



Customer Experience Update

Citizens Advisory Committee
December 16, 2020
Agenda Item #9

Agenda

Item Progress Updates

- Rule Changes
- Communications
- Diesel Fleet
- EMU Fleet
- Bikes
- Fares / Tickets
- Special Service
- Station Improvements / Sustainability Efforts
- Electrification Progress
- Grade Crossing Improvements
- Uniforms

RULE CHANGES

Fouling Distances

- Previously, the rule read that contractors working within 15ft of the outside rail with the potential to foul, positive protection is required on the outside rail.
- New Rule, implemented in April, simply requires contractors to have positive protection if they are working within 4ft of the rail.

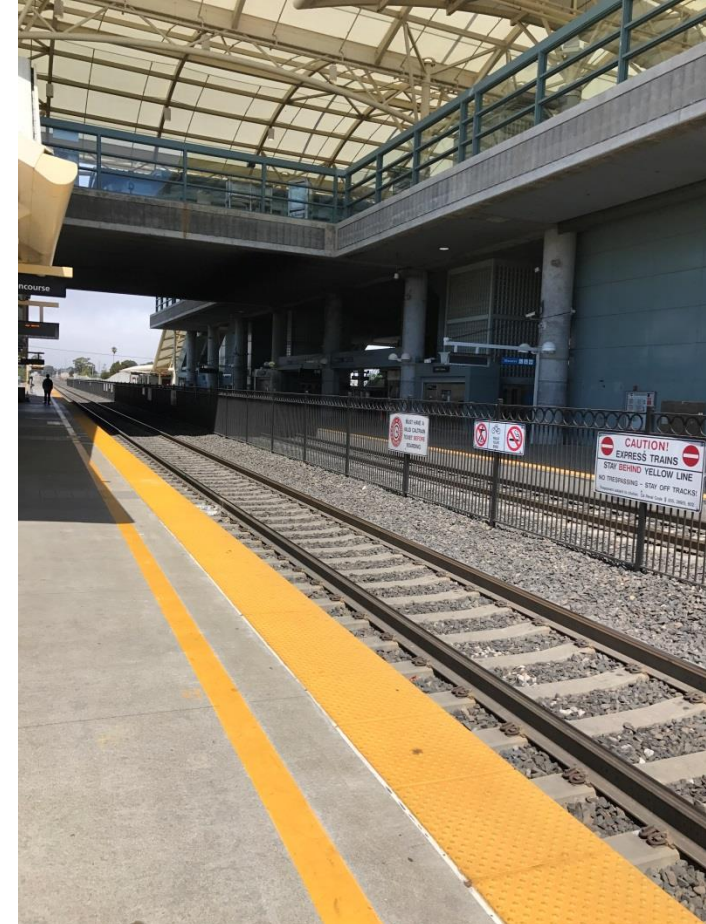


This work is safe, but prior to the fouling distance rule change, we would have had to choose between delaying trains or working at night because the truck is parked within 15' of the rail.

RULE CHANGES

Form B

- This is one of several methods of On Track Protection available to construction and maintenance crews (ref. GCOR 5.4.3)
 - It must be pre-planned so that it can be issued in the daily bulletins
 - The Roadway Worker In Charge (RWIC) places red and yellow flags on either side of the work area prior to the start of work. Approaching trains must contact the RWIC and request permission to pass through the work area.
- As of this past summer, we now use Track & Time as an alternative to the Form B whenever possible
 - This saves the RWIC time each day because they do not need to put up and take down signs (about an hour before and after each shift)
 - It is also more flexible because it does not need to be issued in the bulletins. This relieves a significant burden from more dynamic and fluid projects such as PCEP, whose schedules and work locations often change daily based on production.



COMMUNICATIONS

Communications

- Employee Communication
 - Eliminating NEXTEL to be replaced with iPhones.
- Visual Messaging System (VMS)
- PADS
- Wi-Fi
- Caltrain Website Upgrade (Digital Media)



DIESEL FLEET

MPF-40 Overhaul Completed



DIESEL FLEET

MP-36 Overhaul Ongoing

- MP36 ongoing with 927 and 924 at Mare Island.
- 927 shipped in May 2020.
- Estimate 924 to ship 2 at a time on next delivery
- The 927 was delivered in June 2020 to Alstom and is currently 27% completed.
- The 924 was delivered to Alstom at the end of November and is set to have an joint inspection within the next few weeks.
- The 927 is projected to be completed in May of 2021 and the 924 to be completed October of 2021.



DIESEL FLEET

MP-36 Overhaul Ongoing



EMU FLEET

Schedule dates:

- 1st trainset will depart for Colorado in February 2021
 - 1st trainset to arrive in California will be in June 2021
-
- Remote Diagnostic systems (RDS)
 - CCTV
 - Automatic PAX Counters (APC)
 - Public Info System Internal/External (PIS)
 - Virtual Reality Tour
- <https://calmod.org/electric-trains/vr/>



EMU FLEET



BIKES

Bikes Board First

- Continue to run announcements on the Visual Messaging System
- Conductors continue to make announcements on the train



BIKES

529 Program

- Bait Bike Detail:
 - San Mateo County Sheriff's Office are proactively combating bicycle theft by employing a GPS monitored bait bicycle to catch bicycle thieves.

BIKES

529 Program

- We have seen a 87% decrease in bicycle thefts from the first quarter(July-September) compared to the previous year. This is largely due to the impacts of the pandemic and decrease in ridership during this time period.
- We currently have approximately 400 registered bikes on the platform. If a bicycle is not registered, the Sheriff's Office and Caltrain lost and found have no way of determining if the bicycle is stolen or gives no avenue to locate the owners' contact information.
- We've recovered 26 bicycles since the launch of the program, that's a 15% recovery rate and we hope to increase this percentage with the communities' help. If you are a Caltrain rider please register your bike at :
<https://project529.com/caltrain>

BIKES

529 Program

- Lost and Found Form:
 - Update Lost and Found forms to be intuitive and capture dynamic information that will help the Lost & Found Property Officer better reunite property with Caltrain/SamTrans passengers. Project 529's property room feature is able to take the data driven from the Lost and Found forms and run nightly checks against the 529 Garage database.

BIKES

eLockers

- Contract with eLock Technologies to purchase at least 600 on demand, electronic BikeLink bike lockers with the option to purchase more than 700 additional lockers
- Lockers planned to get rolled out to five stations (Diridon, Redwood City, Mountain View, Belmont, and Lawrence) by the end of Winter 2021, with more locations to follow soon after.
- The existing keyed lockers found to have low levels of regular use pre-pandemic. Those keyed lockers will be removed as part of this effort and replaced with lockers that are available to rent for \$0.05 per hour. Access will be available via prepaid BikeLink cards, accounts linked to Clipper cards, and a mobile app (coming in early 2021). More information about accessing and using the lockers is available at www.bikelink.org



FARES / TICKETS

Public Safety Orientation

The Sheriff's Office is committed to the safety of all Caltrain passengers and staff and will provide this enhanced "Public Safety Orientation" which touches upon key learning objectives to give all conductors the knowledge and skills to better serve the Caltrain passengers.

Safety training will be given mid January 2021 to all Caltrain conductors.



FARES / TICKETS

Clipper Interface Device (CID)

- In 2020, this project
 - Installed 3 new CIDs and relocated 3 existing CIDs at Menlo Park Station,
 - Installed 2 new CIDs and relocated 3 existing CIDs at Redwood City Station
 - Installed 2 new CIDs and relocated 7 existing CIDs at Palo Alto Station.
- In 2021, this project will
 - Install 1 new CID and relocate 3 existing CIDs at Mountain View Station
 - Install 4 new CIDs and relocate 1 existing CID at Sunnyvale Station.



FARES / TICKETS

Ticket Vending Machine (TVM)

Upgraded functionalities:

- Sell and dispense new Clipper cards
- Add value or products to existing Clipper cards.

New components of the TVM will include

- Touchscreen display
- Credit card reader which can read a chip (contact and contactless)
- Bill acceptor and printer.

First TVM upgraded in Dec 2020 at Diridon station. Additional 11 TVMs will be upgraded in January 2021 at 6 stations, (San Jose, Sunnyvale, Palo Alto, Redwood City, Millbrae and San Francisco).

The next phase of TVM upgrades will be done in the Spring of 2021 which will include 22 TVMs at stations to be determined.



FARES / TICKETS

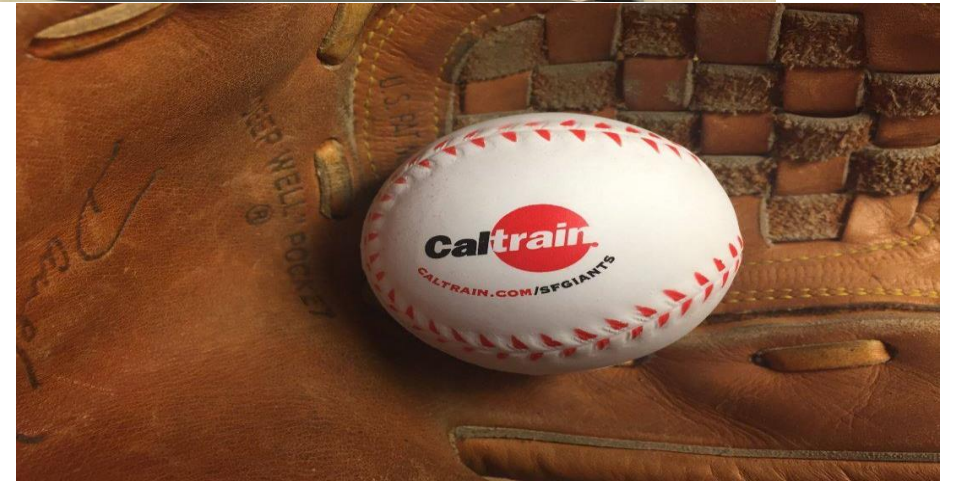
Mobile App

- Daily parking permit began December 2019.
- Integration between the mobile app, Caltrain Ticket Vending Machine and TurboData was developed to allow Transit Police to receive paid and unpaid parking space information directly onto the enforcement device.
- In October 2020, the mobile app rolled out Spanish, Chinese and Tagalog translations in both iOS and Android operating systems.



SPECIAL SERVICE

- Levi's Stadium
- Oracle Park
- Chase Center
- SAP Center
- Avaya Stadium



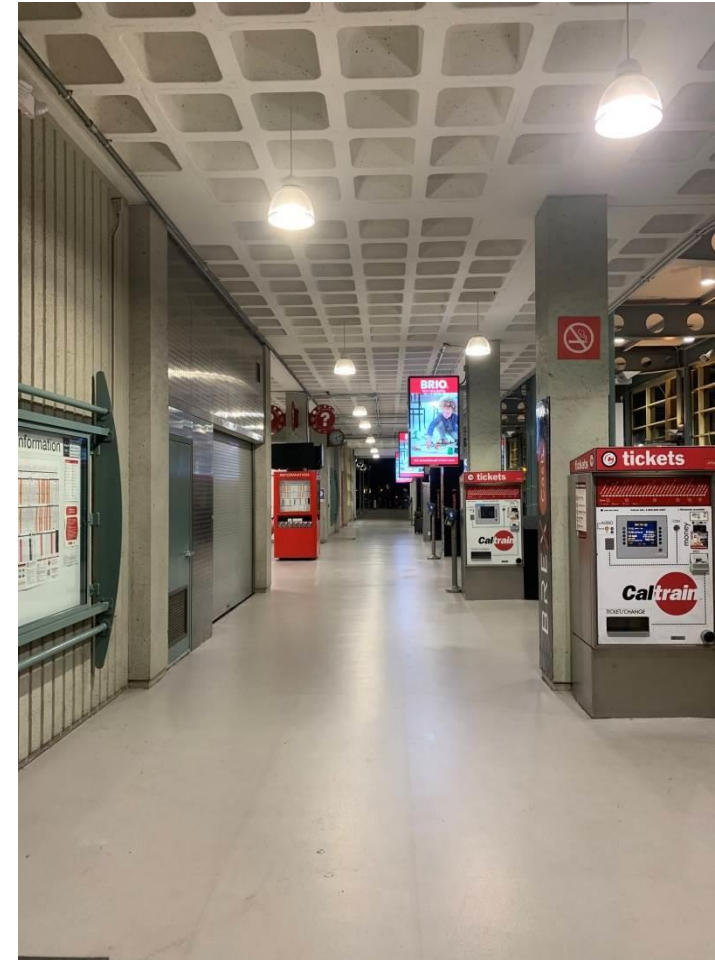
STATION IMPROVEMENTS

Light Emitting Diodes (LED) Replacement:

In September 2020, Caltrain completed the conversion of over 2,500 existing light fixtures to Light Emitting Diodes (LED) at 20 Passenger Stations.

San Francisco Restroom Renovation Project:

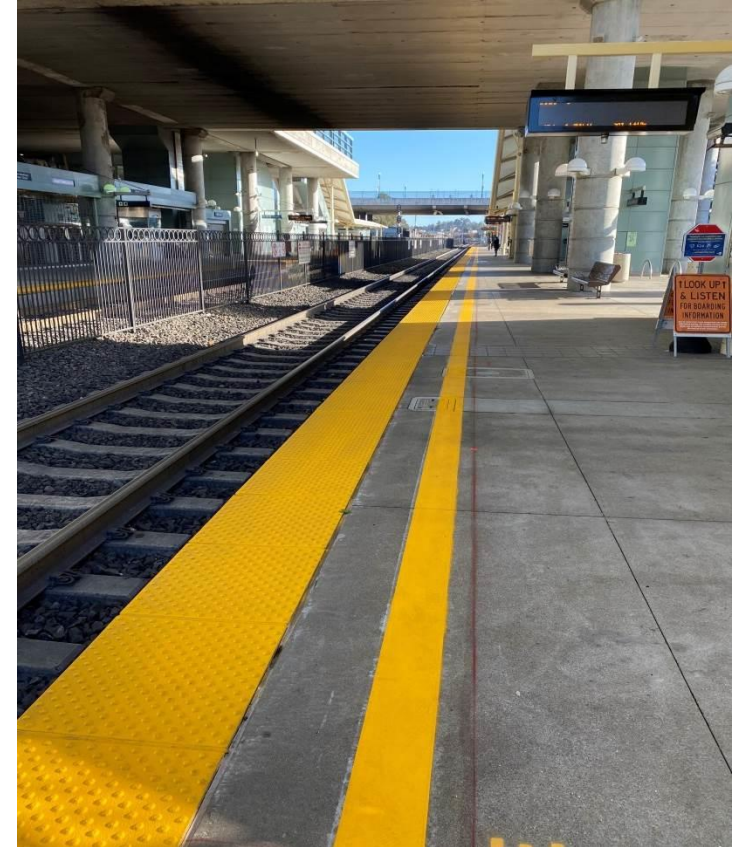
In December 2020, a full restoration of the restrooms with modern fixtures and finishes. Materials used for this project will be vandal resistant and have a proven track record in high traffic areas. The focus shall center on low maintenance material and the ease of cleanup. Concrete flooring and walls, multiuse shared sinks, air blade type hand dryers, stainless toilets and stalls. In conjunction with the renovation, the waiting room will be eliminated.



STATION IMPROVEMENTS

Stations of the Month:

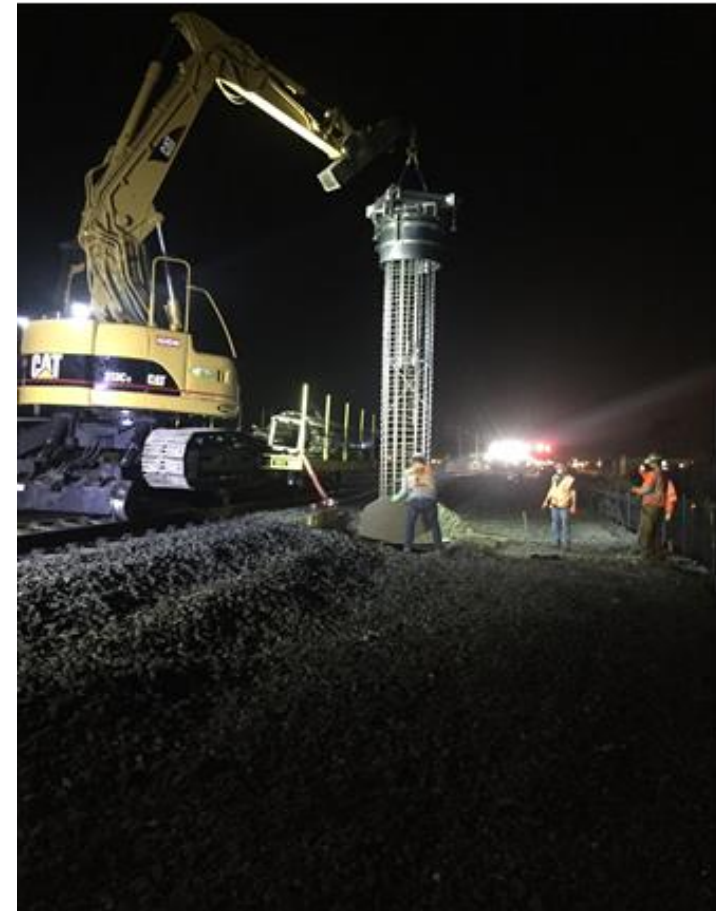
- September 2020 - Millbrae (In Progress, Final Walk-thru to be scheduled)
- November 2020 - Sunnyvale (In Progress, Preliminary Walk-thru to be scheduled)
- January 2021 - Palo Alto (Preliminary Evaluation/Audit was Conducted)



Tactile painted at Millbrae Station

ELECTRIFICATION

Electrification Progress



GRADE CROSSINGS

Solar Reflectors installed at Churchill Avenue Grade Crossing

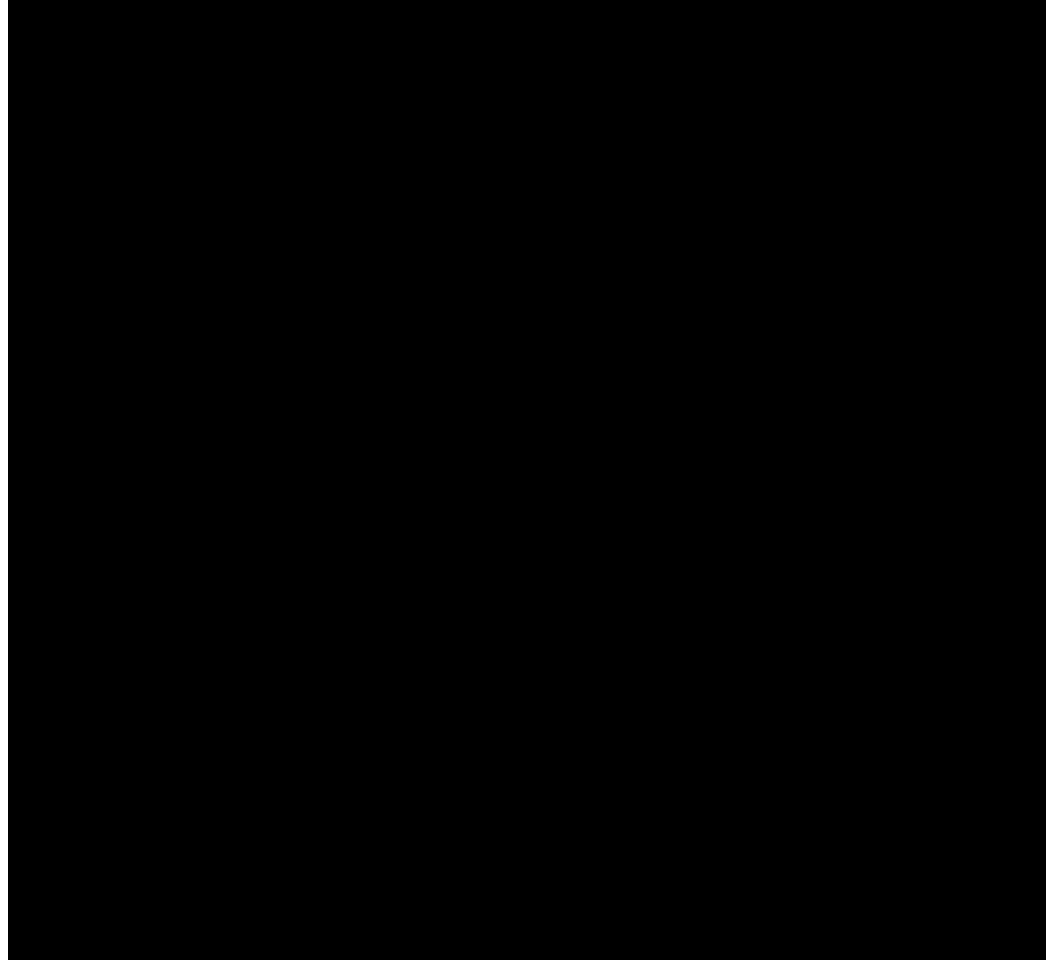
In an effort to keep wayward drivers from turning on to our tracks a plan was developed with Maintenance group and Operations.

In August 2020, TransitAmerica Service Inc. (TASI) installed 48 RED Solar Powered Pavement Markers at a 45 degree angle. The reflectors were affixed to concrete and HMAC with Epoxy. The reflectors were angled towards the WEST along the White Marker Line.



GRADE CROSSINGS

Solar Reflector Video



GRADE CROSSINGS

Overhead Centenary Structure Foundation at Mile Post 21.7-01

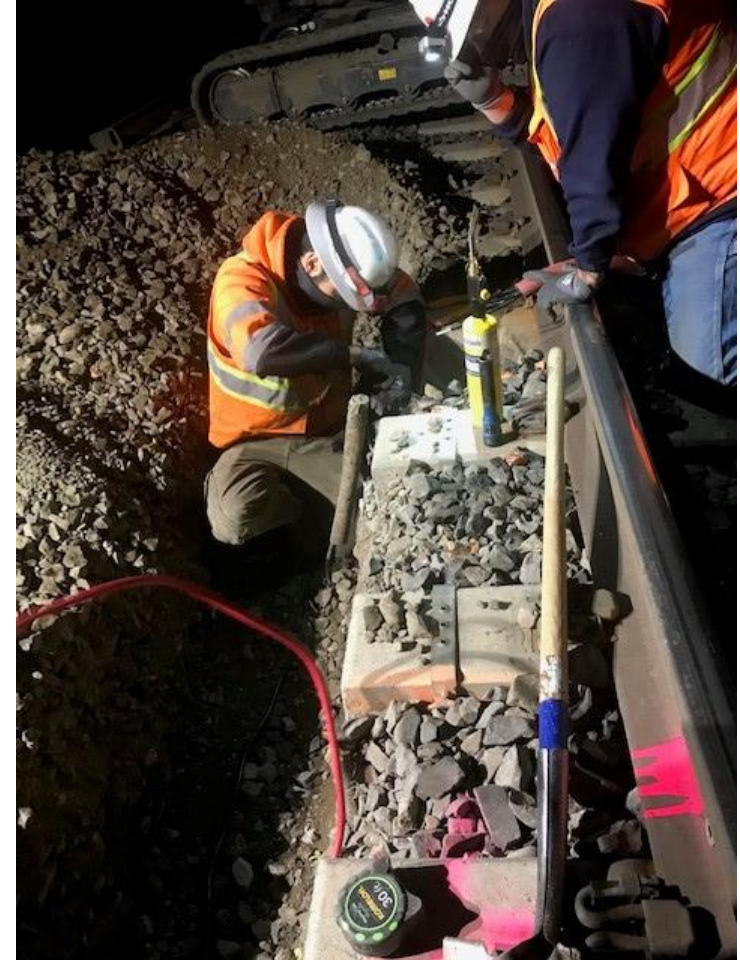
This is an ongoing utility conflict removal for the Electrification project. This activity involved excavating a 3' deep trench and re-route the conflicted 6" drain pipe 3'-9" from center of the Overhead Centenary Structure Foundation at Mile Post 21.7-01 in the City of Belmont.



GRADE CROSSINGS

City of Sunnyvale Mary & Evelyn Advanced Preemption Project

This activity is installing new track connections for the Mary & Evelyn Advanced Preemption project. Installing cables for new track connections on Main Track 2 remote start of the new advanced preemption.



GRADE CROSSINGS

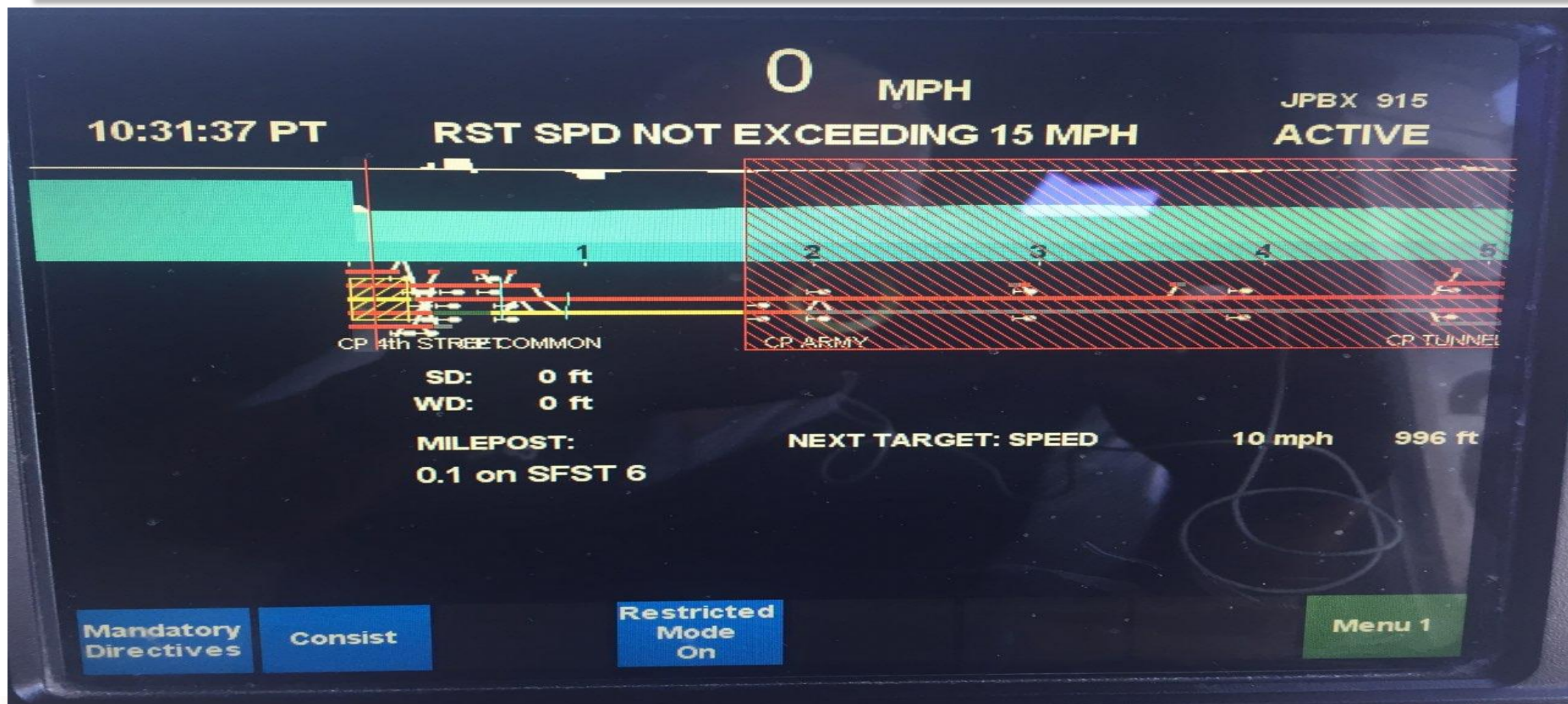
Grade Crossing Improvements



PTC

- September 2019: Began Revenue Service Demonstration
- February 2020: Fully interoperable with all tenant railroads
- June 2020: Submitted Caltrain PTC Safety Plan to the FRA
- Anticipated that we will receive our certification letter from the FRA before the end of this year

PTC



WORKS IN PROGRESS

Uniforms

