

STEVE HEMINGER, CHAIR
CHARLES STONE, VICE CHAIR
DEVORA "DEV" DAVIS
CINDY CHAVEZ
JEFF GEE
GLENN HENDRICKS
DAVE PINE
SHAMANN WALTON
MONIQUE ZMUDA

MICHELLE BOUCHARD
EXECUTIVE DIRECTOR



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

November 16, 2022 – Wednesday

5:40 p.m.

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

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

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

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

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Appointment of Nominating Committee
 - a) 2023 Chair
 - b) 2023 Vice Chair
4. Approval of Meeting Minutes of October 19, 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. Brown Act Training (Anna Myles-Primakoff, Olson Remcho, LLP)
9. Construction Schedule Change (Ted Burgwyn)
10. Clipper Next Generation Overview & Monthly Pass Recommendation (Bruce Thompson)
11. Staff Report (David Santoro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
12. Date, Time, and Place of Next Meeting
December 21, 2022 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. 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. Agendas are available on the Caltrain Web site at www.caltrain.com.

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

Date and Time of Regular Meetings

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

Location of Meeting

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

Public Comment

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

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.

Accessible Public Meetings/Translation

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

Availability of Public Records

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

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

MINUTES OF OCTOBER 19, 2022

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), P. Joshi (Alternate), L. Klein, R. Kutler, P. Leung, B. Shaw (Chair)(arrived 5:51pm), JP. Torres, D. Tuzman (Vice Chair), S. Seebart, E. Shapiro

MEMBERS ABSENT: M. Pagee (Alternate)

STAFF PRESENT: C. Harvey, J. Jest, L. Low, A. Myles-Primakoff, J. Navarrete, D. Santoro, Sam Sargent

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.

Vice Chair David Tuzman called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBERS AND RE-APPOINTMENTS

New CAC members are Steven Seebart from Santa Clara County and Pranav Joshi (Alternate) also from Santa Clara County. Re-Appointed CAC members are Adrian Brandt from San Mateo County and Rosalind Kutler from San Francisco County.

APPROVAL OF MINUTES OF SEPTEMBER 21, 2022

Motion/Second: Klein / Tuzman

Ayes: Brandt, Kutler, Shapiro, Torres

Abstain: Leung, Seebart

Absent: Shaw

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, expressed his appreciation of the unveiling of the new electric trains. He then shared his continued concerns with the electric trains, only one bathroom per train set and the lack of seats in the bike cars.

Aleta Dupree, via Zoom Q&A, asked staff to continue to do the work towards electrification and to focus on the poles and the wires. She then shared her experience with Metra. She also shared her hopes of a one hundred percent Clipper-based system.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the committee is scheduled to receive Measure RR training in February and Brown Act training tentatively in December. He then reported that Work Plan meetings continue to be held with staff.

COMMITTEE COMMENTS

Vice Chair David Tuzman shared his recent experience with riding Caltrain. He then mentioned that an Assembly Bill was signed to eliminate parking mandates near transit.

Member Adrian Brandt recognized staff for the EMU event held in September. He then shared information from a Palo Alto City Council meeting regarding the San Francisquito Bridge. Lastly, he asked staff to focus on reliability as he has noticed many delays on the "Caltrain Alerts" Twitter page.

Member Larry Klein reported that two grade separation designs, located in Sunnyvale, have been finalized.

Member Jean-Paul Torres recognized staff for the EMU event held in September.

Public Comments:

None

APPROVAL OF THE 2023 CAC MEETING CALENDAR

Motion/Second: Klein / Brandt

Ayes: Kutler, Shapiro, Shaw, Torres, Tuzman, Leung, Seebart

Abstain: None

Absent: None

2023 CAC Meeting Calendar was approved.

RENGSTORFF GRADE SEPARATION PROJECT

Lori Low, Acting Manager of Government & Community Affairs and Edwin Arul, Senior Project Manager, along with the project team from the City of Mountain View, Joy Houghton and Robert Gonzalez presented the Rengstorff Grade Separation Project presentation. The full presentation can be found on caltrain.com.

Committee Comments:

Member Brandt asked about the design changes from a previous presentation, and Mr. Arul stated that he would need to follow-up as he was not with the project then. He then asked about excavation and Mr. Gonzalez responded that they are exploring that further and it will be reviewed prior to final design.

Member Patricia Leung asked what the traffic impacts will be during construction and what will be the mitigations. Mr. Arul responded that traffic impacts and mitigations have not yet been completed and that he will provide additional details in the upcoming meetings.

Member Rosalind Kutler requested an opportunity to provide input with wayfinding.

Alternate Member Rob Jaques asked about the cost estimate and suggested staff be mindful of future potential cost increases. Mr. Arul responded that the project will carefully analyze and report back in future meetings.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, suggested that there should be room allowed for quad tracks.

METROPOLITAN TRANSPORTATION COMMISSION (MTC) / REGIONAL UPDATE

Sam Sargent, Director, Strategy and Policy, presented the Metropolitan Transportation Commission (MTC) / Regional Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Larry Klein asked what the outreach plans are and provided feedback. Mr. Sargent stated that he could not speak on MTC's policy, however said that he would share Member Klein's question and feedback at their next meeting.

Member Leung echoed Member Klein's feedback and requested Mr. Sargent to share it with MTC. Mr. Sargent stated that he will request the TOC policy and will share it with committee through staff.

Member Steve Seebart asked Mr. Sargent, as the strategy coordinator for Caltrain, how he works with other organizations. Mr. Sargent responded that he has a lot of internal overlap with various departments. He also stated that he is the principal representative on MTC initiated committees among other responsibilities.

Member Kutler also agreed with Member Klein's feedback and suggested a customer education plan regarding housing and transit as part of the outreach strategy. She then shared that MUNI was down hundreds of drivers and hopes that Caltrain is not also struggling with staffing.

Mr. Sargent asked Mr. Santoro, Acting Chief Operating Officer, to address the staffing question as it relates to operations.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, would like to see better coordination between transit systems with wayfinding at the Millbrae station and appreciates the work in progress to improve wayfinding.

ANNUAL CUSTOMER SATISFACTION SURVEY

Julian Jest, Manager Market Research, presented the Annual Customer Satisfaction Survey. The full presentation can be found on caltrain.com.

Committee Comments:

Member Brandt commented on the last slide of the presentation and stated that possibly those with a car available to them tend to be of higher income and probably hold jobs that offer the option to work from home. He then suggested that Caltrain review the fare structure and make it more equitable and to change it from zone based to distance based.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, reported a website issue when attempting to access the presentation and stated that the link refers to “page not found” and requested the presentation and the raw data be made available to the public. He then requested that the fare structure be changed to distance-based fares to attract ridership.

STAFF REPORT UPDATE

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

Mr. Santoro responded to an earlier question and reported that operations staffing is at the budgeted headcount and that no trains have had to be annulled due to staffing issues.

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 2,202 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 occurred on September 9, but 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 89.1% 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.

Mr. Santoro then mentioned that as part of the electrification of Caltrain, energization testing is planned for the next three weekends, from 2 a.m. to 8 a.m., between Santa Clara and Tamien impacting the first northbound train (Train #221) of the day. Train 221 will start service from Lawrence, not Tamien station and VTA will provide a bus bridge between Tamien and Lawrence station. He also mentioned that the bus will be leaving Tamien 17 minutes earlier than the normal scheduled time, 16 minutes earlier from San Jose Diridon Station, 12 minutes earlier from Santa Clara Station and will arrive at Lawrence Station five minutes before the train is scheduled to depart allowing enough time to transfer from the bus to the train. The train will depart from Lawrence Station and all stations north at the regularly scheduled time.

Committee Comments:

Member Brandt asked about the chart provided at the end of the agenda packet and stated that the Average Weekday Ridership math does not add up and that he calculated a much lower number. He then stated that attracting ridership is very important. Mr. Santoro confirmed that Caltrain's ridership is at approximately thirty percent pre-pandemic and staff is working on attracting ridership. Member Brandt compared previous charts and reported that the ridership data is not corresponding. Mr. Santoro stated that he would review this matter.

Chair Shaw requested consistency in the way the data is being calculated. He then provided further explanation.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, mentioned that the chart indicates an alternative methodology. He then shared his appreciation with the charts being included with the agenda packet.

JPB CAC Work Plan

November 16, 2022

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

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 (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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be November 16, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 7:59 pm.

DRAFT

**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) –

- **October:** The October 2022 OTP was 90.8% compared to 93.8% for October 2021.
 - **Vehicle on Tracks** – There were three days, October 13, 27 and 28 with a vehicle on the tracks, which caused train delays
 - **Mechanical Delays** – In October 2022 there were 816 minutes of delay due to mechanical issues compared to 980 minutes in October 2021.
 - **Trespasser Strike** – There was one trespasser strike on October 14 in San Francisco, resulting in a NON fatality, which caused 1 train annulled and 21 trains delayed.
- **September:** The September 2022 OTP was 85.5% compared to 95.6% for 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.
- **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.
- **Holiday Service** – During the following days and Holidays, Caltrain will operate the following schedules:
 - Veteran’s Day – Friday, November 11, 2022 – **Weekday Schedule**
 - Thanksgiving – Thursday, November 24, 2022 – **Weekend Schedule**
 - Day After Thanksgiving – Friday, November 25, 2022 – **Modified Schedule** (hourly local service starting in the early morning, including one roundtrip train from Gilroy to San Francisco)
 - Christmas Eve – Saturday, December 24, 2022 – **Weekend Schedule**
 - Christmas Day – Sunday, December 25, 2022 – **Weekend Schedule**
 - Christmas Day (Observed) – Monday, December 26, 2022 – **Weekend Schedule**
 - New Year’s Eve – Saturday, December 31, 2022 – **Weekend Schedule**
 - New Year’s Fireworks service to be determined
 - **Free fare starting at 8 p.m. until the last train**
 - New Year’s Day – Sunday, January 1, 2023 – **Weekend Schedule**
 - New Year’s Day (Observed) – Monday, January 2, 2023 – **Weekend Schedule**
 - Martin Luther King Jr. Day – Monday, January 16, 2023 – **Modified Schedule** (hourly local service starting in the early morning, including one roundtrip train from Gilroy to San Francisco)
 - President’s Day – Monday, February 20, 2023 – **Modified Schedule** (hourly local service starting in the early morning, including one roundtrip train from Gilroy to San Francisco)
 - Memorial Day – Monday, May 29, 2023 – **Weekend Schedule**
- **Special Event Train Service** –

Services Performed:

Following is a summary of special event services provided.

- **San Francisco Giants** – The SF Giants hosted two games in October.

In September, average ridership per game, boarding and alighting at San Francisco station, was 4,258. Total ridership including event and non-event riders for August was 55,355.

- **Stanford Football Season** – The Stanford Cardinal hosted two home regular season games in October.

In September, total ridership board and alighting at Stanford was 866.

- **SF 49ers Regular Season** – The 49ers hosted two home games at Levi’s Stadium on Monday, October 3 and Sunday, October 23. Caltrain operated regular schedule to and from the game.

In September, total ridership boarding and alighting at Mountain View station, was 1,379.

- **San Jose Sharks**– The SJ Sharks hosted five games in October.

In September, average ridership per game, boarding and alighting at San Jose Diridon station, was 104. Total ridership including event and non-event riders for September was 207.

- **Golden State Warriors** – The Warriors hosted three pre-season and four regular season games in October. Caltrain operated a regular schedule to and from the game.

- **Fleet Week Air Show Weekend** – On Saturday and Sunday, one additional northbound train was scheduled before the start of the air show for the additional crowds. On Saturday, an additional unscheduled southbound train ran after the air show.

- **Stanford Scavenger Hunt** – The event took place in San Francisco on the weekends of October 1 and 2, October 8, October 15, October 23, October 29, November 5 and 12. The total number of tickets sold was 1308, representing a 9.5 percent decrease over the 2019 event.

Services Scheduled:

- **SF 49ers Regular Season** – The 49ers will host two home game at Levi’s Stadium on Sunday, November 13 and Sunday, November 27. 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, November 5 and Saturday, November 26. 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 eight games in November. Should the Sharks evening game go into overtime or shootout, weekday train #143 departing at 10:14 p.m. and weekend train #277 departing at 10:19 p.m. will hold approx. up to 15 minutes after the game ends but will depart no later than 10:30 p.m.
- **Golden State Warriors** – The Warriors will host six regular season games in November. Caltrain will operate regular schedule to and from the game.
- **Holiday Train** – Caltrain will operate the Holiday Train on Saturday, December 3, and Sunday, December 4. The Holiday Train returns to bring good cheer to families from San Francisco to the South Bay. This annual Caltrain Corridor tradition returned last year and offers an opportunity for community members to donate new toys or books to local children whose families are struggling to make ends meet. Caltrain is proud to once again partner with the Marine Corps Reserve Toys for Tots program and The Salvation Army to help make the season brighter for everyone. Prior to the arrival of the train, families can enjoy free entertainment at each of the Holiday Train station stops. Holiday Train ambassadors will be onsite to help direct people to the donation bins and will have special giveaways for those in attendance. More details on schedule and volunteer opportunities will be sent out next week, so stay tuned.

Capital Projects:

The Capital Projects information is current as of September 30, 2022 and is subject to change prior to November 3, 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 administrative punch list submittals (including warranties and O&M manuals). Designer submitted project as-builts. Issued Substantial Completion. Process the final Progress Payment. Acquire conditional release from PMI and begin work on final acceptance. Still holding retainage pending closure of last remaining field instructions. Agency staff to prepare lessons learned session and revise design criteria for ADA slopes at ramps and landing to include industry recommended construction tolerances.

- **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 and installed in November 2022.

Phase 5: Contracts and Procurement worked on obtaining the approval signatures to execute the Phase 5 option in the contract.

- **Clipper Next Gen Validators Site Preparation:** The scope of the project is to:
 - Prepare all 30 Caltrain stations (excluding Stanford) to be ready for the installation of the next generation Clipper validators. There will be a total of 305 validators installed by MTC/Cubic.
 - Provide conduits and cables for 120 VAC electrical at all the locations where the new Clipper validators will be installed by MTC/Cubic.
 - Install anchor bolts in the platforms where the new Clipper validators will be mounted.
 - Install ground rods or utilize existing electrical grounding for the new Clipper validators.

Contractor continued to prepare the stations for the new Clipper validator by providing electrical power at the new validator locations on the platforms. About two-thirds of the stations have been completed and the new Clipper validators have been installed by MTC/Cubic. Testing of the new validator commenced, and a few issues have been identified and reported to MTC/Cubic. Continuing weekly construction meetings with the contractor.

Complete the construction to prepare all the stations for validator installation. MTC's contractor Cubic to finish the validator installations and correct any remaining open issues.

- **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.

Present the project at the Management Committee for the Gate 7 - Startup/Turnover Complete.

- **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 continues to work with the Construction Management team to prepare and conduct weekly meetings with the Contractor Top Line Engineers. The Project continues to work with Engineering to identify corrective action plan for material section loss and implement repair prior to painting operations via change order. The Project continues to work with the Rail Operations and Government, Rail Customer Experience and Community Affairs team to identify platform closures and path of travel during painting operations. Lastly, the Project continues to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations. Crews mobilized onsite and installed temporary fencing on east and west sides of the Station. Contractor crews set up its trailers, equipment, materials, and staging area for the project. Contractor is currently installing scaffolding and shrink rap enclosure systems on the east and west towers and pedestrian bridge.

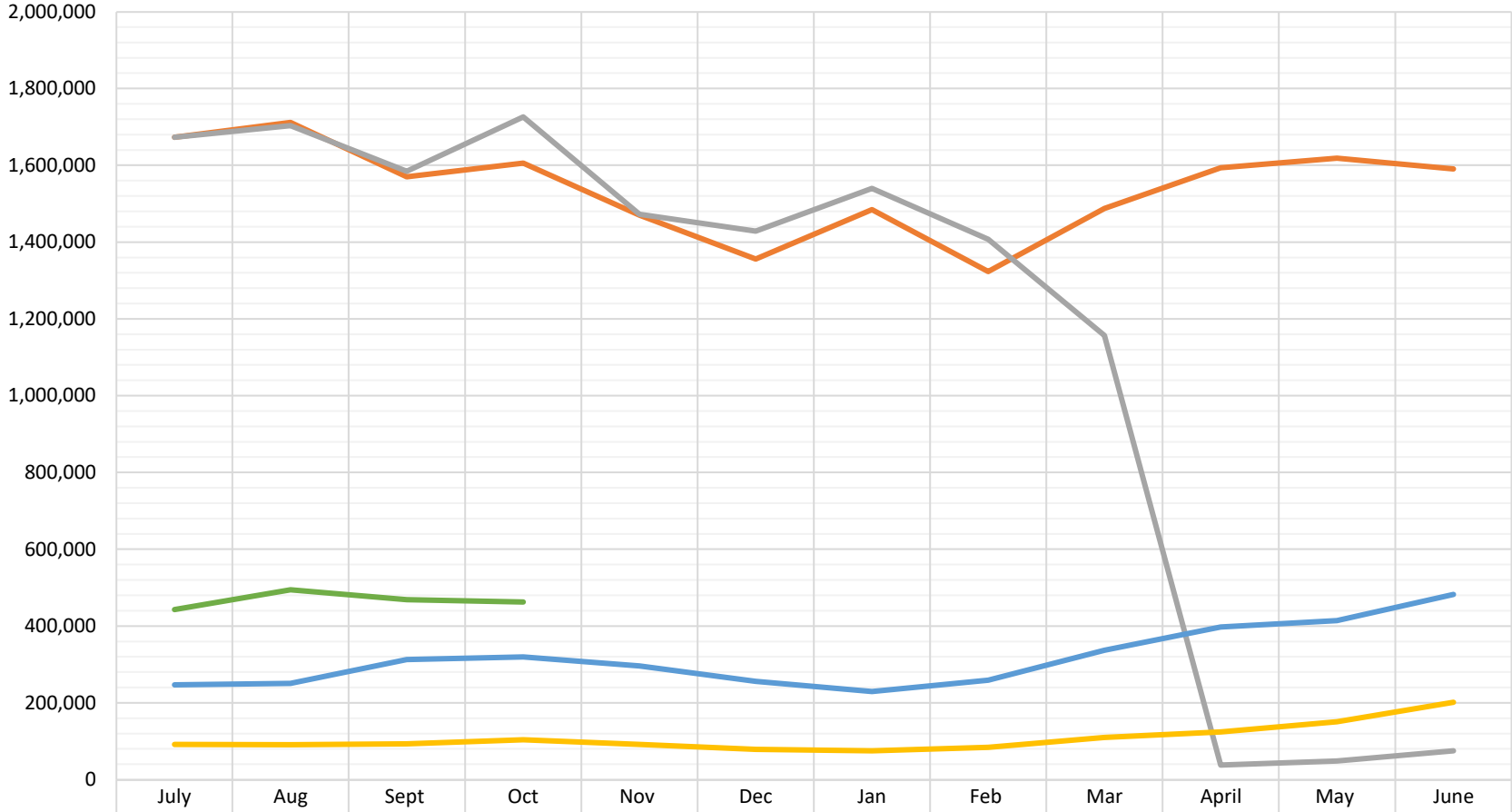
The schedule is yellow since the substantial and final completion dates will be changed due to delays with obtaining approval for installing scaffolding system and full compliance with some Contract requirements. The Contractor is working on a time impact analysis and is increasing work shifts to mitigate further delays.

- **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 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 with inconsistent reliability.

Vehicles 924 and 925 are at Mare Island undergoing rehabilitation. 924 is expected to ship in November if all parts arrive. Alstom has not completed painting. Caltrain provided dates for Alstom emissions testing on 10/20/22. The team is working with Alstom on an agreed schedule as the baseline for completing the Project and for determining an updated budget.

Caltrain Total Ridership

Preliminary October 2022

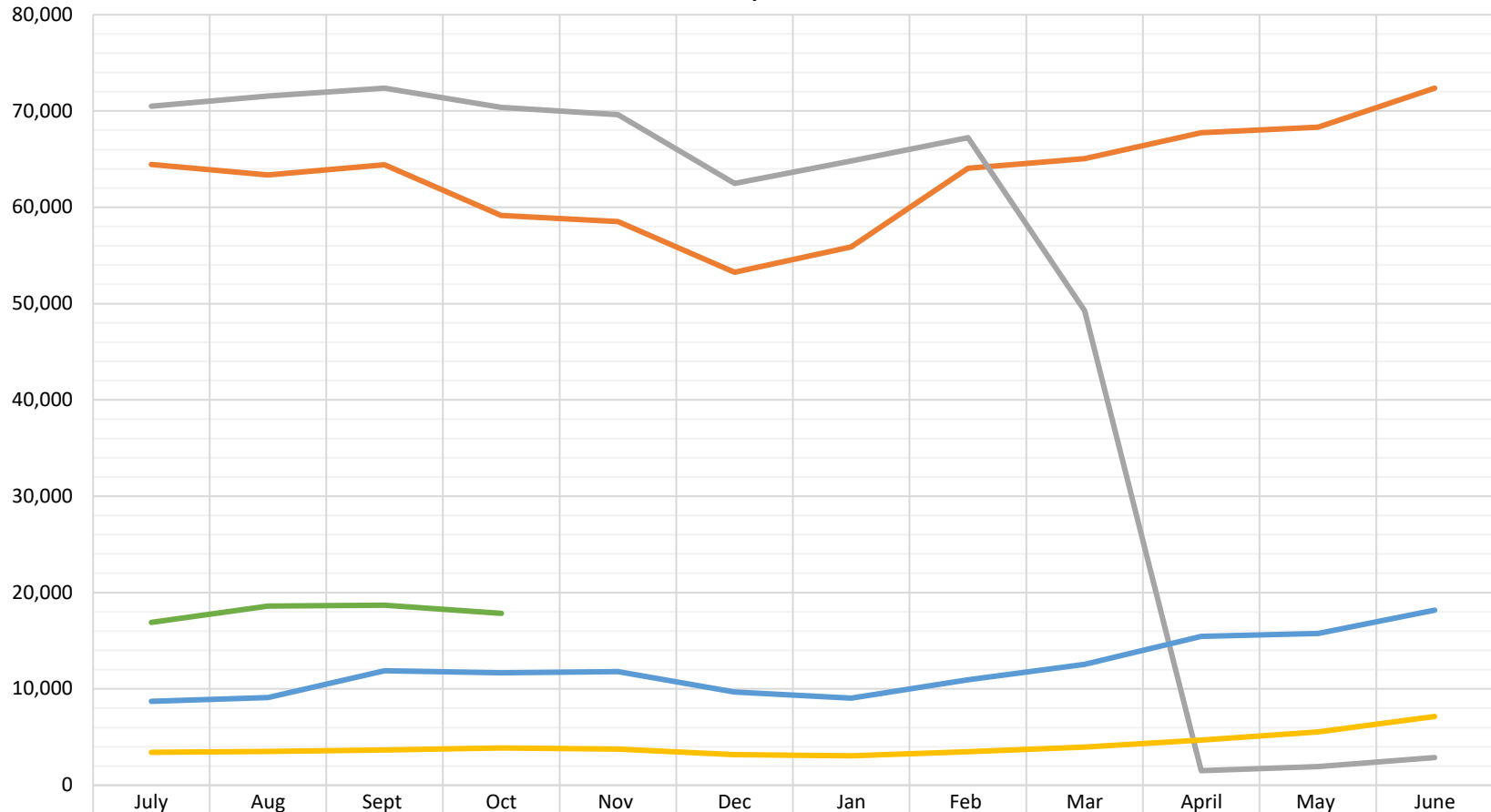


	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
FY2019	1,673,035	1,712,362	1,570,308	1,605,671	1,470,239	1,356,071	1,484,727	1,323,427	1,487,889	1,593,266	1,618,825	1,590,653
FY2020	1,672,672	1,703,334	1,584,833	1,726,436	1,472,693	1,428,363	1,539,666	1,406,951	1,156,388	38,584	48,745	74,908
FY2021	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	468,852	462,674								

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)

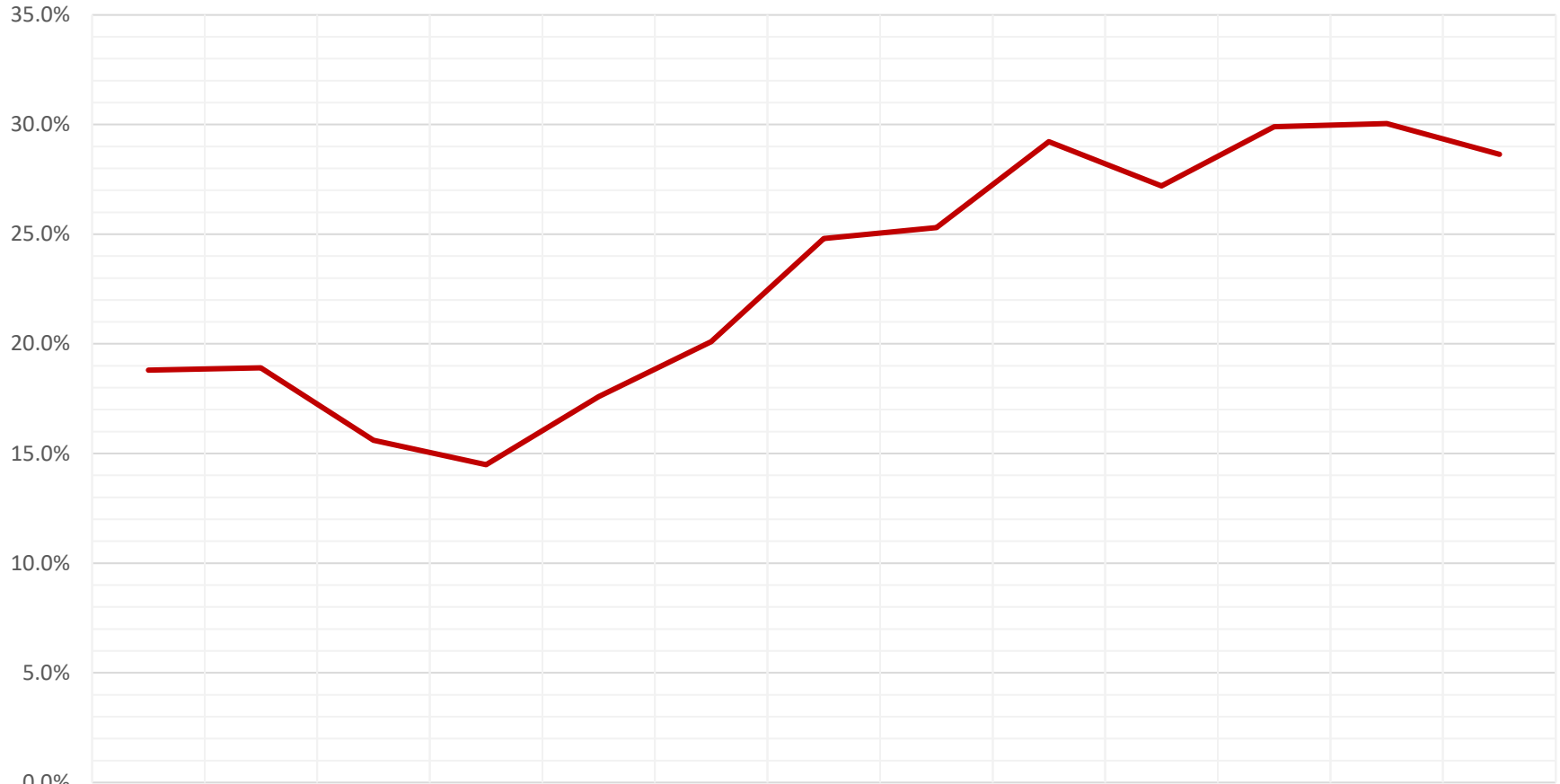
Preliminary October 2022



	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	18,709	17,828								

*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 October 2022**



	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
— %Pre-COVID	18.8%	18.9%	15.6%	14.5%	17.6%	20.1%	24.8%	25.3%	29.2%	27.2%	29.9%	30.1%	28.6%

2019 Annual Passenger Count Average Mid-Weekday Ridership (AMWR) = 63,597

2019 Annual Passenger Count Average Weekday Ridership (AWR) = 62,249 (Pre-COVID Baseline)

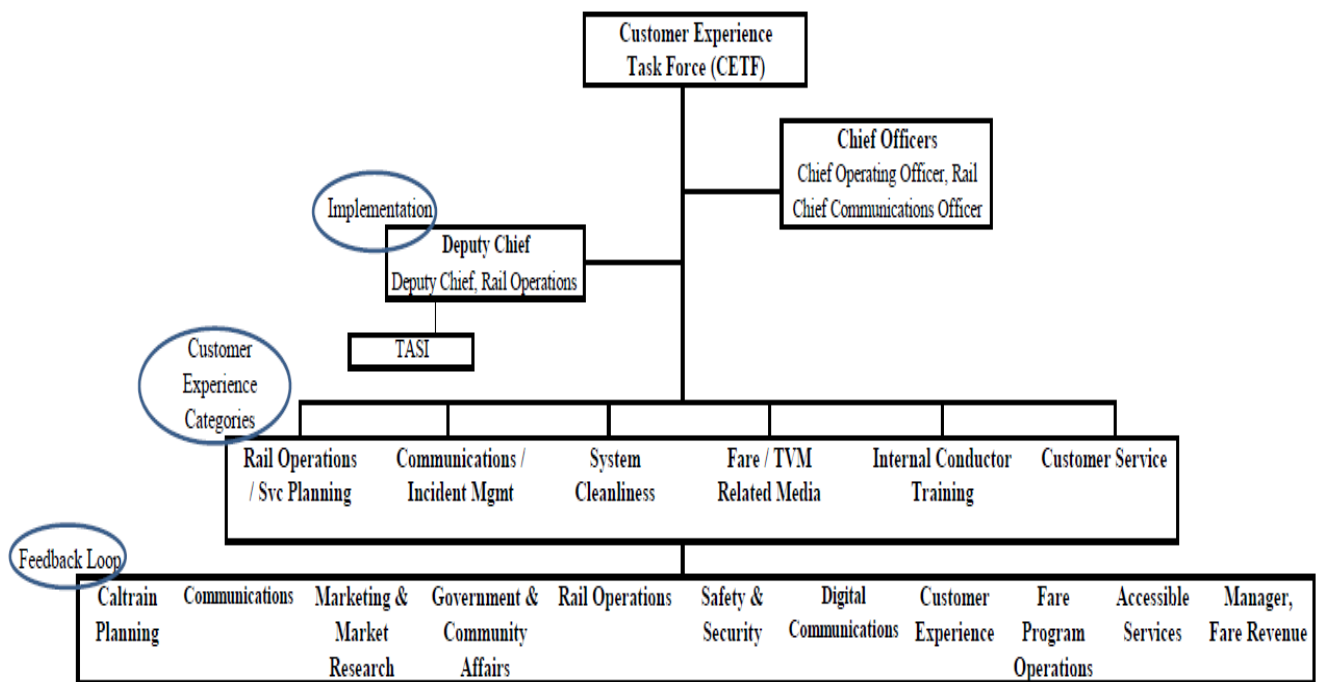
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.
- 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:
 - Ambassador Program provided bus bridge wayfinding directions to passengers, helping with their transit connections during the past 3 weekend mornings during electrification testing at San Jose and Santa Clara stations.

Caltrain Digital Marketing

- Digital Marketing Highlights:
 - In the month of October Caltrain focused heavily on event marketing promoting Stanford Football, Warriors' basketball regular season, as stated in the highlights below. One of the larger scheduling pieces involved the Bus Bridge that began on October 22nd with VTA for the electrification energization testing.
- Caltrain Digital Marketing Highlights:
 - Fleet Week
 - Clean Air Day
 - Event Marketing Messaging (third month)
 - Halloween Content
 - Bus Bridge
 - Website survey

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 in December 2022.
- Clipper Next-Generation
 - The site preparation for the Clipper Next-Generation Validators began in April.
 - Staff has installed the new Clipper Next-Generation Validators at all stations except for at San Jose Diridon and Tamien which will be completed by the end of this month.

- Caltrain Mobile App Quarterly Update – July to September 2022
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During the first quarter of FY23, Caltrain ticket sold quantity decreased about 4 percent while sales revenue increased about 11 percent compared to last quarter. The reason for this quarter’s sales revenue increase is due to the revenue impact by the 50 percent off fare promotion in April. The year-over-year sales revenue increased by about 85 percent and parking revenue increased by about 120 percent showing the recovery tendency from the pandemic. The table below highlights those results.

	Q1 FY23 Actuals	% ▲ vs. Q4 FY22	% ▲ vs. Q1 FY22
App Installs	34,815	-17%	6%
Tickets Sold - (excluding parking)	128,863	-4%	52%
Revenue \$'s - (excluding parking)	\$ 1,050,508	11%	85%
Tickets Sold - Parking	24,751	3%	120%
Revenue \$'s - Parking	\$ 136,131	3%	120%

Data source: Moovel monthly reports/Apple Store monthly app stats/Google Play monthly app stats

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.
- Caltrain Electrification
 - A section of the new website is dedicated to Caltrain Electrification with project information. 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.
- During construction, passengers will board and alight on the northernmost cars.
- A project webpage with more information is at 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 - In Progress
 - Tamien - In Progress (Estimated Completion Date: December 2022)
 - San Carlos - In Progress (Estimated Completion Date: December 2022)
 - Lawrence - In Progress (Final Walk-Thru scheduled for November 15, 2022)
- Next Station(s) of the Quarter:
 - Belmont
- 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

December 21, 2022

- Suicide Prevention Initiatives
- PCEP Construction Schedule Changes
-

January 18, 2023

- CAC role in Measure RR oversight update
-
-

February 15, 2023

- Measure RR audit report
-
-

March 15, 2023

-
-
-

April 19, 2023

-
-
-

May 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
- 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
- Code of Conduct