



COVID-19: Response & Recovery Update

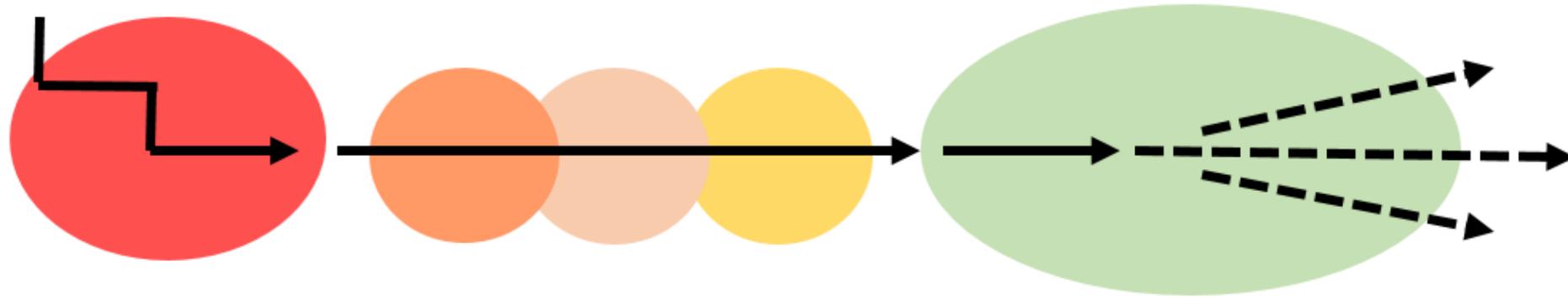
June 8, 2020

Overview: Phases of Crisis

Triage During Crisis
March – May 2020

Surviving the Pandemic
May - Fall 2020 - Spring 2021

Preparing for the Next Reality
2021 -->



(1) Initial crisis and immediate triage response by Caltrain

(2) Extended period where both ridership and operations remain deeply impacted. Social distancing requirements or other types of public health restrictions remain in place as pandemic is ongoing and a return to shelter in place remains possible. Caltrain may need to adjust its service multiple times based on public health requirements, changes to demand or financial constraints

(3) Long term resolution of pandemic through vaccines, treatment or other permanent public health approaches. Path ahead for transit clarifies (not necessarily a return to 'normal'). Many possible scenarios and interacting variables mean Caltrain must consider a range of potential futures and outcomes as the railroad reconciles existing projects and plans with an emerging reality

Near Term Outlook - Overview

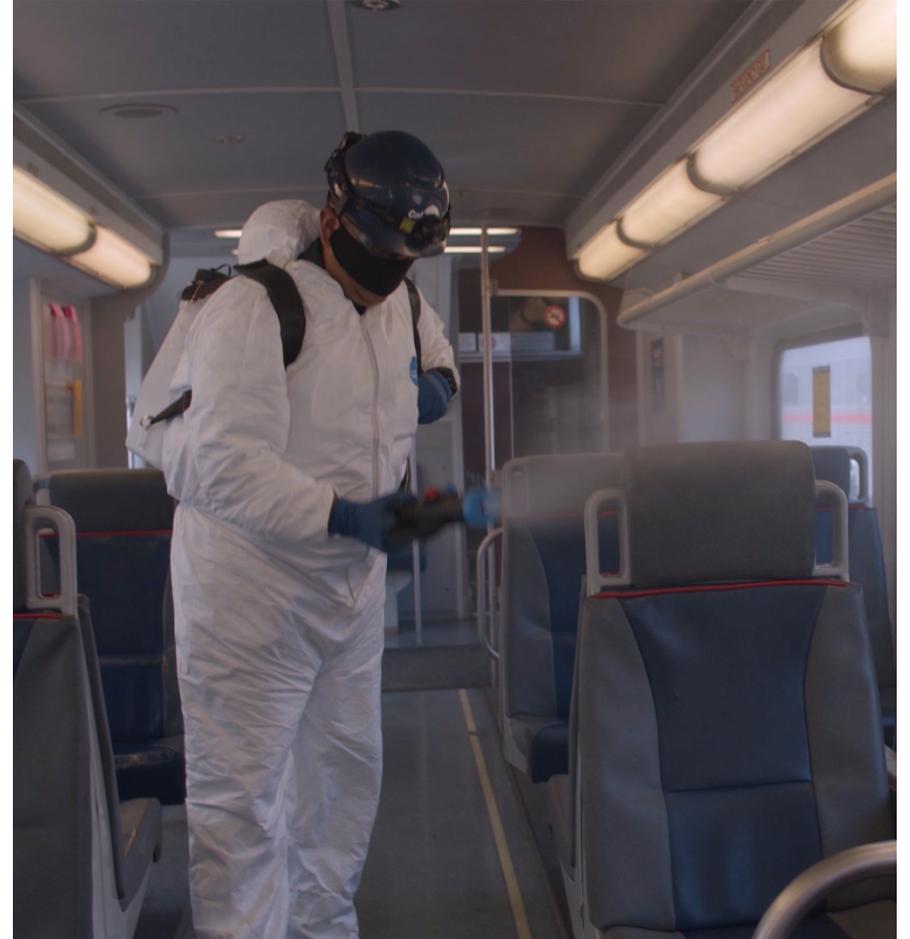
	FY2020 <i>June</i>	FY2021 <i>July - September</i>	<i>Fall 2020</i>	<i>Early 2021 →</i>
<i>Service Offering</i>		Initial Re-opening service (42 -> 70 weekday trains)	Early fall refinement of service based on further planning and observed demand	Further revision based on observed demand. Highly contingent agency financial status
<i>Operating Funding</i>		Minimal revenues from fares and parking. Member funds assumed to remain constant – substantial reliance on CARES act funds (tranches 1 and 2) to fill operating funding gap		CARES Act funding likely exhausted- significant uncertainties about other sources
<i>Operating Costs</i>		Some cost reductions but operating costs substantially unchanged from 92 train base due to CARES Act guidance to retain employment levels		Potential for more significant cost reductions based on agency funding status

Service – Initial Re-Opening

- Initial “re-opening” service expansion from 42 to 70 trains per weekday planned to launch in June
 - Maintains current hourly local service but adds in skip stop trains during peak hours
 - Results in effective 30 minute or better frequency at most stations during weekday peaks and provides option for faster travel times
 - Restores weekday span of service to approximately 5am to midnight
 - Saturday and Sunday service will remain the same
- Key Objectives
 - Designed to balance train loads and provide additional capacity to ensure space for social distancing at all times
 - Ensures full coverage of all regularly served stations and origin-destination pairs
 - Provides increased frequencies and better travel times for passengers
 - Better management of connection to BART at Millbrae
 - Allows for ongoing strategic support of construction projects

Service – Initial Re-Opening

- Maintain social-distancing and other safety/hygiene requirements
 - Crews on board and extra employees in field (at key locations) to support social distancing
 - Properly stocked up bathrooms on all revenue trains
 - Emphasized cleaning and CDC-compliant disinfection
- Monitor situation constantly and make adjustments in timely manner
 - Extra employees to be deployed at key locations
 - Interim service adjustments based on timely updates from the field and other data available
 - Extra trains and crews to be staged at key locations for extra service when needed



Recovery Planning & Next Steps

- Caltrain Business Plan to temporarily pause and pivot
- Resources, analysis and outreach structures to be adapted and repurposed toward recovery planning
- Comprehensive approach creates opportunities for consideration and input from Board and stakeholders and can be undertaken in dialog with regional efforts (Blue Ribbon Task Force)
- Multiple updates and potential actions anticipated to come to Board over next several months, including;
 - Ongoing reports on service utilization and trends
 - Development of an Equity, Connectivity, Recovery & Growth Strategy
 - Development of service planning framework and options for fall 2020 service revision
 - Further financial planning and projections
 - Mid- and long term scenario planning work

**QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY
PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS
RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER
INSTITUTIONS**

Company/Organization Name: Caltrain

Industry/Sector: Transportation

Date:6.5.2020

1. Are you open or partially open? Open
 - a. Are you an essential business? Yes
 - b. Are you open under an exception such as:
 - i. Outdoor Business?
 - ii. Pickup/Delivery?
 - iii. Curbside Retail?
 - iv. Food Distribution?
 - c. Have employees and customers cooperated with the health safety protocols? Yes
 - d. To your knowledge, have employees or customers become infected with COVID-19? To our knowledge no train personnel or rail division employees have tested positive
2. How many of your activities can be moved outdoors? Ongoing station area and on-board environment
3. For indoor activities:
 - a. How can social distancing be maintained at points of ingress and egress, where people normally cluster? SD can be retained by metering boardings
 - b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)? Facial coverings are required on board and on-board personnel have PPE including gloves and facial coverings

- c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry? All trains have on board bathrooms, employees carry hand sanitizer and PPE for personal use
- d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? Additional service and longer trains can and will be provided. Stopping patterns developed to discourage bunching of passengers
- e. Can customers make appointments to gain entry while inside capacity is restricted? No
- f. How can social distancing be maintained inside your premises? Through conductor instructions and frequent monitoring on trains and at stations

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees? Has been done since SIP began

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.) Retain facial covering requirements on Caltrain station property

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.) Difficult to do with passengers.

7. In order to assist safe and productive re-opening, what are your needs relative to:

- a. Regulation? EO and safety officials MUST continue to require facial coverings on public transit
- b. Licensure?
- c. Childcare?
- d. Housing?

e. Digital Inclusion?

f. Commute-Free Working?

8. If you have been opened or partially opened, what challenges have you experienced? We have experienced severe financial hardship that has been stemmed temporarily by CARES act funding

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been? Extremely compliant.