



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

**September 15, 2021 – Wednesday**

**5:40 p.m.**

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to 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=UIFwQzNrYXJpbTRlejkvRmgwRDIXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/about/bod/video.html>**

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

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

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

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Member
  - Emilia Shapiro, San Mateo CountyIntroduction of New Alternate CAC Member
  - Melody Pagee, San Mateo County
4. Approval of Meeting Minutes of August 18, 2021
5. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments  
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
8. Rail Safety Education & Suicide Prevention Update (Tasha Bartholomew)
9. South San Francisco (Hubert Chan)
10. Vehicles on the Tracks (Rob Scarpino)
11. Staff Report (Joe Navarro)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
12. Date, Time and Place of Next Meeting  
October 15, 2021 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Jean-Paul Torres, Rosalind Kutler, Brian Shaw (Chair)  
**San Mateo County:** David Tuzman, Emilia Shapiro Adrian Brandt (Vice Chair),  
**Santa Clara County:** Larry Klein, Patricia Leung, Patrick Flautt

## **INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

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

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

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

### **Location of Meeting**

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

### **Public Comment**

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

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

### **Availability of Public Records**

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

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

**MINUTES OF AUGUST 18, 2021**

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

**MEMBERS ABSENT:** None

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

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.

**RE-APPOINTMENT / INTRODUCTION OF NEW CAC MEMBERS AND ALTERNATE**

- Re-Appointment of CAC Member Larry Klein, Santa Clara County
- Introduction of New CAC Member, Jean-Paul Torres, San Francisco County
- Introduction of New Alternate CAC Member, Rob Jaques, San Francisco County

**APPROVAL OF MINUTES OF JULY 21, 2021**

Member Rosalind Kutler stated that there was substantive information left out from her comment regarding equity at the Bayshore station. She said that she had stated that as a representative of San Francisco, in her mind, Bayshore serves southeast San Francisco corridor, especially with the loss of Paul Ave. and wanted that to be reflected in the meeting minutes.

Motion/Second: Leung / Brandt  
Ayes: Flautt, Klein, Kutler, Tuzman  
Abstain: Shaw  
Absent: None

Amended meeting minutes were approved.

## **PUBLIC COMMENT**

Roland Lebrun, San Jose, via Zoom Q&A, commented on the new timetable, he stated that the new timetable is posted and is looking forward to the posting of the GTFS file to see the connections. He also said that the Baby Bullets do not pass anymore and wondered why Caltrain spent \$50M on Bayshore and Lawrence twenty years ago. He stated that the fastest time between San Francisco and San Jose is an hour and 10 minutes. He also noticed that there are no Baby Bullets on the weekends. He suggested switching the Gilroy trains to Baby Bullets. Roland then commented on Governance and stated that there were twenty-nine administrative positions created and a lot of other positions reclassified. He stated that there will be complete dissolution and that there will be more BART board members than San Mateo members on the Caltrain Board.

Adina Levin, via Zoom Q&A, commented on the fare system and expressed appreciation to the CAC for weighing in on Caltrain fare systems. She then stated that the Regional Fare Study is starting to come forward with its recommendations. She said that the Regional Fare Study has preliminary recommendations that will include some combination of free or reduced-price transfers, Go Anywhere transit passes that are like a Go Pass across various transit systems, fare capping, and possibly standardized regional fares. Lastly, she stated that the detailed recommendations will be coming forward soon and that although this body expressed wanting to comment on integrated fares, she did not see the item on any upcoming Agendas in the timeframe that would be relevant before the decisions would be made. She suggested the item to be Agendized in time to make a comment to the Board.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with previous public comment from Adina and stated that it is important to have coordinated fares and fare integration. Lastly Jeff stated that Caltrain will need to get rid of the zones and go to distance based fares, as soon as possible.

## **CHAIRPERS'S REPORT**

Chair Brian Shaw thanked the new members for their willingness to serve on the committee. He also asked them to let him know of their availability to attend the meetings for logistical purposes. He then stated that he will be in attendance at Friday's Session of Governance via Zoom.

## **COMMITTEE COMMENTS**

Member Patrick Flautt welcomed and expressed gratitude to John Paul and Rob for joining the CAC and stated that he looks forward to their contributions.

Member Rosalind Kutler thanked staff for highlighting the fifty percent discount on the website. She suggested not using jargon like "TVM" and suggested using simple language. Member Rosalind asked where she may send her concerns and suggestions. Mr. Joe Navarro, Deputy Chief, Rail Operations advised Member Rosalind to email the CAC secretary, Patrice, with those concerns. Lastly, Member Rosalind is afraid that Bayshore will lose ridership it has built, with the timetable change. She is concerned

about the equity messaging versus the delivery and suggested an equity follow-up report. Mr. Navarro stated that he would pass along this information to staff.

Vice Chair Adrian Brandt advised the Committee that the TSA has extended a nationwide transport mask mandate that applies to buses, trains, and airplanes to January 18. He then suggested Caltrain join the many high-profile employers to make vaccinations mandatory. Lastly, Vice Chair Brandt agreed with Public Comment made by Adina Levin and requested a presentation to the CAC be agendaized in time to make an intelligent comment to the Joint Powers Board prior to their presentation in October.

Member David Tuzman agreed with both Public Comment from Adina Levin and Vice Chair Brandt and mentioned that he asked to be connected to the Fare Integration Taskforce to give a presentation to this body. Member Tuzman also commented on a Housing Workshop for San Carlos 2040 he attended. He stated that whatever perception people get about the level of transit that is provided in the region is actually shaping housing policy. Mr. Navarro suggested Member Tuzman reach out to Caltrain staff, Melissa Jones for a presentation.

Member Larry Klein thanked the Board for the reappointment and stated that he has enjoyed being on the Citizen's Advisory Committee for several years, now. He also welcomed the new Committee members and looks forward to Electrification.

Alternate Member Neeraj Mathur welcomed the new Committee members and offered his help with any questions.

Member Jean-Paul Torres thanked the Committee for the warm welcome and introduced himself. He agreed with Member Kutler and stated that southeast San Francisco definitely needs more access with Caltrain and sees a lot of opportunity there. Member Torres also agreed with bringing the Blue-Ribbon Task Force presentation to the CAC and stated that it is very important for affordable fare structure and is excited to hear that that this body has been helping to encourage that study.

Alternate Member Rob Jaques thanked everyone for the warm welcome and introduced himself. He also echoed the committee's request for a presentation from the Blue-Ribbon Task Force and the information on the fare work and stated that it is important for the committee to weigh in on for the public to make their comments.

Member Patricia Leung commented on Member Tuzman's comment about people not thinking about Caltrain as a reliable service and stated that it is not uncommon amongst people who talk about development plans around station area who are not daily riders and do not understand how the service works and is a perception that can be changed. She then talked about the current state of the Santa Clara project and the City Council's Goal Setting meeting.

Member Tuzman advised the committee to have legislation AB1401 on their radar.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that Bayshore will be a mega stop and will have a much better connection to the last stop on the T-Line to a footpath between the carwash and the station. He then stated that the only way to enforce the TSA mandate is to arrest violators. Roland then asked when will frontline employees require vaccination or weekly COVID testing. He then stated that with the new schedule, he will no longer be riding Caltrain because it will take too long now. He mentioned that the reason there has been trouble getting a presentation from the Blue-Ribbon Taskforce is because there is a conflict of scheduled meetings. He then he suggested meetings for Members Jaques and Leung to attend to be better informed about DTX and surrounding projects. Lastly, Roland stated that the Gilroy line is no longer desirable.

Adina Levin, via Zoom Q&A, provided additional background information in response to the interest of this body and getting an update on the Regional Fare Study recommendations. She then stated that a presentation in October would be too late to make a comment in order for it to be relevant and encouraged this body to ask for a presentation in time to be able to make relevant comment to the board before the decisions get made. Additionally, she made the distinction between the Fare Integration Taskforce and the Blue-Ribbon Taskforce and said that those are two different bodies, but they are converging into supporting and implementing the fare study, which is why the CAC's feedback, in a timely manner, will be helpful. Chair Shaw responded that he and Vice Chair Brandt will get together with staff to agendize that item for next month.

Jeff Carter, Millbrae, via Zoom Q&A, agreed with previous public comment and stated the importance for items such as the fare integration and seamless fares to come before the CAC before it goes to the board as the CAC is a body to advise the board on proposed improvements, etc. He then stated that the proposed BART extension to Santa Clara would be redundant, costly and unnecessary.

Cody Vaughn, via Zoom Q&A, advocated for more integrated fares and said that it is important for the Citizen's Advisory Committee to be an advocate for that. He then asked Caltrain to take more consideration for riders that ride on off peak times. He also agreed with previous comments that either the CAC has a presentation or learns more about the like the fare integration recommendations before decisions are made on it.

Vaughn, via Zoom Q&A, commented on the Transit Oriented Developments and stated that the benefits are for the developers, not the residents or Transit. He stated that the developers are the ones that will make money off getting a small piece of land.

**CALIFORNIA HIGH-SPEED RAIL - NORTHERN CALIFORNIA REGION**

Rachel Bickert, Outreach Specialist, California High-Speed Rail Authority and Morgan Galli, Northern California Deputy Regional Director, California High-Speed Rail presented the California High Speed Rail Northern California Region presentation.

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

#### Committee Comments:

Chair Shaw thanked Morgan and Rachel for the presentation and stated that it is greatly needed and is excited that California will be leading the country in something super important. He mentioned that this project is important, not only for air quality California airports will not be able to facilitate the growth of mobility between the two population centers of this state. He looks forward to catching a train at the Salesforce Transit Center and heading down to Southern California and visiting family and friends. He encouraged the continued great work through its challenges.

Member Larry Klein would like to see the overall budget, the bigger picture of where funding is and a general schedule and timeline of construction and ongoing efforts. The presenters responded that they would share additional information with this group.

Vice Chair Brandt thanked Morgan for the presentation and commented on the safety improvements. He stated that quad gates do not really address the current and historic mechanism by which cars find themselves in the path with trains. He then stated that Caltrain is currently changing all grade crossing circuits from constant warning time to dual speed check which will increase downtime and research shows does cause people to be tempted to drive around the gates and for that reason may benefit from quad gates which prevent vehicle drive around. However then stated that grade separation is the solution. Vice Chair Brandt then asked for the status of the arguments on diesel or battery-operated trains. Lastly, Vice Chair Brandt asked for the community meetings be recorded for later viewing.

Member Kutler agreed with Vice Chair Brandt's comment and requested the community meetings be recorded. She also asked whether there are public presentations available. Morgan responded that information on the project can be found on the High-Speed Rail Authority website and mentioned that all presentations from the Community Working Groups may be found there as well. She then stated that she would follow-up with further details.

Member Patrick Flautt thanked both Morgan and Rachel for their time and the wonderful presentation. He also thanked staff for facilitating the presentation.

Vice Chair Brandt asked why CWG meetings are not made available for the interested public to access. Morgan responded that it has not been customary to record a community meeting when they are held in person and will take the suggestion.

#### Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, mentioned the differences between the High-Speed Rail between Victorville and Las Vegas and the Central Valley High Speed Rail. He then talked about funding. He also suggested reviewing the meeting minutes from the Executive Steering Committee to identify problems with the DTX. Lastly, Roland made additional comments on High-Speed Rail.



Jeff Carter, Millbrae, via Zoom Q&A, requested public meetings be recorded. He then expressed his frustrations with High-Speed Rail regarding cost and time spent. Jeff then shared that he thinks that there should be four tracks through as much of the corridor as possible to make the system as versatile as possible. Jeff then stated that grade separations are important and are a highway improvement, not necessarily a transit improvement. Lastly, he reiterated that Caltrain is not responsible for trespasser illegal activity on the tracks.

Adina Levin, via Zoom Q&A, expressed her support in the recoding of community meetings. She then asked for an explanation from High-Speed Rail as to why they continue to support the option that has the surface parking even though there is another option available. Surface parking seems to be going in a different direction from the policies that Caltrain Board has a generally adopted in terms of favoring a walk, bike, and transit access to its stations. Morgan responded and stated that she may need to follow-up, however she stated that the parking that is identified in the preferred alternative and in the reduced site option is the parking that needs to be identified to be replaced, that is BART and Caltrain parking in the environmental document. She also mentioned that High Speed Rail is committed to working with all station communities on working development and development plans around the station.

Vaughn, via Zoom Q&A, stated that the state of Washington conducted a study recently on finding out why transit systems take so long and costs so much to do. The main reason they came up with is the local customizations that go on once the project is set up. He stated that Caltrain electrification is the same and cautioned getting stuck and encouraged getting things done to reduce carbon footprint and cars off of the road.

Cody Vaughn, via Zoom Q&A, expressed his support for the High-Speed Rail project and the work that they are doing with the city of San Jose with the plans for the new station, as well as transit-oriented development there. He also supported any community meetings be recorded.

### **CALTRAIN ELECTRIFICATION UPDATE**

Brent Tietjen, Government and Community Relations Officer, presented an Update on Caltrain Electrification Update.

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

#### Committee Comments:

Vice Chair Brandt advised the committee for more videos of Caltrain, search YouTube Statler KISS.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, appreciated the report and requested it be posted on website. He then shared his disappointment with the two-year delay with the revenue service. He then asked staff to include the train arrival dates. Lastly, Jeff suggested He stated that Caltrain is planning for fifty-inch above the rail platforms to be compatible with High-Speed Rail. Although it is not known what High-Speed Rail will use, he suggests twenty-five inches above the top of rail for level boarding and that Caltrain should advise High Speed Rail how to conform.

Roland Lebrun, San Jose, via Zoom Q&A, commented on the Caltrain Electrification Update presentation and expressed his frustration with only showing sections one through four. He then stated that Caltrain will not have more capacity until they go to eight car trains. He then said that the signal system should have been completed before electrification. Regarding Plan B if signal system is not ready, Roland suggested testing the EMUs in Pueblo by pushing and pulling with diesel. Roland also mentioned the problem with EMU storing and suggested getting rid of the Gallery cars. Lastly Roland commented on the train doors and suggested Caltrain to purchase High Speed Rail trains.

Vaughn, via Zoom Q&A, stated that the only reason Caltrain does not have more capacity is because they are running shorter trains to meet the BART substandard. He stated that rail is good for ten percent congestion reduction. Vaughn then asked, if staff had more money, could electrification be done sooner. He stated that there are funds out there and to consider obtaining, if possible, to help reduce CO2 emissions sooner.

Vice Chair Brandt stated that until staff gets signaling worked out and approved, installed, and tested, they cannot run a single electric train. He agreed with public comment made by Roland regarding testing by push/pull in Pueblo. Lastly, he suggested using diesel with the new fleet to address the storing issue.

#### **STAFF REPORT UPDATE**

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

#### **On-time Performance (OTP) –**

- **July:** The July 2021 OTP was 90.2% compared to 96.4% for July 2020.
  - **Vehicle on Tracks** – There were two days, July 17 and 24, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In July 2021 there were 586 minutes of delay due to mechanical issues compared to 558 minutes in July 2020.
  - **Trespasser Strikes** – There were two trespasser strikes on July 9 and 23, one resulting in a fatality.

- **June:** The June 2021 OTP was 91.5% compared to 96.3% for June 2020.
  - **Trespasser Strikes** – There was one trespasser strike on June 3, resulting in a fatality.

Mr. Navarro stated that regarding electrification staff is on course with what has been planned and the dates that have been given at the board meetings. He also stated that Caltrain has room for both the new electrification fleet and room to maintain a diesel fleet. Mr. Navarro then stated that staff is working in advancing planning and work to increase the signal cut overs with the dual speed checks and hoping for a conclusion within the next week or two and will be able to report plans by the end of next month to help address that situation.

Mr. Navarro then shared two slides showing Estimated Total (Monthly) Ridership and Estimated Weekday Ridership Trend charts.

Committee Comments:

Vice Chair Brandt asked whether there is a possibility to run the EMUs with diesel. Mr. Navarro confirmed that it is possible to move them and couple them. Vice Chair Brandt whether that is something staff would consider running. Mr. Navarro stated that when the time comes; staff will consider all options that comply. Vice Chair then asked about the recent vehicle strike and Mr. Navarro responded that as always, that information will be shared at subsequent meeting. He then commented on the Ridership trend charts and requested that the percentage be added and for it to be included in the Agenda Packet.

Member Kutler commented that although the trend chart may reflect a small percentile point of view, the trains feel crowded. She also commented that there is a different situation now and that although staff is looking for ridership to go up, there also remains the need for distance between people and that the Special Service for Giants game trains feel very uncomfortable. Vice Chair Brandt shared comments on the previous day's fatality. Member Roz shared that she was amazed with the recovery time from that fatality especially during a Special Event for the Giants. Vice Chair shared that with the timetable change and added Service it would alleviate the trains feeling crowded.

Public comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that the trains feel more crowded and that it is a good and bad thing with respect to increased ridership and COVID, respectively. He appreciated the Ridership Trend Charts and requested to include how the data is calculated.

Roland Lebrun, via Zoom Q&A, stated that the fatality that occurred the day prior would have never happened with quad gates. He also expressed his frustration with the 25<sup>th</sup> Ave. grade separation vs the greater need for one in Burlingame. Roland then

reiterated testing the EMUs using push/pull in Pueblo, Colorado. He then stated that Caltrain is the only agency that does not show ridership as a percentage of the baseline back in February 2019. Lastly, he is looking forward to the crowding of trains being addressed.

Jonathon E., via Zoom Q&A, stated that he was glad to hear that there will be special event service after concerts, such as the Hella Mega Tour, however, he does not see special event services reflected on the website, other than for Giants games. Mr. Navarro stated that the website would be updated soon.

Doug DeLong, via Zoom Q&A, commented on the service provided during COVID and then asked whether with the timetable change whether the fleet would go to six car trains to provide more elbow room. Mr. Navarro stated that Caltrain will keep five car train sets however will provide more service than ever before and as things change staff is prepared to adjust quickly.

### **JPB CAC Work Plan**

#### September 15, 2021

- Cars on tracks update
- SSF
- Rail Safety Month
  - JPB
  - TASI

#### October 20, 2021

- Code of Conduct
- Clipper Data Availability
- Hillside Station Obstacles

#### November 17, 2021

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- 
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#### December 15, 2021

- Customer Experience Completions & Recommendations
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#### Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19

- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- Industry Safe Functionality
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21
- Blue Ribbon Task Force

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

September 15, 2021 at 5:40 p.m., San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:30 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) –**

- **August:** The August 2021 OTP was 94.3% compared to 95.7% for August 2020.
  - **Mechanical Delays** – In August 2021 there were 485 minutes of delay due to mechanical issues compared to 639 minutes in August 2020.
  - **Vehicle Strike** – There was one vehicle strike on August 17, resulting in a fatality.
  - **Trespasser Strikes** – There were three trespasser strikes on August 2, 25 and 26, resulting in fatalities.
- **July:** The July 2021 OTP was 90.2% compared to 96.4% for July 2020.
  - **Trespasser Strikes** – There were two trespasser strikes on July 9 and 23, one resulting in a fatality.

**Caltrain August Service Change** – Starting Monday, August 30, 2021 Caltrain service will surpass its pre-pandemic levels, offering 104 trains per weekday, including hourly all-stop Local trains throughout the day and the return of the Baby Bullet express trains. As an additional incentive to riders, Caltrain is discounting all of its non-Go Pass fares by 50% during the month of September.

The new level of weekday service will provide increased service and frequency throughout the day and into the evening. Service during the weekday peak commuting hours (6 a.m. to 9 a.m., 4 p.m. to 7 p.m.) will be increased to four trains per hour with the return of hourly Baby Bullet express trains.

Limited-Stop train service during the middle of the day will provide riders with a faster alternative, while half hourly service until 11 p.m. will provide better local

service into the late evenings, in keeping with the goals of the Framework for Equity, Connectivity, Recovery and Growth. Another goal of the framework captured by the new schedule is a move towards clock-face scheduling, so trains arrive at regular and predictable intervals, simplifying the riding experience.

The restoration of the third Gilroy train, which includes direct service to College Park station, will provide increased service to South Bay residents.

Weekend service will now be identical, rather than separate Saturday and Sunday schedules, which adds two additional round trips in morning and late evening on Sundays.

Caltrain developed the timetable with an emphasis on improving BART connections at the Millbrae Transit Center.

- Under the new timetable, the majority of connections during weekdays are between eight and 15 minutes.
- After 8:30 p.m. and for some weekend transfers, the wait time is currently less optimal.
- Both systems are dealing with intensive, system-wide construction, rebuilding, and maintenance activities that limit flexibility, and are continuing to work together to optimize our connections.

In addition, starting on Monday, August 30 the Campus Drive, Lincoln Centre, Mariners Island and Redwood LIFE shuttles will move to the new Hillsdale Station, after being temporarily relocated to Belmont Station.

- **Special Event Train Service –**

**Services Performed:**

- **Labor Day** – On Monday, September 6, Caltrain operated a Weekend Schedule in observation of the Labor Day Holiday.
- **San Francisco Giants** – The SF Giants hosted 14 home games in July. Average additional ridership per game, boarding and alighting at San Francisco station, was 3,416, an increase of 95% compared to June 2021. Total additional ridership for July was 47,828. Year-to-date additional ridership is 87,551.

The Giants hosted 12 home games in August. August Monthly Giants Ridership will be reported in October.

- **Independence Day SF Waterfront Fireworks** – On Sunday, July 4th, Caltrain operated a Sunday schedule. Caltrain operated two additional post-event local trains after the Independence Day fireworks along the SF waterfront. Caltrain carried 1,274 additional riders, a 59 percent decrease compared to 2019.

- **SF 49ers Pre-Season** – The 49ers hosted their 2<sup>nd</sup> pre-season game on Sunday, August 29 at 1:00 pm (vs. the Las Vegas Raiders) and will host their first regular season home game at Levi's Stadium on Sunday, September 26 at 5:20 p.m. (vs. the Green Bay Packers). Caltrain will operate regular weekend service to and from the games. Caltrain & VTA will continue to work on providing connecting service to Levi's Stadium as the VTA works on restoring light rail service (date still to be determined).

SF 49ers Pre-Season Ridership will be reported in October.

- **Hella Mega Tour Concert** – The Hella Mega Tour Concert was held at Oracle Park on Friday August 27, 2021 at 5:30 p.m. and featured bands including Green Day, Fall Out Boy, Weezer and the Interrupters. Caltrain operated a special southbound Local train after the show to accommodate the extra crowds attending the event

### **Scheduled:**

- **San Francisco Giants** – The Giants will host 15 home games at Oracle Park at full capacity in September. Caltrain will continue to operate the Millbrae Express special post-event service for all Weekday night and Weekend night games that was implemented with the opening of the economy starting June 15. Caltrain will continue to monitor ridership arriving and departing SF station to support customer needs.
- **SF 49ers Regular Season** – The 49ers will host their first regular season home game at Levi's Stadium on Sunday, September 26 at 5:20 p.m. (vs. the Green Bay Packers). The 49ers will also host the Seattle, Seahawks on Sunday, October 3 at 1:05 p.m. Caltrain will operate regular weekend service to and from the games. Caltrain & VTA will continue to work on providing connecting service to Levi's Stadium as the VTA works on restoring light rail service (date still to be determined).
- **SAP Center Event Service** – In coordination with the Caltrain Service Change effective Monday, August 30, 2021 Caltrain may modify service for SAP Center Evening Events. Caltrain & SAP Center will be working together to promote train ridership to and from events.

On weekdays, Trains 143 or 145, and on weekends, Trains 277 or 281, departing from San Jose Diridon station may be delayed and will depart no later than 10:30p or 11:30p respectively.

- **Opera at the Ballpark** – On Friday, September 10, Opera at the Ballpark returns to Oracle Park for 'The Homecoming' at 7:00 p.m. Caltrain Special Event Service is still to be determined



- **Stanford Football** – The Stanford Cardinal will host their first 2021 home football game of the season on Saturday, September 25 vs. UCLA (start time still to be determined). For weekend home games, Caltrain will serve the Stanford Stadium station with both northbound and southbound trains before and after games. Fans can 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 on weekdays or walk to the Stanford Stadium.

### **Capital Projects:**

The Capital Projects information is current as of August 13, 2021 and is subject to change between August 13 and September 2, 2021 (Board Meeting).

- **San Mateo 25th Avenue Grade Separation Project:** This project raises the elevation of the alignment from Hillsdale Boulevard to south of the Highway 92 Overcrossing in the city of San Mateo. The project 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 project is over 97% complete.

The new Hillsdale Station was opened for rail service on April 26th along with the majority of the parking lots between 28th Avenue and 31st Avenue, and, between 28th Avenue and 25th Avenue. The small portions of the parking lots at the southern end by 31st Avenue and at the northern end near 25th Avenue, which were excluded at the station opening, are currently in progress for completion. The contractor is also working on completing finishes for the station platform and the Electrical & /Communications Room.

At 25th Avenue, the roadway lowering work was completed at the end of July and the street was reopened for public traffic on August 2.

At 31st Avenue work continues for the painting of the 31st Avenue Steel Bridge, concrete flatwork for sidewalks, electrical & mechanical work for the storm drain pump station, and street modifications at the intersection of 31st Avenue and El Camino Real. The opening of the new 31st Avenue underpass is expected by September.

- **South San Francisco Station Improvements:** This project replaces the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the two new plazas in downtown South San Francisco to the west and the shuttle area to east. Upon completion, the hold-

out rule at this station will be removed that currently impacts overall system operational efficiency.

In August, the contractor (PMI) is installing architectural and electrical finishes for Ramp 3 (Pedestrian Underpass leading to West Plaza/Airport Boulevard entrance), and Ramp 2 (Pedestrian Underpass to Center Platform). Concrete work and embedded electrical for Ramp1/Stair 1 (East Side entrance on Poletti Ave. to Pedestrian Underpass) is also in progress. The ceiling of the Pedestrian Underpass is in progress. The project completion date is forecasted for November 2021. Despite certain outstanding items and owner-directed changes still to be implemented, the project team remains confident of the November 2021 completion date.

The funding agreements with the San Mateo County Transit Authority (TA) and City of South San Francisco, addressing project budget and schedule impacts was finalized. At the July 1 meeting, the board authorized the receipt of additional funding and the increase contract authority. The project team is in negotiations with the contractor for a comprehensive settlement on remaining commercial issues such that cost certainty can be obtained as well by November 2021 or sooner.

- **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 required several weekend rail service outages between Bayshore and 4th & King Stations; bus service were provided during the outages. The project installed security fencing to deter encampments, and, also included track improvements.

Construction was substantially completed in late July 2021. During August, punch list work was being performed. The contract is planned to complete in the summer of 2021.

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

The project will improve both traffic safety and traffic flow on Broadway. The Project will also provide improved and more efficient traffic movement along 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 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.

Currently, the project continues to address the City of Burlingame's comments to their review of the value engineering of the preliminary design to optimize cost, schedule, and construction efficiency. Concurrent with the value engineering efforts, detailed design efforts are underway such as geotechnical engineering and utilities coordination. A board action is arranged for a upcoming board action related to additional funding from the San Mateo County Transportation Authority (SMCTA) and FY22 Capital Budget amendment for the additional design and construction costs associated with the relocation of Paralleling Station #3 (PS3) to the east side of the alignment. The current schedule forecasts advertisement for the construction contract by mid-2023. Construction scheduled to occur from early 2024 to early 2026. Advance utility relocations are expected to begin in mid-2023. Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

- **Guadalupe River Bridge Replacement:** JPB proposes to replace the MT-1 railroad bridge and extend the MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The proposed project is located just north of Willow Street and east of State Route (SR) 87 between Tamien & Diridon stations.

The 1935 MT-1 bridge urgently needs to be replaced with a new structure to maintain safe and reliable operations. The MT-1 bridge does not meet current railroad structural design standards (including seismic criteria), and as a result is vulnerable in the event of a significant earthquake. The timber structure of MT-1 has been further damaged by multiple fires, most recently a large fire in November 2017 with temporary remedial measures in place to ensure safety.

The MT-1 and MT-2 bridges are located along a sharp meander of the Guadalupe River, and the river exhibits a high degree of floodplain fill, channel confinement, and bank failures. The geomorphic issues directly affect the safety and reliability of the railroad bridges by eroding directly towards the bridge abutments. Riverbank failures at MT-2 occurred in 2017 and at both MT-1 and MT-2 in several years prior to 2017, requiring emergency bank stabilization measures. To address these safety issues and protect the rail bridge asset, Caltrain proposes to widen the channel by approximately 75 feet; replace the MT-1 bridge with a new, longer bridge; and extend the MT-2 bridge. The existing MT-2 bridge meets seismic criteria and does not require full replacement, but it will be lengthened on the south side to help address geomorphic stability issues at the bridge abutments and river channel basin.

The proposed project entails replacement of the existing 187-foot MT-1 bridge with a 265-foot pre-cast concrete structure; channel widening under the south side of the MT-1 bridge to reduce scour/ increase flow capacity. The extension of the existing MT-2 bridge from 195-foot to 250 feet by replacing the south abutment and modifying the last pier and the relocation of Fiber Optic cables and the existing overhead catenary system (OCS) pole.

The total project cost estimated at \$45 million and is nearing design completion by October-November and bid advertisement in early 2022 with expected Board award in April 2022.

Major issue facing this project is the negotiation resolution with the UPRR and advance relocation of the Fiber Optic cable & communication lines before bridge construction commencement.

- **Rengstorff Avenue Grade Separation:** JPB in partnership with the City of Mountain View propose to grade separate the existing at-grade Caltrain tracks from the roadway crossing at Rengstorff Avenue in the City of Mountain View. This project will help improve public safety for pedestrians, cyclists, vehicles, and trains while improving the overall traffic flow and travel reliability.

The project entails constructing a new full depressed intersection approximately 20 feet deep with horizontal transition curves of approximately 1/2 mile long on Central Expressway & 1/4 mile long on Rengstorff at Caltrain railroad crossing. Major grading work, new paving & bicycle lanes with special barriers, retaining walls, new elevated railroad tracks & pedestrian bridges, utility relocation, drainage & pump station facilities, and landscaping.

The project is currently in preliminary design and expects 35% design submittal for later this year. Preliminary budget estimate for this project is around \$280 million. Most of the funds will come from City of Mountain View (Measure "B" sales tax), State, Federal and other grants.

Currently construction is expected to start in early 2025 and complete in late 2027.

- **Ticket Vending Machine (TVM) Rehabilitation:** This project will upgrade existing TVM Server and retrofit and refurbish existing TVM machines to so that the machines are capable of performing the functions planned for the current Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability of increasing the cash values of existing Clipper cards. Scope of the original contract was increased to include upgrades to the credit card reader and database.

Phase 1 was completed in October 2020 to develop a prototype Clipper TVM. Phase 2 for the retrofitting of 12 additional TVM's was completed in March 2021. The award of Phase 3 for upgrading of another 21 TVM's is pending the signatures to formally execute the agreement. Phase 4 for the upgrading of another 27 TVM's will be added to the project when the approved FY21 capital funding becomes available. Phase 5 funds to upgrade the remaining 27 TVM's was included in the approved FY22 Capital Budget.

- **Mary and Evelyn Avenue Traffic Signal Preemption Project:** This project will perform upgrades to train approach warning systems at Mary Avenue and Evelyn Avenue crossings in Sunnyvale. Project will improve vehicle safety at the at-grade crossings by increasing traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings. Project will mimic the 2014 completed traffic signal preemption project in Redwood City, Palo Alto, and Mountain View. This project is being funded through the State of California Public Utilities Commission Section 130 program to eliminate hazards at grade crossings.

The 100% crossing design by the Electrification project is not available for design coordination and a timeframe for its receipt is pending. Project proceeded to complete its design without this information from the Electrification project. The 100% design is complete and Notice to Proceed for construction was issued to the Caltrain contract operator, TASI. TASI has completed the installation of new traffic signal preemption equipment. The new equipment for the advance signal preemption was successfully cutover and tested in July 2021. Integrated testing with the City of Sunnyvale's traffic controller will be done when the City is ready in the fall 2021.

- **FY19/FY20 Grade Crossing Improvements:** This project is a continuation of the ongoing grade crossing program to improve safety at grade crossings in accordance with Grade Crossing Hazards Analysis for the entire corridor. This analysis prioritized crossings and we have proceeded with the work in phases based on funding availability. Ten crossings were improved in 2018 under the FY16 budget authorization. Due to budget constraints, the FY19/FY20 scope is limited to five (5) crossings to be improved. The five crossings selected in this phase are

1st, 2nd, and 3rd Avenues in San Mateo, and Glenwood and Oak Grove Avenues in Menlo Park. Work items include installation of signals, gates, curbs, and signs.

Construction began in April 2021 and all construction contract was substantially completed in July 2021. The previously remaining work for the median on the east side of 3rd Ave has now been installed and the pavement striping has also been completed. The only remaining work for the project is the installation of red solar pavement markers on the edge of the roadway across the tracks which will be done by the Caltrain contract operator, TASI.

- **Churchill Avenue Grade Crossing Improvements:** This project will make safety, pedestrian and bicycle access improvements to the Churchill Avenue crossing in the City of Palo Alto. The project scope includes widening sidewalks, associated relocation of pedestrian gates, and installing new vehicle pavement markings and markers. This project is a coordinated with the City of Palo Alto's own design for the crossing.

Project began in December 2019. The 65% design, that predates the City of Palo Alto's design, was received at the end of April 2021. The City of Palo Alto's initial 50% design for the crossing was received in July 2021 and is now being incorporated into the 95% design. The City's 100% design is forecast for September 2021, therefore, the completion of JPB's Issue for Bid documents has been extended from August to October 2021 in order to incorporate the City's design. Construction is forecast for mid-2022 to early 2023.

- **Bayshore Station Bridge Painting:** This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station, in Brisbane. The bridge connects the southbound platform to the northbound platform and the parking lots on the east side. The bridge was originally constructed as part of the Caltrain Express project (CTX) in 2002 and has not been repainted since. The bridge's paint coatings 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 finalizing the Issue for Bid construction bid documents. Coordination and outreach with the Electrification project and stakeholders, such as the Cities of Brisbane and San Francisco, have been conducted and continue. Subject to the availability of funding for construction, the advertisement for bids is now forecast to occur in fall 2021 with construction expected to commence in the spring of 2022. It was determined that waiting for completion of station grounding and bonding, by the Electrification project, was not necessary for this project to proceed.

- **Broadband Wireless Communications:** This project will provide wireless communication systems to enhance capabilities for monitoring of railroad operations and maintenance and provide Wi-Fi capability for passengers. Project

is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP).

Project has completed the planning/conceptual design phase to develop project requirements and a stakeholder's review of planning/conceptual design was completed. A recommendation has been made to proceed with the project as a Design/Build procurement. Caltrans, the primary funding managing agency, has approved JPB's request to procure via a Request for Proposal (RFP) in lieu of Issue for Bid (IFB) method to allow for best value selection. The RFP contract documents are currently undergoing review by JPB management. Advertisement is forecast in the late summer of 2021 and contract award by early 2022. Design and Construction is planned from early 2022 until mid-2023.

- **Mountain View Transit Center Grade Separation and Access:** The purpose of the Mountain View Transit Center (MVTC) Grade Separation and Access Project is to improve safety at Castro Street in the city of Mountain View by replacing the existing at-grade crossing at Castro Street with a grade-separated pedestrian and bicycle underground crossing.

The MVTC provides access to the regional transportation network for the city's residents and is a key transfer point for employees in Mountain View and greater Silicon Valley. It accommodates over 10,000 trips per typical weekday, with services including Caltrain, Santa Clara Valley Transportation Authority (VTA) light rail and bus vehicles, and private company shuttles. Currently this project is funded for the design phase through local funds by VTA Measure B. The City of Mountain View is the sponsor of the project with Caltrain acting as the lead agency for implementation.

The Project goal is to provide a grade-separated pedestrian and bicycle undercrossing of the Caltrain rail tracks and Central Expressway, with safer and more direct connections for these travel modes between the Transit Center, Downtown, and neighborhoods and employment centers to the north and south. The Project will include:

- 1) A main Transit Center entrance to Castro Street, facilitated by closing the existing at-grade rail crossing to vehicles;
- 2) A promenade walkway leading to a grand stair and ramp, made possible by narrowing Castro Street where it connects Evelyn Avenue;
- 3) A below-grade Concourse, replacing the existing at-grade rail crossing and linking pedestrian and bicycle tunnels to Downtown, and Transit Center, and community areas north of Central Expressway;
- 4) Small plaza at the northeast and northwest corners of Central Expressway and Moffett Boulevard that provide access to undercrossing tunnels via stair, ramp, and/or elevator;
- 5) Platform, plaza, and below-grade amenities, including lighting, seating, sun/rain canopies, and landscaping;
- 6) Accommodate long-range rail operation needs;

- 7) Improve bicycle and pedestrian access/circulation within project limits;
- 8) Offer an opportunity to provide a gateway entrance into the Mountain View Business District.

JPB Environmental Planning group is working to obtain environmental clearance for the project through the California Environmental Quality Act (CEQA). A board action for CEQA adoption is currently planned for late 2021 that will be followed by the release of the Request for Proposal for Final Design. As the lead implementing agency, the JPB shall retain a professional engineering services consultant to provide services for the Final Design Plan, Specifications and Estimate (PS&E) phase of the Project with a planned schedule to issue an Invitation for Bids (IFB) for construction by end of 2024. The consultant is required to deliver the services required for the Project in conformance with the schedule stipulated by the funding requirements.

Currently, the project is working with the 'Technical Working Group (TWG) that is comprised of JPB, Mountain View, and VTA for review of the final design Request for Proposal (RFP) deliverables as required in the executed Cooperative Agreement. In addition, the Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

- **Watkins Avenue Grade Crossing Improvements:** This project includes the design and construction of four quadrant ("quad") gates at the Watkins Avenue Grade crossing located in Atherton, California. This project is related to the executed Memorandum of Understanding (MOU) in regards to the 'Town of Atherton Station Closure' between the Town and Caltrain.

In July 2021, a work directive was issued to the design consultant to complete final design activities. JPB Staff including Engineering and Maintenance conducted a kick-off meeting with Town of Atherton staff in regards to scope, schedule, as well as input for the conceptual design. In addition, JPB Staff will schedule a meeting with California Public Utilities Commission (CPUC) and other stakeholders for a diagnostic field assessment in order to obtain the necessary information and requirements from CPUC for the final design.

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

- **MP-36 Locomotive Mid-Life Overhaul Project:** Perform mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work is occurring off-site at the contractor's facility location. The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925,



926, 927 & 928. In order to maintain daily service, only 1 to 2 of these locomotives are released at a time for overhaul work that is expected to take approximately 8 months per locomotive. Due to this restriction, the overall completion of this work is expected to take approximately 4 years.

The first vehicle #927 was shipped to the vendor's facility at Mare Island (Vallejo) in July for overhauling. Its return to Caltrain has been delayed from early-2021 until mid-2021 due to COVID-19 related impacts to the vendor's supply chain, availability of testing staff due to travel restrictions, and increase in the scope of needed repairs. This delay is expected to be limited to vehicle #927, this unit is currently 70% completed. A second vehicle #924 was shipped to the vendor's facility in November and is currently being overhauled.

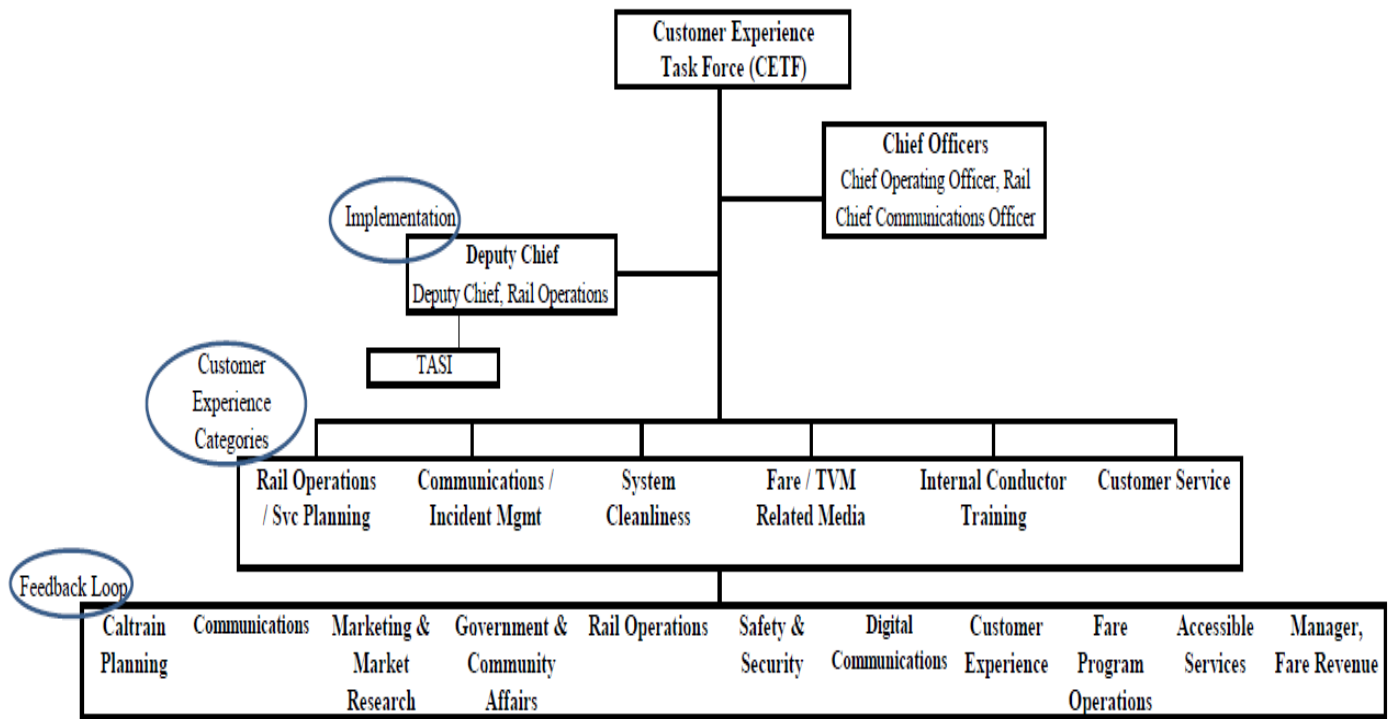
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

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 will monitor on-time performance, train capacity, ridership, train performance and customer feedback from the Caltrain service changes implemented on August 30, 2021.
- Platform Signage:
  - During construction, station platforms may need to be closed within the designated work segment which forces both Northbound and Southbound passengers to board on one side of the platform. Static signs are stationed on the platforms advising passengers to "look up and listen". The Visual Messaging System and audible station announcements reflect boarding instructions for passenger's respective train.
  - Please visit <http://calmod.org/construction/> for further work segment and construction details.

## **Communications/Incident Management (CICS)**

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

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

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

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

## **Conductor Training**

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

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

## **Customer Service Center**

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

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

## **Fare Systems**

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

- TVM Upgrade update:
  - The project is being delivered in phases. Due to the budget constraint, not all TVMs will be updated at one time. Staff successfully completed the

prototype TVM testing and completed Phase two. TVMs were upgraded at the San Jose Diridon, San Francisco 4th & King, Millbrae, Redwood City, Palo Alto and Sunnyvale stations for a total of 12 TVMs upgraded. Working on a contract for Phase 3 which will upgrade an additional 21 TVMs at the stations this winter.

- 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 Work Directive for the construction work was issued to TASI end of January 2021. Subcontractor Morrow Meadows was previously awarded the contract. Morrow Meadows completed the installations and relocations at Mountain View station as of August 12<sup>th</sup>, 2021. Morrow Meadows to complete Sunnyvale installation by the end of this month.
- 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.
  - Several of the final design documents have been received and are being reviewed.

### **Digital Media Efforts**

- Monthly Pass Price Reduction
  - Caltrain is providing this discount to encourage people returning to work to take advantage of transit, while also providing some financial relief for those that have been riding regularly throughout the coronavirus (COVID-19) pandemic.

### **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
  - More than 300 e-locker spaces are available at 19 Caltrain stations, more than enough to satisfy the demand. Further installation of eLockers has been delayed and staff is working with the vendor for next steps. Staff is

monitoring use and will be able to have e-lockers relocated from one station to another in the event a station sees large increases in demand. More about them is available at [www.bikelink.org](http://www.bikelink.org).

- Construction Project Customer Communication
  - South San Francisco Station
    - Construction began January 2018.
    - Temporary Platform installed in March 2018.
    - The station was temporarily closed on the weekend from August 29-30.
    - Construction area 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](http://CalMod.org/VR).
    - Started testing Electric Multiple Units (EMU) at Transportation Test Center Inc. (TTCI) in Pueblo, Co
  - 25th Avenue Grade Separation Project
    - In August 2021, the project opened a fully grade-separated E. 25th Avenue and the new east-west connection at E. 31st Avenue.
    - The website [www.Caltrain.com/25thgs](http://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.

### **System Cleanliness**

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

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.

- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Trains are being fog jettted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
- During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and hand-rails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

### **Station Improvements**

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

- Coordinate a consistent appearance system wide:
  - On-going Trash Receptacles Repair and Re-painting at all Stations
- Redwood City (Station of the Quarter)
  - Improvement work is on-going.
  - Estimated Completion Date: TBD
- 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.
  - Construction is near completion. New Station is expected to be formally open in November 2021.
  - A webpage was created at <http://www.caltrain.com/ssfstation>

**JPB CAC Work Plan**

October 20, 2021

- Hillsdale Station Obstacles
- MTC Fair Study (**tentative**)
- Southeast Rail Station Study

November 17, 2021

- Brown Act Training
- Code Of Conduct
- Clipper Data Availability

December 15, 2021

- Customer Experience Completions & Recommendations
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Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- Industry Safe Functionality
- Regional Fare Integration Task Force – requested by Member David Tuzman on 6/1/21

➤ Blue Ribbon Task Force