



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

July 20, 2022 – Wednesday

5:40 p.m.

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

Committee members, staff, and the public may participate remotely* via the Zoom website at

<https://zoom.us/j/94666856804?pwd=UIFwQzNrYXJpbTRlejkvRmgwRDIXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 for audio only. The video live stream will be available after the meeting at <https://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. Appointment of Nominating Committee
 - a) 2022 Vice Chair
4. Approval of Meeting Minutes of June 15, 2022
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Committee Comments
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
8. 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
August 17, 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

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 JUNE 15, 2022

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

MEMBERS ABSENT: A. Brandt, R. Kutler, E. Shapiro, JP. Torres,

STAFF PRESENT: C. Harvey, J. Navarrete, B. Thompson, A. Myles-Primakoff

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 MAY 20, 2022

Motion/Second: Klein / Leung

Ayes: Brandt, Shaw, Tuzman

Abstain: Flautt

Absent: Torres, Kutler, Shapiro

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that there are open slots on the committee that need to be filled and welcomed current and potential new members to serve. Chair Shaw then shared his recent experience on the train and observed that passengers continue to wear their masks onboard the trains. He also noticed more people riding the trains, possibly due to the return of the regular schedule.

COMMITTEE COMMENTS

Vice Chair Patrick Flautt shared that he will not request to renew his term with the Citizen's Advisory Committee and that it would be his last meeting. He recognized the committee's efforts and feedback which has driven staff's initiatives forward. Lastly, he thanked staff and committee members. Chair Shaw thanked Vice Chair Flautt for his role on the Citizen's Advisory Committee.

Alternate Member Rob Jaques reported that at the SOMA CAC meeting in San Francisco, there was a call for members to join the Railyard working group regarding

the 4th & King railyard project. He advised that further details may be found on SFplanning.org website.

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, thanked Member Flautt for his service on the CAC. He then shared his concerns regarding the railyard project in San Francisco and suggested Caltrain not give up land that could be used for Caltrain operations. Lastly, he stated that the proposal for the Pennsylvania street rerouting is not necessary.

ALL BAY AREA REGIONAL TRANSIT PASS / REGIONAL INSTITUTIONAL PASS PILOT

Bruce Thompson, Manager – Fare Program Operations, presented the Fare Coordination and Integration Study Update: Regional Institutional Pass Pilot. The full presentation can be found on caltrain.com.

Committee Comments:

Member David Tuzman asked for an explanation of Title VI. Ms. Anna Myles-Primakoff, Olson Remcho, LLP, responded that it is part of Federal Constitutional Law, and the FTA has specific guidance for transit agencies when making major changes to fares or service. They require an equity analysis before those changes are made permanent. Member Tuzman then asked who the participating agencies are, and Mr. Thompson responded that all agencies in the region that are on Clipper.

Member Patricia Leung asked how the pilot will affect the way staff evaluates the fare program. Mr. Thompson stated that he does not have an answer yet, however all agencies will need to come up with a fare structure plan.

Member Larry Klein asked how the public educational institutions and affordable housing properties were chosen. Mr. Thompson responded that mainly there were two factors; entities that have an existing relationship with a pass and locations with multi-usage opportunities for data purposes.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his excitement with the Regional Pass Pilot and asked whether it would be an annual or monthly pass. Mr. Thompson responded that the Regional Pass will be executed through a Clipper product that already exists and that there will not be a defined period, systematically.

Adina Levin, via Zoom Q&A, shared examples of why moving forward with the Regional Pass Pilot is beneficial to Midpeninsula housing developments, educational institutions, and employment companies. She stated that there are a lot of opportunities to get more customers that would benefit from the ability to go more places.

NEW CALTRAIN WEBSITE UPDATE

The New Caltrain Website presentation has been postponed.

Committee Comments:

None

Public Comments:

None

STAFF REPORT UPDATE

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

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.

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.

Mr. Harvey mentioned that during the temporary construction schedule there were signal cutover challenges that contributed to May's On-Time Performance.

Public Comments:

Adina Levin, via Zoom Q&A, requested additional information regarding the recent fires along the track. She stated that the fires may have been caused by maintenance issues with diesel engines, where the diesel engine throws off sparks causing brush to catch fire. She mentioned that Caltrain approved its budget with a lower than desired level of expenditure on the State of Good Repair and asked whether there is any correlation between the level of maintenance that Caltrain's budget was able to afford, and the fact that there were brush fires up and down the track. Chair Shaw asked whether there was a determination regarding the cause of the fires. Mr. Harvey

responded that the incidents that occurred on June 7th were isolated, and that staff has implemented additional mechanical inspections.

Committee Comments:

Member Tuzman asked Mr. Harvey to provide additional details regarding the fires that have occurred in the past few weeks. Mr. Harvey shared that the fires on June 7th were due to an excessive amount of brush caught on a truck. The trapped brush ignited and while traveling southbound, embers ignited dryer areas along right away, causing the issues on June 7th. He then informed that committee that the additional fires, on other days, have been random.

JPB CAC Work Plan

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
- Brainstorming sessions for Conductor iPhone applications

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be July 20, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 6:21 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) –

- **June:** The June 2022 OTP was 85% compared to 91.5% for June 2021.
 - **Vehicle on Tracks** – There were two days, June 1 and 28 with a vehicle on the tracks that caused train delays.
 - **Mechanical Delays** – In June 2022 there were 1381 minutes of delay due to mechanical issues compared to 329 minutes in June 2021.
 - **Vehicle Strike** – There were two vehicle strikes on June 19 and 20, resulting in non-fatalities.
- **May:** The May 2022 OTP was 78.1% compared to 90.2% for May 2021.

****The Caltrain June 2022 Ridership Graphs are unavailable****

• **Special Event Train Service –**

Services Performed:

Following is a summary of special event services provided.

- **Memorial Day Holiday Service** – On Monday, May 30, Caltrain operated a Weekend Schedule in observance of the Memorial Day holiday.
- **San Francisco Giants** – The SF Giants hosted fourteen games in June.

In May, average additional ridership per game, boarding and alighting at San Francisco station, was 3,425, a 20% decrease compared to April, 2022 (4,284). Total additional ridership for May was 47,948 and year-to-date ridership was 90,785.

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 three playoff games in June and the City of San Francisco hosted the Golden State Warriors Championship Parade on June 20

Playoffs: The Warriors hosted six playoff games in May. Total additional ridership boarding at San Francisco station was 4,417, and year-to-date ridership was 18,447. Average additional ridership per game was 736, an increase of 68% compared to April, 2022 (438).

Championship Parade: Extra capacity was added to the regular service for the event goes and after the parade all trains leaving San Francisco stopped at weekday stations through the early evening when service reverted back to regular service. Barricades were setup at San Francisco station for crowd control and to facilitate the boarding process. Additional staff were at various stations to help the riders purchasing fare, provide wayfinding and service information.

- **Bay to Breakers** – Total additional ridership boarding and alighting at San Francisco station was 4,164. Ridership for the two NB special trains was 2,874, an increase of 50% compared to 2019 (1,914).
- **SF Pride Parade** – On June 26, Caltrain operated two additional pre-parade train service and deployed extra southbound service as needed.
- **Independence Day Holiday** – On Monday, July 4, Caltrain operated a Weekend schedule in observance of the Independence Day holiday. The last southbound departed San Francisco at 12:05 a.m.

Services Scheduled:

- **San Francisco Giants** – The SF Giants will host fourteen regular season games in July.

Capital Projects:

The Capital Projects information is current as of June 15, 2022 and is subject to change between June 15 and July 7, 2022 (Board Meeting).

- **South San Francisco Station Improvements:** This project replaces the existing side platforms with a new centerboard platform, construction of a new connecting pedestrian underpass to the two new plazas in downtown South San Francisco to the west and the shuttle area to east.

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 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 expected to be completed over the next three 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 June 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. Phase 3 for 21 TVM's that was delayed due to supply chain issues is now complete. 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 January 2023 to December 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 partially funded through a Transit and Intercity Rail Capital Program (TIRCP) grant as well as through a FY2023 capital budget allocation

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 September 2022. Design and Construction is planned from October 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). The Board adopted the CEQA Determination and awarded the Final Design Contract in June 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 an amendment to the existing 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 Quiet 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 and was returned to Caltrain in December 2021. The 927 is now in full service. Vehicles #924 and #925 are at Mare Island and is undergoing rehabilitation. Vehicles # 923, 926 and 928 are scheduled for rehabilitation beginning in June 2022, November 2022 and April 2023 respectively.

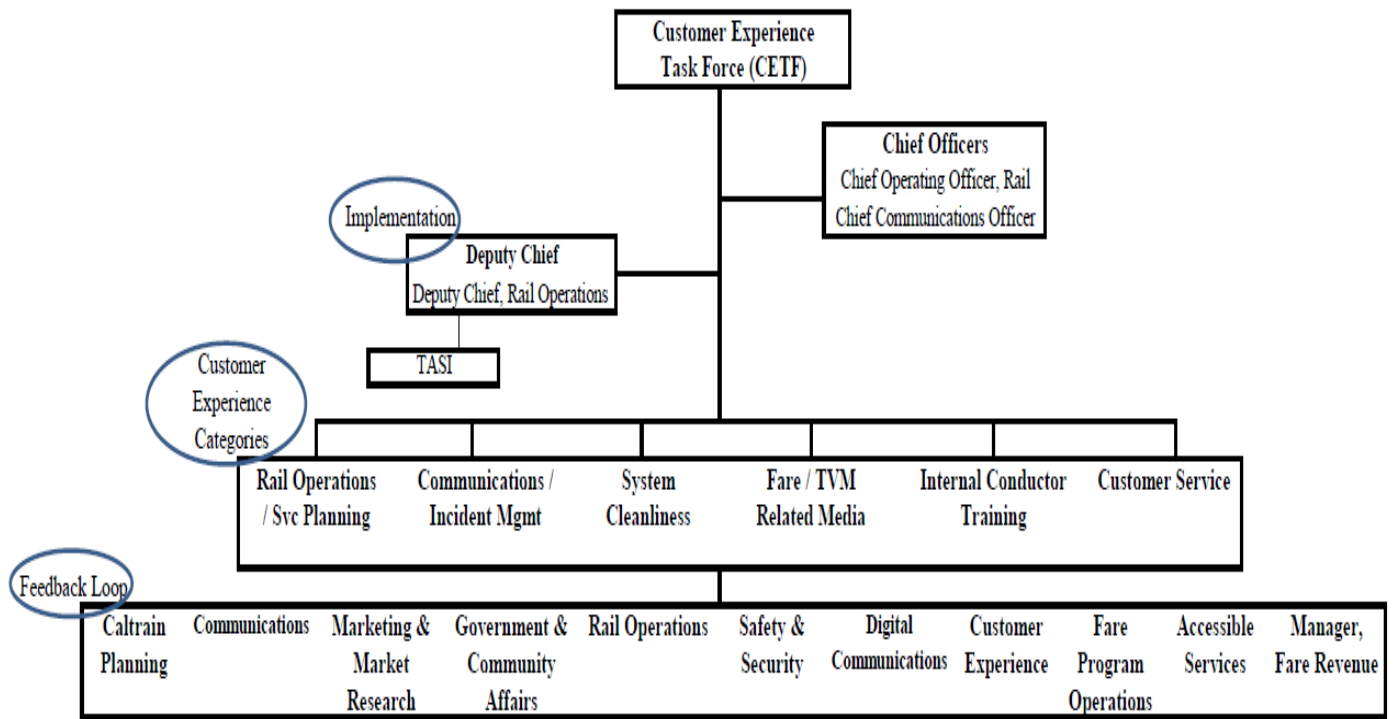
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 details are being finalized
 - Coordination with internal and external stakeholders
 - Coordination with internal Rail & Communications team on service change notifications
- 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
- Outreach ambassador assignments for June:
 - Golden State Warriors victory parade held on June 20. Both District and JBR ambassadors engaged an estimated 1,200 people across five stations (San Jose Diridon, Sunnyvale, Mt. View, Palo Alto, Redwood City) to assist with wayfinding and ticket purchases.
 - SF Pride Sunday held on June 26. Ambassadors at across five stations (San Jose Diridon, Sunnyvale, Mt. View, Palo Alto, Redwood City) along with ambassadors onboard the train handed out more than 3,000 stickers altogether, which suggests 3,000 customers engaged to assist with wayfinding, ticket purchases and provided free Caltrain Pride stickers.

Digital Marketing

- In the month of June, the Board of Directors recognized Pride month, reaffirming a commitment to Diversity, Equity, Access, and Inclusion. SF Pride was the largest running campaign for the month, after a two-year hiatus. SF Pride touched all facets of the company, from operations to marketing.
- June Digital Marketing Highlights:
 - SF Pride
 - SF Giants service
 - San Mateo County Fair

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 are now available at 22 Caltrain stations. Plans are underway to install additional e-lockers in the Fall at select stations that are seeing increased demand. 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 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(s) of the Quarter:
 - San Mateo - Completed
 - Burlingame - In Progress (Estimated Completion Date: July 2022)
 - California Avenue - In Progress (Estimated Completion Date: July 2022)
 - San Jose Diridon - (On-Hold)
 - Tamien - In Progress (Estimated Completion Date: August 2022)
- Next Station(s) of the Quarter:
 - San Bruno
 - Lawrence
- Upcoming Projects:
 - Hayward Park Shelter Replacements
 - Station Shelter Glass Panels Replacements (Metal Mesh)
 - Display Cases to be replaced with Plexi-Glass (Station Varies)

JPB CAC Work Plan

August 17, 2022

- Caltrain Service Planning Update
- Broadband Update

September 21, 2022

-
-

October 19, 2022

- Rengstorff Grade Sep Project
-

November 16, 2022

-
-

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
- CAC role in Measure RR oversight update