Staff Report posted the website is still incorrect, claiming that the 923 and 924 are being sent. He stated that it is wonderful that staff is accelerating the overhaul.

STAFF REPORT UPDATE

Jennifer Navarrete, Customer Experience Lead, reported on behalf of Joe Navarro, Deputy Chief, Rail Operations:
(The full report can be found on caltrain.com)

On-time Performance (OTP) –

- **November:** The November 2020 OTP was 96% compared to 93.4% for November 2019.
 - **Vehicle Strikes** – There was one vehicle strike on November 20.
 - **Vehicle on Tracks** – There were two days, November 5 and 17, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In November 2020 there were 623 minutes of delay due to mechanical issues compared to 751 minutes in November 2019.
- **October:** The October 2020 OTP was 97.4% compared to 93.3% for October 2019.

- o **Special Event Train Service** – Caltrain is not operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.

(The full report can be found on caltrain.com)

Committee Comments:
None

Public comments:
None

JPB CAC Work Plan

January 20, 2021

- Sales Tax Measure
- Transit Oriented Development
- PCEP Update
- TASI Operating Budget

February 17, 2021

- San Francisco Downtown Extension update
- Grade Crossing Improvements
- Industry Safe Functionality

March 17, 2021

-
-

April 21, 2021

- EMU Testing Update
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19

- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco

DATE, TIME AND LOCATION OF NEXT REGULAR MEETING:

January 20, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:52 pm

DRAFT

**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) –

- **December:** The December 2020 OTP was 95.3% compared to 92.5% for December 2019.
 - **Vehicle on Tracks** – There was one day, December 20, with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In December 2020 there were 308 minutes of delay due to mechanical issues compared to 860 minutes in December 2019.
 - **Trespasser Strikes** – There was one trespasser strike on December 8, resulting in a fatality.
- **November:** The November 2020 OTP was 96% compared to 93.4% for November 2019.
- **Caltrain New Service Changes and Permanent Closure of Atherton Station** – On Monday, December 14, 2020 Caltrain began operating a new schedule designed to improve service for essential workers and transit-dependent riders, and is consistent with key service components of the Framework for Equity, Connectivity Recovery & Growth.

Caltrain's service adjustments are aimed at increasing ridership and better serving those that continue to depend on the system. The new schedule provides riders with more frequent off-peak and weekend train service. Caltrain's current ridership has skewed toward essential workers who are more likely to travel during off-peak times. The railroad has observed that demand for midday and weekend trips remains comparatively more resilient, and the schedule reflects that. It also balances travel time and coverage goals while maintaining capacity for social distancing.

The new schedule provides 68 trains during the weekday, with two trains per hour, per direction running throughout the day. Operating at least two trains per hour at most times of day allows the railroad to provide 30-minute frequency at higher demand stations and reasonably competitive travel times, while improving the connection from/to BART at Millbrae. Expanding midday service to two trains per hour, and increasing weekend service frequency to hourly trips is a significant improvement to off-peak service and responds to the travel needs of low-income riders and essential workers who tend to rely on the system during these times.

Weekend ridership now makes up 17% of total ridership, three times greater than pre-COVID-19. For this reason, Caltrain provides hourly Local service on weekends instead of the current 90 minute frequency to better serve ridership demand and promote social distancing. Weekend Baby Bullet service has been discontinued. Under this new plan, train service has been extended to the Tamien station, eliminating the weekend and holiday Tamien-San Jose Diridon Shuttle. The weekend changes also include a separate schedule for Saturdays and Sundays to maintain connections from/to Millbrae BART.

In addition to the new service changes, Caltrain's agreement with the Town of Atherton has resulted in that station being permanently closed as of Saturday, December 19. The closure of the station allows Caltrain to reallocate service to nearby stations such as Menlo Park and Redwood City, which have much higher rates of existing ridership and where denser land uses are projected to generate higher levels of demand for future rail service.

Depending on public health conditions, Caltrain may need to make further service adjustments including scaling service levels up or down to meet changing needs.

- o **Ridership Recovery and Business Strategy** – Today, Caltrain's ridership remains significantly depressed. As of mid-December, when we introduced our latest service change, our average weekday ridership hovered at 3,275- representing just over 5% of pre-COVID levels. Caltrain's low ridership throughout 2020 has been reflective of the overall pandemic related trends that have suppressed transit ridership regionally and nationally and is also explained by certain factors that are particularly acute relative to the Caltrain corridor. While staff plans to return to the Board with a more detailed presentation on ridership, we believe that some of the unique factors influencing Caltrain's slow recovery include a pre-pandemic rider base that was heavily skewed toward commute trips by office and knowledge-based workers who have since overwhelmingly shifted to working remotely. We also believe that this shift has been particularly acute in the Caltrain corridor where we have seen freeway congestion, work-related mobility patterns, and office usage remain exceptionally low, even when compared to the rest of the region. Ridership has been further suppressed for the last several weeks as the region and the state have struggled in the grips of the most severe phase of the pandemic that we have yet seen. The communities Caltrain serves are under strict health orders that significantly limit

the activities of residents and businesses. Given this context, staff does not expect to see meaningful increases in ridership until local health orders are relaxed and corridor residents and workers are able and encouraged to take trips and conduct activities outside their homes.

Instead, over the course of the next several months, Caltrain will remain focused on providing safe, fast and reliable regional transit service to the riders who are currently using our system for essential trips. In parallel, staff also plans to complete recovery-planning work initiated during 2020 and will return to the Board with a forward facing Business Strategy to guide the railroad over the coming several years. This Business Strategy will integrate work from the Caltrain Business Plan and the policy principles included in Caltrain's Equity, Connectivity, Recovery and Growth framework. Its aim will be to chart a financially sustainable course that will allow the railroad to rebuild and expand ridership as we move beyond the worst of the COVID-19 Pandemic and into a new and uncertain future.

While the development of Caltrain's near term Business Strategy is underway, it is important to emphasize the significant steps the railroad has already taken to secure our financial future while promoting ridership growth and equity. These actions include;

- Implementation of comprehensive on-board safety protocols and participation in the regional Healthy Transit Plan
- Suspension of planned fare increases, expansion of the Clipper Start low income fare discount, and expansion of GoPass eligibility and donation program (for consideration at the January meeting)
- Expansion of midday and weekend service to serve a wider variety of trip-types and riders
- Simplification and standardization of our service to allow for better connections with other transit systems and to lower the barrier of entry for new riders
- Critical financial and cost control reforms including hiring freezes, expense reductions and significant changes to union rules
- Securing of essential new revenue sources with the passage of Measure RR and ongoing advocacy for additional federal relief funding

The Business Strategy under development will build on these early actions and further prepare Caltrain for what I expect will be a number of very challenging years.

- **January 2021 Update for PCJPB on Regional Fare Coordination and Integration Study** – The Regional Fare Coordination and Integration Study (Study) was launched in late 2019 by the Bay Area's transit operators and MTC to identify changes to the Bay Area's transit fare policies as a way to improve the passenger experience and grow transit ridership. The Study is co-managed by BART and MTC, with a team of staff from the majority of the Bay Area transit operators providing close input on study tasks and deliverables. The Clipper Executive Board has established a Fare Integration Task Force consisting of the members of the Clipper Executive Board as well as the Chair and Vice Chair of

the Bay Area County Transportation Agencies (BACTA) group, currently the executive directors of the Solano Transportation Authority (STA) and the Napa Valley Transportation Authority (NVTA). The Fare Integration Task Force has project oversight responsibilities for all aspects of the project, and is chaired by Jim Hartnett, with AC Transit's General Manager Michael Hursh serving as Vice Chair.

Key objectives of the Study include:

- Developing goals for the regional fare system that will support an improved user experience, increased transit ridership and build on robust public outreach;
- Identifying barriers, especially barriers related to fares and the user experience, that are impeding increased ridership;
- Identifying opportunities to increase transit ridership by improving the regional fare system through regional fare coordination and integration strategies; and,
- Developing a detailed implementation plan, including funding plan, for recommended improvements.

The Study includes documentation of the existing conditions of fares in the Bay Area as well as a best practices/peer review of national and international examples of fare integration. The consultants are working to understand the regional trip-making patterns in the Bay Area in order to understand where, when, and how people travel, and are looking at Clipper data to understand what inter-operator transfer activity is taking place. Additionally, there is robust user research included in the Study designed to understand how people perceive fares and fare policies in the Bay Area, and how fares impact the decision to use transit.

The Study will produce three to five different fare coordination and integration strategies that will be evaluated and modeled for impacts on revenue and ridership. The final recommendation will be crafted into a comprehensive business case that articulates the most promising fare coordination and integration strategies for further development, and also defines a path towards implementation, including funding. The Study is projected to be complete by the end of 2021.

The Study is underway, and it is anticipated that a more extensive update on this project will be provided to the Caltrain Board in late winter/early spring 2021.

- **Special Event Train Service** – Caltrain is not operating special event service due to the cancellation or postponement of events as result of the COVID-19 pandemic.

- **Services Provided:**

- **Holiday Service** – During the following days and Holidays, Caltrain operated the following schedules:
 - Friday, December 25, 2020 – Christmas Day (Sunday schedule)
 - Thursday, December 31, 2020 – New Year's Eve (Regular Weekday schedule)
 - Friday, January 1, 2021 – New Year's Day (Sunday schedule)
- **Modified Service** – The Modified Schedule is a Modified Saturday Schedule with extra trains in each direction and includes one round trip from Gilroy to SF. The Modified Schedule will be implemented during the following days and observed holidays:
 - Monday, January 18, 2021 – Martin Luther King Day
 - Monday, February 15, 2021 – President's Day

- **Capital Projects:**

The Capital Projects information is current as of December 18, 2020 and is subject to change between December 18, and January 7, 2021 (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.

The temporary closure of the Hillsdale Station, to allow completion of the project, began on May 16, 2020 and will continue into late winter/early Spring to allow construction of the new grade separations. During the temporary closure trains that normally stopped at Hillsdale will stop at Belmont, and bus and shuttle service between Belmont and Hillsdale Station has been provided to minimize the temporary passenger inconvenience.

In December, construction activity continued for the underground utilities, sidewalks, curb and gutters subgrade preparation, and asphalt pavement for the new 28th Avenue Underpass. Work also continued for retaining walls and underground utilities for the future roadway underpass at 31st Avenue. Work also continued for the architectural and electrical finishes for the new Hillsdale Station and connecting bridges at 28th Avenue and the Pedestrian Underpass. Also in progress is the construction of the new parking lots along Delaware Street on the east side of the alignment.

Adjacent to this project is a new contract to relocate and improve the storm drain system along Delaware Street adjacent to the new station and new parking lots on the east side of the project. This work was to be undertaken by the City of

San Mateo. This work is now being performed by Caltrain at the request of the City. The construction contract was awarded at the October 1 Board Meeting. The Limited Notice to Proceed was issued in mid-November 2020 to kick off the 60-day administrative period. Construction is expected to begin in early 2021 and complete in mid-2021.

Total project budget and schedule are currently impacted. Project team will be working with funding agencies to acquire additional funding and will be coordinating with the City of San Mateo, SMCTA Board and JPB Board to update budget authority and schedule.

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.

Construction of the center boarding platform and the electrical and communication conduits were substantially completed in December. In addition, the contractor (PMI) started construction of Ramp 3 (leading to West Plaza entrance) and Ramp 1/Stair 1 (East Side entrance on Poletti Ave.). Currently, the project completion date is forecasted to extend from December 2020 until July 2021.

Due to Utility and contractor caused delays, the overall project budget and schedule were impacted. The project team will be working with funding agencies to acquire additional funding. JPB Staff is coordinating with the City of South San Francisco, SMCTA Board, and JPB Board to update budget authority and schedule.

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 steel span. The span replacement at Napoleon Street will require partial weekend service outages between Bayshore and 4th & King Stations during the outages. The project will install security fencing to deter encampments, and, also include track improvements in the vicinity of the bridges.

A Conditional Notice to Proceed has been issued to the contractor, Proven Management, to allow construction of the project to begin. Site cleanup and site preparation activities are underway including installation of test micropiles to determine necessary requirements needed to support the substructure of the Napoleon Bridge. The contract is planned to complete in the summer of 2021.

Emergency work, as authorized by the Board Chair, is being performed to provide support to the Napoleon Street Bridge piers. The work consists of injecting structural concrete fill and modified design for micro-piles.

Burlingame Broadway Grade Separation Project: This project will grade separate the railroad alignment at Broadway, between Carolan and California Avenues, in the city of Burlingame and remove the current at-grade crossing. As a part of this project, the Broadway Station will become elevated and the hold out rule at this station will be eliminated that impacts operational efficiency. Currently this project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and City of Burlingame). The City of Burlingame is the sponsor of the project with Caltrain acting as the lead agency to implement the project.

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along all the adjacent streets and intersections surrounding the crossing. Pedestrian and vehicle safety will be greatly improved by creating clear separation between pedestrians/vehicles and trains, and by eliminating the potentially dangerous conflicts presented by the current at-grade crossing. Lastly, railroad operation efficiency will also be improved as there have been numerous accidents at the Broadway at-grade crossing, many involving vehicles stopped on the tracks. The Broadway at-grade crossing is currently ranked on the California Public Utilities Commission's Grade Separation Priority List as the top ranked crossing for grade separation in northern California and as the second highest ranked crossing in the state. The Project can: 1) help reduce emergency response times as the Caltrain corridor bisects the east and west sides of the City, 2) help to alleviate traffic queuing on Broadway, which extends east to the U.S. Highway 101 ramps, 3) reduce traffic delays at nearby intersections with California Drive, Carolan Avenue and Rollins Road, and 4) significantly improve access to the Broadway commercial district from U.S. Highway 101, which would further support economic development.

In October 2020, the project received FTA approval of the environmental clearance documents that were completed as a part of the preliminary engineering phase. On November 5, 2020, the final design contract was awarded to complete the design from Preliminary Engineering (35%) to Issue for Bid documents. Currently, the project is preparing to kick off the final design phase. The current schedule is to complete the final design for construction contract advertisement by mid-2023 and for construction to occur from early 2024 to early 2026.

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 scope of the original contract was increased to include upgrades to the credit card reader and the database.

In early October, the first phase of the project to develop a prototype Clipper TVM has successfully completed final acceptance testing that results in completion of Phase 1. Phase 2 for the retrofitting of 12 additional TVM's continued in December with target completion of Phase 2 by early 2021. The funding for Phase 3, for the rehabilitation of an additional 22 TVM's, has now been secured and will also be added to the project. Additional funds for Phase 4 for another 25 TVM's are included in the FY21 Capital Budget amendment that was approved in October. Phase 4 will be added to the project when funding becomes available. Additional phases beyond Phase 4 are required to upgrade all stations.

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 100% crossing design by the Electrification project is still not yet available for design coordination and a timeframe for its receipt is to be determined. The project has proceeded to complete its own design without this information from the Electrification project. The 100% design is complete and the Notice to Proceed for construction, was issued to TASI on July 9. TASI is still currently procuring materials for the work that is expected for delivery in early 2021. TASI is continuing construction with preparatory work for installation of underground wires and cables before the equipment arrives.

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 included are the installation of signals, fences, gates, curbs, lighting and signs.

The construction contract was advertised for bids on August 31 and multiple bids were received on October 12. The construction contract was awarded at the December 2020 board meeting. Activities to execute the contract are underway. Construction is planned to begin in early 2021 and lasting until Fall of 2021.

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

The project began in December 2019. The 35% design received in March is under review including the review by the City of Palo Alto. The City of Palo Alto is rethinking the scope of work for the project and is in discussion with CPUC and Caltrans to modify the scope. The City of Palo Alto has just recently retained a design consultant to support their efforts and coordination meeting have been held between staff and the City's design consultant.

Bayshore Station Bridge Painting: This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station, in Brisbane. The bridge connects the southbound platform to the northbound platform and the parking lots on the east side. The bridge was originally constructed as part of the Caltrain Express project (CTX) in 2002 and has not been repainted since. The bridge's paint coatings are in need of rehabilitation with surface rust that needs to be addressed along with a complete repainting of the bridge to bring the structure to a state of good repair.

The project is currently in the final design phase in developing Issue for Bid construction documents. Coordination and outreach with the Electrification project and also with outside stakeholders such as the Cities of Brisbane and San Francisco have been conducted and continues. Advertisement for bids is forecast for early 2021 with construction in mid-2021 to early 2022.

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 planning/design phase.

The project has completed the planning/conceptual design phase of the project requirements that began in November 2019. A stakeholder's review of planning/conceptual design phase is currently underway before the project enters the final design phase to complete the design and develop construction contract bid documents. A more definitive project schedule will be developed upon initiation of the final design phase.

MP-36 Locomotive Mid-Life Overhaul Project: Perform mid-life overhaul of six MP-36-3C 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 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 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.

The first vehicle #927 that was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling is now being tested and will be returned to Caltrain upon successful completion of testing. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

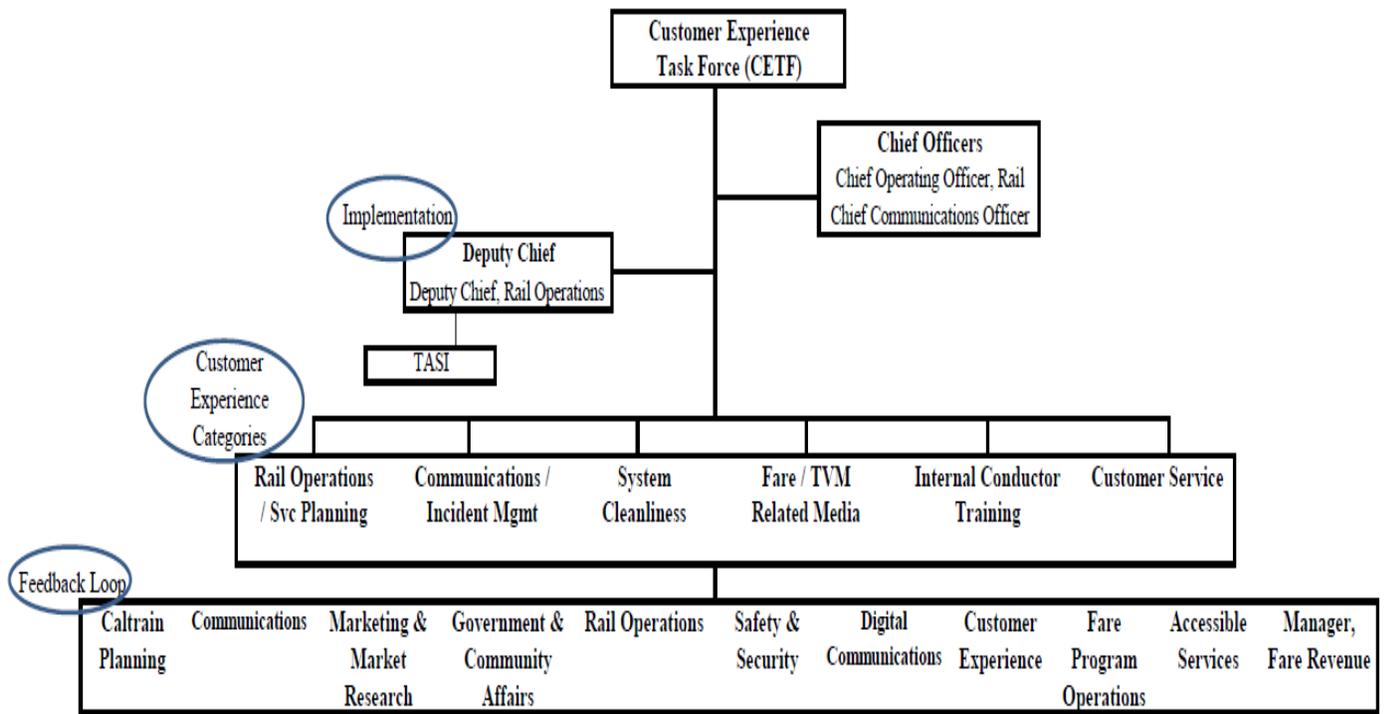
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen's / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



Service Operations

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

- Caltrain Timetable Monitoring:
 - Staff continues to monitor on-time performance, train capacity and customer feedback from the Caltrain service changes implemented on December 14, 2020.

- Platform Signage:
 - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to “look up and listen”. The Visual Messaging System and audible station announcements reflect boarding instructions for passenger's respective train.

Please visit <http://calmod.org/construction/> for further work segment and construction details.

Communications/Incident Management (CICS)

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

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.

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

- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Training

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

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement under consideration

Customer Service Center

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

- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations department to implement changes to better enhance the customer experience.
- Attend outreach activities
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit

Fare Systems

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

- TVM Upgrade update:
 - The project is being delivered in phases. Due to the budget constraint, not all TVMs will be updated at one time. Staff successfully completed the prototype TVM testing and began Phase two. A total of twelve TVMs will be upgraded during this phase. In December 2020, one TVM was upgraded at San Jose Diridon to test and monitor the performance. No issues have been found to date and plan to upgrade the remaining eleven starting the week of Jan 25th. It will take 2 weeks to complete these upgrades.
- Clipper Card Interface Devices (CID)
 - A second phase to add and relocate CIDs is in progress. Improvements to better serve our customers using Clipper CIDs at the Mountain View Station and the Sunnyvale Station are ongoing. 100% Design was completed and approved. A proposal request was issued for construction work. Issuing the construction contract is the next milestones for this project.
- Clipper Next-Generation
 - Staff has been continuously working with Metropolitan Transportation Commission and Cubic in the design, development and implementation of the improvements expected to the current Clipper system since Clipper Next Generation contract award in late 2018. Clipper mobile app testing is expected to begin soon.
- Caltrain Mobile Application
 - A Rider Alert, which is a push notification, feature was released with the latest application update at the end of 2020. This feature will provide additional engagement with customers who opt in to receive communications from Caltrain Mobile.

Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, Social Media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard.
 - On Demand Electronic Bike Lockers
 - Certified letters have been mailed to keyed bicycle locker tenants at several stations informing people of locker removals and installation of e-lockers. Staff is working with current keyed locker customers to assist with the transition to e-lockers. E-locker spaces are planned for

installation at Diridon (32 spaces), Redwood City (16 spaces), Belmont (16 spaces), Lawrence (16 spaces), and Mountain View (16 spaces) stations in February 2021. Operations and maintenance of these lockers will be conducted by the vendor. For more information about using the on demand electronic bike lockers (e-lockers) available at some stations, please visit www.bikelink.org.

- Construction Project Customer Communication
 - South San Francisco Station
 - Construction began January 2018.
 - Temporary Platform installed in March 2018.
 - The station was temporarily closed on the weekend from August 29-30.
 - Construction area reduces the spaces allocated to the passengers wait area but has a minimal effect on the boarding or landing from the platform.
 - Shoring work on the future pedestrian underpass has been completed. Excavation conducted through May 2020.
 - A webpage was created at <http://www.caltrain.com/ssfstation>
 - Caltrain Electrification
 - A website has been created at CalMod.org that includes project information.
 - Monthly E-Newsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
 - Launched electric train virtual reality experience at CalMod.org/VR.
 - 25th Avenue Grade Separation Project
 - There is a temporary vehicle height restriction on E. 25th Avenue through early 2021 while the rail bridge is installed but the street is not yet lowered.
 - Hillsdale Station temporary closure began May 16, 2020. For more details, see Service Operations update mentioned above and for more information visit www.caltrain.com/HillsdaleClosure.
 - The website www.Caltrain.com/25thgs continues to be an overall project resource for riders and the community, as it's continually updated with construction information, presentations, and construction photos.
 - Atherton Station Closure
 - The JPB Board approved closure of the station at the November Board meeting.
 - Suspension of weekend service occurred last month.
 - Construction activities at the station will continue into 2021 and include removal of the center platform and installation of fencing at the station.

System Cleanliness

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

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

Station Improvements

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

- Coordinate a consistent appearance system wide:
 - Quarterly Trash Receptacles Repair and Re-painting at all Stations
 - 10 New Receptacles have been received in December 2020. Installation to be determined.
- Scheduled work to be completed at the Sunnyvale Station in December - Ongoing, Final walk-through will be scheduled in January 2021.
 - Platform Tactile Painting
 - VMS/VMS Poles Painting
 - Trash Receptacles Adjustment
 - ADA and Regular Passenger Shelters Painting and Cleaning
 - Light Poles Painting
 - Metal Bench Cleaning/Painting
 - Fence and Railings need touch-up paint
 - Stairs/Steps need to be cleaned and yellow anti-slip tread tape applied
 - Crossing Gates Adjustment
- Palo Alto will be our next Station for Improvement in January - Pending
- Maintenance and Improvement work in Millbrae has been completed on December 23, 2020.

JPB CAC Work Plan

February 17, 2021

- San Francisco Downtown Extension update
- Grade Crossing Improvements
- Industry Safe Functionality
- Website Update

March 17, 2021

- Sales Tax Measure
-

April 21, 2021

- EMU Testing Update
- PCEP Update

May 19, 2021

- FY 2022 JPB Operating & Capital Budgets & TASI Budget
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- South San Francisco
- Overview of COVID19 train schedule