



BOARD OF DIRECTORS 2022

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

**September 21, 2022 – Wednesday**

**5:40 p.m.**

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

**Committee members, staff, and the public may participate remotely\* via the Zoom website at <https://zoom.us/j/94666856804?pwd=UIFwQzNrYXJpbTRlejkvRmgwRDIXZz09> for audio/visual capability or by calling 1-669-900-9128, Webinar ID: 946 6685 6804 for audio only. The video live stream will be available after the meeting at <https://live-smctd-2021.pantheonsite.io/caltrain/video-board-directors>**

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

Oral public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of August 17, 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 take 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. Fleet Maintenance Update (David Santoro)
8. Rail Safety Education & Suicide Prevention Update (Dan Lieberman)
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  
October 19, 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 (Vice Chair), 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](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

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

### **Date and Time of Regular Meetings**

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

### **Location of Meeting**

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

### **Public Comment**

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

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### **Accessible Public Meetings/Translation**

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

### **Availability of Public Records**

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

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

**MINUTES OF AUGUST 17, 2022**

**MEMBERS PRESENT:** A. Brandt, R. Jaques (Alternate), L. Klein, R. Kutler, B. Shaw (Chair), JP. Torres (Arrived at 6:10pm), D. Tuzman, M. Pagee (Alternate), E. Shapiro

**MEMBERS ABSENT:** P. Leung

**STAFF PRESENT:** T. Burgwyn, C. Harvey, J. Lipps, J. Navarrete, A. Robbins, V. Sammeta, P. Shrestha R. Tam, B. Tietjen

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 5:41 p.m. and led the Pledge of Allegiance.

**REPORT OF NOMINATING COMMITTEE 2022 VICE CHAIR**

Member Emilia Shapiro reported that the nominating committee nominated Member David Tuzman as the Vice Chair. Member Tuzman accepted the nomination.

Motion/Second: Klein / Shapiro

Ayes: Brandt, Kutler, Shaw

Absent: Torres, Leung

**APPROVAL OF MINUTES OF JULY 20, 2022**

Meeting minutes amended to reflect Members Tuzman and Brandt abstain from the approval of the June 2022 vote and that Alternate Members Jaques and Pagee reflect as ayes.

Motion/Second: Brandt / Kutler

Ayes: Shapiro, Shaw

Abstain: Tuzman, Klein

Absent: Torres, Leung

**PUBLIC COMMENT**

Aleta Dupree, via Zoom Q&A, talked about the importance of the new Bay Pass Pilot. She mentioned the importance of moving fares from paper tickets to mobile apps. She also suggested Caltrain promote taking transit vs. driving cars.

### **CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that the Governance discussions have ended, and that the requisite boards and authorities have approved the governance structure for Caltrain. Chair Shaw then stated that he continues to work with staff to finalize the Work Plan for the remainder of the year. He then shared that two items that will be agendized soon are fare enforcement requirements and the Citizen's Advisory Committee's requirement to provide a review on how Measure RR funding is being used.

### **COMMITTEE COMMENTS**

Vice Chair David Tuzman reported that SB917, legislation that would have required the Bay Area agencies to study integrated fare structures, has failed. He then mentioned the Bay Pass Pilot rollout and requested a presentation to the CAC to determine whether the Bay Pass Pilot is effective.

Member Adrian Brandt also reported the failure of SB917. He then shared information regarding the Bay Pass Pilot. Member Brandt also informed the CAC that the San Francisco/San Jose Final Environmental Impact Report was presented at the High-Speed Rail Authority meeting and shared details from the meeting.

Member Rosalind Kutler stated that although SB917 failed, Seamless Bay Area activities continue as she observed a transfer point sign at the Millbrae station. She then stated that passengers continue to benefit from the efforts made from staff.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his concerns regarding the failure of SB917. Jeff then requested a presentation on distance-based fares and Clipper/Go Pass usage data.

Adina Levin, via Zoom Q&A, stated that although SB917 failed, it is up to advisory bodies and advocacy groups to encourage the items in the Senate Bill to move forward, for example the Bay Pass Pilot is moving forward. She mentioned several items that the CAC may be interested in, for example receiving a presentation on aligning regional fares.

Aleta Dupree, via Zoom Q&A, mentioned that passing tracks and integrated ticketing and transfers are important for better service with High-Speed Rail.

### **CALTRAIN SERVICE PLANNING UPDATE**

Ted Burgwyn, Director - Rail Network and Operations Planning, presented the Caltrain Service planning update. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Member Emilia Shapiro asked who receives the surveys and requested the committee be added to the list of recipients. She then requested for the service change marketing materials be shared with the committee as well. Mr. Burgwyn stated that he would share her requests with the respective internal departments.

Member Larry Klein asked when will the Bullet trains come back to Sunnyvale. Mr. Burgwyn stated that when staff looked at the different current ridership levels and ridership recovery rates, Sunnyvale is rebounding, however not as fast as some of the other stations. Member Klein asked for ridership data. Mr. Burgwyn responded that Caltrain does not have the granular data, and that while the annual count has not been performed recently, it will resume once ridership recovery justifies the investment. He also stated that the distribution amongst the different service types, in the peak, is even. Member Klein asked for an update on when the annual counts will resume.

Member Brandt stated that it is important to recognize that ridership, work patterns and office patterns have changed since the pandemic and encouraged staff to continue to attract nontraditional ridership trip patterns. Member Brandt then asked to include the percentage of pre-covid ridership. Mr. Burgwyn stated that currently the percentage of pre-covid ridership is about thirty percent. Member Brandt also requested that the distance-based fare structure be revisited. Lastly, he shared a cyclist's experience at Millbrae station during single tracking and suggested announcements be made on BART alerting passengers of single tracking.

Member Kutler also shared her experience and observations of passengers missing their trains due to miscommunications of single tracking. She also asked Mr. Burgwyn whether the schedule change considered single tracking and Mr. Burgwyn confirmed that it had.

Vice Chair Tuzman asked whether there is a metric to identify a maximum change that can be made to a passenger's travel pattern, as opposed to the whole train. Mr. Burgwyn stated that the goal is to keep the stop times as close to the original as possible.

#### Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared that he is pleased to hear that Caltrain is coordinating with BART at the Millbrae station. He then stated that he is happy to hear that 22<sup>nd</sup> Street has more service. Jeff would like to see the annual count to return, and that Clipper data may be able to assist in the meantime. Lastly, he suggested that the live map be updated to reflect trains arriving on the opposite platform.

Aleta Dupree, via Zoom Q&A, stated that transfers between transit agencies are challenging. She also requested 22<sup>nd</sup> Street to become a regular stop so that passengers would not have to travel to 4<sup>th</sup> & King station and to make it an accessible station.

Adina Levin, via Zoom Q&A, thanked staff for working with BART to improve the transfer at Millbrae. She then asked whether there has been any work with Samtrans, VTA, and/or SFMTA to identify any transfer points that have potential ridership that could be enhanced by some attention to the schedule. She then asked about the status regarding the improved communication at the Millbrae station during single tracking. She said that it is important to have Caltrain updates on BART at the Millbrae

connection. She then shared information about other transit agencies that are appealing to a broader ridership post-COVID era.

### **CALTRAIN ELECTRIFICATION PROJECT UPDATE**

Pranaya Shrestha, Chief Officer - CalMod, presented the Caltrain Electrification Project Update. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Member Brandt asked what the top project risk is. Mr. Shrestha explained that the top risk had been the relationship with the contractor, which has improved significantly following the global and due to frequent partnering sessions. Mr. Shrestha emphasized the importance of maintaining strong communication and transparency with the Board, contractor, and public. Member Brandt then shared information from the High-Speed Rail hearing regarding grade crossings. He also asked whether the dual speed check would remain at 79mph. Mr. Shrestha stated that he would follow-up with an answer. Lastly, Member Brandt asked what the outcome was of the single-phase testing with PG&E. Mr. Shrestha responded that testing was successfully completed this past July.

Member Klein asked whether Caltrain would be updating all the public safety units along the entire corridor. Mr. Shrestha confirmed that staff is working and training emergency responders and have a virtual meeting scheduled to inform the public of the energization of the system. Member Klein requested the meeting information. Mr. Shrestha agreed to share.

#### Public Comments:

Aleta Dupree, via Zoom Q&A, stated that foundations have been completed and now it is important to install the wire. She said that she would like to see a future with more grade separations to improve safety. Aleta suggested Caltrain consider sustainability goals and hopefully the power used will be renewable to power the railroad.

Jeff Carter, Millbrae, via Zoom Q&A, requested the new EMU trains be put on display in San Francisco and San Jose. He also stated that additional grade crossings and passing tracks are important.

Doug DeLong, Mountain View, via Zoom Q&A, requested updates on the utility clearance process along the corridor and bridge attachment structures on the state-owned bridges.

### **CALTRAIN BROADBAND WIRELESS COMMUNICATIONS PROJECT**

Andy Robbins, Director - Capital Program Delivery, presented the Caltrain Broadband Wireless Communications Project. The full presentation can be found on [caltrain.com](http://caltrain.com).

#### Committee Comments:

Member Brandt is concerned with quality-of-service and suggested parameters. He also suggested not making using fiber a requirement and remaining open to other solutions. He also shared his disappointment with Wi-Fi not at the stations and suggested accommodating stations early in the project. Lastly, Member Brandt asked

whether there will be good service through tunnels. Mr. Robbins responded that Wi-Fi onboard the trains is a priority and that Wi-Fi at the stations can be an added feature in the future. He then stated that using the fiber is not a requirement and the team is open to any technology. Lastly, he stated that Caltrain is in the middle of a procurement process and that more information may be shared after the procurement process. Member Brandt then asked about the onboard camera system and Mr. Robbins responded that the primary system will be onboard and that there will need to be a second contract to display the images at Central. Chair Shaw shared that it is normal practice for the cameras to record at the site and for the data to be uploaded later.

Vice Chair Tuzman asked whether the EMUs will have monitors that will display passenger information. Mr. Robbins responded that he is not aware of what technology is being supplied on the trains. Vice Chair Tuzman suggested that the system be secure to avoid security breaches. Mr. Robbins stated that, as part of the procurement, it is required of the vendor to provide a secure system.

#### Public Comments:

Aleta Dupree, via Zoom Q&A, mentioned that there is an equity piece to this and that Wi-Fi on the trains will benefit those that have limited data. She then suggested staff be aware of the 5G connectivity and its interaction with radar altimeters on various jet aircraft. Aleta mentioned the importance of Wi-Fi access in the tunnels and at the stations.

Jeff Carter, Millbrae, via Zoom Q&A, is happy to see the progression of Wi-Fi on Caltrain. He is looking forward to the cameras and passenger counters onboard the trains and hopes that there will be an opportunity for real-time data.

Doug DeLong, Mountain View, via Zoom Q&A, asked once the EMUs are integrated into the system, what are the plans for the remaining diesel fleet and the Wi-Fi coverage from south of Tamien. Mr. Robbins responded that there are options to offer Wi-Fi south of San Jose and the capability to equip the diesel fleet with the same wireless solution.

#### **STAFF REPORT UPDATE**

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

#### **On-time Performance (OTP) –**

- **July:** The July 2022 OTP was 91.9% compared to 90.2% for July 2021.
  - **Vehicle on Tracks –** There were three days, July 17, 21 and 26, with a vehicle on the tracks, of which two caused train delays.
  - **Mechanical Delays –** In July 2022 there were 1397 minutes of delay due to mechanical issues compared to 586 minutes in July 2021.



- **Trespasser Strikes** – There were four trespasser strikes on July 7, 23, 28 and 30, resulting in three fatalities. The strike on the 7<sup>th</sup> was a fatality at San Antonio Station, which caused 2 trains to be terminated, 3 trains annulled, and 17 additional trains delayed. The strike on the 23<sup>rd</sup> was a fatality at E. Meadows Drive, which caused 1 train to be terminated and 6 additional trains delayed. The strike on the 28<sup>th</sup> was a fatality at Rengstorff Avenue, which caused 1 train to be terminated, 2 trains annulled, and 25 additional trains delayed. The strike on the 30<sup>th</sup> was a non-fatality at Menlo Park, which caused 3 trains to be delayed.
- **June:** The June 2022 OTP was 85% compared to 91.5% for June 2021.

**\*\*The Caltrain July 2022 Ridership Graphs are unavailable\*\***

Mr. Harvey shared that on Monday, September 5, Caltrain will be running a weekend schedule in observance of the Labor Day holiday.

Committee Comments:

Chair Shaw requested the ridership reports be added back to the staff report as they have been missing from the past two reports.

Public Comments:

None

**JPB CAC Work Plan**

September 21, 2022

- Rail Safety Education & Suicide Prevention Update
- Code of Conduct

October 19, 2022

- Rengstorff Grade Separation Project
- Clipper Next Gen Validator Project Update

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
- CAC role in Measure RR oversight update

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

The next meeting will be September 21, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 7:58 pm.

DRAFT

**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) –**

- **August:** The August 2022 OTP was 89.1% compared to 94.3% for August 2021.
  - **Vehicle on Tracks** – There were five days, August 1, 8, 10, 20 and 24 with a vehicle on the tracks, which caused train delays
  - **Mechanical Delays** – In August 2022 there were 1615 minutes of delay due to mechanical issues compared to 485 minutes in August 2021.
  - **Trespasser Strike** – There was one trespasser strike on August 4 at the Santa Clara Station resulting in a fatality. There was 1 train terminated and 15 trains delayed.
- **July:** The July 2022 OTP was 91.9% compared to 90.2% for July 2021.
  - **Trespasser Strikes** – There were four trespasser strikes on July 7, 23, 28 and 30, resulting in three fatalities. The strike on the 7<sup>th</sup> was a fatality at San Antonio Station, which caused 2 trains terminated, 3 trains annulled, and 17 additional trains delayed. The strike on the 23<sup>rd</sup> was a fatality at E. Meadows Drive, which caused 1 train terminated and 6 additional trains delayed. The strike on the 28<sup>th</sup> was a fatality at Rengstorff Avenue, which caused 1 train terminated, 2 trains annulled, and 25 additional trains delayed. The strike on the 30<sup>th</sup> was a NON-fatality at Menlo Park, which caused 3 trains delayed.

- **Caltrain Fall 2022 Service Change –**

- New Weekday Schedule was effective on Monday, September 12, 2022, in coordination with BART’s Fall Service Change effective on the same date.
  
- Service Change Summary:
  - Increased service to South San Francisco.
    - L3 trains will stop at South San Francisco in both directions, providing 2 trains per peak hour and offering a faster option for commuters traveling from Santa Clara County.
  - All reverse-peak trains stop at 22<sup>nd</sup> St.
    - L3 trains will stop at 22<sup>nd</sup> St. during reverse peak hours.
    - Provides direct peak hour connection from 22<sup>nd</sup> St. to Lawrence.
  - Improved weeknight BART connections at Millbrae
    - Connections improved from 15-23 minutes to 9-14 minutes.
    - Extended running times required on evening local trains to maintain single tracking meets.
  - No changes to midday or weekend service.
  
- Ongoing coordination with internal and external stakeholders for service operations impacts
  
- Ongoing coordination with Communications team on service change notifications
  - Website: Landing Page, Home Page
  - Web Timetable & PDF
  - Take One Notice
  - Display Ads
  - Paid Print/Digital Ads
  - Printed Pocket Timetables
  - MTC Hub Signage
  - VMS, PA & Conductor Announcements
  - Onboard Train Schedules
  - Station Info Boards
  - Caltrain Mobile App Push Alerts
  - BART & Caltrain Millbrae Station Transfer Times
  - News Release
  - Station Ambassadors
  - Notification to the South San Francisco Chamber of Commerce

- **Special Event Train Service –**

**Services Performed:**

Following is a summary of special event services provided.

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

In July, average gross ridership per game, boarding and alighting at San Francisco station, was 4,830. Total gross ridership for July was 67,614.

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 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 crowds as needed.

- **SF 49ers Pre-Season** – The 49ers hosted one pre-season home game at Levi’s Stadium on Friday, August 12. Caltrain operated a regular Weekday Schedule to and from the game.
- **4<sup>th</sup> of July Fireworks** The event was held at Pier 39 and Caltrain provided one post-fireworks Local train after the event. Total gross ridership was 1,910.
- **Real Madrid CF vs. Club America** – Oracle Park hosted a soccer match on July 26 and Caltrain provided one post-game express train. Total gross ridership was 6,542.
- **Labor Day** – On Monday, September 5, Caltrain operated a Weekend Schedule in observation of the Labor Day Holiday.

**Services Scheduled:**

- **San Francisco Giants** – The SF Giants will host thirteen regular season games in September.
- **SF 49ers Regular Season** – The 49ers will host one home game at Levi’s Stadium on Sunday, September 18. Caltrain will operate a regular Weekend Schedule to and from the game.
- **Stanford Football Season** – The Stanford football games will start in September. For selected major games, Caltrain will stop regular weekend service at Stanford Station. Due to lack of infrastructure, safety and ADA compliance, attendees are encouraged to use Palo Alto station.

- **San Jose Earthquakes vs. LA Galaxy** – The Stanford Stadium will host this game, previously rescheduled on Saturday, September 24. Caltrain will stop regular weekend service at Stanford Station. Due to lack of infrastructure, safety and ADA compliance, attendees are encouraged to use Palo Alto station.
- **San Jose Sharks Season** – The pre-season is scheduled to start on September 25 and regular season starts on October 14. Train 143 on weekdays or train 277 on weekends, may be delayed and will depart no later than 10:30 pm for certain games.

### **Capital Projects:**

The Capital Projects information is current as of July 31, 2022 and is subject to change prior to September 1, 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.

Contractor completed field punch list work and continues with administrative punch list submittals (including warranties and O&M manuals). Designer working to complete preparing project as-builts.

A stainless-steel wall panel will be installed based on availability of materials, as part of warranty work. Also, the DMX Light Controller functionality is being addressed as part of warranty

Agency staff to prepare lessons learned session and will revise ADA slopes at ramps and landing design criteria to require industry recommended construction tolerances for future projects.

- **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.

The City of Burlingame is the project sponsor with Caltrain acting as the lead agency for implementation. Currently, the project is funded for only the design phase through local funds (San Mateo County Transportation Agency Measure A and the City of Burlingame).

The current schedule forecasts advertisement for construction by summer-2024. 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 took place in June 2022 with expected Board award contract in Fall 2022.

Continuing coordination with PCEP related to removal and replacement of OCS to meet both project milestones. Also, meetings with UPRR related to removal and relocation of 3rd Party Fiber Companies continue.

- **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 by the County. The final draft of design Cooperative Agreement with comments was provided to the VTA and the City of Mountain View for preparing an executable agreement. VTA staff will ask their BOD to approve \$42 million in Measure B funds towards final design, environmental permitting and right of way phases. Preparing an RFP for selecting a design consultant and evaluating the merits of various delivery methods will be accomplished during the next three months. Construction is expected to start in early 2025, pending securing funds, with substantial completion forecasted 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. There is a material and equipment delivery delays, and the vendor has been waiting on certain parts and material for the Phase 4 upgrades. 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 2022. Construction has started with an anticipated substantial completion by late 2022.

Contractor continued to prepare the stations for the new Clipper validator. Weekly construction meetings with the contractor are ongoing. MTC had their contractor Cubic install a prototype Clipper validator at the Palo Alto station for testing.

- **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 was completed in June 2022.

Meeting held with the city of Sunnyvale to discuss results of testing. Began to close out the project.

- **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 forecasted 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 2022. Contract negotiations are in process. Contract award is anticipated in October 2022. Design and Construction is planned from November 2022 until July 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.

Project continues to work with the Construction Management to prepare and conduct weekly meetings with the Contractor Top Line Engineers. Project team continues to process and review Contractor submittals during the administrative process. The Project also continues to work with Engineering to identify corrective action plan for material section loss and implement repair prior to painting operations; Rail Operations and Government & Community Affairs team to identify platform closures and path of travel during painting operations; and PCEP to identify OCS schedule to better align with the Bayshore Painting operations.

- **Mountain View Transit Center Grade Separation and Access:** 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.

The Project continues to reach out to County of Santa Clara to engage in third party service agreement for future design review (negotiate agreement; prepare documents for October 2022 (Tentative) for Board Authorization). Secondly, the Project continues to

work with City of Mountain View and VTA for Amendment to Cooperative Agreement for Final Design and CMGC pre-construction phase (negotiate costs, prepare documents for October 2022 (Tentative) Board for Amendment Authorization). Thirdly, the JPB Board of Directors adopted the CMGC findings and authorize CMGC Delivery method in August 2022. Fourthly, the Project continues to meet with funding partners (Technical Working Group) and Project Controls to provide monthly updates to the project.

- **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 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. Received the stamped Issue for Bid plans and specs and worked with Contracts & Procurement to develop the IFB package for advertisement.

- **South Linden Avenue and Scott Street Grade Separation:** The South Linden Avenue and Scott Street Grade Separation Project is proposed to improve safety and decrease expected future traffic delays due to growth in vehicle traffic, greater frequency of Caltrain service, and the eventual addition of high-speed rail. South Linden Avenue is in South San Francisco; Scott Street is in San Bruno. Although located in different cities, the two grade separations are proposed to be undertaken as a combined effort. Since the two crossing locations are located only 1,850 feet apart, the grade separation of one crossing could affect the other.

Project began the Preliminary Engineering/Environmental Clearance (PE/EC) Phase. Continued drafting the RFP for Preliminary Engineering design consultant with expected award at December 2022 board meeting.

The draft RFP for Preliminary Engineering design consultant has been finalized, now awaiting full execution of MOU and transfer of funds (\$5.5M) to project budget prior to publishing RFP.

- **San Mateo Grade Crossing Improvements:** This project will install four quadrant (“quad”) gates at the grade crossings at 4<sup>th</sup> and 5<sup>th</sup> Avenues in San Mateo.

The city of San Mateo continued to work on their 100% design. Project team continued the development of the IFB package with Contracts and Procurement.

When City of San Mateo's design work is completed, will submit the GO88-B form to the CPUC for approval.

- **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.

- **Planning Project Updates**

**Tamien Transit Oriented Development:** VTA is partnering with a developer, UrbanCo, to develop 6.96 acres of property located adjacent to the Tamien Caltrain and VTA Light Rail stations. The property includes the current VTA-owned Caltrain Parking lot (202 transit parking stalls) and a dirt lot that was utilized as unofficial overflow parking (226 parking vehicles pre-pandemic). The transit-oriented development (TOD) will include 420 market-rate multifamily units, 135 affordable multifamily units, a childcare center, station area access improvements, and rider benefits such as a new transit plaza.

The project was originally planned to include a second level of underground parking in the market rate building with 147 parking stalls for transit riders, which would maintain the current official transit parking count of 566 transit parking stalls for both VTA and Caltrain transit riders. However, due to increased construction costs and changing market conditions, UrbanCo has proposed to eliminate the second level of underground

parking planned for transit riders. The new proposal will reduce the transit parking supply by up to 116 stalls and eliminate transit parking from the east side of Tamien station, which is the primary entrance for Caltrain. This proposed modification will result in a total of 450 transit parking stalls at Tamien Station for both Caltrain and VTA riders.

In response to the parking reduction proposal, VTA contracted with a transportation consultant to study the impact it would have on VTA and Caltrain ridership. The study finds that the proposed TOD along with the implementation of a Transportation Demand Management (TDM) program has the potential to offset ridership losses resulting from the proposed parking reduction, resulting in a net gain in daily transit riders for both Caltrain and VTA.

On September 1, 2022, VTA staff is planning to seek authorization from the VTA Board to amend the Lease Option Agreement for the Tamien Transit Oriented Development to change future transit parking from 566 stalls to 450 stalls and implement a TDM program to mitigate impacts.

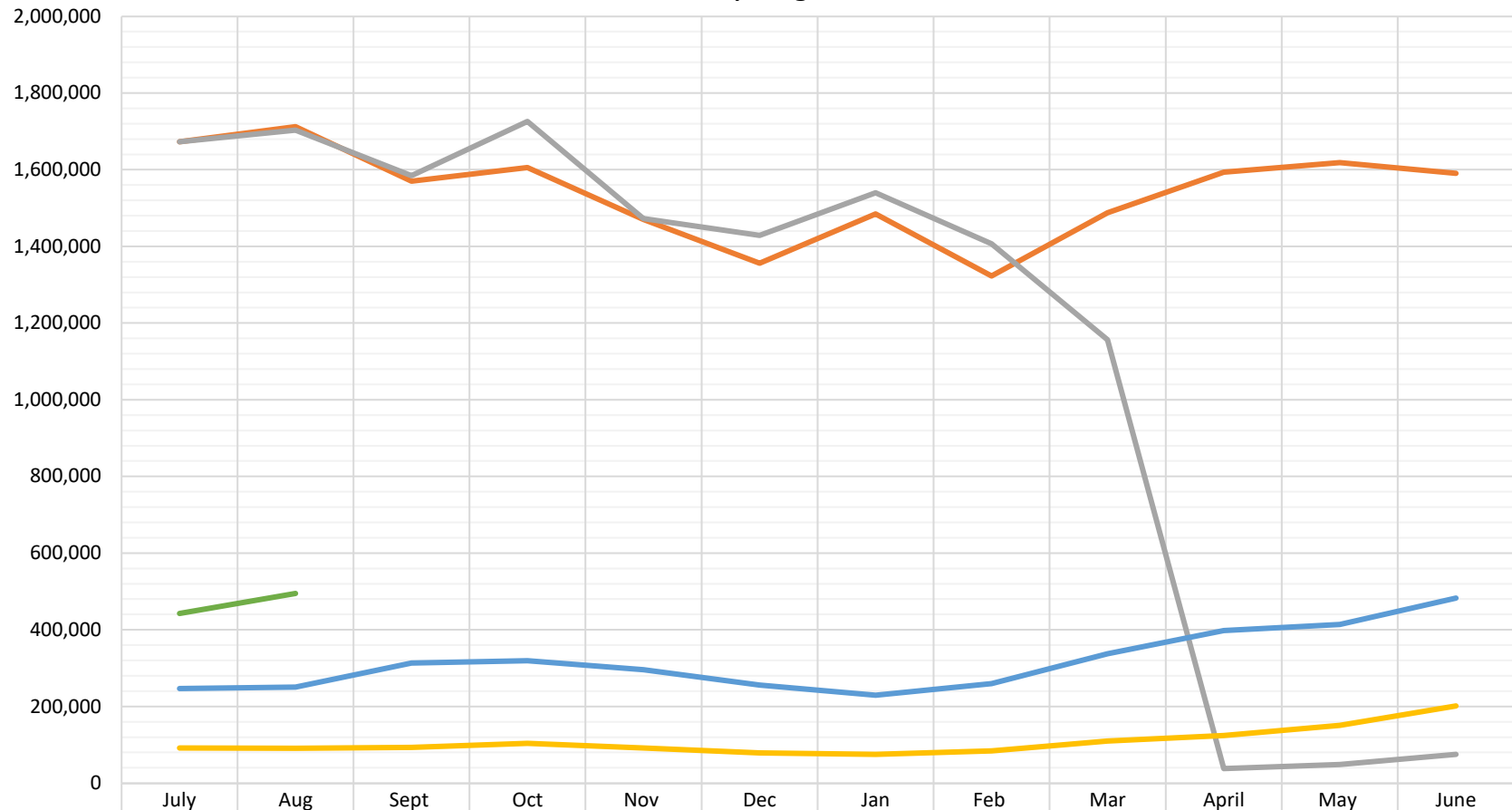
#### **Caltrain Short Range Transit Plan (SRTP)**

Staff wishes to provide an update to the JPB about an effort currently underway by Caltrain staff to comply with regional requirements. The Metropolitan Transportation Commission (MTC) regularly requests that transit agencies under its purview update their Short-Range Transportation Plans (SRTP). MTC establishes a schedule for when the SRTPs must be updated, as well as guidelines for required elements that must be included. The JPB adopted its prior FY18-27 SRTP in June 2019, and an updated SRTP document is now required by MTC for FY23-28, with Board adoption required by the end of 2022.

MTC's updated guidelines for the SRTP differ significantly from previous SRTP requirements, as a result of the changed operating environment for the region's transit agencies due to the COVID-19 pandemic. Whereas previous guidelines required production of an extensive planning document with 10-year, detailed operating and capital plans, MTC's "Reimagined SRTP" guidelines focus exclusively on operations in the next five years for FY23-28. The Reimagined SRTP guidelines provide three operating budget "scenarios" for transit agencies to consider, to begin to understand trade-offs and benefits for different levels of operating funding in the region.

Caltrain staff is in the process of drafting the agency's Reimagined SRTP to comply with MTC's requirements, drawing on the substantial scenario planning and analysis work that Caltrain staff completed and shared with the Board in 2020 and 2021. The draft SRTP will be shared with Caltrain's WPLP Committee in November before being proposed for adoption at the December JPB Meeting.

## Caltrain Total Ridership Preliminary August 2022

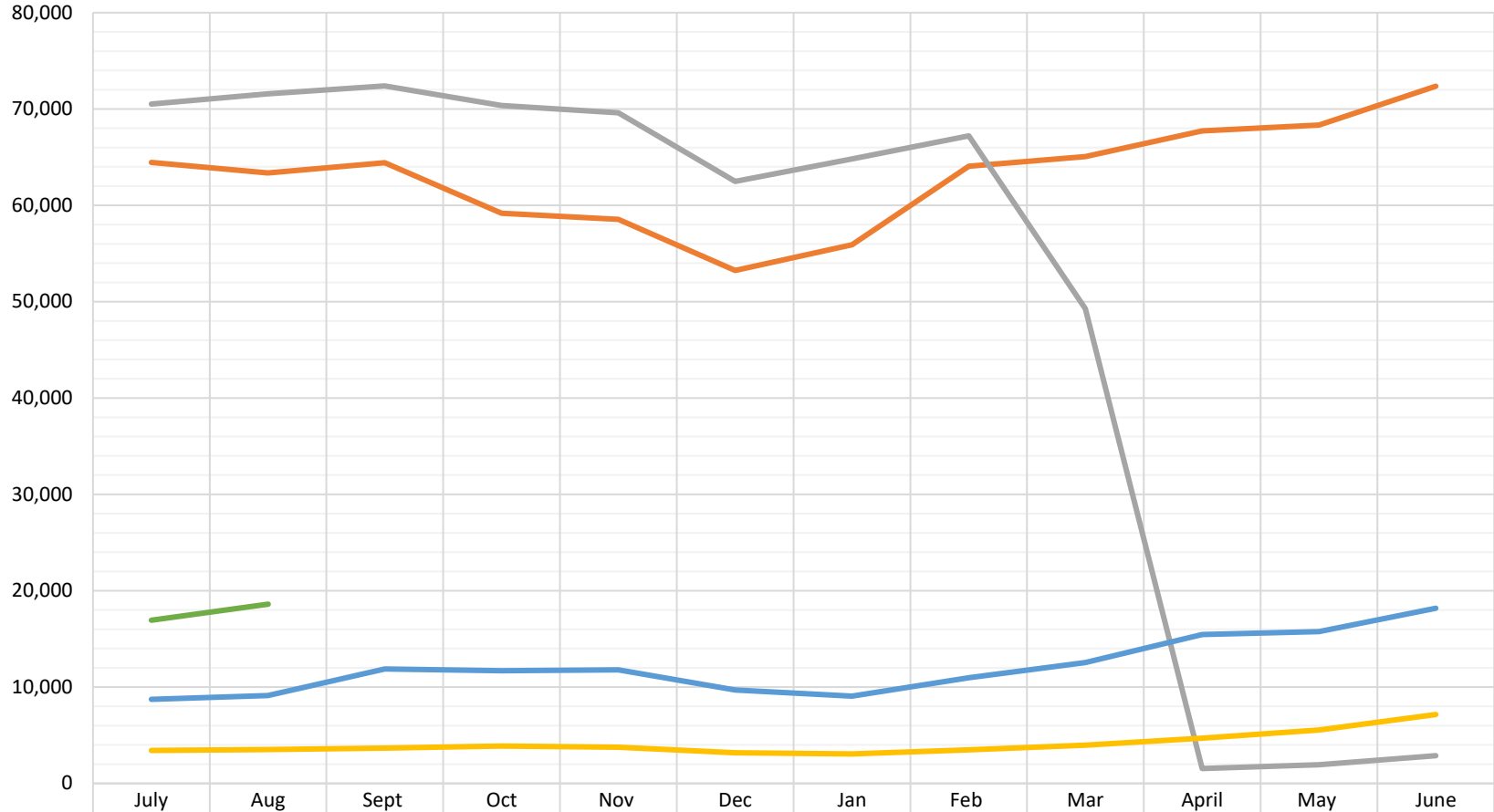


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY2019	1,673,035	1,712,362	1,570,308	1,605,671	1,470,239	1,356,071	1,484,727	1,323,427	1,487,889	1,593,266	1,618,825	1,590,653
FY2020	1,672,672	1,703,334	1,584,833	1,726,436	1,472,693	1,428,363	1,539,666	1,406,951	1,156,388	38,584	48,745	74,908
FY2021	91,703	90,538	93,486	103,686	91,699	79,078	75,485	84,365	109,519	124,522	150,923	201,872
FY2022	246,902	250,434	313,026	319,258	296,065	255,679	229,746	259,190	337,078	397,753	414,196	482,687
FY2023	442,955	494,783										

Source: Prior to April 2022 - Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)  
Starting April 2022 - Due to COVID-19 pandemic, alternative ridership estimate methodology based on limited conductor counts and Clipper data.

### Caltrain Average Weekday Ridership (AWR)

Preliminary August 2022



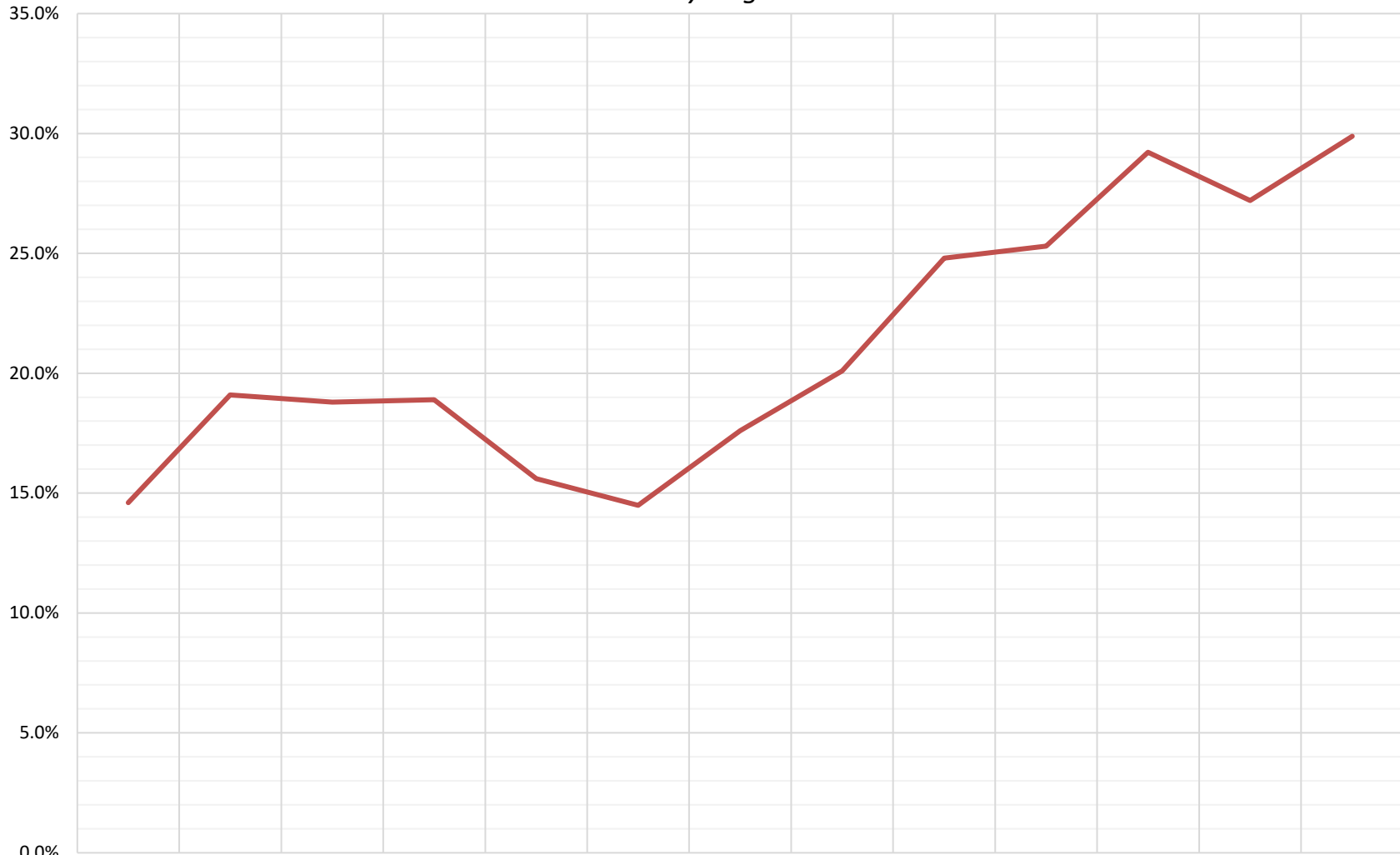
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY2019	64,435	63,340	64,405	59,159	58,523	53,258	55,897	64,041	65,057	67,728	68,326	72,370
FY2020	70,493	71,557	72,387	70,360	69,607	62,480	64,806	67,218	49,276	1,536	1,935	2,871
FY2021	3,419	3,517	3,654	3,873	3,760	3,162	3,058	3,484	3,965	4,693	5,521	7,143
FY2022	8,721	9,096	11,881	11,673	11,787	9,687	9,044	10,956	12,539	15,451	15,757	18,187
FY2023	16,932	18,609										

Source: Prior to April 2022 - Fare Media Based Ridership Model (Note: Values may have been adjusted after thorough review of data)  
 Starting April 2022 - Due to COVID-19 pandemic, alternative ridership estimate methodology based on limited conductor counts and Clipper data.

# Caltrain Average Weekday Ridership (AWR)

% of Pre-COVID Baseline

*Preliminary August 2022*



	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
— %Pre-COVID	14.6%	19.1%	18.8%	18.9%	15.6%	14.5%	17.6%	20.1%	24.8%	25.3%	29.2%	27.2%	29.9%



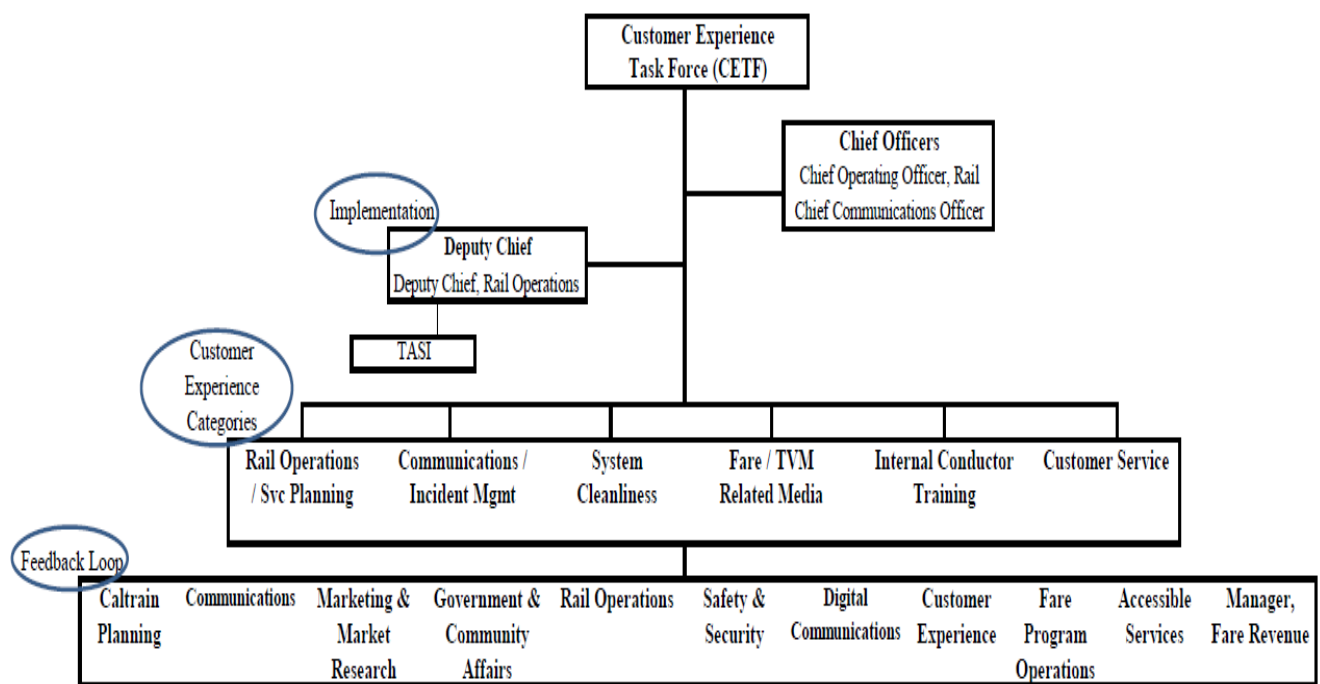
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**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.
- Caltrain Fall 2022 Service Change:
  - New Weekday Schedule effective Monday, September 12, 2022, reduces wait times for passengers connecting with BART in the evenings, while increasing service to the South San Francisco and 22nd Street stations.
  - BART and Caltrain evening connections have been improved so riders will only have to wait between nine and 16 minutes at the Millbrae Transit Center. Customers transferring between BART and Caltrain can refer to BART and Caltrain Transfer Times at Millbrae station and on BART and Caltrain websites.
  - To accommodate Electrification Project construction work, all trains after 7 p.m. will have longer end to end travel times by an average of 13 minutes. The adjusted timetable maintains the 104 train schedule that Caltrain operates every weekday, the most Caltrain service ever.
  - During the peak morning and evening commute, two trains per hour per direction will stop at the newly renovated South San Francisco Station to provide increased service for the downtown area, Oyster Point employees and ferry riders. This will double the peak hour service to a station that has seen the highest ridership growth during the pandemic.
  - During the southbound morning and northbound evening commute, additional limited trains will stop at the 22nd Street Station to better connect this station to Silicon Valley employment centers.
  - There will be no changes to midday and weekend schedules.
  - All riders should check the schedule online to see how their commute could be affected. The September PDF schedule is available on the website.
  - Caltrain is offering a promotion of 20% off monthly pass prices, valid now through June 2023.
  - For shuttle service, visit [www.caltrain.com/shuttles](http://www.caltrain.com/shuttles).
  - More details on BART service can be found at [www.bart.gov](http://www.bart.gov).
  - Communications notifications
    - Dedicated Landing Page: [www.caltrain.com/Sept2022](http://www.caltrain.com/Sept2022) (Translation in Spanish, Simplified Chinese)
    - Website: Home Page Banner. Alert
    - Web Timetable & PDF
    - Take One Notice (Translation in Spanish, Simplified Chinese)
    - Print/Digital Ads
    - Printed Pocket Timetables

- VMS, PA & Conductor Announcements
- Onboard Train Schedules
- Station Info Boards
- Caltrain Mobile App Push Alerts
- BART & Caltrain Millbrae Station Transfer Times
- News Release
- Social Media Organic: Instagram, Twitter, Facebook, Nextdoor
- Station Ambassadors
- JPB Board, CAC, BATAAC, LPMG Committee Notifications
- City of SSF Outreach:
  - South San Francisco Chamber of Commerce
  - San Mateo Economic Development Association (SAMCEDA)
  - Mayor's Office
  - Biotech associations and companies
- Go Pass Companies & Commuter Check Notifications
- School Notifications
- Event Venues Notifications
- Caltrain Clipper Customer 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 Program Update:
  - Over September 6th, 8th, and 12th, 2022, Caltrain ambassadors were on hand to engage customers at several stations to get the word out about the September 12th service change. District and JBR Partners Inc. (external outreach consultant) ambassadors at stations 4<sup>th</sup> & King, 22<sup>nd</sup> ST, South San Francisco, Millbrae, Redwood City, Palo Alto and San Jose Diridon engaged approximately 1,200 customers across those dates to hand out take-ones and new timetables; share with key details about the service change including improved BART connections at Millbrae and increased service at 22<sup>nd</sup> ST. and South San Francisco; and field any general inquiries about Caltrain service. This latest effort by the Customer Experience department ensures Caltrain customers are engaged and informed in a timely manner where they ride to minimize any inconveniences for customers and maintain their continued patronage on Caltrain.

### **Digital Marketing**

- Digital Marketing Highlights:
  - Successfully deployed emergency web/social content to mitigate heat restrictions week of September 5<sup>th</sup>, 2022.
  - Scheduled to launch automated delay information on Twitter this week.

### **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 October 2022.
  - Clipper Next-Generation Validators have been installed and tested at a dozen stations to date.

### **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 the largest increases in demand (Hillsdale, Palo Alto, California Avenue, San Antonio, San Jose Diridon). More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Caltrain Electrification
  - A section of the new website is dedicated to Caltrain Electrification with project information. [www.Caltrain.com/electrification](http://www.Caltrain.com/electrification)
  - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
- Bayshore Station Overpass Rehabilitation Project
  - The Bayshore Station Overpass Rehabilitation Project will remove and replace the coating on the station’s pedestrian bridge and stairwells. This will ensure the overpass remains safe and fully functional for years to come.
  - A project webpage with more information is at [www.caltrain.com/BayshorePedBridge](http://www.caltrain.com/BayshorePedBridge).

### **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 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(s) of the Quarter:
  - Burlingame - Completed in July 2022
  - California Avenue - Completed in July 2022
  - San Jose Diridon -(On-Hold)
  - Tamien - In Progress (Estimated Completion Date: November 2022)
  - San Carlos - In Progress (Estimated Completion Date: November 2022)
  - Lawrence - In Progress (Estimated Completion Date: November 2022)
- Next Station(s) of the Quarter:
  - Belmont
  - San Bruno
  - Santa Clara
- 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**

October 19, 2022

- Rengstorff Grade Separation Project
- Clipper Next Gen Validator Project Update

November 16, 2022

- Code of Conduct
- 

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
- Measure RR audit report (February 2023)