



# *Customer Experience Update*

Citizens Advisory Committee  
December 15, 2021  
Agenda Item #10

# Agenda

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## Progress Updates

- Rule Changes
- Communications
- Diesel Fleet
- EMU Fleet
- Bikes
- Training
- Fares / Tickets
- Service
- Station Improvements
- Electrification Progress
- Grade Crossing Improvements
- PTC
- Uniforms

# RULE CHANGES

## Fouling Distances

- Previously, construction contractors were required to have On Track Protection while working within 15ft of the rail, or unilaterally, if they had a perceived “potential” to reach within 15ft of the rail.
- New Rule, implemented in April, 2020 simply requires contractors to have On Track Protection prior to working within 4ft of the rail, bringing Caltrain in line with industry standards.

## Form B

- Form B is a method of establishing On Track Protection that affords a work crew maximum flexibility.
- However, it is labor and time intensive for the RWIC and “sub-group coordinators” who provide the protection.
- By promoting better work planning practices with construction contractors via the Site Specific Work Plan Policy, we have been able to replace Form B’s with Track & Time at numerous job sites, which has reduced RWIC labor costs and freed up personnel to support new activities.

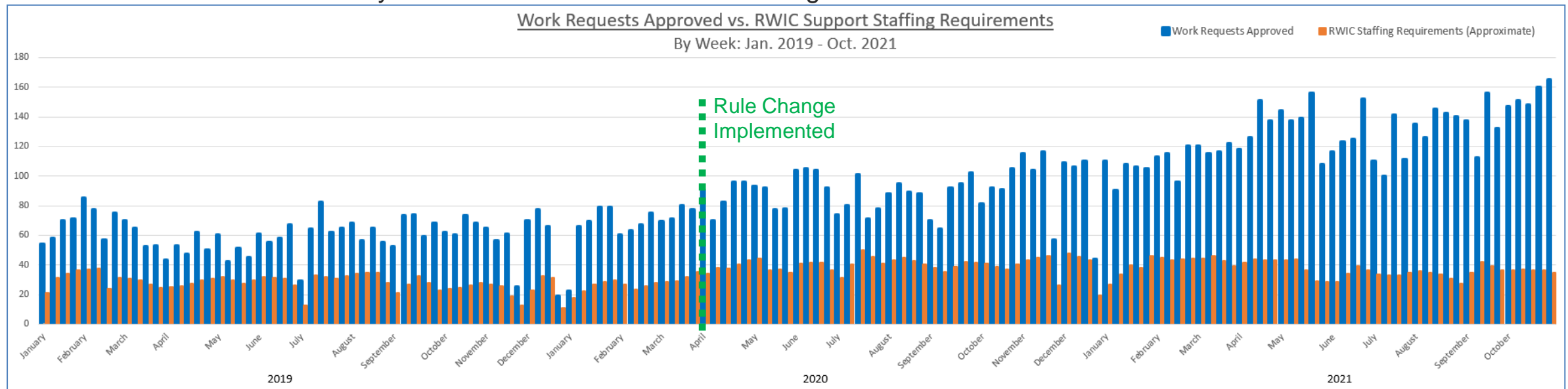


This work is safe, but prior to the fouling distance rule change, we would have had to choose between delaying trains or working at night because the truck is parked within 15' of the rail.

# RULE CHANGES

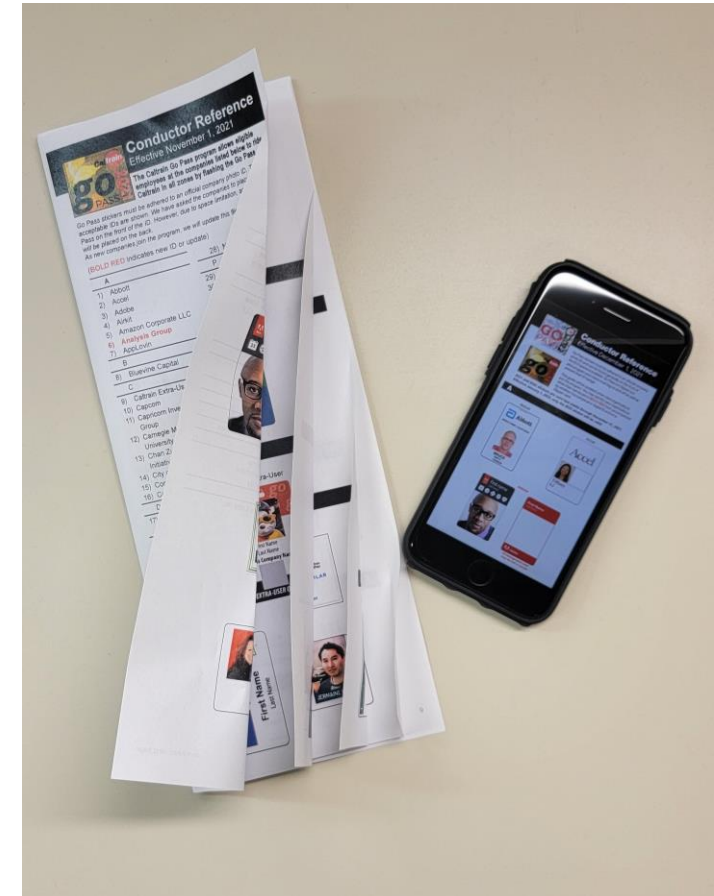
## Results

- These changes, along with other safety-culture adjustments have led to improved clarity for workers at job sites and increased accountability amongst contracted roadway workers. Overall, they have enabled us to support an increased volume of work, with a proportionally lower increase in RWIC/Watchmen Support requirements, while simultaneously improving our culture of safety.
- There have been **0** safety incidents related to these rule changes.



# COMMUNICATIONS

- ❑ Improvements to Employee Communication
  - Conductor NEXTEL replacement with Apple iPhones
  - Digital Go Pass Conductor Guide:
    - Eliminates use of paper
    - Timely communication
    - Paper vs digital
- ❑ Planning to develop an app to record train operation measures
- ❑ Upgrading Caltrain Website



# DIESEL FLEET

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## Locomotive Overhaul

- ❑ Completed
  - 920, 921 & 922 (In Service)
  
- ❑ Ongoing
  - 927 completed. Will be shipped mid December 2021
  
  - 924 40% completed
  
  - 925 will be shipped to Mare Island to begin overhaul in January 2022.





# EMU FLEET

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## Electric Multiple Unit (EMU)

- ❑ Trainsets 3 and 4 expected arrival 1st Quarter of 2022
- ❑ Car AE-M7
  - wrapped in Caltrain colors to lead the way for electrification
- ❑ Virtual Reality Tour  
<https://calmod.org/electric-trains/vr/>



# BIKES

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## Bikes Board First

### ❑ Continued Efforts

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





# BIKES

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## Project 529



- ❑ Reported Stolen: 26
- ❑ Registered: 29,571
  - Since Caltrain's partnership with Project 529, the bike community has registered over 29,571 bikes.
- ❑ Recoveries: 3
  - 8% recovery rate. This is better than prior to the inception of the program the recover rate was 0%.
  - The Sheriff's Office aims to continue our partnership with Project 529 and the bike community to spread the word for bike registration. The more bikes registered the higher probability of recovery for our community members.
- ❑ Bait Bike Detail:
  - Not conducted due to health risks associated with the Covid-19 pandemic.
  - The Sheriff's Office has continued to work with the Caltrain communications team to push out effective messaging on bike registration, bike security, and how to properly report bike thefts.

If you are a Caltrain rider please register your bike at : <https://project529.com/caltrain>

# BIKES

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## e-Lockers

- ❑ 700 keyed lockers removed
- ❑ Installed 192 e-locker spaces
- ❑ New e-lockers installed at 15 stations
- ❑ More information about accessing and using the lockers is available at [www.bikelink.org](http://www.bikelink.org)



# TRAINING

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## ☐ Public Safety Orientation

- Provided in 2021 to all 116 Caltrain conductors
- Key Learning:
  - Provide conductors the knowledge and skills to better serve the Caltrain passengers.
  - Understand how to de-escalate a confrontational situation
  - Learn how to be an effective member of the enforcement team and work cooperatively with police to resolve matters successfully

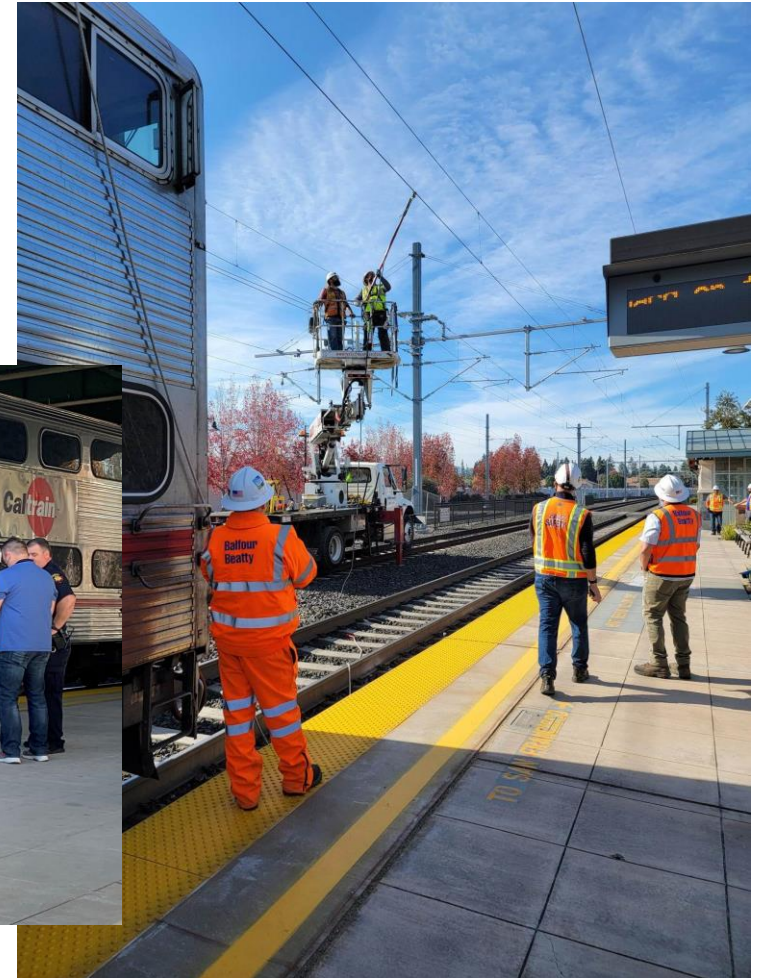
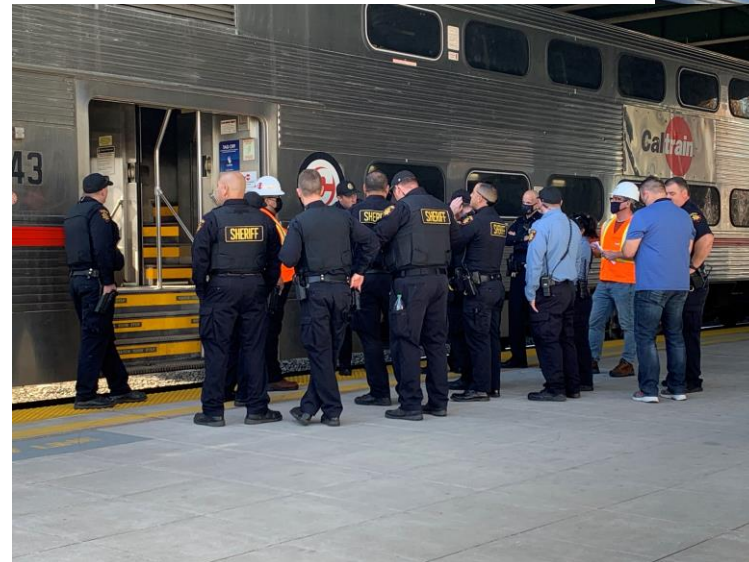




# TRAINING

## □ Emergency Preparedness Drill

- On Sunday, November 14th, 2021, Caltrain conducted an Emergency Response Exercise at the Lawrence Caltrain Station which included fire, law enforcement, Medical Response, and Caltrain personnel.



# TRAINING

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## □ Railroad Emergency Preparedness

- Lifting a locomotive with an airbag





# TRAINING

## □ Traction Power Substation TPS-2



# FARES / TICKETS

## Clipper Interface Device (CID)

### ☐ In 2020

- Menlo Park
  - Relocated 3 CIDs and installed 3 new CIDs
- Redwood City
  - Relocated 3 CIDs and installed 2 new CIDs
- Palo Alto
  - Relocated 7 CIDs and installed 2 new CIDs

### ☐ In 2021

- Mountain View Station
  - Relocated 4 CIDs
- Sunnyvale Station
  - Installed 5 new CIDs



# FARES / TICKETS

## Ticket Vending Machine (TVM)

### Phase 2: (Complete)

- Upgraded 12 TVMs in March 2021 at

SF 4 <sup>th</sup> & King	Millbrae	Redwood City
Palo Alto	Sunnyvale	San Jose Diridon

### Phase 3: (Began in September 2021)

- Upgrade 21 TVMs in Spring 2022

22 <sup>nd</sup> ST	San Bruno	Burlingame
San Mateo	Hayward Park	Belmont
San Carlos	Menlo Park	California Ave
San Antonio	Lawrence	Santa Clara





# FARES / TICKETS

## Ticket Vending Machine (TVM)

- ❑ Phase 3:
  - Upgrade 27 TVMs
  
- ❑ Phase 4:
  - Upgrade 27 TVMs

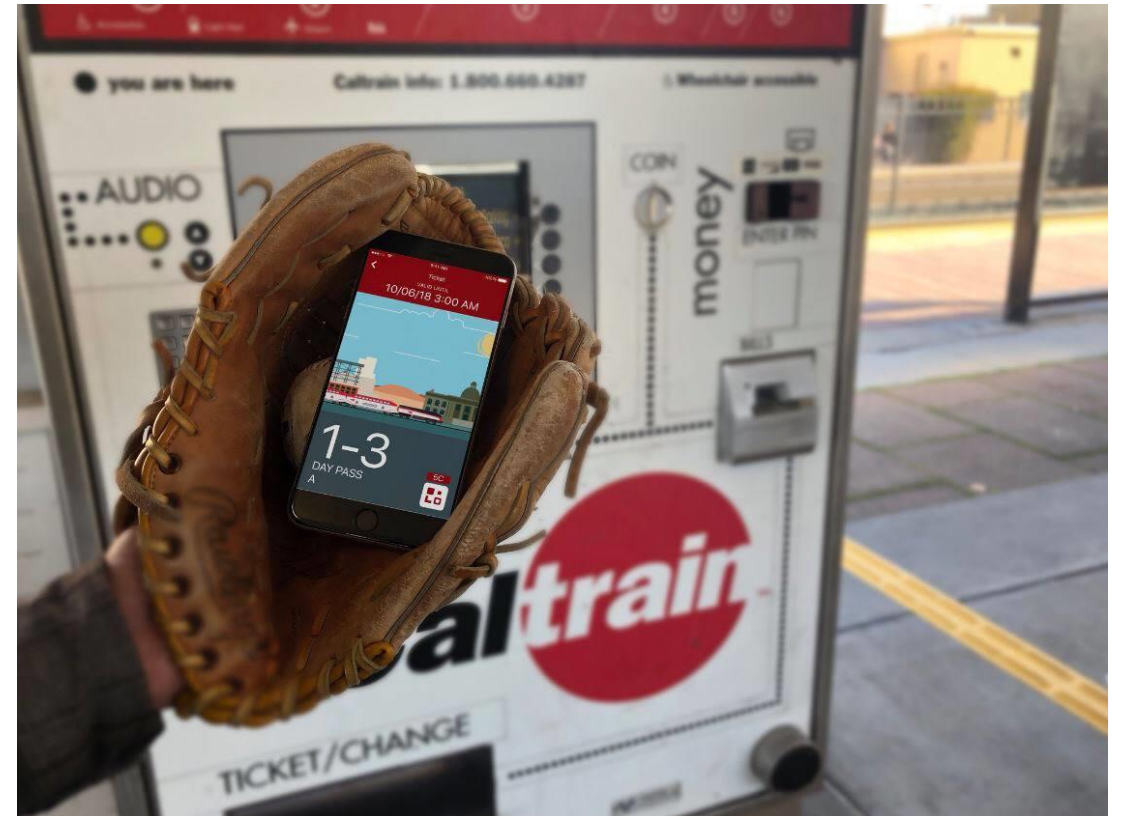


# FARES / TICKETS

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## Mobile App

- ❑ Caltrain App
  - Push notification capabilities for
    - Scheduled service changes
    - Promotions
    - Special Events
  
- ❑ Clipper App
  - Fare Payments with Clipper card, Apple Pay & Google Pay
  - Account Management loading cash value & passes
  - Trip Planning





# SERVICE

- ❑ Aug 30, 2021, Service Change
  - 104 weekday trains
  - Same schedule Sat & Sun
  
- ❑ Special Service/ Events
  - Levi's Stadium
  - Oracle Park
  - Chase Center
  - SAP Center
  - PayPal Park
  - Stanford
  - Holiday Train
  - RR Party Train



# STATION IMPROVEMENTS

- New Hillsdale Station
- South San Francisco Station Improvements
- Marin & Napoleon Bridge Renovation
- Palo Alto Station Improvements
- SF 4th & King Station Restroom Renovation
- PCEP – Electrification Project





# ELECTRIFICATION

## Electrification Progress as of December 2<sup>nd</sup>

### ☐ Poles:

- 330 poles have been installed in 2021
  - Segment 2 65% poles installed
  - Segment 3 100% poles installed
  - Segment 4 95% of poles installed

### ☐ Foundations:

- 916 foundations has been installed in 2021
  - For the entire project, 98% completed with a total of 2,938 foundations installed

### ☐ Wire:

- Approximately 350,000 LF of wiring has been installed in 2021
  - Segment 2 wiring is in progress
  - Segment 3 wiring is 100% completed
  - Segment 4 wiring is 90% completed



# ELECTRIFICATION

## Electrification Progress





# GRADE CROSSINGS

## Improvements in 2021

### ❑ Safety improvements

- Installed medians
- Installed pavement markers and markings

### ❑ Improved 5 Grade Crossings

- 1<sup>st</sup> Ave San Mateo
- 2<sup>nd</sup> Ave San Mateo
- 3<sup>rd</sup> Ave San Mateo
- Glenwood Ave Menlo Park
- Oak Grove Ave Menlo Park





# PTC

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- December 17, 2020:
  - Caltrain received approval from the FRA for mixed PTC system



# WORKS IN PROGRESS

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## Uniforms

