



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

**May 18, 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://live-smctd-2021.pantheonsite.io/caltrain/video-board-directors>**

**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. Approval of Meeting Minutes of April 20, 2022
4. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments  
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
7. Business Intelligence Presentation (Bruce Thompson)
8. FY2023 Preliminary Operating & Capital Budgets (Grace Martinez)
9. Staff Report (Chris Harvey)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
10. Date, Time, and Place of Next Meeting  
June 15, 2022 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. 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**

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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 APRIL 20, 2022**

**MEMBERS PRESENT:** A. Brandt, P. Flautt (Vice Chair), R. Jaques (Alternate), L. Klein, R. Kutler (arrived 5:45pm), P. Leung, M. Pagee (Alternate), B. Shaw (Chair), JP. Torres, D. Tuzman

**MEMBERS ABSENT:** E. Shapiro

**STAFF PRESENT:** M. Bouchard, C. Harvey, A. Myles-Primakoff, J. Navarrete, D. Santoro, B. Thompson

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.

**INTRODUCTION OF THE INTERIM RAIL STAFF LIAISON, CHRIS HARVEY**

Michelle Bouchard, Acting Executive Director, introduced Chris Harvey, Manager, Rail Operations, as the interim rail staff liaison.

**APPROVAL OF MINUTES OF MARCH 16, 2022**

Motion/Second: Brandt / Leung  
Ayes: Flautt, Kutler, Torres, Tuzman  
Abstain: Klein, Shaw  
Absent: Shapiro

**PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, welcomed Mr. Chris Harvey as the rail staff liaison and looks forward to his insight to the committee.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw requested staff to share the criteria Caltrain uses to determine when the mask mandate will be lifted. Mr. Chris Harvey responded that Caltrain will no longer require masks while on board the trains, however, strongly recommends wearing them, following the State Health Department and CDC guidelines.

**COMMITTEE COMMENTS**

Member Rosalind Kutler shared that MUNI continues their mask mandate due to crowding using equity measures.

Member Tuzman asked Chair Shaw whether he has been able to share his chairperson's report to the Board. Vice Chair Shaw confirmed that he was able to share this report last month. Member Tuzman then shared positive feedback regarding the marketing plan on the discounted fares. He then mentioned that the launch date for the new Caltrain website appears to have been delayed.

Member Adrian Brandt shared what he learned from the SMART transit listening sessions. He also shared details he found on a preliminary report regarding the Caltrain March 10<sup>th</sup> collision.

Member Kutler shared that she will be away in May and therefore this may be her last meeting since her term is set to expire, although she stated that she would like to continue serving on the Committee.

### **PUBLIC COMMENT**

Doug DeLong, via Zoom Q&A, commented on the Caltrain March collision and stated that more details will be uncovered when the full report is complete.

Jeff Carter, Millbrae, via Zoom Q&A, regarding the Caltrain March collision, asked why the maintenance high rail vehicles do not normally shunt the track.

### **PROPOSED CODE OF CONDUCT**

Anna Myles-Primakoff – Olson Remcho, LLP, presented the Proposed Code of Conduct presentation. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Member Brandt stated that the Code of Conduct appears to be significantly streamlined and straightforward and has no problems with it.

Chair Shaw asked to clarify that the Code of Conduct would apply to all meetings conducted by Caltrain. Ms. Anna Myles-Primakoff confirmed.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, asked whether the CAC will complete a roll call when voting instead of a voice vote for virtual meeting.

Drew, via Zoom Q&A, stated the code of conduct needs to clarify that it applies to board meetings, subcommittee meetings and advisory committee meetings. He then recommended removing the two-minute verbiage and instead state, as defined by the meeting rules. Lastly, he commented on sections 2a and section 2b4.

Member Brandt revised his previous comments on the March 10<sup>th</sup> incident in response to clarifying comments made by Drew. He also shared his comments regarding the two-minute verbiage and section 2a.

Chair Shaw addressed the concern regarding the two-minute verbiage and shared that there is discretion and stated that the CAC will continue to allow three minutes for public comment.

Ms. Anna Myles-Primakoff responded to the seating concern and stated that the public must sit in the designated seating area and that standing is permitted, however if they choose to stand, they cannot stand in the aisles and cannot sit in the aisles and cannot block the doorway.

Member Kutler suggested adding language regarding respect and more positive language to address behavior.

Member Larry Klein suggested the notice to the public, the agenda, to address the timing on public comment and suggested the Chair and Vice Chair work with staff to include verbiage.

### **FARE CHANGE POSTPONEMENT AND 2023 GO PASS PRICING**

Bruce Thompson, Business Intelligence Analyst, presented the Fare Change Postponement and 2023 Go Pass Pricing presentation. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Member David Tuzman asked for details regarding the postponement of the Clipper discount. Mr. Thompson stated that he is unable to provide details, however staff is looking at the overall Clipper strategy.

Member Brandt asked why there is a fixed schedule with the recent unknown ridership patterns instead of raising fares as appropriate based on the conditions as observed, going forward. Mr. Thompson responded that staff would like to remain flexible, and the structured plan allows for that.

Member Kutler asked about the Go Passes offered to low-income passengers and whether there are plans to market to that demographic once the program ends. Mr. Thompson stated the program will continue through 2023 and that another department is responsible for answering the second half of the question.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, suggested expanding the Go Pass program to part time workers and non-full-time workers, bringing back the 20-ride family ticket and having the raw data for tickets sold readily available to the public. Mr. Thompson responded to public comment.

### **STAFF REPORT UPDATE**

Chris Harvey, Manager, Rail Operations reported (The full report can be found on [caltrain.com](http://caltrain.com)):

#### **On-time Performance (OTP) –**

- **March:** The March 2022 OTP was 88.6% compared to 88.9% for March 2021.

- **Vehicle Strike** – A collision involving a train and on-track equipment occurred on March 10.
- **Trespasser Strikes** – There were two trespasser strikes on March 18 and March 21, one resulting in a fatality. The strike on the 18<sup>th</sup> was a fatality at Fair Oaks Lane, which caused 7 trains to be delayed and 1 train to be terminated. The strike on the 21<sup>st</sup> was a NON-fatality at Rengstorff Avenue, which caused 8 trains to be delayed.
- **Mechanical Delays** – In March 2022 there were 747 minutes 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, each of which resulted in a single fatality. The strike on the 14<sup>th</sup> was at Rengstorff Avenue, which caused 10 delayed trains and 1 train annulled. The strike on the 22<sup>nd</sup> was at Hayward Park, which caused 6 delayed trains.

Mr. Harvey mentioned that the train and equipment collision incident occurred on March 10<sup>th</sup> and stated that he is unable to provide further details due to the ongoing NTSB investigation. He then advised that the electrification construction work originally planned for March 14 has been postponed and that Caltrain will operate a temporary weekday schedule from May 2, 2022, through May 20, 2022 to support the construction work. Lastly, he shared the Clipper ridership chart.

Committee Comments:

None

Public Comments:

None

**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 for Future Months:

- 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

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

The next meeting will be May 18, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 7:01 pm.

**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) –**

- **April:** The April 2022 OTP was 91.4% compared to 93.9% for April 2021.
  - **Vehicle Strike** – There was one vehicle strike on April 14 at the Broadway crossing in Burlingame, resulting in a non-fatality. There were 13 trains delayed and 1 train annulled.
  - **Trespasser Strikes** – There was one trespasser strike on April 24 near Rengstorff Avenue, Mountain View, resulting in a non-fatality. There were 2 trains delayed.
  - **Vehicle on Tracks** – There was one day, April 7 with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In April 2022 there were 1075 minutes of delay due to mechanical issues compared to 780 minutes in April 2021.
- **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.
- **Temporary Weekday Service Schedule** – Electrification construction work originally planned for March 14, 2022 to April 1, 2022 was postponed due to Caltrain's March 10<sup>th</sup> Train & On-Track Equipment Collision. Due to the Caltrain incident, the

temporary reduced schedule was used to accommodate service restoration activities.

- The construction work has been rescheduled and there will be temporary weekday schedule which will be in effect from Monday May 2, 2022 to 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 current 104).
- On Monday May 23, 2022 Caltrain will revert back to the regular weekday schedule.
- Trains will single-track at Broadway, Burlingame, San Mateo, Hayward Park and Hillsdale stations.
- Customer Outreach Efforts will include:
  - Landing page: [www.caltrain.com/May2022](http://www.caltrain.com/May2022)
  - Organic Social (Twitter, FB, IG, Nextdoor, Tiktok)
  - Paid Digital and Print Ads
  - Seat Drop (Flyer)
  - Station Information Board Schedule
  - Station Ambassadors
  - Email Blasts
  - Mobile App Alerts
  - Visual Messaging Signage at Stations
  - Onboard and Station Announcements
  - Press Release
  - Amplified message via elected officials, cities, counties,
  - Updates to key stakeholders, business groups
- **National Transportation Safety Board (NTSB) Preliminary Report** – On April 14, 2022 the NTSB released its Preliminary Report regarding Caltrain's Passenger Train Collision with Hi-rail Maintenance Vehicles that occurred on March 10, 2022. A final report will later be issued once the investigation has been completed.
- **Special Event Train Service** –

**Services Performed:**

Following is a summary of special event services provided.

- **San Francisco Giants** – The SF Giants hosted ten games in April.

Caltrain will provide one post-game express train for evening games on weekdays and weekends. The train departs San Francisco 15 minutes after the last out or when full, making its first stop to Millbrae followed by local stops to San Jose Diridon. Fans wishing to reach stations between San Francisco and Millbrae should take a regularly scheduled train. Staff will continuously monitor the service throughout the season and make adjustments to accommodate the crowd as needed.

- **Golden State Warriors** – The Warriors hosted six games in March. The total additional ridership for February was 1,833. The average additional ridership per game was 306, an increase of 17% compared to February 2022 (260). Year-to-date season average additional ridership per game is 296, a decrease of 27% compared to 2019 (405).

The Warriors hosted six playoff games through May 13.

- **San Jose Sharks** – The Sharks hosted six games in March. Total post game additional riders boarding at San Jose Diridon was 515. The average ridership per game for February was 86, an increase of 28% compared to February 2022 (67). Year-to-date additional ridership is 2,610, a decrease of 70% compared to 2019 (8,608).

The Sharks hosted seven games in April.

#### **Services Scheduled:**

- **San Francisco Giants** – The SF Giants will host fourteen regular season games in May.
- **Golden State Warriors** – The Warriors may host more playoff games in May.
- **Bay to Breakers** – On Sunday May 15, Caltrain will provide two pre-race trains in the early morning and two post-race trains in the afternoon to accommodate the event goers.
- **Memorial Day Holiday Service** – On Monday, May 30, Caltrain will operate a Weekend Schedule in observance of the Memorial Day holiday.

#### **Capital Projects:**

The Capital Projects information is current as of April 15, 2022 and is subject to change between April 15 and May 5, 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.

New Ramps, the 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-stripped. The ribbon cutting ceremony that was delayed due to COVID precautions was held on April 8, 2022. Decorative stainless-steel panels will be installed when the material arrives, on the "Art Wall" within the pedestrian tunnel. Replacement variable message signs on the station platforms, to replace those that were water-damaged, will also be installed when the units arrive on-site. Other than that, only minor "punch list" work items remain which will be completed over the next several months to 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.

The current schedule forecasts advertisement for the construction contract by late-2023, with construction scheduled to occur from early 2025 to mid-2028. The Team is evaluating the potential use of the Construction Manager/General Contractor (CM/GC) project delivery approach, to address project risk and site constraints. If CM/GC is chosen, the schedule for the construction contract may 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 the Tamien and San Jose Diridon stations.

The total project cost is estimated at approximately \$51.2 million and has reached 100% design completion. Bid advertisement expected in May 2022 with expected Board award in Summer, 2022.

The primary issue facing this project is the resolution of budget issues with Union Pacific Railroad (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.

- **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 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 currently under review after 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 include functions planned for the Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and allow customers to add value to existing Clipper cards. In addition, the scope 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 retrofitting 12 additional TVM's was completed in March 2021. The completion of Phase 3 for 27 TVM's that was expected in April 2022 has been extended to May due to supply chain issues. Phase 4 for upgrading another 27 TVM's commenced 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. The contractor continues in 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. The 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 now scheduled for May 2022 as the City's contractor has received materials and has scheduled completion of their construction by the end of April.

- **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 Summer 2022 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 have been scheduled in April and May, and will be followed by contract negotiations, with contract award anticipated 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 due to surface rust. This work combined with a complete repainting of the bridge will 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 the 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 was received and has been reviewed. The 100% design is now in progress for completion in the Summer 2022.

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

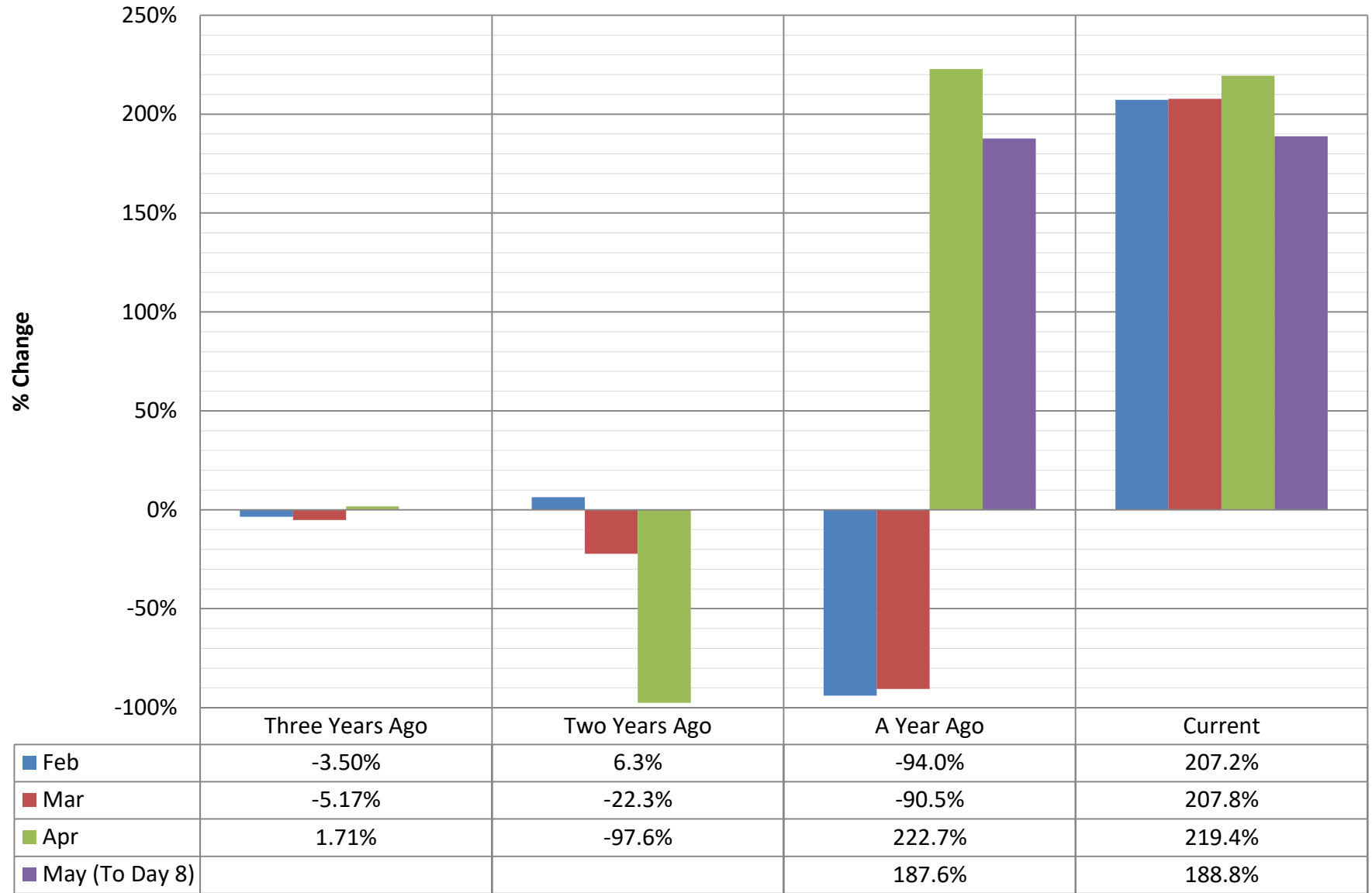
- **San Mateo Grade Crossing Improvements:** This project will install four quadrant ("quad") gates at the grade crossings at 4<sup>th</sup> and 5<sup>th</sup> Avenues in San Mateo. The 100% design is complete; awaiting the City of San Mateo to finish their design in Spring 2022. Procurement is scheduled 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:** This project involves performing 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 in early November 2020 to the vendor to make room in the CEMOF facility construction project and is currently 24% completed, it has been

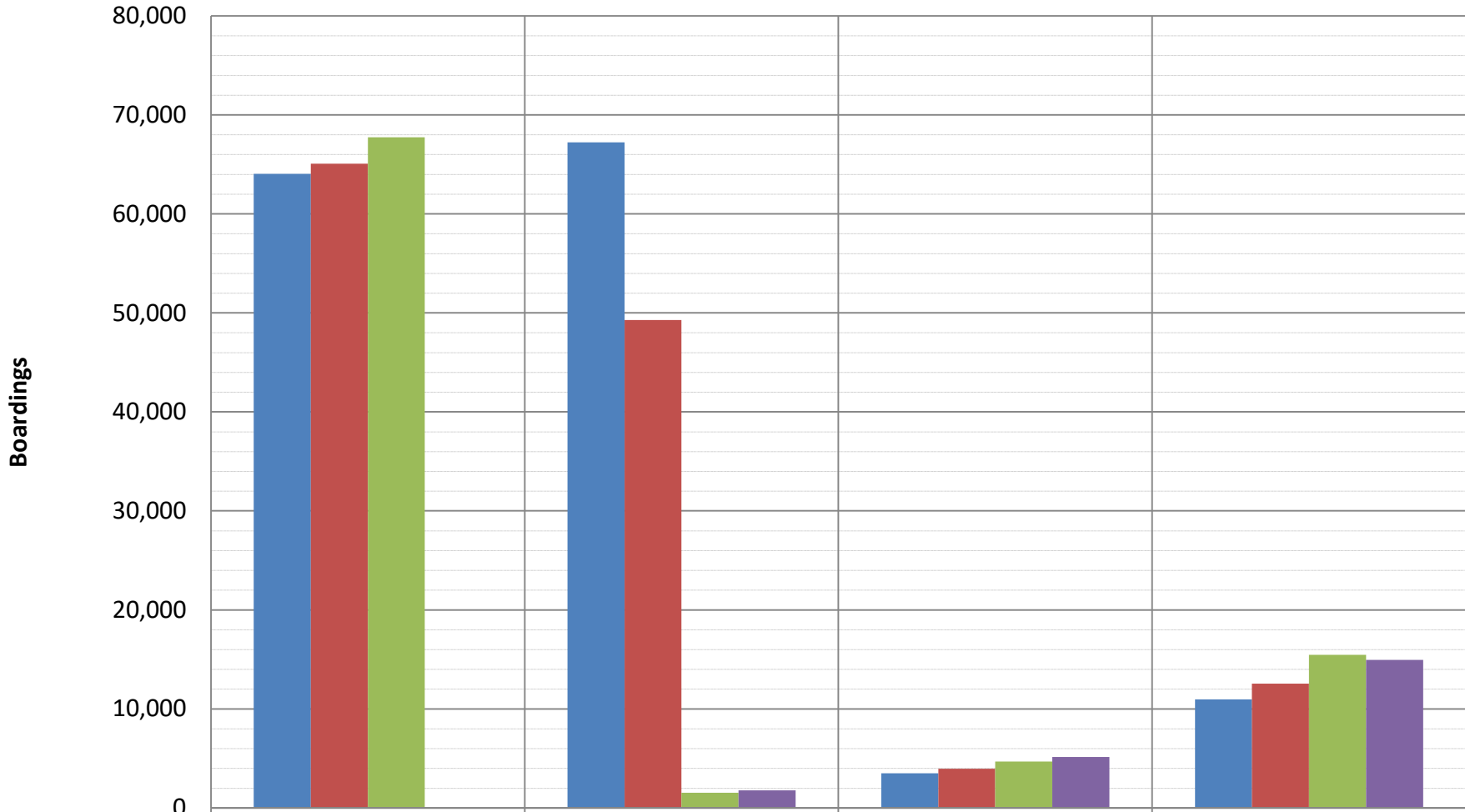


completely stripped, and both the main and HEP engines are being over-hauled. Vehicle # 925 has most recently been prepared and inspected at CEMOF for delivery to Alstom's facility in Mare Island for overhaul. The 925 has arrived at the Alstom facility in Mare Island and is ready to begin its over-haul. Henry Flores, Deputy Director of Rail Vehicle Maintenance is the Project Manager.

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

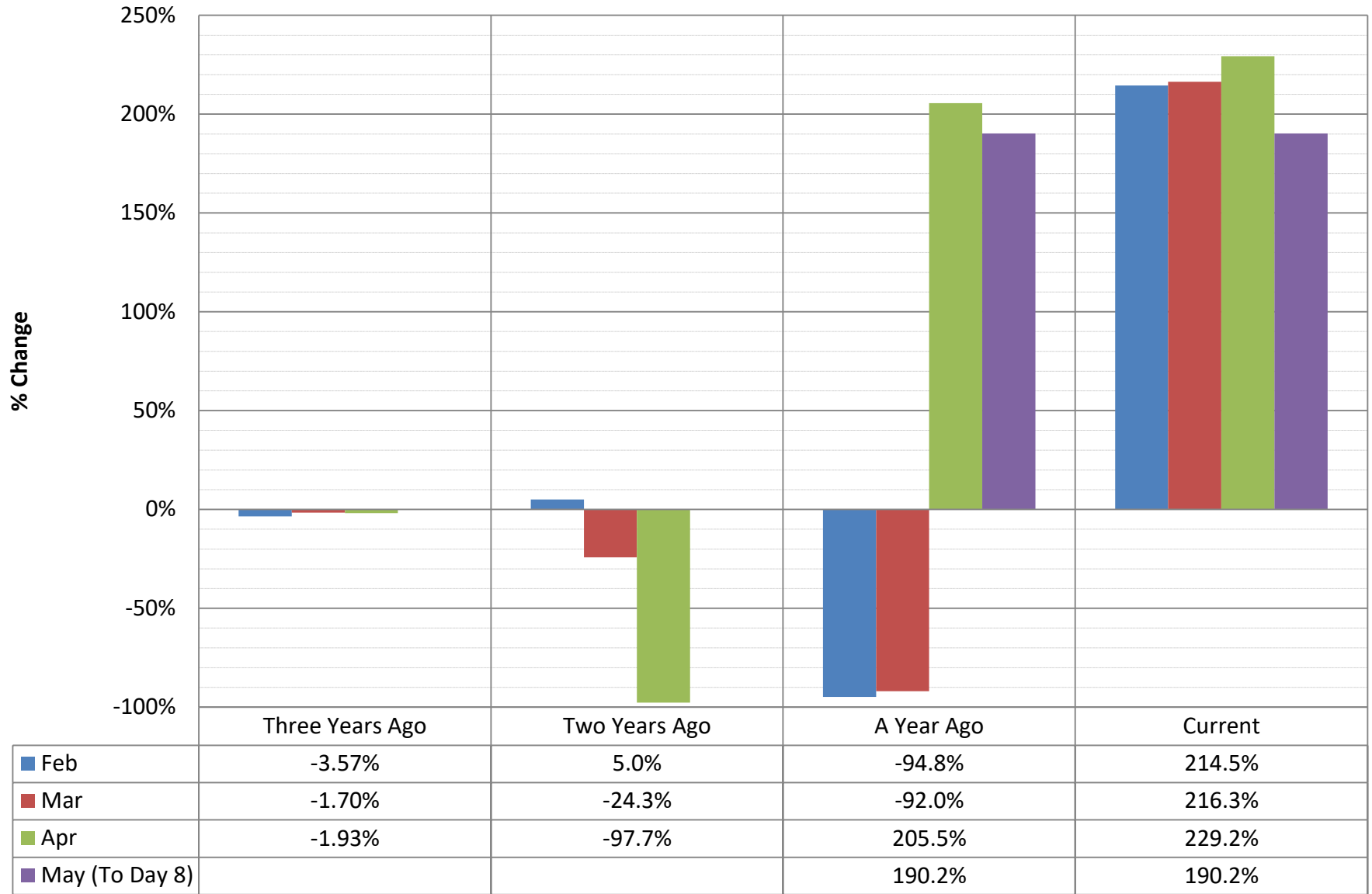


## Estimated Average Weekday Ridership (AWR) Trend

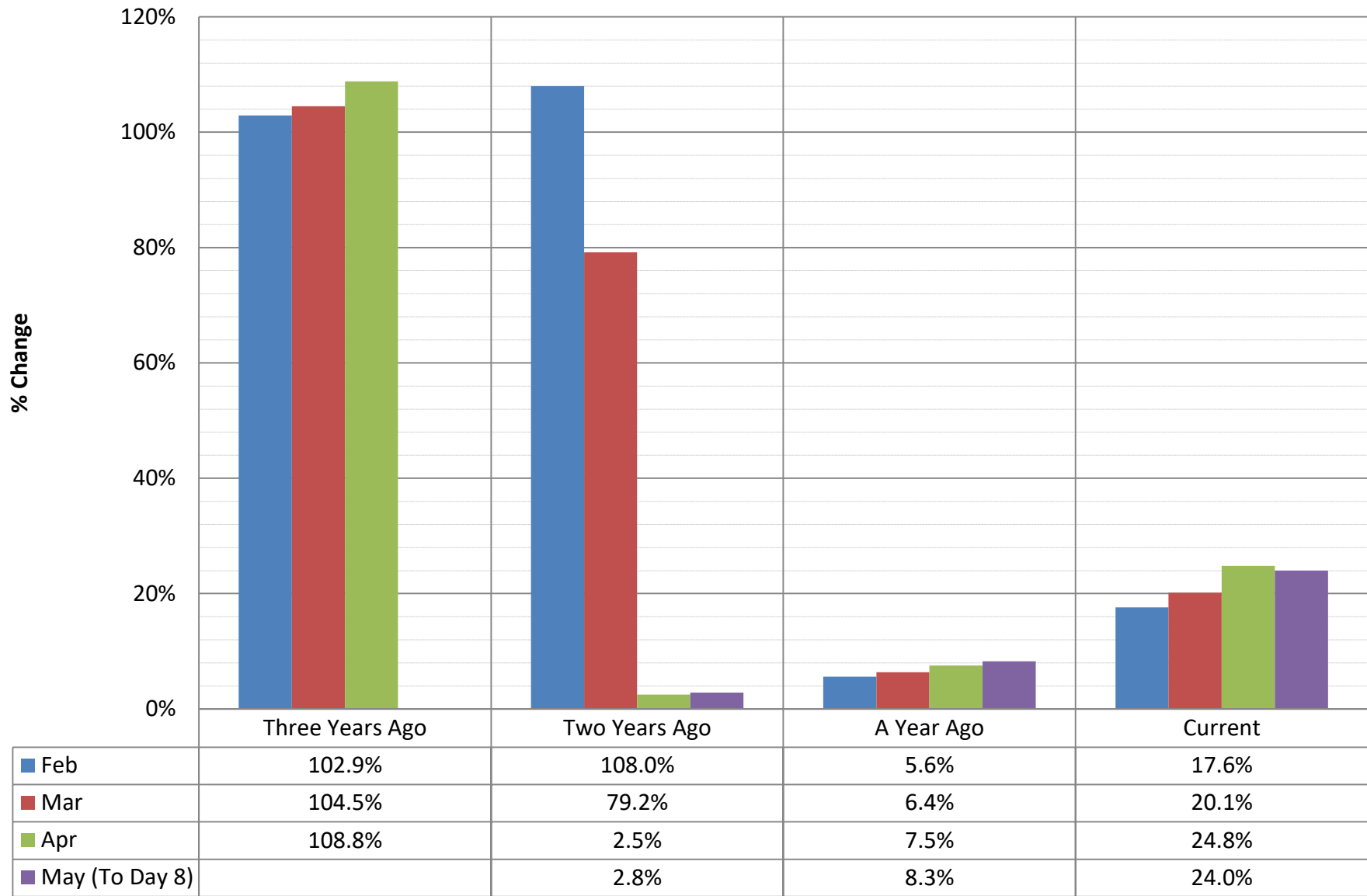


	Three Years Ago	Two Years Ago	A Year Ago	Current
■ Feb	64,041	67,218	3,484	10,956
■ Mar	65,057	49,276	3,965	12,539
■ Apr	67,728	1,536	4,693	15,451
■ May (To Day 8)		1,774	5,148	14,941

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



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



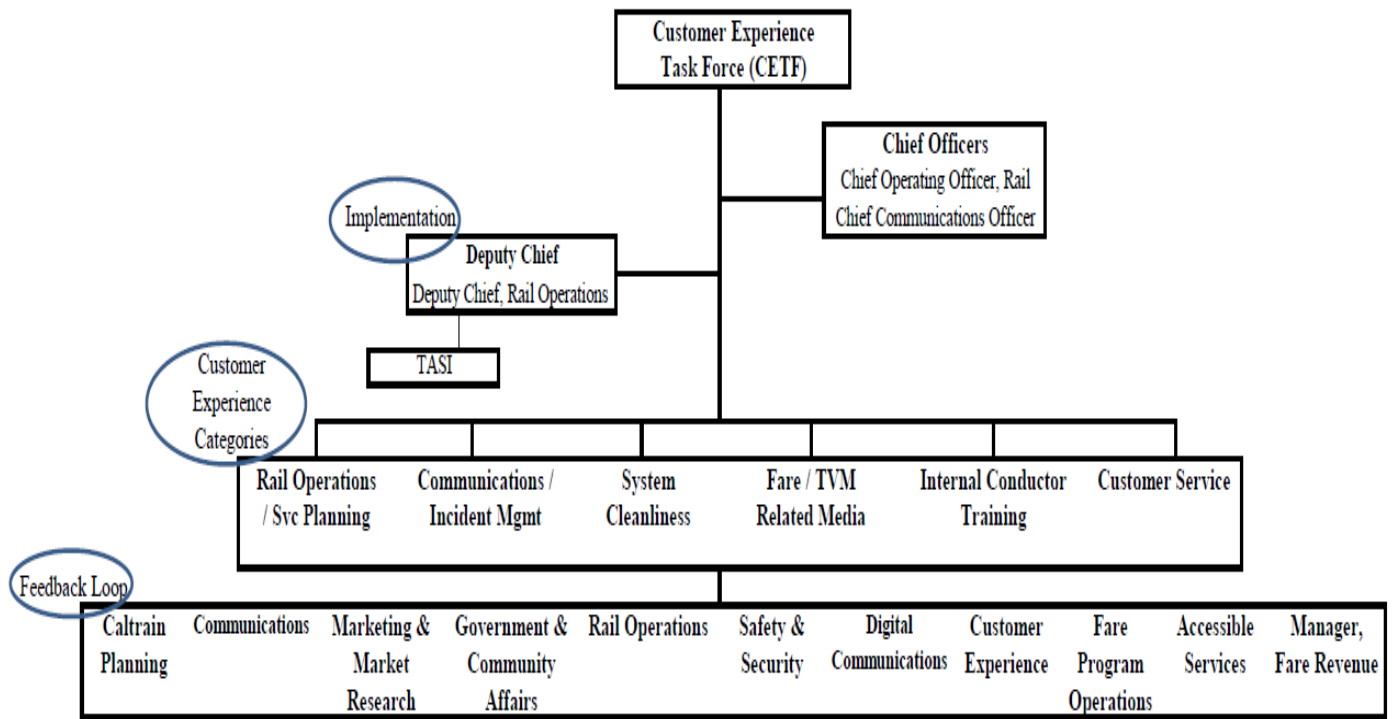
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

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:
  - As part of COVID-19 recovery efforts, Caltrain staff is also monitoring 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:
  - In order to accommodate signal cutover work at 17 grade crossings in segment 2, Caltrain is providing the PCEP project with a 24x7 single-tracking window for three weeks.
  - The electrification construction work and temporary weekday schedule was originally planned for Monday March 14 to Friday April 1 but was postponed due to Caltrain's March 10th train & on-track equipment collision. The temporary schedule was then utilized to restore & repair the track.
  - The temporary weekday train schedule is again in effect from Monday May 2, 2022, through Friday May 20, 2022.
    - Midday, evening, and weekend schedules do not change.
    - Peak service is reduced: a total of three different limited trains operate each hour per direction.
    - No local service during peak hours.
    - Baby Bullet service is suspended.
    - 88 trains operate each weekday (down from the current 104).
  - While trains are single-tracking, passengers should look/listen for boarding announcements at Broadway, Burlingame, Hayward Park, San Mateo, and Hillsdale stations.
  - 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.
  - 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
- Over April 27, April 28, May 2 and May 3, Caltrain employed 33 ambassadors – District employees and JBR Partners, our external outreach consultant – across 4<sup>th</sup> & King, Millbrae, Redwood City, Menlo Park, Palo Alto, and San Jose Diridon stations for outreach related to the May temporary construction schedule. Ambassadors engaged more than 1,400 Caltrain customers across all aforementioned stations during the morning peak hours on those four aforementioned days, informing customers of the temporary change to weekday peak service and handing out paper schedules reflecting the temporary service change.



## 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 in April. The contractor began work at Gilroy in the beginning of May and will continue to work north. The project is scheduled to be completed in September 2022.
  
- Caltrain Mobile App Quarterly Update – January to March 2022
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During Q3 FY22 Caltrain sales and revenue dropped about 16% due to the new year holiday season and fewer days in February. The year-over-year sales revenue increased by over 280% and parking revenue increased by about 1126% showing the recovery tendency from the pandemic. The table below highlights those results.

	Q3 FY22 Actuals	% ▲ vs. Q2 FY22	% ▲ vs. Q3 FY21
App Installs	20,269	-23%	205%
Tickets Sold - (excluding parking)	78,356	-11%	246%
Revenue \$'s - (excluding parking)	\$ 604,603	-16%	281%
Tickets Sold - Parking	13,570	-12%	1126%
Revenue \$'s - Parking	\$ 74,635	-12%	1126%

Data source: Moovel monthly reports/Apple Store monthly app stats/Google Play monthly app stats

## Digital Media / Communications

- Website Replacement Project
  - The new Website launched on April 26, 2022
  
  - The month of April heavily focused on the 50% off fare promotion. Additionally focused on the Giants' return, April 5<sup>th</sup>, for opening week, the new Caltrain website, the South San Francisco Station grand opening, EMU fresh content launch, and the Warriors heading to playoffs.

## 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
  - E-lockers (8 spaces) are being installed at Menlo Park Station on May 13. This will be the 22nd station to receive e-lockers. More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
  - 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 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 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**

June 15, 2022

- Caltrain Website update
- Brainstorming sessions for Conductor iPhone applications

July 20, 2022

- CAC role in Measure RR oversight update
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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
- Engineering Standards