



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

**April 20, 2022 – Wednesday**

**5:40 p.m.**

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to [Assembly Bill 361](#) (Gov. Code section 54953).**

**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 the Interim Rail Staff Liaison, Chris Harvey
4. Approval of Meeting Minutes of March 16, 2022
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. Code of Conduct (Anna Myles-Primakoff – Olson Remcho, LLP)
9. Fare Change Postponement & 2023 Go Pass Pricing (Bruce Thompson)
10. Staff Report (Chris Harvey)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
11. Date, Time, and Place of Next Meeting  
May 18, 2022 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:** Jean-Paul Torres, Rosalind Kutler, Brian Shaw (Chair)  
**San Mateo County:** David Tuzman, Emilia Shapiro Adrian Brandt  
**Santa Clara County:** Larry Klein, Patricia Leung, Patrick Flautt (Vice Chair)

## **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**

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.

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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 MARCH 16, 2022**

**MEMBERS PRESENT:** A. Brandt, P. Flautt (Vice Chair), R. Jaques (Alternate), R. Kutler (arrived 6:20pm), P. Leung, M. Pagee (Alternate), JP. Torres, D. Tuzman (arrived 5:45pm), E. Shapiro

**MEMBERS ABSENT:** B. Shaw (Chair), L. Klein

**STAFF PRESENT:** R. Casumbal, J. Lipps, J. Jest, 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.

Vice Chair Patrick Flautt called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

**APPROVAL OF MINUTES OF FEBRUARY 16, 2022**

Motion/Second: Torres / Leung

Ayes: Brandt, Flautt, Shapiro

Abstain: None

Absent: Klein, Kutler, Shaw, Tuzman

**PUBLIC COMMENT**

Roland Lebrun, San Jose, via Zoom Q&A, commented on the Caltrain collision that occurred on March 10, 2022, and recommends Caltrain donate the entire trainset, minus the locomotive, to the NTSB so that they may study what occurred. He then commented on the Scott ST. incident where a car drove around the tracks. He asked whether the gates perform the same way with Dual Speed Check as they do with Constant Warning Time.

Jeff Carter, Millbrae, via Zoom Q&A, commented on the known issue with maintenance vehicles not shunting the track. He then requested staff to explain the reason they do not shunt the track.

**CHAIRPERSON'S REPORT**

Vice Chair Patrick Flautt read a prepared statement from Caltrain addressing the collision that occurred on March 10, 2022. He then mentioned that the agenda item to brainstorm on iPhones for Conductors has been moved to later this year.

### **COMMITTEE COMMENTS**

Member Adrian Brandt commented on the unfortunate collision that occurred on March 10, 2022 and recommended that the spokesperson have all the facts prior to speaking to the media. He then made recommendations for the investigation of the collision.

Member Tuzman shared that the passenger communication, at stations, regarding train schedule was not ideal during the major incident that occurred on March 10, 2022. He also mentioned that the statement provided the following day, explaining how the service schedule would recover, was impressive. He then asked whether the new electric trains would have GPS. Mr. Joe Navarro, Deputy Chief, Rail Operations, confirmed and stated that staff is working on a real time feature for the public. Member Tuzman provided the committee an update on the governance discussion that occurred at the board meeting.

### **PUBLIC COMMENT**

Roland Lebrun, San Jose, via Zoom Q&A, stated that he is pleased that the NTSB is investigating the Caltrain collision. He then commented on the governance issue. Lastly, he recommended the committee and the public to watch the finance session that will be held on Monday afternoon.

Jeff Carter, Millbrae, via Zoom Q&A, hopes that the governance discussions have been settled and that future meetings are used for taking care of the good for Caltrain and Samtrans.

### **CALTRAIN MARKETING STRATEGIES**

Robert Casumbal Director, Marketing & Market Research and Julian Jest, Market Research & Development Analyst, presented the Caltrain Marketing Strategies presentation. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Vice Chair Flautt complimented the presentation and suggested that staff provide the public CAC visibility so that the public is made aware of the work that is being done. Potentially create a short video, 45 seconds to a minute, summarizing the monthly meetings showcasing what was discussed and what issues are being tackled. He also suggested soliciting feedback from the public through the website. He then asked for details regarding the survey data and whether he may obtain that data. Mr. Jest provided the details and stated that he would indeed be able to share that data.

Member Emilia Shapiro asked whether staff is interested in other audience segmentations in terms of marketing and then asked for the social media strategy and whether it includes other platforms like LinkedIn. Mr. Jest responded that on the equity side of things, other areas that are looked at are income levels, crossed with household size. Mr. Casumbal then shared that their team typically has a comprehensive communications and marketing plan.

Member Patricia Leung shared that it is important to get the riders engaged and stated that highlighting the rider's experience, onboard the train, could be useful.

Member Brandt asked staff about the time of day the survey is completed, and Mr. Jest responded that the times of day vary. Member Brandt then asked how staff ensures that the surveys are statistically scientific and how does Caltrain reach non-riders. Mr. Jest replied that staff works with a consultant to execute the surveying work conducted and explained how surveys are statistically represented by ridership. He also mentioned that the survey response rate is high. Mr. Jest then stated that Caltrain reaches non-riders through general population studies, through the counties in which Caltrain operates. Member Brandt later suggested to brand Caltrain on bridges within the three counties. Mr. Casumbal responded that his team may be looking into increasing brand awareness within Caltrain property.

Member Tuzman asked why the fifty percent discount that will be offered in April was not highlighted in press releases. Mr. Casumbal responded that being sensitive to the recent events, staff decided to delay the communication plan to next week.

Member Rosalind Kutler agreed with Member Leung's comments regarding sharing rider's experiences and stories about riding the train to engage passengers.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that Caltrain should have station to station fares and pointed out that the CAC passed the resolution in support of that. He shared his ideas on attracting the non-frequent rider. He then suggested staff to promote the new EMUs once they arrive and would like to see clever advertising.

Roland Lebrun, San Jose, via Zoom Q&A, suggested having a sign on the freeway, as they had in previous years, that shows the time a driver would get to their destination had they taken Caltrain. He then stated that Caltrain is missing out on a massive market south of San Jose.

#### **NEW CALTRAIN WEBSITE PREVIEW**

Jeremy Lipps, Manager, Digital Communication, presented the New Caltrain Website Preview presentation. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Vice Chair Flautt complimented the new website and asked whether the launch is on target. Mr. Lipps responded that staff is on target. Vice Chair Flautt then asked about the CAC page and Mr. Lipps stated that he will be sharing the link for the committee's review. Vice Chair Flautt requested a custom form on the site where users can suggest agenda items. Mr. Lipps stated that it is possible.

Member Kutler requested having better communication to alert riders of trains that have been taken out of service and/or service delays. Mr. Lipps explained why the automated system does not work during catastrophic events and how things transition to manual updates.

Member Tuzman asked whether live train maps are based on GPS and Mr. Lipps responded that it is, partially, and that the data is refreshed every sixty seconds. Mr. Tuzman then shared that it is not clear where to find the timetable. Mr. Lipps stated that he will be reviewing that section.

Member Shapiro asked about the mobile website and Mr. Lipps stated that staff is discussing that feature and reviewing the larger strategy.

Member Brandt suggested having arrival time on the trip planner feature. Mr. Lipps stated that he would further review. Member Kutler agreed with Member Brandt's suggestion. Member Brandt then suggested that the live map clearly indicate single tracking and annulled trains along with other suggestions. Mr. Lipps responded that a lot of those suggestions are being worked on and would be happy to work with the committee for further feedback.

Member Leung asked about record retention issues staff was facing. Mr. Lipps responded that the document policy is in progress with legal and IT. He then explained further details to the committee.

Mr. Lipps advised that the CAC will receive a link to review the website with a bug feedback form.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, appreciated the presentation and appreciated the explanation regarding the document retention policy progress. He then asked for better ways to download the recorded Zoom meetings.

Roland Lebrun, San Jose, via Zoom Q&A, complimented the new website. He then suggested staff use Legistar, backend system, as other agencies do to address the PDF issues.

Drew, via Zoom Q&A, appreciated the update on the email issues. He then referred to the slide that shows desktop and mobile view side-by-side, and suggested the proportions for the mobile app to shrink to avoid scrolling down. Mr. Lipps responded that the concern had been discussed and the current view is the best solution.

#### **STAFF REPORT UPDATE**

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

#### **On-time Performance (OTP) –**

- **February:** The February 2022 OTP was 91.6% compared to 92.5% for February 2021.
  - **Vehicle Strikes –** There was one vehicle strike on February 25, resulting in a fatality.

- **Trespasser Strikes** – There were two trespasser strikes on February 14 and 22, resulting in fatalities.
- **Vehicles on Tracks** – There were two days, February 8 and 23 with a vehicle on the tracks that caused train delays.
- **Mechanical Delays** – In February 2022 there were 762 minutes of delay due to mechanical issues compared to 200 minutes in February 2021.
- **January:** The January 2022 OTP was 94.4% compared to 86.9% for January 2021.
  - **Trespasser Strike** – There was one trespasser strike on January 25.

Mr. Navarro shared the Clipper ridership chart.

Committee Comments:

Member Brandt requested that staff provide the crossing for vehicle on the tracks, in future reports. He then asked whether ridership has increased due to the rise in gas prices and Mr. Navarro responded that it is too early to have those numbers, however, has seen an increase with bicycle riders in bike cars. Lastly Member Brandt asked about the American Association couplers being used on the EMUs. Mr. Navarro stated that the AA couplers are used for transport.

Member Tuzman asked whether the temporary schedule will end as indicated on April 4, 2022. Mr. Navarro responded that staff should know the answer by the end of next week.

Public Comments:

Roland Lebrun, San Jose, via Zoom Q&A, stated that Caltrain is the lowest in ridership recovery. He then expressed that he was pleased to hear about the couplers. Roland then requested more details with trespasser/vehicle strikes, whether they went around the gates. Lastly, he reiterated to stop using the word trespasser when people are struck.

Jeff Carter, Millbrae, via Zoom Q&A, hopes that Caltrain will choose level boarding and stated that High Speed Rail should conform to Caltrain. Lastly, he would like to see items in the work plan agendized. Vice Chair Flautt responded that the data is not available yet for those items to be agendized.

**JPB CAC Work Plan**

April 20, 2022

- Constant Warning
- Code of Conduct

May 18, 2022

- Business Intelligence presentation



- Engineering Standards

June 15, 2022

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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 and Alternate Member Rob Jaques on 12/15/21
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt 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
- Blue Ribbon Task Force
- Clipper Data Availability
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21
- Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
- Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
- Staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update and periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain - requested by Member David Tuzman on 12/15/21
- Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21

- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21

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

The next meeting will be April 20, 2022, at 5:40 pm, San Mateo County Transit District Administrative Building, 2<sup>nd</sup> Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:49 pm.

DRAFT

**PENINSULA CORRIDOR JOINT POWERS BOARD  
CITIZENS' ADVISORY COMMITTEE  
STAFF REPORT**

TO: Citizens' Advisory Committee

FROM: Anna Myles-Primakoff and James C. Harrison  
Olson Remcho LLP

SUBJECT: **PROPOSED CODE OF CONDUCT FOR PUBLIC MEETINGS**

**OVERVIEW**

Meetings of the JPB and its Committees are subject to the Ralph M. Brown Act (the Brown Act), which requires meetings of legislative bodies to be open to the public. Cal. Gov. Code § 54950 et seq. The governing boards of local agencies are permitted to adopt and enforce policies designed to ensure that meetings are conducted in an orderly fashion and that decorum is maintained so that all members of the public may observe and participate in the conduct of the people's business.

The attached Code of Conduct (Exhibit A) establishes expectations regarding appropriate conduct in order to create an environment that promotes productivity and efficiency while fostering public participation.

**BACKGROUND**

The Brown Act was enacted in 1953 to guarantee the public's right to attend and participate in meetings of local legislative bodies. The Act protects the public's right to participate in government meetings, including by requiring notice of meetings and publication of meeting agendas and materials and prohibiting registration or payment of a fee as a condition of attendance. The governing body of a local agency must allow public criticism of the body to be freely expressed in its meetings. Cal. Gov. Code § 54954.3(c). However, the governing body may decline to take public comment on topics that are not within the subject matter jurisdiction of the body or to tolerate personal insults or slander of the board members or agencies' staff.

The Brown Act allows governing bodies to adopt codes of conduct to preserve decorum and permit the orderly conduct of its meetings. The Act also specifically permits the governing body to remove disruptive individuals from Board and Committee meetings as described in the proposed Code of Conduct in order to preserve order in a meeting and allow it to continue. Cal. Gov. Code § 54957.9.

This Code of Conduct complies with the requirements of the Brown Act and promotes public participation and efficient, productive, and orderly meetings.

Prepared By: James C. Harrison and Anna Myles-Primakoff  
Olson Remcho LLP

**CODE OF CONDUCT GOVERNING PUBLIC PARTICIPATION IN MEETINGS OF THE BOARD OF  
DIRECTORS OF THE PENINSULA CORRIDOR JOINT POWERS BOARD**

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**Principles and Purpose**

The Board of Directors of the Peninsula Corridor Joint Powers Board (“Board”) is committed to the principles of government transparency and the promotion of public participation. The Board seeks to ensure that Board and Committee meetings are conducted in an orderly fashion and that decorum is maintained so that all members of the public may observe and participate in the conduct of the people’s business.

The purpose of this Code of Conduct is to establish expectations regarding appropriate conduct in order to create an environment that promotes productivity and efficiency while fostering public participation.

**I. Addressing the Board/Committee**

- A. A member of the public who wishes to address the Board or Committee must seek the permission of the Chair. In the interest of facilitating the business of the Board or Committee, the Chair may limit the amount of time and the number of persons who may address the Board or Committee.
- B. In-Person Meetings
  1. Members of the public desiring to address the Board or a Committee at in-person meetings on a consent, discussion, closed session, or public hearing agenda item are requested, but not required, to complete a speaker request form and deposit the completed form with the Secretary of the JPB prior to the Board or Committee’s consideration of the consent calendar, the reading of the agenda item, or the opening of the public hearing.
  2. A person who has requested to address the Board or a Committee will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee’s business needs.
  3. Members of the public shall have the right to address the Board or a Committee on items of interest which are within the Board or Committee’s jurisdiction. A person requesting to address the Board or Committee on a non-agenda item will be allowed up to two (2) minutes per meeting, unless the Chair establishes a different standard based on the Board or Committee’s business needs. Items addressed by members of the public pursuant to this paragraph may be added to future agendas at the request of the Chair or two or more Board members.
- C. Meetings Held Via Teleconference
  1. When meetings are held via teleconference, the Secretary of the JPB shall provide the ability for members of the public to address the Board or Committee remotely via a telephonic or other Internet-based service at regular meetings.

2. A person attending a meeting remotely and addressing the Board or a Committee on an agenda item will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee's business needs.
  3. Members of the public attending a meeting remotely shall have the right to address the Board or Committee on items of interest which are within the Board or Committee's jurisdiction. A person addressing the Board or Committee on a non-agenda item will be allowed up to two (2) minutes per meeting, unless the Chair establishes a different standard based on the Board or Committee's business needs.
- D. The Board or Committee shall provide at least twice the allotted time to a member of the public who utilizes a translator to ensure that non-English speakers receive the same opportunity to directly address the Board or Committee.
  - E. Any individual who engages in disruptive conduct, as defined in Section II(B) of these Rules, may be prohibited from addressing the Board or Committee on agenda items and during public comment at future meetings.
  - F. When any affiliated group of persons desires to address the Board or Committee on the same subject matter, the group may select a spokesperson who may coordinate with the Chair or staff prior to the meeting, or if there are significant time constraints, the Chair may require that a spokesperson be chosen to represent the group. Subject to approval by the Chair, the Chair or staff may additionally facilitate any one of the following options for the group, including but not limited to: (i) requesting additional time for the spokesperson to speak if other members of the group cede their time; (ii) arranging speakers sequentially; or (iii) for in-person meetings, members of the group may raise their hand or stand up at their seat to show support for their designated speaker in lieu of providing remarks.
  - G. Alternatively, if there are ten (10) or more speakers wishing to speak on an item, the Chair may limit all individuals to one (1) minute for their public comments on the same item.

## **II. Conduct**

- A. Unless addressing the Board or Committee or entering or leaving the Board Room, all persons in the audience shall sit only in designated seating provided by the JPB. No person shall stand or sit in the aisles, block the doorways, or sit in any seating not designated as available to the public.
- B. Disruptions
  1. A speaker may be sanctioned as described herein only if the speaker's conduct actually disrupts the orderly conduct of the meeting or interferes with the Board or Committee's ability to conduct its business. For purposes of this Rule, "disruption" of a Board or Committee meeting may include, but is not limited to, speaking beyond the time limits set by these Rules or the Chair, being unduly repetitious, engaging in an extended discussion of irrelevancies, or failing to yield to the Chair.
  2. Each person who addresses the Board or Committee shall not engage in personal attacks, or use loud, threatening, profane, or abusive language that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting. Any such language or any other disorderly conduct that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting is prohibited.
  3. The Chair may find that a speaker is disrupting the orderly conduct of the meeting if a comment is unrelated to the agenda item under consideration, or if the speaker's conduct violates any other provision in this Code of Conduct. If the Chair finds that a

speaker is disrupting the orderly conduct of the meeting, the speaker shall forfeit their remaining time.

4. No person in the audience at a meeting shall engage in conduct that disrupts the orderly conduct of any meeting, including, but not limited to, the utterance of loud or threatening language, whistling, clapping, stomping of feet, speaking over or interrupting the recognized speaker, repeated waving of arms, or other disruptive acts. Whether conduct rises to the level of being disruptive shall be determined by the Chair.
  5. The Chair has the authority to issue a warning or remove from a meeting a person violating the Code of Conduct or any lawful order issued by the Chair. If the person does not promptly leave the meeting after an order to do so by the Chair, the Chair may request that security remove the person from the meeting.
  6. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting.
  7. If any meeting is willfully interrupted or disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting unfeasible, the Chair may recess the meeting or order the person or group of persons willfully interrupting the meeting to leave the meeting or be removed from the meeting.
  8. If any meeting is willfully interrupted or disrupted by a person or by a group or groups of persons so as to render the orderly conduct of such meeting unfeasible and order cannot be restored by the removal of the person or persons willfully interrupting or disrupting the meeting, the Chair may recess the meeting or order the meeting room cleared and continue in session. Only matters appearing on the posted agenda may be considered in such a session. Duly accredited representatives of the press or other news media, except those participating in the disturbance, shall be allowed to attend or remain in the meeting.
- C. Meetings Held Via Teleconference
1. The prohibitions on disruptive conduct described in Section II(B) of this Code of Conduct also apply to meetings held via teleconferencing.
  2. The Chair may issue a warning or remove from the telephonic conference or online forum a person violating the Code of Conduct or any lawful order issued by the Chair. If the person does not promptly exit the conference or forum after an order to do so by the Chair, the Chair may request that the Secretary of the JPB remove the person.
  3. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting. The exclusion from the meeting shall be enforced by the Secretary of the JPB upon being so directed by the Chair.

**Contact:**

Mailing Address

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San Carlos, CA 94070-1306

Office Address

1250 San Carlos Ave.  
San Carlos, CA 94070-1306

Email: [board@caltrain.com](mailto:board@caltrain.com)

Public comments may be sent via email to [publiccomment@caltrain.com](mailto:publiccomment@caltrain.com). Please indicate in your email the agenda item to which your comment applies. Public comments received will be included in the board's weekly correspondence, which is posted to the Caltrain website.

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

TO: JPB CAC  
FROM: Chris Harvey  
Manager, Rail Operations  
SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **March:** The March 2022 OTP was 88.6% compared to 88.9% for March 2021.
  - **Vehicle Strike** – The incident occurred on March 10 with on-track equipment and 13 people were injured. Please see below.
  - **Trespasser Strikes** – There were two trespasser strikes on March 18 and March 21, one resulting in a fatality. The strike on the 18th was a fatality at Fair Oaks Lane, which caused 7 trains to be delayed and 1 train to be terminated. The strike on the 21st was a NON-fatality at Rengstorff Avenue, which caused 8 trains to be delayed.
  - **Mechanical Delays** – In March 2022 there were 747minutes of delay due to mechanical issues compared to 911 minutes in March 2021.
- **February:** The February 2022 OTP was 91.6% compared to 92.5% for February 2021.
  - **Vehicle Strike** – There was one vehicle strike on February 25, resulting in a fatality. There were 18 trains delayed and 1 train terminated.
  - **Trespasser Strikes** – There were two trespasser strikes on February 14 and 22, resulting in fatalities. The strike on the 14th was at Rengstorff Avenue, which caused 10 trains to be delayed and 1 train annulled. The strike on the 22nd was at Hayward Park, which caused 6 trains to be delayed.
- **Train & On-Track Equipment Collision** – On Thursday March 10, 2022 just before 10:40 a.m., a Southbound Caltrain train carrying 75 passengers was involved in a collision with on-track equipment in San Bruno. The collision led to systemwide delays. The National Transportation Safety Board has begun an investigation into the incident, and Caltrain is assisting with that inquiry.

On Thursday, March 10, post incident Caltrain operated hourly service between Tamien and Millbrae as well as San Francisco and South San Francisco. SamTrans provided bus bridge between South San Francisco, San Bruno and Millbrae stations. BART provided free service for passengers transferring at Millbrae Station.

On Friday, March 11, Caltrain operated a modified 69-train weekday schedule with all local service. SamTrans continued to provide bus bridge between South San Francisco, San Bruno, and Millbrae stations.

On Saturday, March 12, Caltrain operated a regular weekend schedule with SamTrans providing bus bridge between South San Francisco, San Bruno and Millbrae stations.

On Sunday, March 13, the collision site was cleared for train service and Caltrain resumed regular weekend schedule.

- **Temporary Construction Schedule** – On Monday, March 14, Caltrain implemented the temporary reduced 88-trains weekday service for the Caltrain Electrification through April 1.

Due to the March 10 incident which impacted the Caltrain Electrification work, additional temporary schedules will be required. More details will be available soon.

- **Special Event Train Service** –

#### **Services Performed:**

Following is a summary of special event services provided.

- **Golden State Warriors** – The Warriors hosted five games in February. The total additional ridership for February was 1,302. The average ridership per game was 260, an increase of 3% compared to January 2022 (253). Year-to-date additional ridership is 9,991, a decrease of 32% compared to 2019 (14,752).

The Warriors hosted six games in March.

- **San Jose Sharks** – The Sharks hosted six games in February. Total post game additional riders boarding at San Jose Diridon was 404. The average ridership per game for February was 67, a decrease of 51% compared to January 2022 (138). Year-to-date additional ridership is 2,094, a decrease of 70% compared to 2019 (7,082).

The Sharks hosted six games in March.



### Services Scheduled:

- **San Jose Sharks** – The SJ Sharks will host seven regular season games in April. Staff will continuously monitor service with SAP Center.
- **Golden State Warriors** – The Warriors will host two regular season games in April. Staff will continuously monitor service with Chase Center.
- **San Francisco Giants** – The SF Giants home opener is scheduled for Friday, April 8 at 1:35 p.m.

### Capital Projects:

The Capital Projects information is current as of March 18, 2022 and is subject to change between March 18 and April 7, 2022 (Board Meeting).

- **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.

Ramps, West Plaza, and the pedestrian underpass were opened to passengers on January 13, 2022. Shuttle service was moved from the parking lot to its new permanent location on Poletti Way on January 24, 2022. The parking lot was patched, resealed and re-striped. The ribbon cutting ceremony planned for January 13, 2022, was postponed until April 8 due to COVID precautions. Minor “punchlist” work items remain which will be completed over the next several months which will close out the project.

- **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, improving operational efficiency. Currently this project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and the City of Burlingame). The City of Burlingame is the project sponsor with Caltrain acting as the lead agency for implementation.

An agreement was reached between Caltrain and the City of Burlingame to proceed with the design and construction of a center-boarding platform and incorporate certain value engineering designs, particularly related to the structural design, which will reduce overall project cost. A project update was presented to the City of Burlingame City Council on February 7, 2022.

The current schedule forecasts advertisement for the construction contract by late-2023. Construction scheduled to occur from early 2025 to mid-2028. The Team is evaluating the potential use of the Construction Manager/General Contractor, or “CM/GC” project delivery approach, to address project risk and

site constraints. If CM/GC is chosen, the schedule for the construction contract will accelerate.

- **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 total project cost is estimated at approximately \$44 million and has reached 100% design completion. Bid advertisement is expected in April 2022 with expected Board award in Summer, 2022.

The primary issue facing this project is the resolution of budget issues with UPRR. Per the Trackage Rights Agreement, a binding arbitration hearing was held in December 2021. A preliminary ruling was rendered by the Arbitration Panel with certain matters still pending resolution.

- **Rengstroff 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 Rengstroff 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 fully depressed intersection, 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 35% design is nearing completion with submittal in April 2022. An RFP for Final Design services and another potentially for a CM/GC contractor is anticipated in late 2022. The preliminary total budgeted estimate is approximately \$280 million. Most of the funds will come from the City of Mountain View (thru VTA-Measure "B" sales tax), State, Federal, local, and other grants.

Currently construction is expected to start in early 2025, pending securing funds and complete in late 2027.

- **Ticket Vending Machine (TVM) Upgrade:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines to so that the machines can perform 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 to increase the cash values of existing Clipper cards. In addition, the 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 completion of Phase 3 is expected by April 2022. Phase 4 for the upgrading of another 27 TVM's will commence in March 2022 with completion expected by the end of 2022. Phase 5 funds to upgrade the remaining 27 TVM's (contained in the FY22 Capital Budget) are not yet available.

- **Clipper Next Gen Validators Site Preparation:** This project will prepare the stations with electrical power for the installation of the Clipper Next Gen Validators to be installed by MTC/Cubic. The contract was awarded to BECI Electric at the February 2022 JPB Board meeting. In March, the contractor was issued the Limited Notice to Proceed to commence the administrative period with field construction to begin in the Spring and complete by late 2022.
- **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.

JPB completed construction in June 2021. Integrated testing with the City of Sunnyvale's traffic controller is pending the City's construction completion that is forecasted for Spring 2022.

- **Churchill Avenue Grade Crossing Improvements:** This project will improve safety, pedestrian, and bicycle access 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 coordinated with the City of Palo Alto's own design for the crossing.

The project began in December 2019. The 100% design was received in October 2021. JPB's Issue for Bid documents are awaiting the California Public Utilities Commission (CPUC) approval of the City of Palo Alto's portion of the contract documents so that advertisement for bids can proceed. Construction is forecast to occur from Summer2022 to Summer-2023.

- **Broadband Wireless Communications:** This project will provide wireless communication systems to enhance railroad operations and maintenance capabilities and provide Wi-Fi capability for passengers. This project is funded through a Transit and Intercity Rail Capital Program (TIRCP) grant.

Proposals were received at the end of December 2021 and were reviewed by an Evaluation Committee at Caltrain and followed by interviews with shortlisted proposers. System demonstrations of their proposed systems within the Caltrain corridor are being scheduled to be followed by contract negotiations, and contract award in the Summer of 2022. Design and Construction is planned from September-2022 until June 2024.

- **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'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.

Bids were received on Friday, January 14, 2022, and an evaluation by JPB was completed. Award of the construction contract is currently planned for April 2022. Construction is expected to commence in Spring/Summer 2022 and complete in late 2022.

- **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.

JPB Environmental Planning group obtained environmental clearance for the Project through the California Environmental Quality Act (CEQA). A Board action for CEQA adoption will be done concurrently with approval and award of the Final Design Contract in mid-2022. JPB is evaluating the potential use of alternative contract delivery methods for construction 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) regarding 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 the final design activities. JPB Staff including Engineering and Maintenance conducted a kick-off meeting with Town of Atherton staff regarding scope, schedule, and input for the conceptual design. The 35% design for the safety improvements at the grade crossing has been completed and reviewed. The 65% design is now in progress.

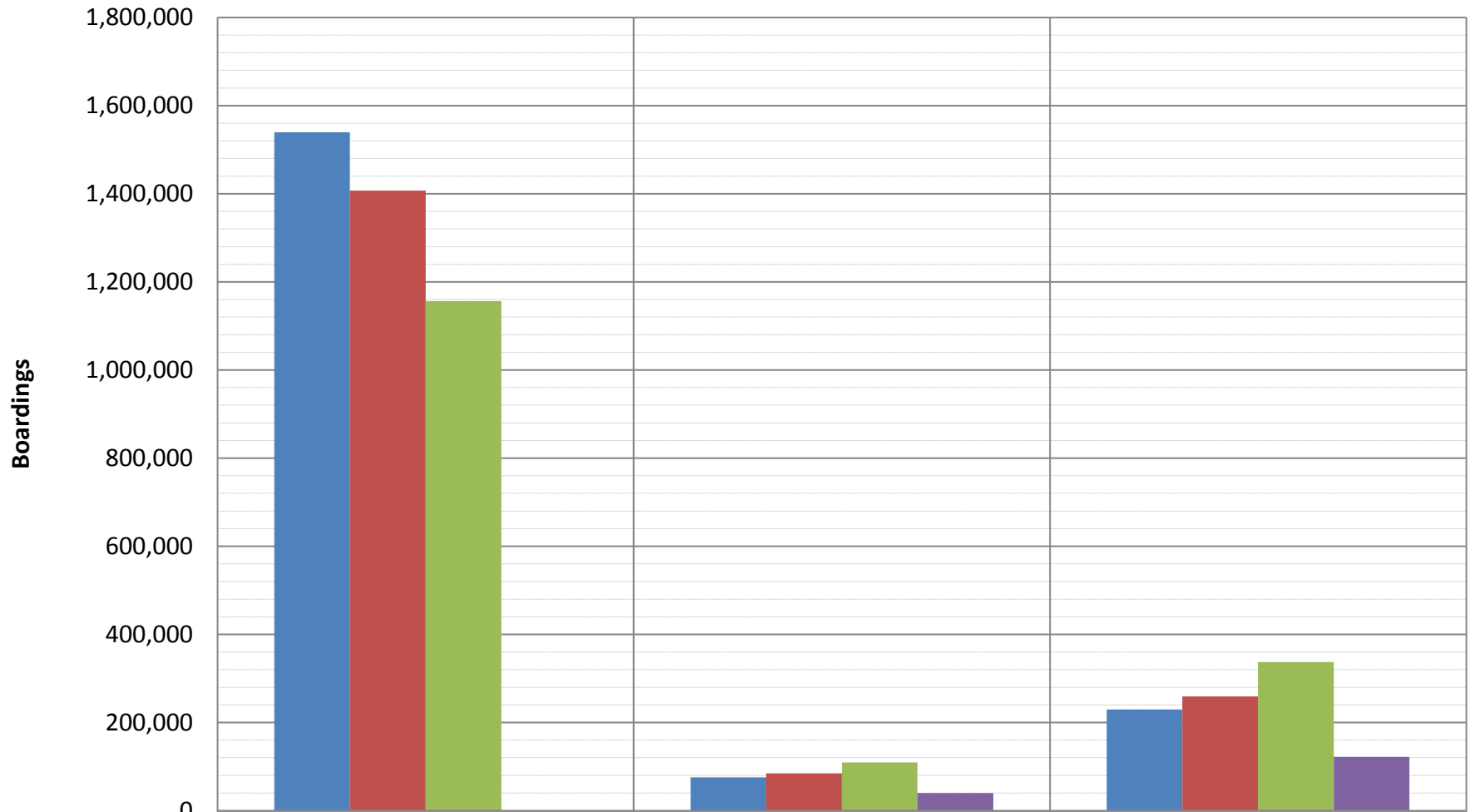
The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU.

- **San Mateo Grade Crossings Improvements:** This project will install quad gates at the grade crossings at 4<sup>th</sup> and 5<sup>th</sup> Avenues in San Mateo. The 100% is complete; awaiting the City of San Mateo to finish their design in Spring 2022. Procurement is then scheduled to begin following integration of the City's design into the bid documents for procurement with construction planned for 2023.
- **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.

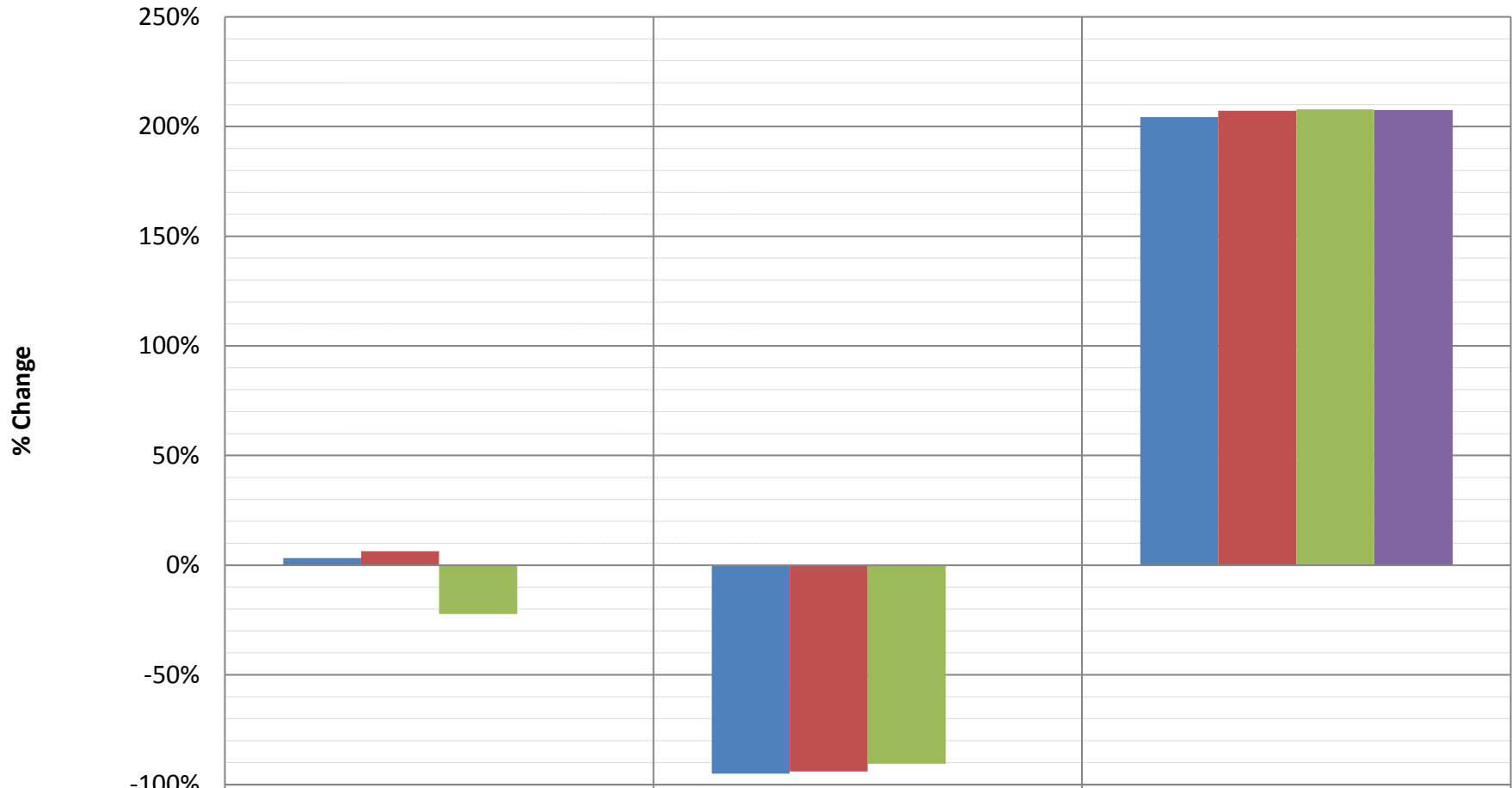
The first vehicle #927 was shipped to the vendor's (Alstom) facility at Mare Island (Vallejo) in July 2020 for overhaul. Its return to Caltrain was delayed from early-2021 until the end of December 2021 due to COVID-19 related impacts to the vendor's supply chain, availability of testing staff due to travel restrictions, and an increase in the scope of needed repairs. Vehicle #927 is currently undergoing acceptance testing by Alstom and TASI at CEMOF in San Jose. The 927 has been conditionally accepted by the JPB and is currently running in service. Vehicle #924 was shipped early November 2020 to the vendor to make room in the CEMOF facility construction project and is currently 24% completed, it has been completely stripped, and both the main and HEP engines are being overhauled. Vehicle # 925 is being prepared and inspected at CEMOF for delivery to Alstom's facility in Mare Island for overhaul. The 925 has arrived at the Alstom facility in Mare Island and is ready to begin its over-haul. Henry Flores is the Project Manager.

## Estimated Total (Monthly) Ridership Trend



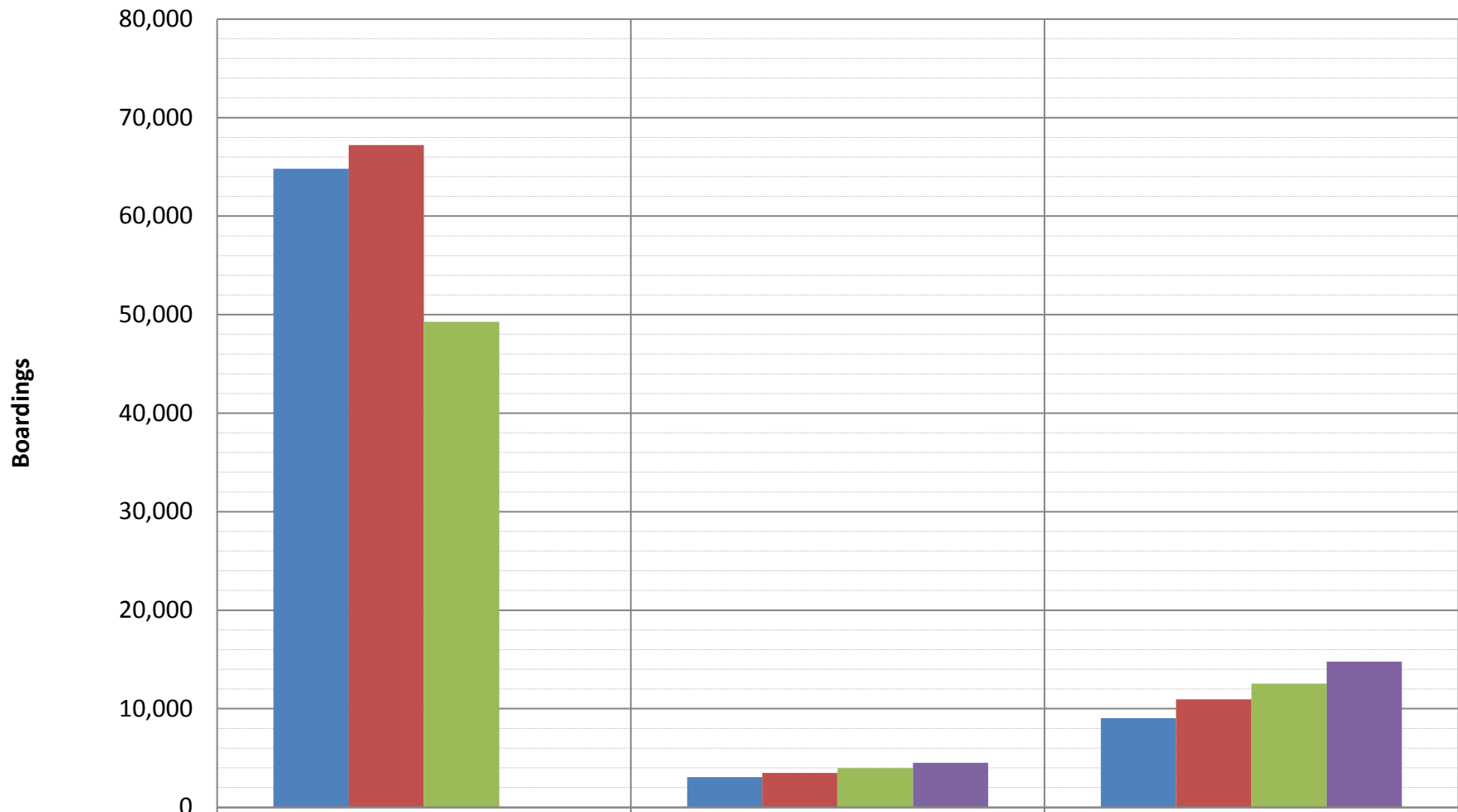
	Two Years Ago	A Year Ago	Current
Jan	1,539,666	75,485	229,746
Feb	1,406,951	84,365	259,190
Mar	1,156,388	109,519	337,078
Apr (To Day 10)		39,762	122,139

## Estimated Total (Monthly) Ridership Trend (Year to Year Change %)



	Two Years Ago	A Year Ago	Current
■ Jan	3.26%	-95.1%	204.4%
■ Feb	6.31%	-94.0%	207.2%
■ Mar	-22.28%	-90.5%	207.8%
■ Apr (To Day 10)			207.2%

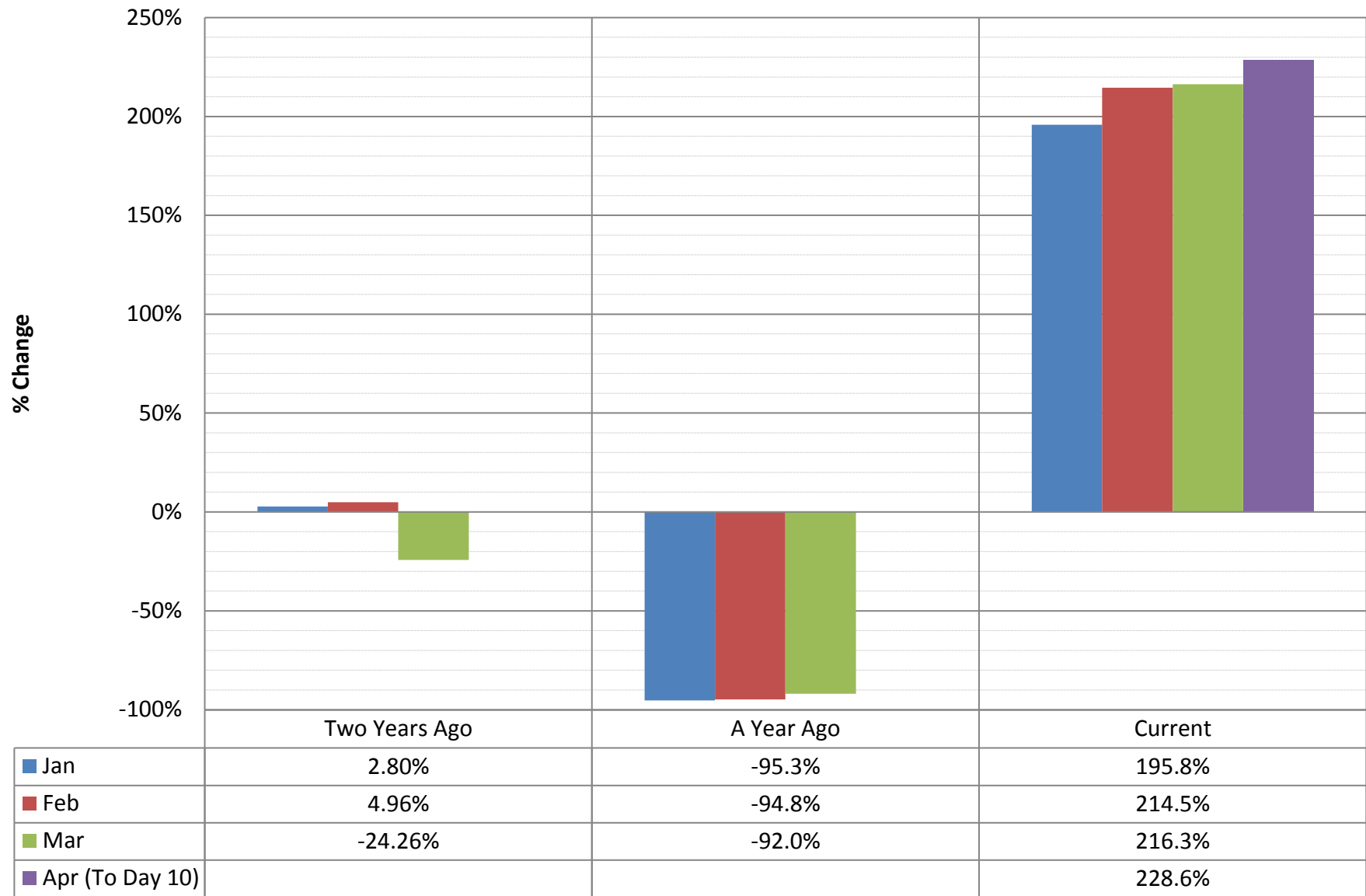
## Estimated Average Weekday Ridership (AWR) Trend



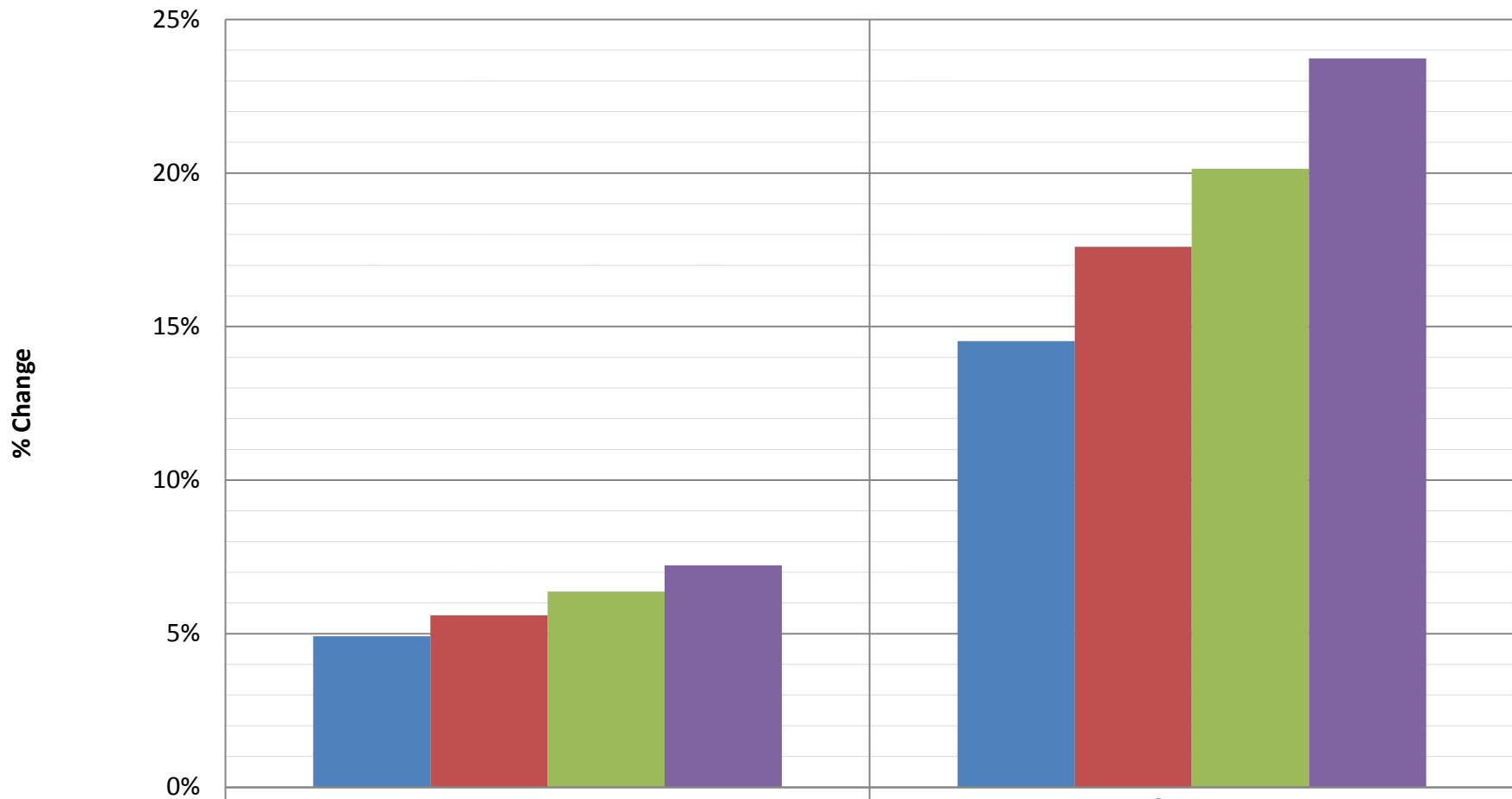
■ Jan	64,806	3,058	9,044
■ Feb	67,218	3,484	10,956
■ Mar	49,276	3,965	12,539
■ Apr (To Day 10)		4,495	14,772



## Estimated Average Weekday Ridership (AWR) Trend (Year to Year Change %)



## Estimated Average Weekday Ridership (AWR) Trend (% of pre-COVID Baseline)



- Jan
- Feb
- Mar
- Apr (To Day 10)

A Year Ago

Current

4.9%

5.6%

6.4%

7.2%

14.5%

17.6%

20.1%

23.7%

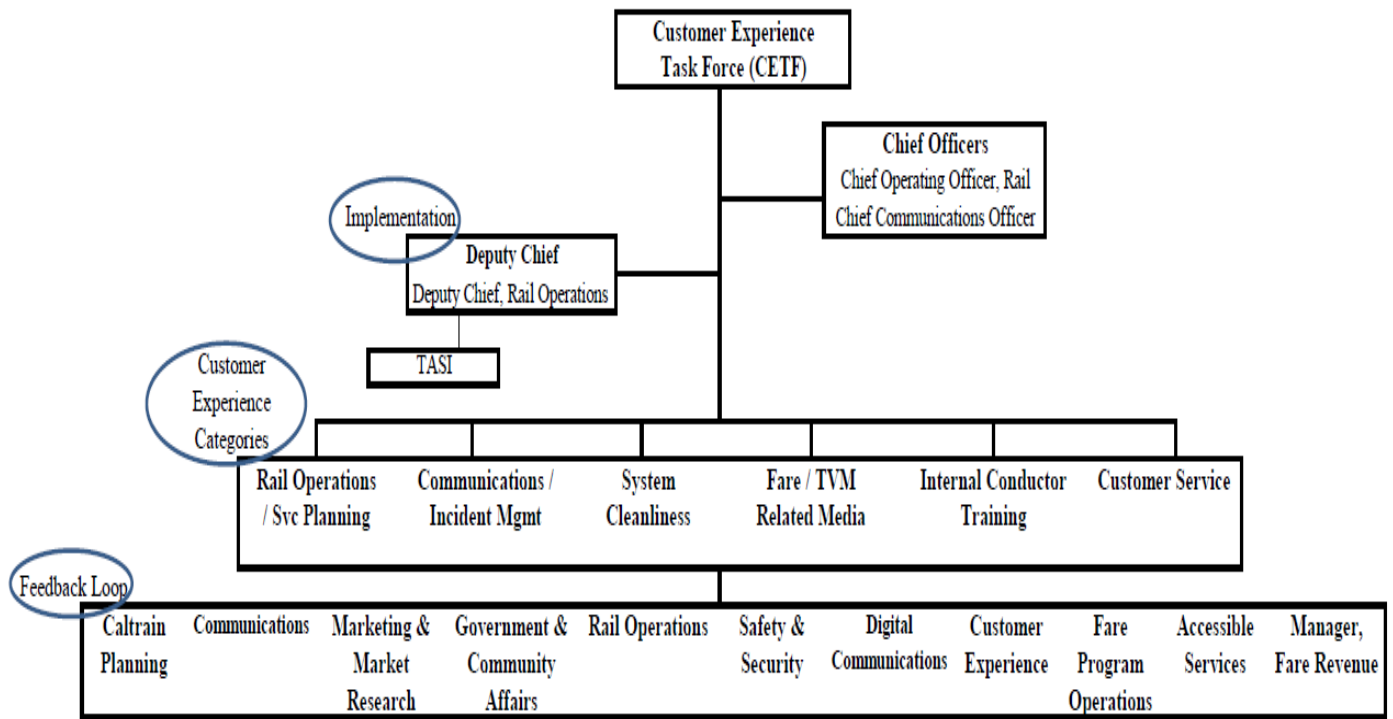
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

TO: JPB CAC

FROM: Chris Harvey  
Manager, 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

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.
  - As part of COVID-19 recovery efforts, Caltrain staff continues to monitor trends in the larger business environment that are outside of the agency's control, such as office space vacancy rates, return to work plans of regional employers, regional trends in travel behavior, Bay Area traffic, transit agency ridership recovery, and development activity along the corridor.
- Temporary Construction Schedule:
  - The electrification construction work and temporary weekday schedule was originally planned for Monday March 14 to Friday April 1 but was postponed due to the Caltrain's March 10th train & on-track equipment collision. The temporary schedule was then utilized to restore & repair the track.
  - In order to accommodate signal cutover work at 17 grade crossings in segment 2, Caltrain will provide the PCEP project with a 24x7 single-tracking window for three weeks.
  - Trains will single-track between control points and passengers should look/listen for boarding announcements at Broadway, Burlingame, Hayward Park, San Mateo, and Hillsdale stations.
  - The temporary weekday train schedule will be in effect from Monday May 2, 2022, through Friday May 20, 2022.
    - Midday, evening, and weekend schedules will not change.
    - Peak service will be reduced: a total of three different limited trains will operate each hour per direction.
    - No local service during peak hours.
    - Baby Bullet service will be suspended.
    - 88 trains will operate each weekday (down from the current 104).
  - On Monday May 23, 2022, Caltrain will revert to its regular weekday schedule.
  - During construction there will be temporary crossing closures in Burlingame and San Mateo. Once dates and times are finalized, information will be shared with the public.
  - Communications efforts:
    - Dedicated landing page [Caltrain.com/May2022](https://caltrain.com/May2022)
    - Organic Social (Twitter, FB, IG, Nextdoor, Tiktok)
    - Paid Digital and Print Ads
    - Printed schedules, Seat Drops
    - Station Ambassadors
    - Email Blasts
    - Mobile App Alerts
    - Visual Messaging Signage at Stations
    - Onboard and Station Announcements
    - Station platform signs at impacted stations where there will be single tracking
    - Temporary schedule posted in the Station Information Boards

- Interior Train Cards updates
  - Press Release & eNews
  - Amplify message via elected officials, cities, counties
  - Updates to the Board and committees
    - Updates to key stakeholders, including transit agencies, shuttle operators, schools, Go Pass companies, commuter check companies and business groups.
- 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)**

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

### **Conductor Training**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement in progress.

### **Customer Service/Experience Department**

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
- Ambassadors informed customers at key stations about the temporary schedule change and impacts during the March signal cutover between March 10<sup>th</sup> and March 21<sup>st</sup>. Ambassadors were also at the 4<sup>th</sup> & King station and the Millbrae station on April 1<sup>st</sup>, April 4<sup>th</sup>, and April 5<sup>th</sup> to inform customers of the return of regular weekday peak service. Approximately 1,000 customers were engaged during these periods.

## **Fare Systems**

The taskforce is spearheading efforts to:

- TVM Upgrade update:
  - The TVM Upgrade for Phase 3, which will upgrade 21 TVMs at the stations, begins mid-April and will be completed in May 2022.
  
- Clipper Next-Generation
  - The site preparation for the Clipper Next-Generation Validators began this month with site visits to all stations, to plan the construction work.
  - The Metropolitan Transportation Commission is upgrading the Clipper Interface Devices on the next generation Clipper validators, which read Clipper cards for all Bay Area Transit agencies. A construction contract was awarded at the February JPB Board meeting to prepare all 30 Caltrain passenger stations for the next generation Clipper validators.
  
- Caltrain Fare Discount in April
  - Caltrain is discounting all fares by 50% for the month of April. With many people returning to the office and weekday and weekend events heating up across the Bay Area, including 10 Giants home games, everyone can take Caltrain to where they need to go conveniently and affordably. The price reduction will apply to all fares except the Go Pass.

## **Digital Media**

- Website Replacement Project
  - The final elements of the new websites are in development, this is theming the website's look and design. Highlights of the new site include a trip planner, live maps, improved calendar features for meetings and events, mobile-friendly, etc.

## **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 board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
  
- On Demand Electronic Bike Lockers
  - Staff is working on plans to install e-lockers at Menlo Park, Palo Alto and Hillsdale station. More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
  
- Construction Project Customer Communication
  - South San Francisco Station

- A webpage was created with more information at <http://www.caltrain.com/ssf>
- The ribbon cutting ceremony was held on Friday, April 8, 2022.
- Caltrain Electrification
  - A website has been created at CalMod.org that includes project information.
  - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/Get-Involved.
  - First electric train arrived on the Caltrain corridor on March 20, 2022. Follow the train's journey at [CalMod.org/electric-trains/coming-home/](http://CalMod.org/electric-trains/coming-home/)
  - Launched electric train virtual reality experience at [CalMod.org/VR](http://CalMod.org/VR).

### **System Cleanliness**

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 handrails 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**

The taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide.
- Station of the Quarter:
  - San Mateo - 95% Completed
    - Final Walk-thru TBD
  - Burlingame – In Progress (Estimated Completion Date: June 2022)
  - California Avenue – In Progress (Estimated Completion Date: June 2022)
  - San Jose Diridon – In Progress (Estimated Completion Date: June 2022)
- Upcoming Projects:

- Hayward Park Shelter Replacements
- Station Shelter Glass Panels Replacements (Metal Mesh)
- Display Cases to be replaced with Flexi-Glass Station Varies)



**JPB CAC Work Plan**

May 18, 2022

- Business Intelligence presentation
- Engineering Standards

June 15, 2022

- 
- 

July 20, 2022

- 
- 

August 17, 2022

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September 21, 2022

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October 19, 2022

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November 16, 2022

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December 21, 2022

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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 and Alternate Member Rob Jaques on 12/15/21
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt 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
- Blue Ribbon Task Force
- Clipper Data Availability
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21
- Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
- Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
- Staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update and periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain - requested by Member David Tuzman on 12/15/21
- Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21
- iPhones for Conductors
- Constant Warning

