



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

**October 19, 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.

BOARD OF DIRECTORS 2022

STEVE HEMINGER, CHAIR  
CHARLES STONE, VICE CHAIR  
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MICHELLE BOUCHARD  
ACTING EXECUTIVE DIRECTOR

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

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Members
  - Steven Seebart, Santa Clara County
  - Pranav Joshi (Alternate), Santa Clara County

Re-Appointment of CAC Members

- Adrian Brandt, San Mateo County
  - Rosalind Kutler, San Francisco County
4. Approval of Meeting Minutes of September 21, 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 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.
  8. Approval of the 2023 CAC Meeting Calendar
  9. Rengstorff Grade Separation Project (Lori Low)
  10. MTC/Regional Update (Sam Sargent)
  11. Annual Customer Satisfaction Survey (Julian Jest)
  12. Staff Report (David Santoro)
    - a) Customer Experience Task Force Update
    - b) JPB CAC Work Plan Update
  13. Date, Time, and Place of Next Meeting  
November 16, 2022 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
  14. Adjournment

***All items on this agenda are subject to action***

**CAC MEMBERS:** **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),  
**San Mateo County:** Adrian Brandt, Emilia Shapiro, David Tuzman (Vice Chair),  
**Santa Clara County:** Larry Klein, Patricia Leung, Steven Seebart

## **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 SEPTEMBER 21, 2022**

**MEMBERS PRESENT:** A. Brandt, L. Klein, R. Kutler, B. Shaw (Chair), JP. Torres, D. Tuzman (Vice Chair), E. Shapiro

**MEMBERS ABSENT:** R. Jaques (Alternate), P. Leung, M. Pagee (Alternate)

**STAFF PRESENT:** C. Harvey, D. Lieberman, A. Myles-Primakoff, J. Navarrete, D. Santoro

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 AUGUST 17, 2022**

Motion/Second: Klein / Kutler

Ayes: Brandt, Shapiro, Shaw, Torres, Tuzman

Abstain: None

Absent: Leung

**PUBLIC COMMENT**

Jeff Carter, Millbrae, via Zoom Q&A, requested for staff to display the new electric trains at both San Francisco and San Jose stations.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that he spoke with Mr. David Santoro, Acting Chief Operating Officer, and has advised that the Measure RR Audit presentation is tentatively scheduled for February. Chair Shaw then mentioned that there will be a preview of the new electric trains in San Francisco, by invite only, on Saturday and that the Citizen's Advisory Committee (CAC) has been invited to attend.

**COMMITTEE COMMENTS**

Member Adrian Brandt reported on various Redwood City public meetings he attended, as it relates to Caltrain. He then commented on the correspondence packet regarding the gate down time concern from a San Mateo resident. Member Brandt then reiterated the importance of agendaizing the grade crossing presentation to the CAC to get a sense of how staff is handling these matters. Chair Shaw asked the committee to read the letter in the

correspondence regarding gate down time. He then stated that passengers may begin to ignore the gate crossing warnings with excessive gate down times.

Vice Chair David Tuzman also made a comment regarding gate down times. He requested staff to have trains wait before departing when trains on the opposite track have triggered the crossing gates, so that passengers may cross the tracks safely to board their train. He then requested staff to allow non-service animals on Caltrain with a travel carrier. Lastly, he shared his positive experience with the new Clipper Readers at the station and a positive interaction with a conductor. Chair Shaw suggested staff make a video to educate customers on ways they may help the conductor when checking for proper fare.

Member Rosalind Kutler shared her observation at the Bayshore station during construction and stated that it seems to be going well, although there is no bilingual or trilingual signage. She also appreciated the signage that confirms that the elevator is working during construction. Lastly, she shared her observations with the recent drastic changes with fare enforcement and suggested to instead ease back into enforcing fares.

Member Emilia Shapiro thanked staff for sharing the new timetable ahead of time as it gave her the opportunity to share the information. She then shared her concern with the possibility of allowing non-service animals onboard the trains.

Member Jean-Paul Torres commented on the recent fare enforcement changes and suggested that the conductors not assume that passengers without proper fare are necessarily fare evaders and to instead lead with education, as these passengers may not be familiar with the Caltrain system.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that with Redwood City building four tracks, he hopes that multiple stations will also build four tracks. He then reported that there were no new printed timetables available at the Millbrae station. Lastly, he suggested Caltrain be more lenient with parking enforcement on Sundays as passengers may not be aware of Caltrain's parking rules.

**CALTRAIN FLEET MAINTENANCE UPDATE**

David Santoro, Acting Chief Operating Officer, presented the Caltrain Fleet Maintenance Update. The full presentation can be found on [caltrain.com](http://caltrain.com).

Committee Comments:

Member Larry Klein asked how staff determines heat restrictions and how are the customers notified of service changes affected by the heat restrictions. Mr. Santoro responded that although heat restrictions are determined at mile posts, the entire service is impacted as trains may need to travel at reduced speeds. He then stated that passengers are notified of delays through the communications department using Twitter, social media, and website updates.

Member Klein suggested planning ahead for future heat restrictions and notifying passengers of new potential departure and arrival times.

Member Brandt explained how heat restrictions affect the tracks and suggested building tracks that can sustain higher temperatures. Member Brandt then asked what Caltrain's goal is when implementing heat restrictions and Mr. Santoro responded that the goal is to prevent derailments, minimize damage to the rail and to reduce speeds so that the crews can see further in advance. Member Brandt then asked whether the locomotive involved in the San Bruno crash is permanently out of service and Mr. Santoro confirmed. Mr. Brandt then asked what the spare ration is. Mr. Santoro stated with four out of service and two out for life overhaul, Caltrain is at a disadvantage with spares, however as head-end power are replaced and locomotives are repaired Caltrain will be in a much better position and working toward that goal. Member Brandt then asked whether trains are using hotel power at the terminal stations as there were many complaints regarding idling trains. Mr. Chris Harvey, Rail Operations Manager, responded that staff investigated those complaints and has since been resolved and he confirmed that trains are using hotel (480) power as per procedures.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, asked staff what triggers the decision to cancel baby bullets during heat restrictions.

Chair Shaw asked staff to address the public comment. Mr. Santoro responded that the baby bullet is less impactful on operations.

**CALTRAIN RAIL SAFETY EDUCATION & SUICIDE PREVENTION UPDATE**

Dan Lieberman, Public Affairs Specialist, presented the Caltrain Rail Safety Education & Suicide Prevention Update along with San Mateo County representative, Sylvia Tang. The full presentation can be found on [caltrain.com](http://caltrain.com).

Committee Comments:

Member Kutler suggested that going forward, for Caltrain Rail Safety Campaign, to include electrification awareness. Mr. Lieberman confirmed that staff will begin to include electrification awareness.

Member Shapiro thanked staff for the presentation and bringing awareness to those topics.

Member Brandt stated that he was pleased to see that staff is reporting pedestrian fatalities more accurately as intended incidents because to solve the problem it is important to understand it. He explained that suicide is not a safety issue. He then suggested that staff add a column to the fatality log, indeterminate, to account for those deaths that may or may not have been suicides. Mr. Lieberman said that he would take Member Brandt's suggestions back to his team for further consideration.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, thanked staff for the presentation and for their strong efforts on suicide prevention. He also stated that he would not like to see Caltrain criticized for indeterminate fatalities along the right of way.

**STAFF REPORT UPDATE**

David Santoro, Acting Chief Operating Officer reported (The full report can be found on caltrain.com):

**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.

Committee Comments:

Member Brandt requested an idea be explored to detour vehicles from entering the tracks. He suggested having crossing gates that go across the tracks with their normal position being down until the train comes to avoid vehicles driving onto the tracks.

Public Comments:

None

**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

- 
- 

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)
- Fare Enforcement Update – requested by Chair, Brian Shaw on 7/20/22
- Proof of Payment

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

The next meeting will be October 19, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 7:07 pm.

**AGENDA ITEM # 8  
OCTOBER 19, 2022**

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

TO: JPB CAC  
FROM: Dora Seamans  
Executive Officer / District Secretary  
SUBJECT: **2023 JPB CAC MEETING CALENDAR**

**ACTION**

Staff recommends the CAC approve the Meeting Calendar for 2023 (attached).

**SIGNIFICANCE**

The CAC meets the third Wednesday of each month.

**BUDGET IMPACT**

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



## JPB CAC Committee 2023 Meeting Calendar

WEDNESDAY – 5:40 PM
January 18
February 15
March 15
April 19
May 17
June 21
July 19
August 16
September 20
October 18
November 15
December 20

All meetings are held via Zoom or at 1250 San Carlos Avenue, 2<sup>nd</sup> Floor Bacciocco Auditorium, San Carlos, CA, (additional location, if any, to be determined) unless scheduled and stated otherwise at

[https://www.caltrain.com/about/advisorycommittees/cac/Citizens Advisory Committee Meetings\\_Calendar.html](https://www.caltrain.com/about/advisorycommittees/cac/Citizens_Advisory_Committee_Meetings_Calendar.html)

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

TO: JPB CAC

FROM: David Santoro  
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **September:** The September 2022 OTP was 85.5% compared to 95.6% for September 2021.
  - **Vehicle on Tracks** – There were two days, September 16 and 29 with a vehicle on the tracks, which caused train delays
  - **Mechanical Delays** – In September 2022 there were 2202 minutes of delay due to mechanical issues compared to 255 minutes in September 2021.
  - **Vehicle Strike** – There was one vehicle strike on September 8 at Churchill Avenue, which caused 2 trains delayed. \*\*This strike actually occurred on September 9, but we were still operating September 8 revenue service. \*\*
  - **Trespasser Strikes** – There were two trespasser strikes on September 2 and 6, resulting in one fatality. The strike on the 2nd was a non-fatality at San Antonio Station, which caused 1 train terminated, 1 train annulled, and 12 trains delayed. The strike on the 6th was a fatality on the UPRR territory, which caused 1 train terminated and 2 trains delayed.
- **August:** The August 2022 OTP was 89.10% compared to 94.3% for 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.

- **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 are no changes to midday and weekend schedules.
- For more information, visit: [www.caltrain.com/Sept2022](http://www.caltrain.com/Sept2022)
- Caltrain is offering a promotion of 20% off of 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).

- **Rail Safety Month & Week**

September was Rail Safety Awareness month. Caltrain participates Operation Life Saver Efforts year-round. To celebrate Rail Safety week, on Tuesday September 20, 2022, in partnership with Transit Police, Caltrain staff conducted a Rail Safety Blitz on board several trains during the morning commute hours, as well as at Caltrain grade crossings from Palo Alto to Burlingame. Staff interacted with approximately 200 customers, who were provided rail safety brochures and flashing safety lights. Transit Police conducted 30 stops giving out one citation, 20 written warnings and nine verbal warnings. In addition to the enforcement, each individual was given a rail safety brochure for education.

- **Caltrain First Electric Train Celebration**

To commemorate Caltrain's First Electric Train set, a celebration was held on Saturday, September 24, 2022 from 1pm to 4pm with elected officials, project funders, as well as state and federal policy makers. Guests were also able tour the Electric Train set. Future events that will be held for the public to commemorate Caltrain's first Electric Train sets are tentatively scheduled for early 2023.

- **Special Event Train Service –**

**Services Performed:**

Following is a summary of special event services provided.

- **San Francisco Giants** – The SF Giants hosted thirteen games in September.

In August, average ridership per game, boarding and alighting at San Francisco station, was 4,757. Total ridership including event and non-event riders for August was 66,591.

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. Total ridership was 585, an increase of 57% compared to the 2021 average preseason ridership (373).
- **The Weeknd** - On Saturday, August 27 at 6:30 p.m. the Weeknd performed at Levi's Stadium. Total ridership, including event and non-event riders was 363.
- **Concerts at Oracle Park** – The Stadium Tour: Motley Crue, Def Leppard, Poison, & Joan Jett and The Blackhearts played on Wednesday, September 7 and Lady Gaga played on Thursday, September 8. One southbound Local train after the concert was provided on each day.
- **Stanford Football Season** – The Stanford Cardinal hosted two home regular season games in September. Due to the expected ridership, Caltrain stopped regular weekend service at Stanford Station for the game against USC on September 10. Due to lack of infrastructure, safety and ADA compliance, attendees are encouraged to use Palo Alto station.
- **SF 49ers Regular Season** – The 49ers hosted two home game at Levi's Stadium on Sunday, September 18 and Monday, October 3. Caltrain operated regular weekend service for September and a regular schedule for October.
- **San Jose Earthquakes vs. LA Galaxy** – The Stanford Stadium hosted this game on Saturday, September 24. Caltrain operated regular weekend service at Stanford Station. Due to lack of infrastructure, safety and ADA compliance, attendees were encouraged to use Palo Alto station.

- **San Jose Sharks Pre-Season** – The SJ Sharks hosted two pre-season games on Sunday September 25 and Tuesday, September 27.

### Services Scheduled:

- **San Francisco Giants** – The SF Giants will host two regular season games in October.
- **SF 49ers Regular Season** – The 49ers will host one home game at Levi’s Stadium on Sunday, October 23. Caltrain will operate a regular Weekend Schedule to and from the game.
- **Stanford Football Season** – The Stanford Cardinal will host two home games on Saturday, October 8 and Saturday, October 22. Caltrain will stop regular weekend service at Stanford Station for the homecoming game against Arizona State. Due to lack of infrastructure, safety and ADA compliance, attendees are encouraged to use Palo Alto station.
- **San Jose Sharks Regular Season** – The SJ Sharks will host six games in October. Train 143 on weekdays or train 277 on weekends, may be delayed and will depart no later than 10:30 pm for certain games.
- **Golden State Warriors** – The Warriors will host four pre-season and four regular season games in October. Staff will continuously monitor service with Chase Center.

### Capital Projects:

The Capital Projects information is current as of August 31, 2022 and is subject to change prior to October 6, 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 submitted the project as-builts for review.

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.

CPM was selected to perform Project Delivery Method assessment. A one-day workshop to conduct qualitative and quantitative analysis will be scheduled soon. Focus meetings were held to discuss and clarify Caltrain's plan review comments on the 35% Progress set. Mark Thomas is preparing to submit Amendment No. 2 for additional services. Assistance is being provided to the City to gather information to apply for the Rail Crossing Elimination grant program.

Coordination with Real Estate regarding surveys, right of way, and property acquisitions including acquisition of SMCTA and CCSF property within the project limits valued at approximately \$11 million will continue. Continue assisting City with their application for the Rail Crossing Elimination grant program. Prepare presentation materials for City Council meeting on October 3rd to discuss outcome of 7/13/22 public outreach regarding aesthetics and landscaping options.

- **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.

Bids were received on 8/26/2022. Continued coordination between UPRR and 3rd party fiber optic companies.

Execute settlement agreement with UPRR. Budget analysis and risk review are in progress. Proposed budget amendment will be presented to Board with request for approval of contract award. Obtain Board approval and award contract.

- **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 Cooperative Agreement to advance final design is in development with VTA and the City of Mountain View. Preparing Cooperative Agreement for JPB Board consideration in October 2022. VTA Board approved \$42 million for final design and right of way. Quarterly coordination meeting held with VTA and cities to review project status and funding opportunities.

Next steps are issuing an RFP for selecting a design consultant and evaluating various delivery methods and obtain approval. Meet with VTA and the City of Mountain View to evaluate Rail Crossing Elimination and Local Partnership Program funding opportunities for the project.

- **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 4: There are material and equipment delivery delays. Vendor has been waiting on certain parts and material for the upgrades which are expected to arrive in October 2022.

Phase 5: Federal funding arrived and activated from the FY22 Capital Budget.

- **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.

Contractor continued to prepare the stations for new Clipper validator by providing electrical power at each new validator locations on the platforms. A little over half the stations have been completed and ready for the validator installations. Continue weekly construction meetings with the contractor.

MTC's contractor Cubic started validator installations in Gilroy and will be moving north. MTC completed the installations from Gilroy to Capitol.

- **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.

Continued to close out the project by closing out work directives and purchase orders.

- **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 City of Palo Alto is still waiting on the approval of the GO88-B form from the CPUC. Approval of the GO88-B form is required to advertise the Invitation For Bid (IFB).

Advertise and issue the IFB package when the city of Palo Alto receives approval from the CPUC.

- **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.

JPB team continued negotiations for a best and final offer and answered many questions and clarifications from the vendor. The project status presentation was included in the August Board and was presented at the August CAC meeting. The team also worked with Legal to develop the Terms and Conditions for the Agreement.

Finish the negotiations for a best and final offer and work with Legal on the agreement for the contract. Prepare the Staff Report and Resolution for the Board award in November.

- **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.

The Project continued to work with the Construction Management team to prepare and conduct weekly meetings with the Contractor Top Line Engineers. The Project continued to work with the Construction Management team to process and review Contractor submittals during the administrative process. The Project also continued to work with the Engineering to identify corrective action plan for material section loss and implement repair prior to painting operations via change order using allowance bid item included for this work. The Project continued work with Rail Operations, Rail Customer Experience, and Government and Community Affairs team to identify platform closures and path of travel during painting operations. The Project continued to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations.

Field work scheduled to begin on September 19, 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.

The Project continues to work with the County of Santa Clara and Caltrain staff to prepare documents for the JPB October Board for the Reimbursement Agreement with the County to provide design and construction support. The Project continues to work with City of Mountain View, VTA, and Caltrain staff to prepare documents for the JPB October Board for an Amendment to the Cooperative Agreement for Final Design and CMGC pre-construction phase. The Project continues to work with Caltrain Engineering to prepare an evaluation for construction methods between Top Down and Box Jacking. The Project also continues to meet with funding partners, sponsors, Caltrain staff (Technical Working Group) and Project Controls to provide weekly updates.

- **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.

Advertised and issued the Invitation For Bid. Held pre-bid conference with three bidders in attendance. Answered bidder's questions submitted for the IFB.

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.

- **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.

The MOU for the PE-EC phase has been fully executed. The draft RFP for Preliminary Engineering design consultant has been finalized.

Next steps include seeking approval from the Management Committee to advertise for Preliminary Engineering services, fully execute the MOU, transfer funds to project budget, publish legal advertisement, and issue the 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 completed their 100% design, and the city of San Mateo submitted the GO88-B form to the CPUC for approval. JPB and the city of San Mateo submitted their request for funding authorization for construction to Caltrans for approval. Project team continued the development of the IFB package with Contracts and Procurement. Sent the draft IFB package to Caltrans and received comments.

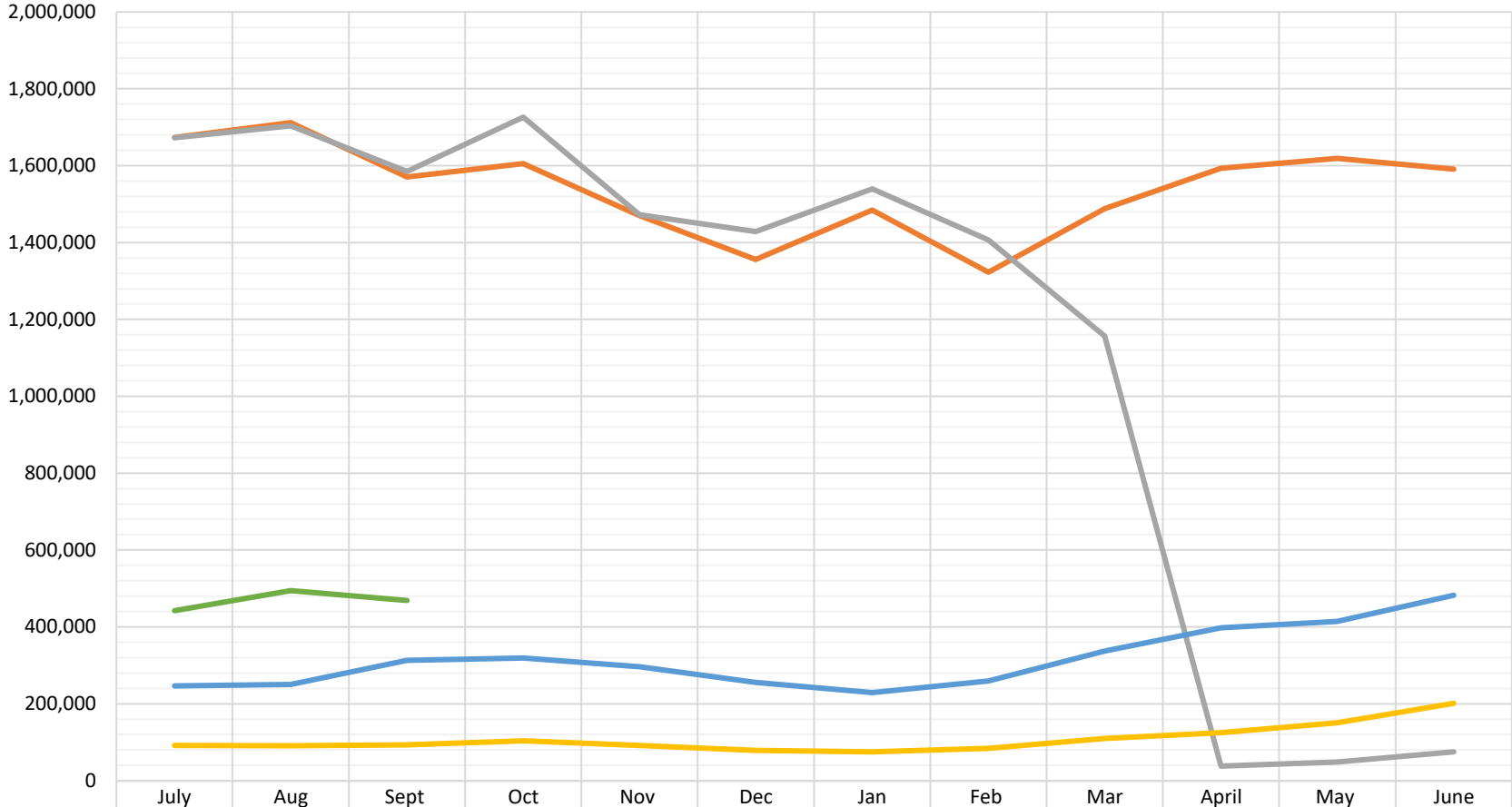
JPB will incorporate the IFB package comments from Caltrans into the IFB that will be issued.

- **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 undergoing rehabilitation. Vehicles # 923, 926 and 928 are scheduled for rehabilitation beginning in June 2022, November 2022, and April 2023, respectively.

Note: This is the initial reporting and data will be updated in the next report.

## Caltrain Total Ridership *Preliminary September 2022*

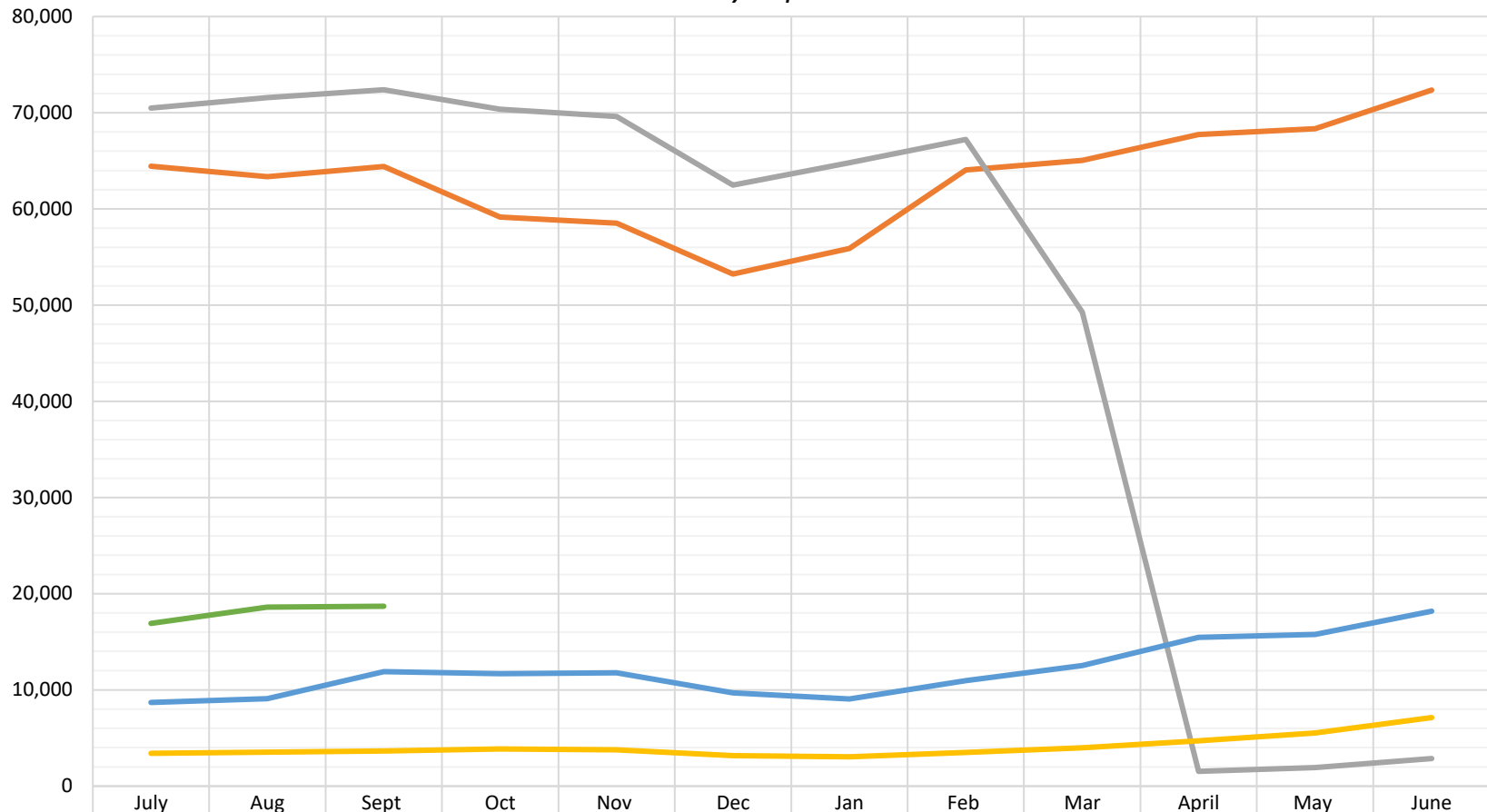


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
<span style="color: orange;">—</span> FY2019	1,673,035	1,712,362	1,570,308	1,605,671	1,470,239	1,356,071	1,484,727	1,323,427	1,487,889	1,593,266	1,618,825	1,590,653
<span style="color: grey;">—</span> FY2020	1,672,672	1,703,334	1,584,833	1,726,436	1,472,693	1,428,363	1,539,666	1,406,951	1,156,388	38,584	48,745	74,908
<span style="color: yellow;">—</span> 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
<span style="color: blue;">—</span> 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
<span style="color: green;">—</span> FY2023	442,955	494,783	468,852									

*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)

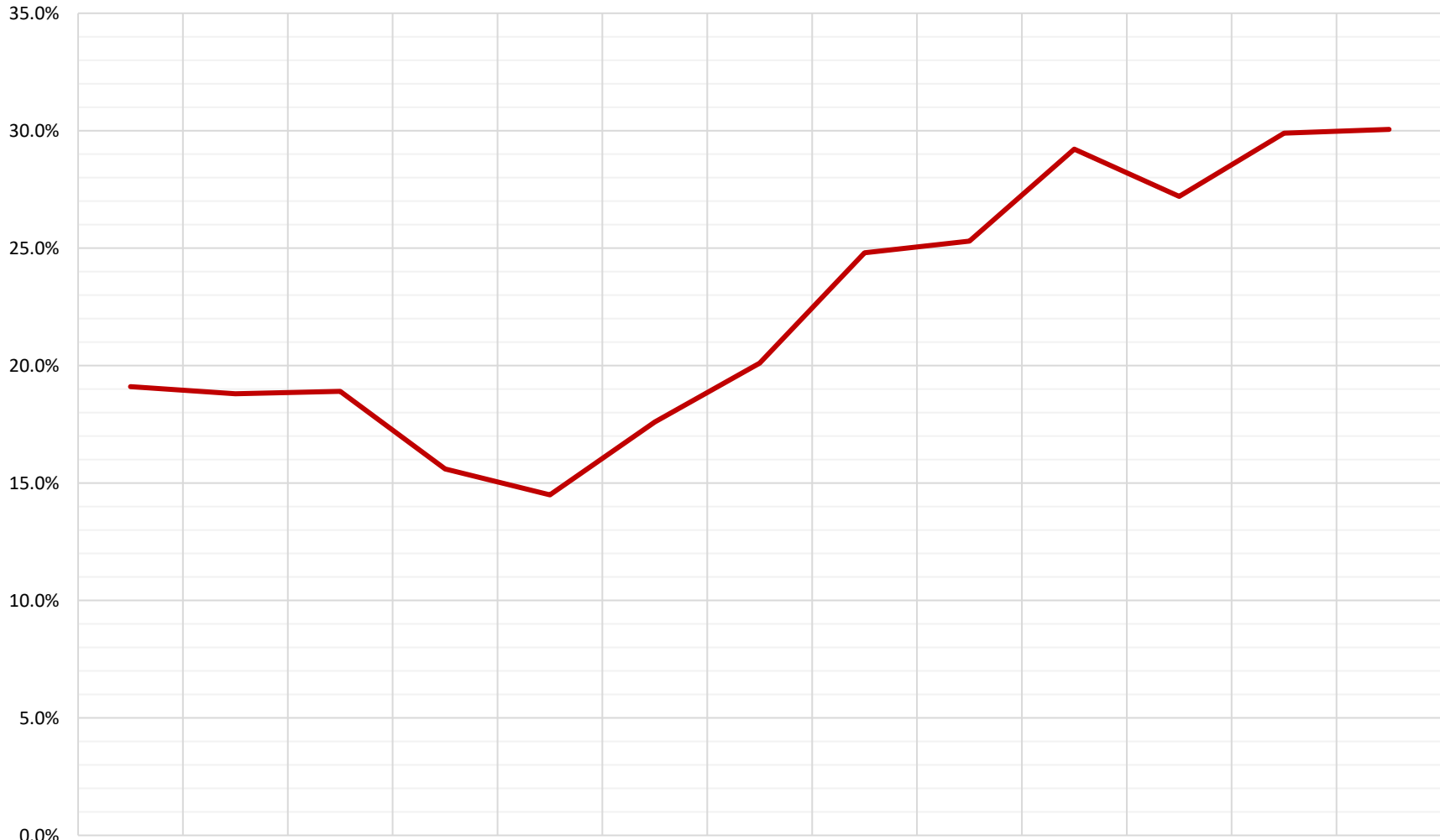
*Preliminary September 2022*




	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
<span style="color: orange;">—</span> 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
<span style="color: gray;">—</span> 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
<span style="color: yellow;">—</span> 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
<span style="color: blue;">—</span> 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
<span style="color: green;">—</span> FY2023	16,932	18,609	18,709									

*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 September 2022***



	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
 %Pre-COVID	19.1%	18.8%	18.9%	15.6%	14.5%	17.6%	20.1%	24.8%	25.3%	29.2%	27.2%	29.9%	30.1%

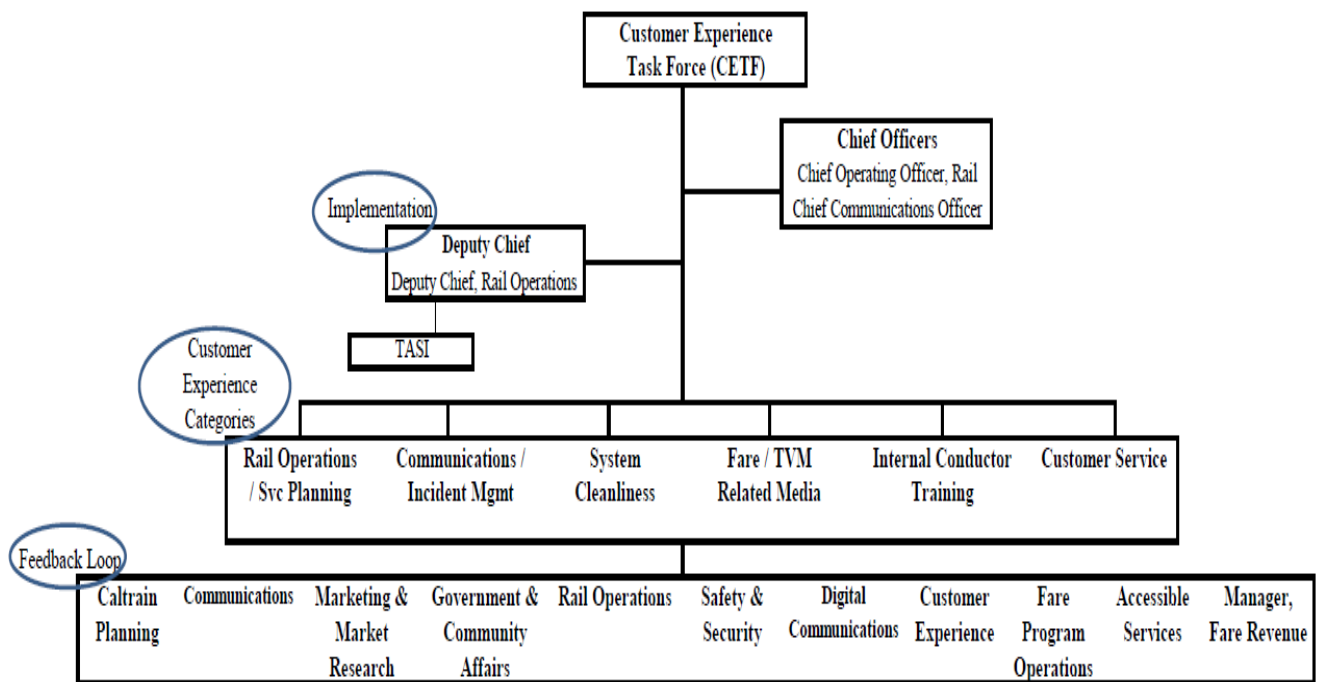
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**TO:** JPB CAC

**FROM:** David Santoro  
Acting Chief Operating Officer

**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 December 2022 Temporary Construction Schedule:
  - Service Changes to support Caltrain electrification signal cutover construction
  - Effective Dates
    - Weekdays: Monday 12/5/22 – Friday 12/16/22
    - Weekends: Saturday 12/10/22 & Sunday 12/11/22, Saturday 12/17/22 & Sunday 12/18/22
  - Peak hour service reduction to accommodate 24x7 single tracking between Belmont and California Ave.
    - Baby Bullet service suspended.
  - Weeknights & Weekends: Service in both directions end early.
    - Last northbound train departs Tamien at 9:01 p.m.
    - Last southbound train departs San Francisco at 9:22 p.m.
  - Weekends: Two weekend bus bridges between Belmont and Mountain View stations.
    - SamTrans will provide bus bridge service.
- Temporary Service Changes to Last Three Weekends for Energization Testing:
  - As part of the electrification of Caltrain, energization testing is planned for the weekends of October 22-23, 29-30, and November 5-6, between 2 a.m. and 8 a.m. Riders planning on taking the first northbound train of the day from Santa Clara, San Jose Diridon or Tamien Stations can take the free VTA bus service to Lawrence Station, where they can board the train. Please visit Caltrain website for further details.
- 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:
  - In the month of September, Caltrain celebrated the new electric trains (EMU) at the 4th and King station, in a private event. It was a historical day showcasing the future of Caltrain.
- September Digital Marketing Highlights:

- Electric Train (EMU) Celebration
- Twitter Caltrain Alerts became automated
- Rail Safety Month
- Transit Month
- New Timetable 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.
  - Staff has completed the station site preparation work for 75% of the stations and Cubic has installed the new Clipper Next-Generation Validators at 50% of the stations. Project plans to finish the installations by mid-November.

## **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 early 2023 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)
  - The first electric train celebration occurred on September 24, 2022, bringing electeds, project funders, and the board together to tour the high-performance electric train. Public tours will occur in the coming year.
  - 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.
- During construction, passengers will board and alight on the northernmost cars.
- 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:
  - 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**

November 16, 2022

- Code of Conduct
- Brown Act Training
- Caltrain Month Pass Fare Product Change Recommendation

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 (January 2023)
- Measure RR audit report (February 2023)
- Fare Enforcement Update – requested by Chair, Brian Shaw on 7/20/22
- Proof of Payment
- Clipper Next Gen Validator Project Update
- Grade Crossing Presentation – requested by Member Adrian Brandt on 9/21/22
- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22