



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

January 18, 2023 – Wednesday

5:40 p.m.

Due to COVID-19, this meeting will be conducted as a hybrid teleconference and in-person meeting pursuant to [Assembly Bill 361](#) (Gov. Code section 54953). **Members of the public are encouraged to participate remotely but may participate in-person provided that they satisfy the safety protocols listed below.**

Committee members, staff, and the public may participate remotely via Zoom 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>

Committee members, staff, and the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Ave., San Carlos, CA, provided they comply with the following safety protocols:

Please Note the Following COVID-19 Protocols for In-person Attendance:

1. Visitors experiencing the following symptoms of COVID-19 may not enter the building:
 - Cough
 - Muscle Pain
 - Fever
 - Loss of taste or smell
 - Shortness of breath
 - Sore Throat
 - Chills
2. Visitors must use the hands-free temperature scanners upon entry. An alert will occur and entrance will be prohibited if a temperature is measured at 100.4 or above.
3. Visitors must show proof of Covid-19 vaccination, or a negative COVID-19 test (with results obtained within last 7 days). Masks will be required for visitors who do not show proof of full vaccination (defined as two weeks after the second dose in a two-dose series, such as for the Pfizer-BioNTech and Moderna vaccines, or two weeks after a single dose of the J&J/Janssen vaccine).

Public Comments: 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.

Verbal 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. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Approval of Meeting Minutes of December 21, 2022
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
7. 2023 Electrification Construction and Temporary Service Plan (Ted Burgwyn)
8. MTC Regional Update (Sam Sargent)
9. Staff Report (David Santoro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
10. Date, Time, and Place of Next Meeting
February 15, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),
San Mateo County: Adrian Brandt, 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 be conducted as a hybrid teleconference and in person as per the information provided at the top of the agenda. The Public may 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 DECEMBER 21, 2022

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), L. Klein, R. Kutler, P. Leung, M. Pagee (Alternate), B. Shaw (Chair), JP. Torres, Tuzman (Vice Chair), S. Seebart, E. Shapiro

MEMBERS ABSENT: P. Joshi (Alternate)

STAFF PRESENT: N. Dhaliwal, P. Givens, A. Myles-Primakoff, J. Navarrete, G. Rogers, D. Ryan, D. Santoro, K. Scribner, S. Sargent

Due to COVID-19, this meeting was conducted as a Zoom and in person meeting.

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

REPORT OF NOMINATING COMMITTEE

Member Steven Seebart reported that the nominating committee nominated Chair Brian Shaw and Vice Chair David Tuzman to continue to serve in their current capacity as Chair and Vice Chair, respectively. Both accepted the nominations.

APPROVAL OF CHAIR AND VICE CHAIR

Motion/Second: Leung / Seebart

Ayes: Brandt, Klein, Kutler, Shapiro, Torres

Abstain: none

Absent: none

APPROVAL OF MINUTES OF NOVEMBER 16, 2022

Motion/Second: Torres / Tuzman

Ayes: Brandt, Klein, Kutler, Leung, Seebart, Shapiro, Shaw

Abstain: none

Absent: none

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Chair Brian Shaw requested that the committee provide two or three topics at the next meeting to be added to the 2023 Work Plan. Staff and the CAC Chair will work on refining the current list and incorporating any new topics to the current Work Plan. Chair Shaw then mentioned that this meeting will continue with hybrid format through February and then in March it will likely go back to being fully in person. He also mentioned that the Brown Act requirements may change or may be amended to allow for continued hybrid format and will keep the committee informed of any changes.

COMMITTEE COMMENTS

Member Rosalind Kutler requested an explanation or reference material to the CAC member attendance rules from the Brown Act Training presented at the previous month's meeting. Chair Shaw stated that the protocols are different for members that are out of town and members that are ill, and that each member will go through the process, as necessary.

Member Jean-Paul Torres congratulated staff on the \$10M that Senator Padilla's office announced to close the gap with Caltrain electrification and mentioned that there is still about \$410M to go.

Member Adrian Brandt also requested that the attendance rules be readily available for the CAC members and suggested having them posted on the website. Although, the presentation is available online under last month's meeting agenda tab, members might have trouble locating the presentation. Member Brandt looks forward to the Work Plan being reviewed and updated with relevant topics. He then mentioned that although it is apparent that staff is working toward keeping the electrification project from being extended, the service reductions are impacting passengers. Lastly, he provided information from the Palo Alto Rail Committee meetings.

Vice Chair David Tuzman shared his experience with New York transit and mentioned a twelve-ride fare option that was easy to use and understand and hopes the Bay Area may incorporate this option in the future.

Member Patricia Leung announced that the Santa Clara Station Area Task Force is looking for members to join and suggested anyone that is interested in joining, to find more information on the City of Santa Clara website.

Member Emilia Shapiro suggested adding the two topics to the Work Plan. Passenger notifications during service delays and overall safety on Caltrain to prevent fatalities, including incidents that occur at grade crossings.

Member Brandt provided details on the vehicle strike that occurred in Burlingame. He also shared information regarding grade crossing equipment used in Florida and would like to see staff implement a pilot program in Burlingame.

Member Kutler suggested having alternate transportation routes available to the public during the temporary schedule.

Member Brandt mentioned that Caltrain has a Twitter account, Caltrain Alerts, that alert the passengers about delays, however, does not advise of the reason for delay and suggested adding it so that the passenger may estimate the time it will take to restore service.

Member Torres asked whether Caltrain is considering using an alternative social media platform to display alerts given the current situation at Twitter. He then recognized conductors for making plenty of announcements regarding the temporary schedule change.

Public Comments:

Doug DeLong, Mt. View, shared his concerns with the San Francisquito Creek Bridge replacement. He mentioned that there would be lengthy service suspension and suggested the CAC agendaize this topic to rule out that approach. He then requested that staff warn passengers, on the train, when there are incidents on the tracks so that they may make alternative transportation arrangements.

Jeff Carter, Millbrae, via Zoom Q&A, shared Doug's, member of the public, concerns regarding the San Francisquito Creek Bridge replacement. He then shared his concerns regarding upcoming CAC hybrid meetings. Jeff suggested keeping two items on the Work Plan, Go Pass/Clipper ridership data and distance-based fares. Lastly, he suggested Caltrain considering the accumulator ride pass.

DRAFT LEGISLATIVE PROGRAM

Navi Dhaliwal, Government Affairs Officer, presented the Draft Legislative Program. The full presentation can be found on caltrain.com in the agenda packet.

Committee Comments:

Chair Shaw asked whether staff will be open to committee members sending their questions for the board meeting in January and Ms. Dhaliwal confirmed.

Member Torres asked whether there were ideas on operational funding sources. Ms. Dhaliwal confirmed.

Member Brandt asked whether there was a regional push for some type of revenue. Ms. Dhaliwal confirmed at a statewide level. Mr. Brandt asked whether there was anything at the MTC level and Ms. Dhaliwal stated that she would follow-up with the committee. Mr. Brandt then asked whether Caltrain is looking to have real estate revenue stream for the operations. Ms. Dhaliwal stated that she would follow-up with staff and get back to the committee.

Member Steve Seebart asked what the objectives and approach are to increasing ridership. Ms. Dhaliwal stated that there is a focus on ensuring that there is a funding to support fare programs.

Member Larry Klein asked whether policies would align with High-Speed Rail for a blended concept and whether there is advocacy for additional funding for grade separation projects as High-Speed Rail is dependent on those projects. Ms. Dhaliwal stated that staff is working in close communication with high-speed rail. Ms. Dhaliwal stated that this program is specific to State and Federal legislature. Mr. Sam, Sargent, Director of Strategy and Policy further discussed the relationship with High-Speed Rail and stated that staff may come back to the committee to further discuss future funding of grade separation projects.

Member Brandt suggested that Caltrain not spend money on quad gates because Caltrain has a good record of cars not driving around gates and quad gates do not solve the problem of cars driving onto the tracks.

Member Seebart asked for a timeline of the grade separation projects. Mr. Sargent responded that another department would have further details and suggested agendaing for a future meeting. Ms. Dhaliwal stated that she would follow-up with that department to ensure a grade crossing strategy update is provided to this committee.

Chair Shaw shared his concern with the locomotive car regulation that is forthcoming as Caltrain will continue to have diesel trains after electrification Caltrain will need funding to purchase new approved cars and suggested this topic be added to the Work Plan.

Public Comments:

None

PROPOSED AMENDMENTS TO CODE OF CONDUCT FOR PUBLIC MEETINGS

Anna Myles-Primakoff, Olson Remcho, LLP, presented the Proposed Amendments to Code of Conduct for Public Meetings. The full presentation can be found on caltrain.com.

Committee Comments:

Member Kutler asked for clarification regarding disruption of a meeting that is not abusive conduct. Ms. Myles-Primakoff provided clarification.

Member Brandt stated that there are many instances that fall short of a threat and said that it seems like an amorphous area of judgment and wondered whether there is any way to make it clear.

Member Patricia Leung wondered what the recourse for the person being removed from the meeting would be. Ms. Myles-Primakoff stated that if that person thinks the removal does not comply with the Brown Act, they may bring a suit for a Brown Act violation and shared further details.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, asked whether the in-person comment procedure is still being followed.

Chair Shaw asked for the intent and the process in with dealing with a disruption. Ms. Myles-Primakoff stated that the reason for proposing to Caltrain that they amend their policy now is because this law goes into effect on January 1, 2023. In terms of the Legislature's intent, it is her understanding that it was a reaction to the increasing disruptions at local legislative bodies across the state in the past few years.

Chair Shaw asked the committee to provide staff with feedback before the by January 5th, 2023 board meeting.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **November:** The November 2022 OTP was 83.2% compared to 96.4% for November 2021.
 - **Vehicle on Tracks** – There were six days, November 11, 13, 14, 15, 17 and 29, with a vehicle on the tracks, which caused train delays.
 - **Mechanical Delays** – In November 2022 there were 1721 minutes of delay due to mechanical issues compared to 592 minutes in November 2021.
 - **Vehicle Strike** – There was one vehicle strike on November 22 at Broadway Crossing, which caused 19 trains to be delayed.
 - **Trespasser Strike** – There were four trespasser strikes on November 4, 23, 26 and 28, resulting in three fatalities. The strike on the 4th was a non-fatality incident in San Francisco, which caused 1 train to be annulled, and 15 trains to be delayed. The strike on the 23rd was a fatality at Bellevue Avenue in San Mateo, which caused 20 trains to be delayed. The strike on the 26th was a fatality in San Francisco, which caused 1 train to be terminated, 1 train to be annulled, 2 trains to be partially annulled, and 2 additional trains to be delayed. The strike on the 28th was a fatality in Santa Clara, which caused 8 trains to be delayed.
- **October:** The October 2022 OTP was 90.8% compared to 93.8% for October 2021.

- **Trespasser Strikes** – There was one trespasser strike on October 14 in San Francisco, resulting in a non-fatality, which caused 1 train to be annulled and 21 trains to be delayed.

Mr. Santoro reviewed the upcoming Holiday service.

Committee Comments:

Member Seebart asked to include the reason for the vehicle on the tracks in the monthly staff report. Mr. Santoro stated that he can include the location of these incidents in the report. Chair Shaw stated that the reason may not be determined for reporting.

Member Brandt mentioned that the time of day of the vehicle on tracks was previously reported and that all of them had occurred after dark. He suggested staff work on a pilot where gates sit across the track in the down position to help prevent cars from driving on to the tracks. Mr. Santoro reported that Caltrain has hired a new Chief of Safety that is dedicated to the railroad and is looking at ways to warn drivers not to drive onto the tracks.

Public Comments:

Doug DeLong, Mt. View, shared his concerns with the recent on time performance due to construction. He questioned whether staff is giving expectations to the customer that Caltrain cannot meet and hopes staff can resolve this issue.

JPB CAC Work Plan

January 18, 2023

- CAC role in Measure RR oversight update
- 2023 Electrification Construction and Temporary Service Plan (Ted Burgwyn)

February 15, 2023

- Measure RR audit report
- Suicide Prevention Initiatives

March 15, 2023

- Go Pass Donation Program
-

April 19, 2023

-
-

May 17, 2023

-
-

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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be January 18, 2023, at 5:40 pm, via Zoom and in person meeting.

Adjourned at 7:10 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) –

- **December:** The December 2022 OTP was 80.6% compared to 91.1% for December 2021.
 - **Vehicle on Tracks** – There were eight days with a vehicle on the tracks, which caused train delays, and all days were located at grade crossings. The train delays were on December 1 (Peninsula Ave.), December 4 (Scott St.), December 8 (3rd Ave.), December 12 (2 delays on the same day at the same location at 16th St.), December 20 (E. Meadows Dr.), December 27 (16th St.), and December 30 (Churchill Ave).
 - **Mechanical Delays** – In December 2022 there were 1134 minutes of delay due to mechanical issues compared to 1225 minutes in December 2021.
 - **Vehicle Strike** – There was one vehicle strike on December 1 at Broadway Station, resulting in a fatality. There were 2 trains terminated, 6 trains partially annulled, 4 trains annulled, and 13 trains delayed.
 - **Trespasser Strike** – There were one trespasser strike on December 20 near the Sunnyvale station, resulting in a fatality. There were 4 trains delayed.
- **November:** The November 2022 OTP was 83.2 % compared to 96.4% for November 2021.
 - **Trespasser Strikes** – There were four trespasser strikes on November 4, 23, 26 and 28, resulting in three fatalities. The strike on the 4th was a non-fatality in San Francisco, which caused 1 train annulled, and 15 trains delayed. The strike on the 23rd was a fatality at Bellevue Avenue in San Mateo, which caused 20 trains delayed. The strike on the 26th was a fatality in San Francisco, which caused 1 train

terminated, 1 train annulled, 2 trains partially annulled, and 2 additional trains delayed. The strike on the 28th was a fatality in Santa Clara, which caused 8 trains delayed.

Service and Program Updates

Electrification Year in Review

Caltrain Electrification is a transformational project modernizing a 150-year-old corridor, creating jobs across the country, combating climate change, and significantly improving service for riders. The new high-performance trainsets and their associated infrastructure represent a key milestone in California's transit and sustainability future. In 2022, we completed numerous achievements related to testing, infrastructure, and engagement that provide critical steps forward in the Caltrain Electrification project. A video summarizing these many accomplishments can be viewed at <https://www.caltrain.com/year-review-2022>.

Outreach to our communities and riders continued in 2022. Caltrain participated in 22 outreach events and sent out more than 70,000 mailers to inform nearby residents of construction activities.

Caltrain also launched a public outreach campaign to educate passengers, residents, and businesses about best safety practices along the corridor. More safety information about Caltrain Electrification is available at <https://www.caltrain.com/projects/electrification/resources/safety>.

Caltrain Electrification Receives \$43 Million

Caltrain will receive \$43 million in federal funding as part of the recent omnibus spending bill, which passed Congress and is expected to be signed by President Biden. The funding will help fill the funding gap for Caltrain's Electrification project, which is scheduled to be completed in fall 2024. Of the federal funding, \$10M was secured by Senators Dianne Feinstein and Alex Padilla as a community project and \$33M was included as part of the Federal Transit Administration's Capital Investment Grant Program for projects with existing Full Funding Grant Agreements.

Special Services Ridership Report (November)

49ers

- Two games in November.
- Total ridership boarding and alighting at Mountain View station was 3,070.
- YTD ridership is 7,539, a 42% increase compared to 2021 (5,325), and a 41% decrease compared to 2019 (12,695).

Sharks

- Eight home games in November.
- Total additional ridership boarding at San Jose Diridon station was 440.
- Year-to-date additional ridership is 890, a 26% decrease compared to 2021 (1,209) and a 76% decrease compared to 2019 (3,748).

Other SAP Center Events

- Ozuna
 - Total additional ridership boarding at San Jose Diridon station was 8.

Stanford Football

- Two home games in November.
- Total riders boarding and alighting at the Stanford station for the 11/5 game was 541.
- Total riders, including non-game attendees, boarding, and alighting at the Palo Alto station for the 11/26 game was 252.
- Total season ridership is 2,770, a 51% decrease compared to 2019 (5,650).

Warriors

- Six regular season games.
- Total additional post-game ridership boarding at San Francisco station was 1,742.
- Year-to-date additional ridership is 3,528, a 21% decrease compared to 2021 (4,456) and a 59% decrease compared to 2019 (8,541).

Other San Francisco Events

- Opera at the Ballpark
 - Total additional ridership is 858, a 428% increase compared to 2021 (163) and a 56% decrease compared to 2019 (1,959).

Capital Projects:

The Capital Projects information is current as of November 30, 2022 and is subject to change prior to January 5, 2023 (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.

Negotiated final change request from the contractor.

Seek approval for final change order from Contract Change Committee. Upon final payment, acquire Unconditional Release from PMI and begin work on Final Acceptance and Notice of Completion. Agency staff to prepare lessons learned session and to revise ADA slopes at ramps and landing design criteria to require 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: The vendor is still waiting on certain parts for the upgrade. The latest estimated delivery date is late December 2022.

Phase 5: Executed the Phase 5 option in the contract which is the last phase of the project.

- **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 completed all the stations for the new Clipper validator by providing electrical power at the new validator locations on the platforms. MTC/Cubic installed all the new Clipper validators at the stations. Conducted a punch list site walk with Rail Operations.

Address all the items on the punch list.

- **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.

Crews mobilized onsite and working to install scaffolding and shrink wrap enclosure systems on the east and west towers and pedestrian bridges.

Continuing weekly meetings with the Contractor Top Line Engineers. Continue review and processing of project submittals.

Delays have occurred from the contractor obtaining approval for installation of the scaffold system in full compliance with some of the Contract requirements. Delay impacts planned substantial completion and final completion dates. Schedule status light shown as yellow while the Contractor evaluates the impact and develops schedule recovery measures.

- **Guadalupe River Bridge Replacement:** JPB will 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 project is located just north of Willow Street and east of State Route (SR) 87 between the Tamien and San Jose Diridon stations.

The Guadalupe River Bridge Replacement Project contract was executed on 10/28/2022 with an Effective Date of 11/1/2022. JPB's Construction Management consultant mobilized to JPB's field office at 699 Park Avenue in San Jose on 11/14/2022.

Limited Notice to Proceed was issued on 11/21/2022, authorizing pre-construction activities.

A Pre-Construction Meeting was held between JPB and Walsh Construction on 12/8/2022 to initiate focused coordination with various stakeholder disciplines such as safety, environmental, engineering, and public outreach.

- **Broadband Wireless Communications:** The project will design a broadband wireless communications system along the Caltrain corridor for the wayside train maintenance diagnostics and passenger Wi-Fi service. The project will investigate leveraging

the existing infrastructure such as the Overhead Contact System (OCS) poles and JPB fiber network to communicate with passing trains. Wayside antennas may be mounted on the OCS poles at a constant interval to communicate with moving trains that will be equipped with radios and antennas.

The team developed an updated Estimate At Completion budget and schedule for the project and received approval from the Management Committee to re-baseline the budget and schedule. Finalized the Staff Report, Resolution, and PowerPoint presentation and made presentation to the Finance Committee for the December Board.

Awarded the contract at the December Board meeting.

- **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.

Unit 927 is in service, and the annual maintenance was completed. Unit 924 was painted and inspected. Unit 925 is still in overhaul - due to ship in late January 2023.

Vehicles 924 and 925 are at Mare Island undergoing rehabilitation. Most of the static testing is complete for vehicle 924 with a forecasted ship date in January 2023. Caltrain to prepare next unit for overhaul to ship to Alstom.

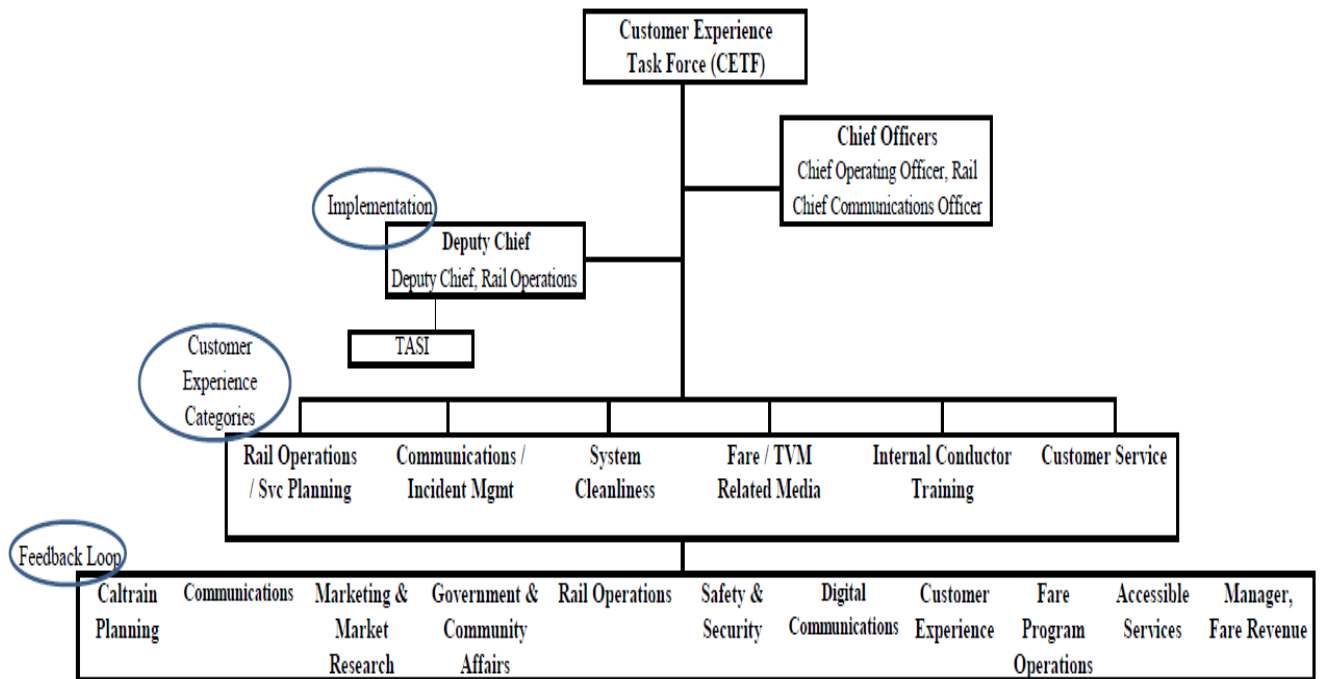
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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.
- 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction:
 - Implement total of 31 weekend area shutdowns in 2023 to complete required testing and address top risks
 - Benefits:
 - Ensure Fall 2024 delivery of electrified service
 - Enhance safety by physically separating construction work and passenger service trains
 - Mitigate risk of overhead contact system construction delays due to low contractor productivity (top project risk)
 - Reduce Roadway Worker in Charge (RWIC) field resource need (top project risk)
 - Next steps
 - Finalize plan for the first half of 2023, which will feature 4 phases of partial line closures
 - Phase 1: San Francisco to Millbrae Shutdowns: 2/11-2/12; 2/25-2/26; 3/4-3/5; 3/11-3/12
- Platform Signage:
 - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to "look up and listen" for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
 - 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 and Maintenance 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:
 - Between November 29th and December 18th over eight outreach dates, in-house and JBR ambassadors engaged approximately 2,000 customers during the December 2022 temporary service change and bus bridge efforts. Most of the outreach took place between Belmont and Mountain View, informing customers of the bus bridge in effect, helping with wayfinding, and informing them of their travel options. Staff is working on preparing for the next round of outreach, spanning multiple weekends in February and March in 2023 between San Francisco, 4th and King and Millbrae.

Caltrain Digital Marketing

- Digital Marketing Highlights:
 - Caltrain began the month of December with the celebration of Holiday train which occurred the weekend of December 3rd. Weekend closures were announced between the dates of December 5th through the 18th, which included a bus bridge assisted by SamTrans. During the December board meeting Charles Stone announced his departure after many years as a member of the board. Additional funding was granted to Caltrain to complete electrification thanks to Senator Padilla, Feinstein, and Congresswoman Speier.
- Caltrain Digital Marketing Highlights:
 - Holiday Train
 - Weekend closures / bus bridge
 - Charles Stone exits board
 - Wi-Fi contracts awarded to Caltrain
 - Additional Caltrain funding was awarded
 - Free NYE service
 - Digital Communications team started a weekly video series highlighting electrification

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 has is scheduled to begin in February 2023.
- Clipper Next-Generation
 - Staff has installed the new Clipper Next-Generation Validators at all stations.
 - Removal of the old Clipper validators has been completed.

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 – ON HOLD
 - Tamien - In Progress (Estimated Completion Date: TBD)
 - San Carlos - In Progress (Estimated Completion Date: TBD)
 - Lawrence - In Progress (Final Walk-Thru TBD)
- 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

February 15, 2023

- CAC role in Measure RR oversight update
- Suicide Prevention Initiatives

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy (tentative)
- Go Pass Donation Program

April 19, 2023

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May 17, 2023

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June 21, 2023

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July 19, 2023

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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
- 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
- Passenger notifications during service delays – requested by Member Emilia Shapiro on 12/21/22 requested by Member Emilia Shapiro on 12/21/22
- Overall safety on Caltrain to prevent fatalities, including incidents that occur at grade crossings - requested by Member Emilia Shapiro on 12/21/22
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22