



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

June 15, 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 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 May 18, 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. All Bay Area Regional Transit Pass (Bruce Thompson)
8. Caltrain Website Update (Jeremy Lipps)
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
July 20, 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. Agendas are available on the Caltrain Web site at www.caltrain.com.

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

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

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Accessible Public Meetings/Translation

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

Availability of Public Records

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

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

MINUTES OF MAY 18, 2022

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), L. Klein, P. Leung (arrived at 6:12pm), B. Shaw (Chair), JP. Torres, D. Tuzman

MEMBERS ABSENT: P. Flautt (Vice Chair), R. Kutler, M. Pagee (Alternate), E. Shapiro

STAFF PRESENT: C. Harvey, G. Martinez, L. Millard-Olmeda, J. Navarrete, S. Petty, B. Thompson, C. Valbuena

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

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES OF APRIL 20, 2022

Meeting minutes will be edited to reflect Chair Brian Shaw called the meeting to order.

Motion/Second: Klein / Torres

Ayes: Brandt, Shaw, Tuzman

Abstain: None

Absent: Flautt, Kutler, Leung, Shapiro

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, commented on the new website. He advised that it is difficult to locate both, the public meetings link and the schedule for the Bay to Breakers event. He then commented about his experience at the Millbrae station during single tracking and reported that he did not hear station announcements nor see visual messaging regarding the single tracking and had observed several passengers on the wrong platform.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that there are three available seats on the Citizen's Advisory Committee and suggested that anyone interested in serving, apply on the Caltrain website.

COMMITTEE COMMENTS

Member Adrian Brandt stated that he is interested in ridership after more employees return to work. He then shared details regarding a Ballot Measure in Santa Cruz, a Senate Bill Measure with Seamless Bay Area, and details regarding a Santa Clara City

Council study session where VTA presented the proposed plans for additional BART stations, one which would be adjacent to Caltrain platforms in San Jose. Lastly, he encouraged the public to apply for the open seats on the Citizen's Advisory Committee.

Member David Tuzman shared his positive experience with commuting to work. He shared the ease of commuting during midday service and making transit connections. He then mentioned the improvements with the new website and that he has enjoyed the real-time tracking system. Lastly, he shared that it was unfortunate that his workplace decided not to coordinate their shuttles with Caltrain's temporary construction schedule in May. He then asked whether there will be any other upcoming schedule changes.

Member Jean-Paul Torres shared his concern regarding trains single tracking and stated that passengers have trouble identifying the correct platform to board the train. He also stated that he is pleased with the new website.

PUBLIC COMMENT

None

BUSINESS INTELLIGENCE UPDATE

Bruce Thompson, Acting Manager – Fare Operations, presented the Business Intelligence Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Tuzman asked whether staff is looking at providing access to the public, other transit agencies or federal agencies to aggregate the data. Mr. Thompson stated that staff is not there yet and will take it under consideration.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that he would like this data available to the public. He then suggested using Clipper and TVM data to obtain origin, destination, and zone data. Lastly, Jeff asked why there is a huge difference between revenue per Clipper and revenue per TVM.

FY2023 PRELIMINARY OPERATING AND CAPITAL BUDGETS

Grace Martinez, Acting CFO, and Sebastian Petty, Director, Special Projects, presented the FY2023 Preliminary Operating & Capital Budgets. The full presentation can be found on caltrain.com.

Committee Comments:

Member Brandt asked how much additional member contribution will be required for the constrained budget, and how much will be required for the unconstrained budget. Mr. Petty responded that for the constrained budget, Caltrain will require approximately \$5M from each of the members and stated that there is no other clear source beyond member funding. Member Brandt then asked whether there is no real path to the unconstrained budget and Mr. Petty confirmed. Member Brandt then shared his

concerns with the constrained budget scenario. He recommended staff to carefully look at the contract negotiations and think about productivity and crewing.

Member Larry Klein asked whether there is a plan in the upcoming years for both unfunded projects and the transition to the electrification operating budget. Mr. Petty responded that Caltrain is working on a long-term Capital Improvement Plan. He then addressed the operating cost trajectory for the railroad and stated that with the current low ridership, staff is compelled to focus on bringing riders back. Mr. Klein recommended to plan for the long-term operation.

Member Jean-Paul Torres asked whether there are any legislative talks on trying to leverage the state's surplus to cover capital projects. Mr. Petty confirmed that Caltrain is engaged in those conversations.

Member Tuzman asked what the member agency contributions were in the past and then asked what constitutes a capital expense for staff. Mr. Petty responded that the member contribution, within the past decade, was in the range of \$5M per year. Mr. Petty then explained what a capital expense is for staff.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that with the current ridership, Caltrain should keep good service levels and fares low. He then recommended a review of train staffing levels to help reduce cost. Jeff provided several recommendations, including moving from zone fares to point to point fares to help increase ridership and revenue.

STAFF REPORT UPDATE

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

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 in Mountain View, resulting in a non-fatality. There were 2 trains delayed.
 - **Vehicle on Tracks** – On April 7, there was one 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** – A collision involving a train and on-track equipment occurred on March 10 and 13 people were injured.
 - **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.

Mr. Harvey mentioned that the temporary weekday schedule will end on May 20 and will be back to normal, running 104 trains, on May 23. He then followed up on earlier comments and shared that staff is looking at opportunities to improve the wayfinding signage, during single tracking, throughout the line, beginning with the Millbrae station. Mr. Harvey then stated that at this time, there are no major upcoming schedule changes, however staff is looking at evaluating potential options for future temporary construction schedules.

Committee Comments:

Member Brandt said that Caltrain needs to have a better focus on its customers. He stated that Caltrain has been single tracking for a while now and passenger communication should no longer be a problem, at this stage. He also recommended staff do a better job with notifying the public of schedule changes. Member Brandt then suggested staff not to remove the benches from stations without proper replacements as it had been done at 4th & King station. Lastly, he mentioned that the soap dispensers at 4th & King were not working properly and had been vandalized. Mr. Harvey responded that the benches at the 4th & King station have since been re-installed. He then stated that staff is looking into vandal proof soap dispensers for the 4th & King station. Member Brandt requested staff to ensure locomotives use hotel power to avoid idling at the 4th and King station.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his appreciation for possible wayfinding improvements during single tracking at the stations. He suggested looking at the Bayshore station after the Millbrae station. He then stated that if budget allows, he would like to see the Visual Messaging System replaced.

JPB CAC Work Plan

June 15, 2022

- Caltrain Website update
- Brainstorming sessions for Conductor iPhone applications
- All Bay Area Regional Transit Pass

July 20, 2022

- CAC role in Measure RR oversight update



August 17, 2022



September 21, 2022



October 19, 2022



November 16, 2022



December 21, 2022



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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be June 15, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 7:32 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) –

- **May:** The May 2022 OTP was 78.1% compared to 90.2% for May 2021.
 - **Vehicle on Tracks** – There was one day, May 22 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In May 2022 there were 2011 minutes of delay due to mechanical issues compared to 401 minutes in May 2021.
- **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.

• **Special Event Train Service –**

Services Performed:

Following is a summary of special event services provided.

- **San Jose Sharks** – In April, total post game additional riders boarding at San Jose Diridon was 393. The average additional ridership per game for April was 56, a decrease of 35% compared to March 2022 (86). Total pre and regular season additional ridership was 3,003. Average pre and regular season additional ridership per game was 68, a decrease of 69% compared to 2019/2021 (221).

- **San Francisco Giants** – The SF Giants hosted fourteen games in May.

In April average additional ridership per game, boarding and alighting at San Francisco station, was 4,297, an 851% increase compared to April 2021 (452). In April 2021, Oracle Park was operating under a limited attendance capacity. Total additional ridership for April was 42,973.

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** –

Pre and Regular Season:

In April, total additional ridership for the regular season was 291. Average additional ridership per game was 146, a decrease of 52% compared to March 2022 (306). Total additional ridership for the pre and regular season was 12,716. Average additional ridership per game was 289, a decrease of 29% compared to 2019 (405).

Playoffs: Total additional ridership for the playoff games was 1,113. Average additional ridership per game was 371, an increase of 21% compared to March 2022 (306). The Warriors hosted eight playoff games through June 5.

- **Bay to Breakers** – On Sunday May 15, Caltrain provided two pre-race trains in the early morning to accommodate the event goers.
- **Memorial Day Holiday Service** – On Monday, May 30, Caltrain operated a Weekend Schedule in observance of the Memorial Day holiday.

Services Scheduled:

- **San Francisco Giants** – The SF Giants will host thirteen regular season games in June.
- **Golden State Warriors** – The Warriors will host one more playoff game on June 13. They may host one more final game on June 19.

- **SF Pride Parade** – On June 26, Caltrain will operate two additional pre-parade train service and will deploy extra southbound service if extra capacity is necessary.
- **Independence Day Holiday** – On Monday, July 4, Caltrain will operate a Weekend schedule in observance of the Independence Day holiday. Additional southbound post-fireworks train service will be provided if extra capacity is necessary for those attending the festivities in San Francisco. The last southbound will depart San Francisco at 12:05 a.m.

Capital Projects:

The Capital Projects information is current as of May 13, 2022 and is subject to change between May 13 and June 2, 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-striped. 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 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 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, the 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. Construction is 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 and seismically retrofit 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 \$52.2 million and has reached 100% design completion. Bid advertisement is 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, and bicycle lanes with special barriers, retaining walls, new elevated railroad tracks and pedestrian bridges, utility relocation, drainage and 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 cost 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.

Construction is expected to start in early 2025, pending securing funds and completion 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 completed the administrative period in late April. Construction has started with an anticipated completion 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 their portion of construction in June 2021. The City's contractor completed their construction at the end of April 2022. Integrated testing with the City of Sunnyvale's traffic controller began in May and will continue through June.

- **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 forecast to occur from Fall 2022 to Fall 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 were conducted in April and May and is being followed by contract negotiations. Contract award is 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 January 14, 2022, and an evaluation by JPB was completed. Award of the construction contract was completed in April 2022. The contractor is currently in the 60-day administrative period prior to commencement of construction. 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.

In Summer 2022, staff will seek authorization from the Board to proceed with the Construction Manager/General Contractor (CM/GC) alternative contract delivery method that is expected to accomplish the following objectives: 1) reduce project costs, 2) expedite the project's schedule, and 3) provide contracting flexibility and options not available through the traditional design-bid-build method.

Staff will also seek Board authorization to enter into a new cooperative agreement with the City of Mountain View and VTA to increase the budget for the CM/GC pre-construction services and other associated items. Upon execution of the cooperative agreement, staff will seek Board authorization to amend the project budget and FY23 capital budget.

- **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 100% design is now in progress for completion in the Summer 2022.

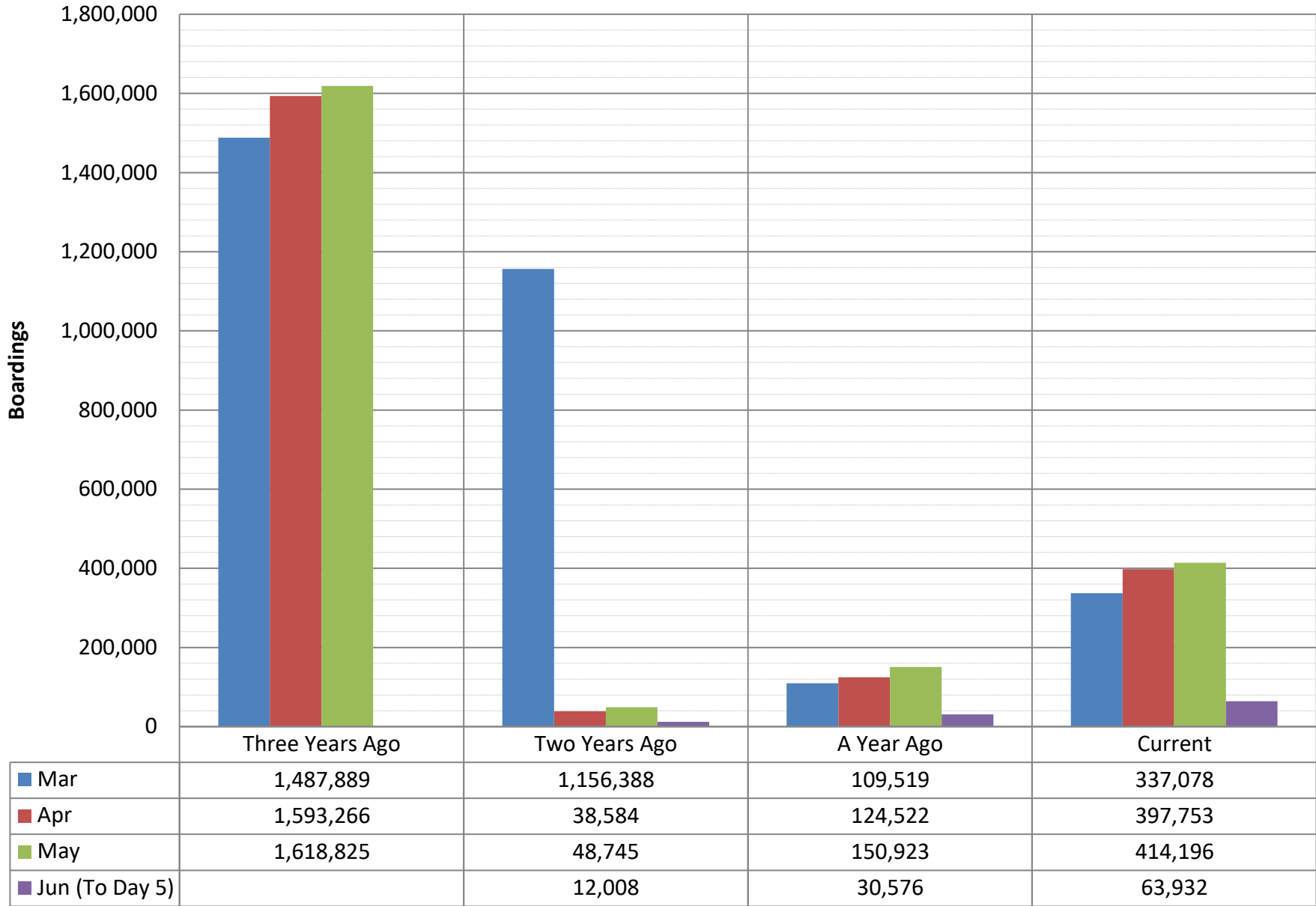
The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU terms. The Town of

Atherton has submitted to the Federal Railroad Administration a Notice of Intent to expand the existing Fair Oaks Lane Quite Zone to include Watkins Avenue.

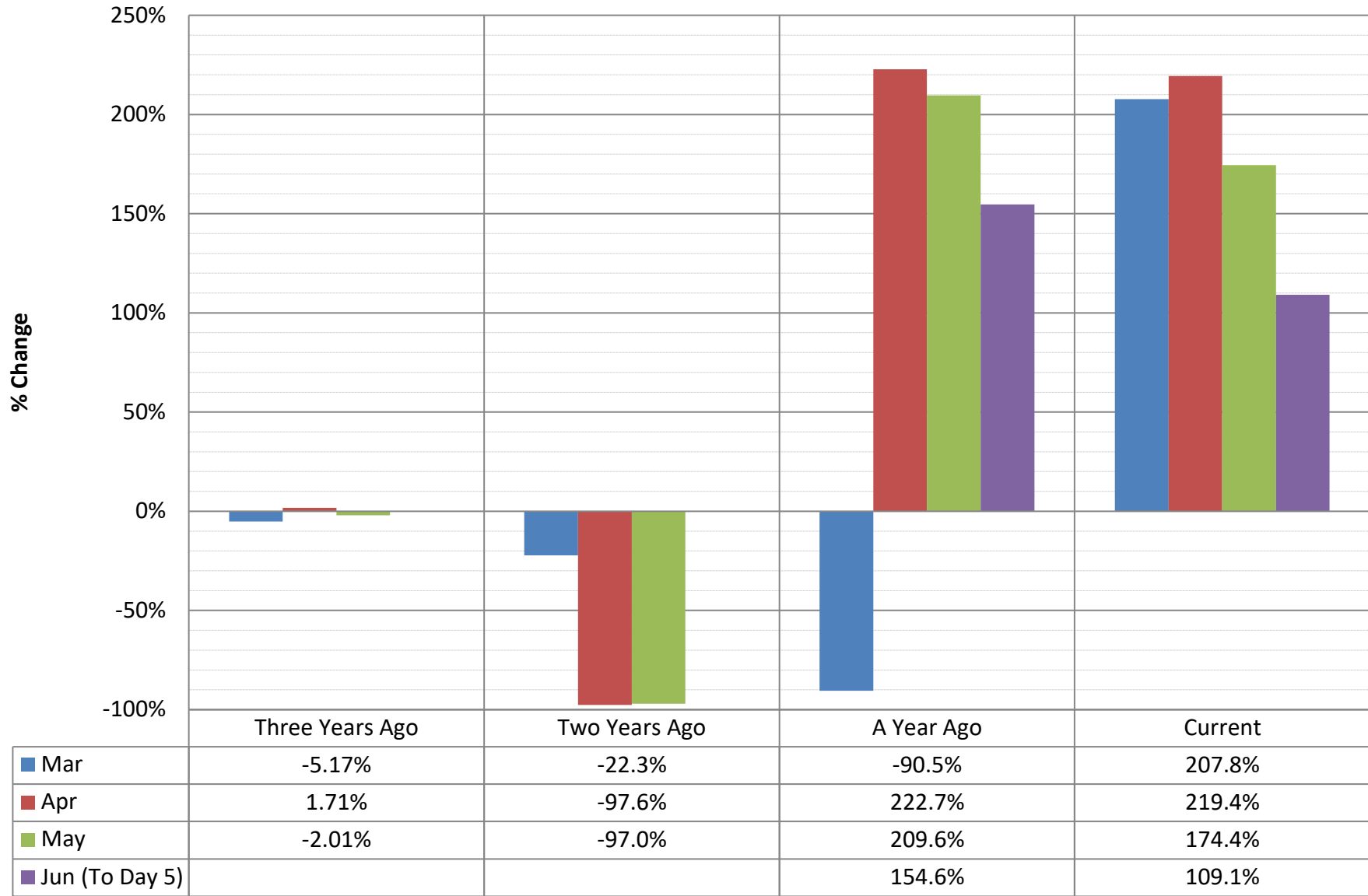
- **San Mateo Grade Crossing Improvements:** This project will install four quadrant ("quad") gates at the grade crossings at 4th and 5th Avenues in San Mateo. The 100% design is complete; awaiting the City of San Mateo to finish their design in Spring 2022. Procurement is scheduled to begin following 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. The 927 has been testing in service and has reached final acceptance status by the JPB and is now in full service. Vehicle #924 was shipped in early November 2020 to the vendor to make room in the CEMOF facility construction project and is 28 % completed, it has been completely stripped, and both the main and HEP engines are being over-hauled. The 924 is being prepped for sandblasting and painting. 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. The 925 is currently being stripped and dis-assembled, it is currently 4% completed. Henry Flores, Deputy Director of Rail Vehicle Maintenance is the Project Manager.

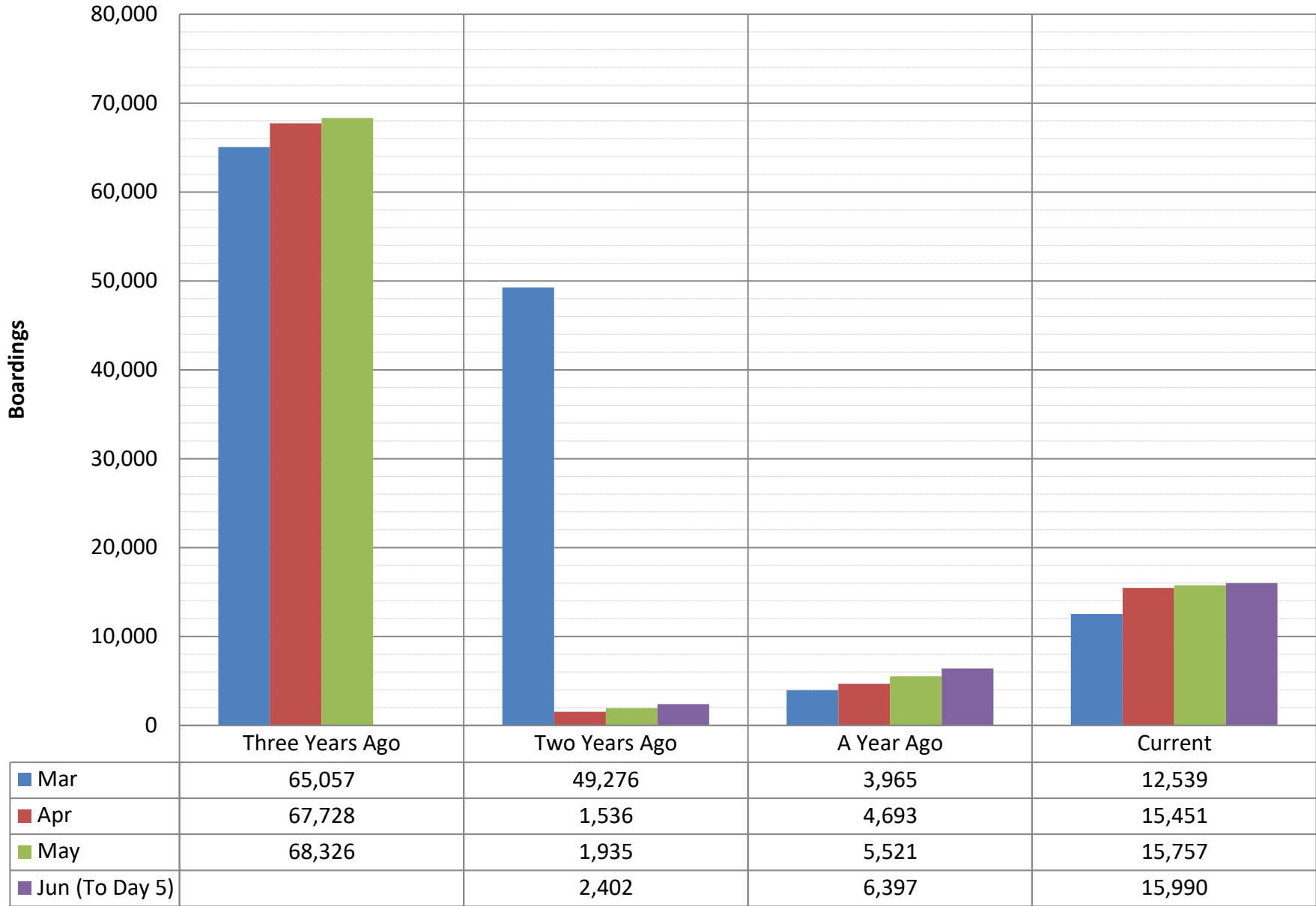
Estimated Total (Monthly) Ridership Trend



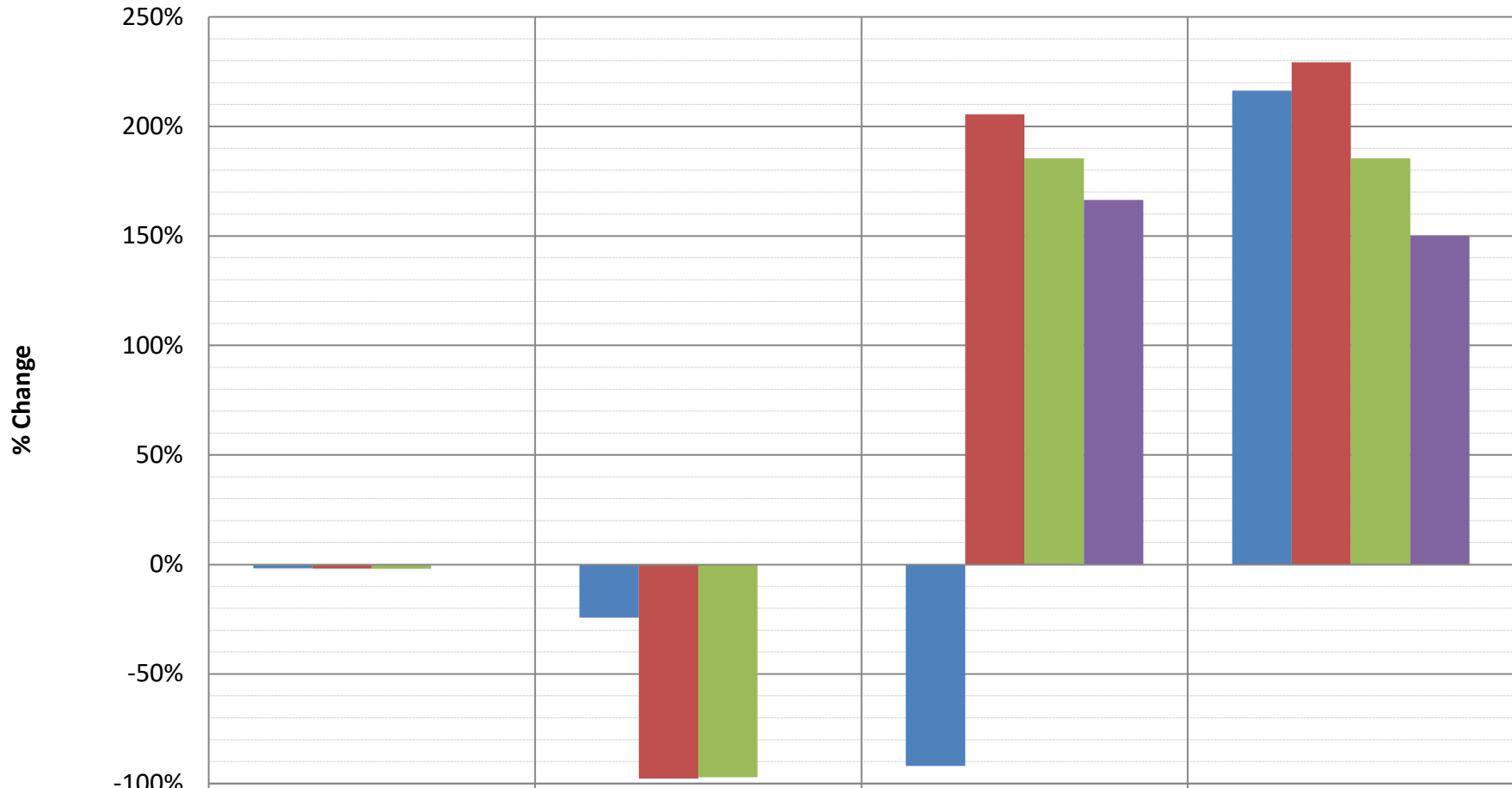
Estimated Total (Monthly) Ridership Trend (Year to Year Change %)



Estimated Average Weekday Ridership (AWR) Trend

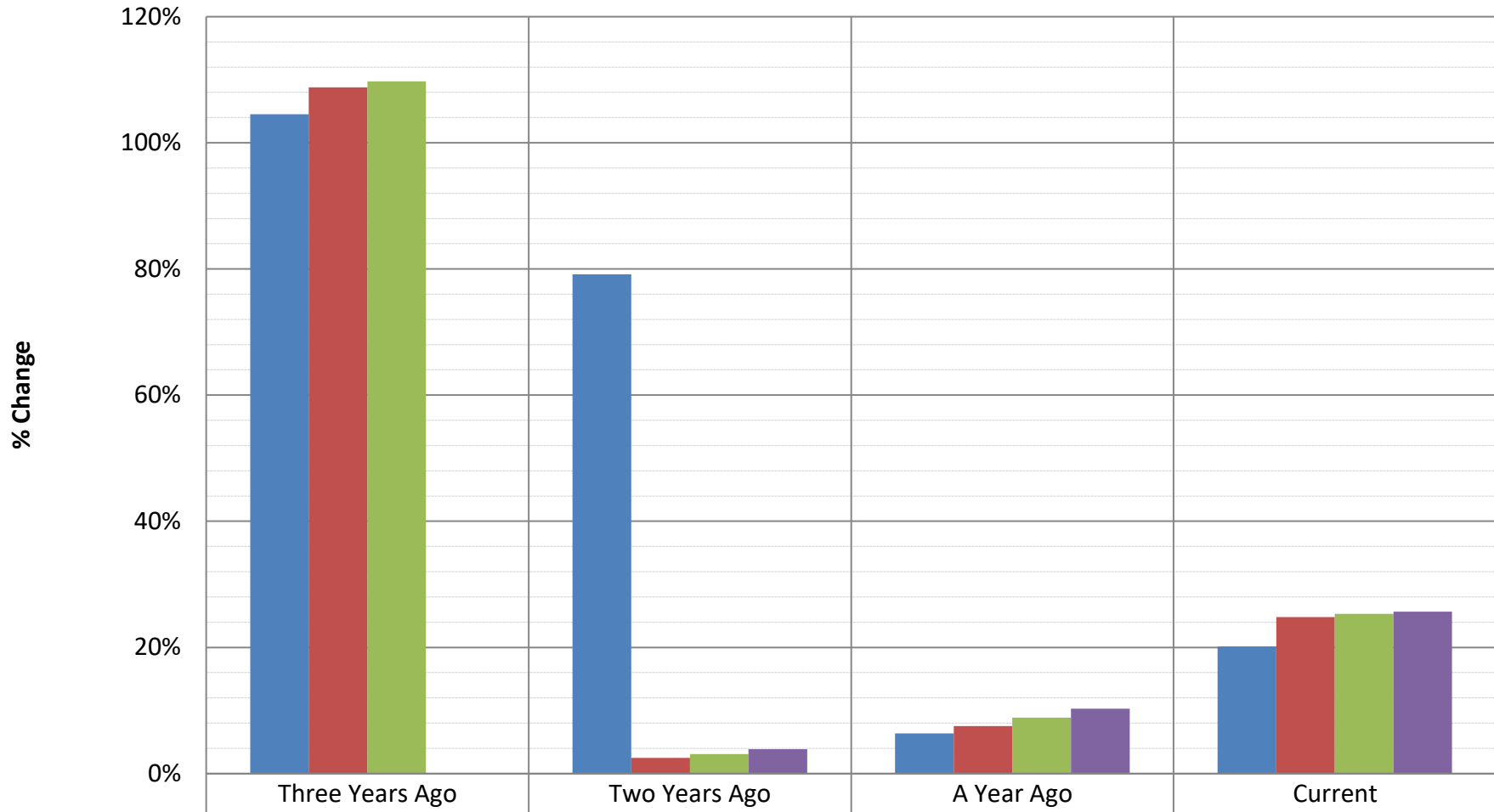


Estimated Average Weekday Ridership (AWR) Trend (Year to Year Change %)



	Three Years Ago	Two Years Ago	A Year Ago	Current
■ Mar	-1.70%	-24.3%	-92.0%	216.3%
■ Apr	-1.93%	-97.7%	205.5%	229.2%
■ May	-2.05%	-97.2%	185.3%	185.4%
■ Jun (To Day 5)			166.4%	150.0%

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



■ Mar	104.5%	79.2%	6.4%	20.1%
■ Apr	108.8%	2.5%	7.5%	24.8%
■ May	109.8%	3.1%	8.9%	25.3%
■ Jun (To Day 5)		3.9%	10.3%	25.7%

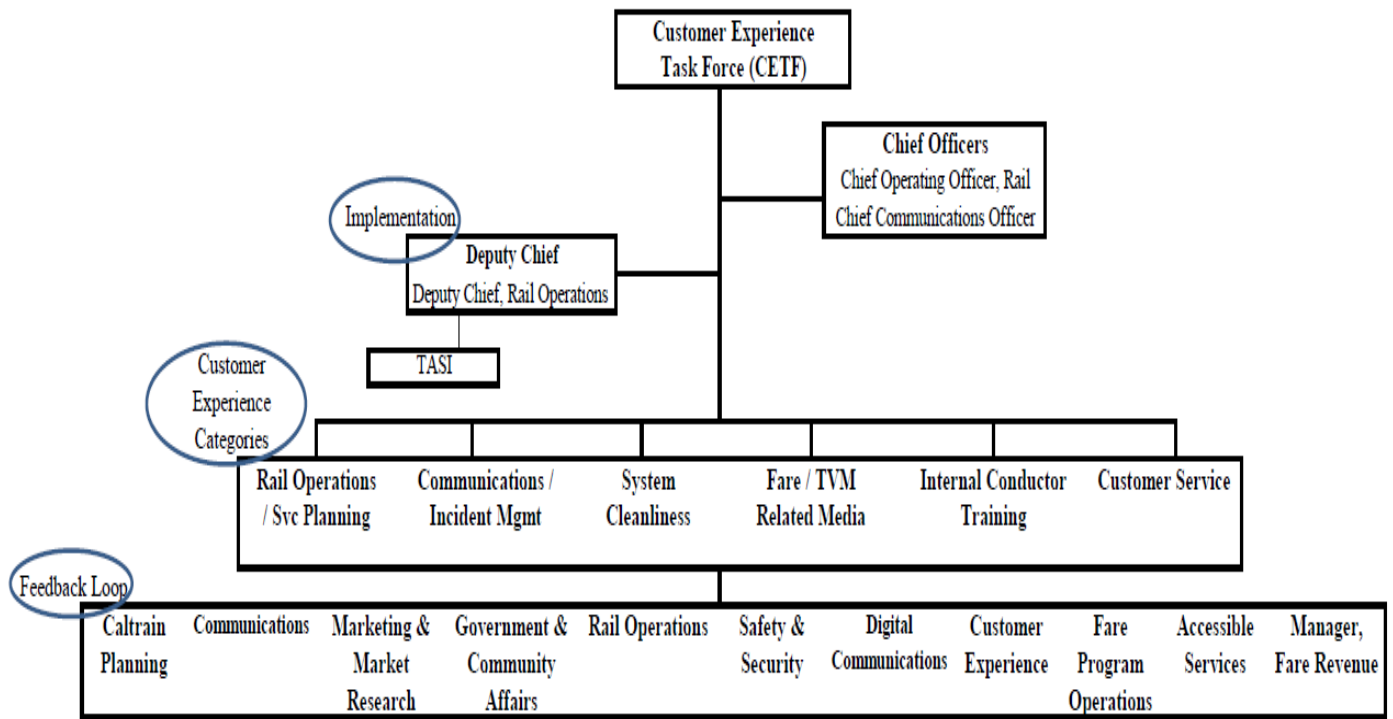
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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:
 - 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.
- Fall 2022 Service Change:
 - Service change review and development
 - Participation in regional service coordination
 - Continued coordination with BART to maintain and improve connections at Millbrae Station
- 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

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, has been completed. Phase 4 will begin fall 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.

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) were installed at Menlo Park Station on May 13. This is the 22nd station to receive e-lockers. Plans for additional e-lockers at select stations are underway. Generally, use is growing but there is enough supply of spaces to satisfy the demand. More about the e-lockers is available at 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/
 - Launched electric train virtual reality experience at 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 – Completed on May 31, 2022
 - Burlingame – In Progress (Estimated Completion Date: June 2022)
 - California Avenue – In Progress (Estimated Completion Date: June 2022)
 - San Jose Diridon - ON HOLD
 - Tamien – In Progress (Estimated Completion Date: August 31, 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

July 20, 2022

- CAC role in Measure RR oversight update
-

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
- Brainstorming sessions for Conductor iPhone applications