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AGENDA

Peninsula Corridor Joint Powers Board

Technology, Operations, Planning, and Safety (TOPS) Committee Meeting

January 29, 2025, 1:30 pm

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA 94070

Committee Members: Rico E. Medina (Chair), Pat Burt, Shamann Walton

Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/81186731470?pwd=OUE3b0ZiY3ZoYzRCN280UG5Gbi9WZz09> or by entering Webinar ID: **811 8673 1470**, Passcode: **274739**, in the Zoom app for audio/visual capability or by calling 1-669-219-2599 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Avenue, San Carlos, CA, or any other noticed location.

Public Comments: Public comments may be submitted to publiccomment@caltrain.com prior to the meeting's call to order so that they can be sent to the Board as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Verbal public comments will also be accepted during the meeting in person and 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 two minutes. The Board Chair has 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.

January 29, 2025 - Wednesday

1:30 pm

All items to which [Government Code section 84308](#) applies have been marked with an asterisk.

A double asterisk indicates that one or more Directors of the JPB serve on the governing board of a public agency with which the JPB proposes to contract. Under Government code section 1091(a)(9), this relationship is considered to be a noninterest but it must be disclosed.

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Public Comment on Items Not on the Agenda
Comments by each individual speaker shall be limited to two (2) minutes. Items raised that require a response will be deferred for staff to reply.
5. Approval of Meeting Minutes for November 20, 2024 Motion
6. Authorize Executive Director to Execute Contract Change Order with Balfour Beatty Infrastructure, Inc., to Account for Unanticipated Cost Escalation for Labor, Materials, and Equipment* Motion
7. Receive Update Regarding 2024 Customer Satisfaction Survey and Key Findings Informational
8. Receive Update on Guadalupe River Bridge Replacement Project Informational
9. Committee Member Requests
10. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, February 26, 2025 at 1:30 pm.
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.
11. Adjourn

Information for the Public

All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board. If you have questions on the agenda, please contact the JPB Secretary at 650.551.6108. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Board of Directors can be e-mailed to board@caltrain.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Committee Meetings

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom. Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instruction.

Public Comment

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the JPB Secretary. Prior to the meeting's call to order, public comment may be sent to publiccomment@caltrain.com so that they can be sent to the Board as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Board 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

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested 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 is 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 the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board
Technology, Operations, Planning, and Safety (TOPS) Committee
1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of November 20, 2024**

Members Present: Pat Burt, Shamann Walton, Rico E. Medina (Chair)

Staff Present: M. Bouchard, S. Bullock, J. Harrison, J. Hogan, L. Lumina-Hsu, M. Rabinowitz, M. Tseng

1. Call to Order / Pledge of Allegiance / Safety Briefing

Chair Medina called the meeting to order at 1:30 pm, led the Pledge of Allegiance, and delivered the safety briefing.

2. Roll Call

Acting District Secretary Margaret Tseng called the roll and confirmed a quorum was present.

3. Public Comment on Items not on the Agenda

Aleta Dupree, Team Folds, commented on electrified trains and Clipper.

4. Approval of Meeting Minutes of October 30, 2024

Motion/Second: Walton/Burt
Ayes: Burt, Walton, Medina
Noes: None

5. Authorize the Executive Director to Execute the Necessary Agreements and Amendments for Reimbursement and to Act as the Project Lead to Deliver Preliminary Engineering and Environmental Clearance Work for the Connecting Palo Alto Projects

Mike Rabinowitz, Planning Administrator, provided the presentation that included the following:

- Scope of Work addresses technical work to be performed, project roles, and public engagement with target studies to obtain information required for selection of preferred alternatives at each location
- Project budget for phase is \$20 million as Santa Clara Valley Transportation Authority (VTA) allocated \$14 million through Measure B and City of Palo Alto secured a \$6 million grant, with a total of \$17 million allocated towards the total project budget

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Explanation of partial underpass and hybrid design
- Service agreements, reconciliation of parties, agency needs and preferences
- Prospective real estate transactions impacts

- Corridor crossing strategy with funding limitations for enhanced grade crossings, capacity improvements, safety and security, construction impacts, and reduced environmental impact
- Project funding ability and viable grade crossings alternatives at fraction of cost

Motion/Second: Walton/Burt

Ayes: Burt, Walton, Medina

Noes: None

Public Comment

Aleta Dupree, Team Folds, spoke in support of grade crossing separations and stated staff reports need technical terminology clarification.

6. Award Contract to Stadler for Technical Support, Spare Supply, and Materials Management Services

Sherry Bullock, Rail Administration, provided the presentation that included the following:

- Insufficient Electric Multiple Unit (EMU) maintenance skills with current staff and TransitAmerica Services, Inc. (TASI)
- Need time to obtain additional expertise to integrate service management, setup robust systems and train staff, and build in-house experience
- Scope of service includes expertise, on-site technical support, training program development, materials for scheduled and corrective maintenance, material and spare parts management
- Stadler work tasks include material and spare supply inventory and management, maintenance planning and data analyses, material procurement, technical support, preventive and corrective maintenance training, overhaul brake system, and implement Stadler Rail Maintenance System (SRMS) and Rail Data Services (RDS) proprietary systems
- Ensure price certainty for overhaul in year four and five
- Reviewed single source justification for entering a contract with Stadler as the only vendor with technical qualification and Federal Rail Administration (FRA) compliance, price certainty without impact to 10-year Financial Plan projection, and avoid additional procurement process

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Stadler's reputation and qualifications for single source justification

Motion/Second: Burt/Walton

Ayes: Burt, Walton, Medina

Noes: None

7. Award Contract to US Rail Systems for Electrified Rail Support Services

John Hogan, Chief Operating Officer, provided the presentation that included the following:

- Traction electrification system expertise needed to ensure a safe, compliant, and successful transition from project closeout to launch of electrified revenue service
- Contract scope includes Peninsula Corridor Electrification Project (PCEP) contractor handover performance, training, maintenance and operations implementation, Caltrain process implementation, oversight of 25kV (kilovolts) traction power, and Overhead Catenary System (OCS) enhancement work
- Single source justification includes Caltrain's traction power and OCS technical lead during construction and experience with high speed and electrified rail systems in Europe
- US Rail Systems is successor entity and has the same staff from previous procurement effort

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Staff discussion with other potential providers and single-sole justification

Motion/Second: Walton/Burt

Ayes: Burt, Walton, Medina

Noes: None

8. Committee Member Requests - There were none.

9. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, December 18, 2024 at 1:30 pm.

10. Adjourn - The meeting adjourned at 2:18 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Sherry Bullock, Program Director, Caltrain Modernization Program
For: February 2025
Subject: **Authorize Executive Director to Execute Contract Change Order with Balfour Beatty Infrastructure, Inc., to Account for Unanticipated Cost Escalation for Labor, Materials, and Equipment**

Finance Committee Recommendation Technology, Operations, Planning, and Safety Committee Recommendation Advocacy and Major Projects Committee Recommendation

Purpose and Recommended Action

Staff recommends that the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) approve a contract change order, as part of a comprehensive resolution of outstanding contract issues, to compensate Balfour Beatty International Inc. (BBII) in the amount of \$13,500,000 for unanticipated cost escalation for labor and materials associated with construction of the Peninsula Corridor Electrification Project (PCEP or Project) from July 1, 2021, through Project final acceptance. This change order, together with the other negotiated items of which it is a part, will result in: (1) Project completion within the overall budget of \$2.44 billion; (2) approximately \$2.5 million in remaining BBII contract balance, which will be spent to support close-out items scheduled to occur this year; (3) approximately \$2.5 million worth of surplus materials and spare parts to be transferred by BB II to the JPB at no cost; and (4) a waiver of claims by BBII and a reservation of the JPB's rights against BBII in connection with pending litigation. The Change Management Board unanimously approved the proposed change order on January 3, 2025.

This contract change order is part of a broader effort to resolve all potential claims within the contract budget amount, obtain a release of all future claims from BBII, and facilitate the close-out of the BBII contract and PCEP. Pursuant to this compromise, BBII has agreed to withdraw approximately \$17 million of shared risk items and to contribute approximately \$2.5 million worth of surplus materials, which will provide Caltrain with a valuable just-in-time resource to support Caltrain's maintenance of its new infrastructure and mitigate the risk of delays and cost increases associated with supply chain issues.

In exchange for these concessions and BBII's agreement to waive any further claims, Caltrain has agreed to settle BBII's claim that it is entitled to \$21 million in additional compensation arising from the unanticipated cost escalation for labor and materials that BBII experienced after July 1, 2021. While BBII assumed the risk of inflation for its performance of the base scope of work from 2017 until the expected completion date of 2020, the Board issued change orders

in 2021 and 2024, extending the final completion date to September 2024, resulting in BBII's performance of the base scope of work beyond the original completion date. As a result, BBII claims that, under the contract, it is entitled to an equitable adjustment to the contract price because the change orders caused an increase in BBII's cost of performance. BBII argues that it could not have reasonably anticipated the additional costs it incurred for work performed following July 1, 2021, as a result of the cost escalation for labor and materials arising from the COVID-19 Pandemic.

Although staff believe that Caltrain could successfully defend against such a claim, staff recommend that the Board approve the proposed change order in the amount of \$13.5 million (a reduction of \$7.5 million from BBII's original demand of \$21 million) as part of a broader compromise that will result in a remaining contract balance of approximately \$2.5 million and BBII's waiver of future claims. The other negotiated items are within staff's delegated authority and do not require Board approval. We discuss these items below to provide context for the staff recommendation.

Discussion

Staff have engaged in lengthy negotiations with BBII in an effort to close the Project within the Project budget of \$2.44 billion and with a release of all future claims from BBII. The BBII contract is the largest PCEP contract with a contract budget of \$1.097 billion. The approval of the proposed change order will allow Caltrain to close the BBII contract with a remaining contract balance of \$2.5 million and to complete the Project within budget, as reflected below:

Description of Work	Re-Baseline Budget	Estimate At Completion	Variance to Re-Baseline
Electrification (BBII)	\$ 1,097.15	\$ 1,094.65	\$ (2.50)
EMU Procurement	\$ 556.07	\$ 565.28	\$ 9.21
Other Construction Contracts ⁽¹⁾	\$ 90.58	\$ 82.98	\$ (7.60)
Real Estate Acquisition & Support	\$ 34.91	\$ 36.23	\$ 1.31
Pacific Gas and Electric (PG&E), Utilities	\$ 132.09	\$ 132.02	\$ (0.07)
TransitAmerica Services, Inc. (TASI) Support	\$ 114.49	\$ 142.03	\$ 27.55
Management Oversight & Support ⁽²⁾	\$ 377.40	\$ 389.12	\$ 11.72
Contingency	\$ 40.00	\$ -	\$ (40.00)
Total	\$ 2,442.69	\$ 2,442.31	\$ (0.38)

As part of these negotiations, BBII has agreed to withdraw \$17 million of Shared Risk Pool items related to Roadwork In Charge (RWIC) shortages, limited work window access, BBII labor union claims, and other items, and to provide Caltrain with \$2.5 million worth of surplus materials and spare parts, which will provide Caltrain with a valuable just-in-time resource to maintain the new infrastructure and limit the disruption and additional cost stemming from supply chain issues and the potential impact on global supplies resulting from the potential imposition of tariffs. In exchange, Caltrain will waive bus bridge costs and lost revenue totaling \$3.5 million and \$1 million in punch list items, which will be completed by TASI, the maintainer of the new infrastructure. In addition, Caltrain has agreed to settle two potential BBII claims for unanticipated cost escalation and damages associated with the March 10, 2022, on-track equipment collision:

Description	Caltrain Amount	BBII Amount
Share Risk Pool Items		\$16,967,385 (withdrawn)
Cost Escalation (potential claims)	\$13,500,000 (to be paid)	
Railroad Damage Incident (potential claim)	\$2,194,732 (to be paid)	
Caltrain Bus Bridge	\$3,520,000 (withdrawn)	
Punchlist	\$1,000,000 (withdrawn)	\$2,500,000 (paid in-kind contribution)
Total	\$20,214,732	\$19,467,385

Contract Change Order for Unanticipated Cost Escalation

The original BBII contract included a contract completion date of August 10, 2020. In December 2021, the JPB and BBII executed Contract Change Order 255 (CCO-255) "Global Project Time Resolution", extending the date of Final Acceptance to July 31, 2024. The parties extended this date further to September 6, 2024, in Contract Change Order 263. As a result, BBII performed its base scope of work beyond the timeframe anticipated in the contract and experienced cost escalation for labor and supplies beyond ordinary inflation, which BBII argues could not reasonably have been anticipated at the time of executing the contract change orders. The COVID-19 Pandemic caused unprecedented economic disruption across the US from 2021 through to 2024, leading to rapid increases in prices for materials and labor, far beyond normal inflation rates.

While the risk of inflation is assigned to BBII in the PCEP contract, the General Provisions also require JPB to make an equitable adjustment to the contract price "if an approved Contract Change Order causes an increase or decrease in the Contractor's cost of, or the time required for, the performance of the Work under this Contract." BBII claims that it is entitled to an equitable adjustment under the contract because the change orders extended the time period for BBII's performance of the base scope of work from 2020 until 2024, and during the period from July 1, 2021, through Project completion, BBII experienced a rapid and unanticipated increase beyond ordinary inflation in the cost of labor and materials as a result of the unprecedented economic disruption caused by the COVID-19 Pandemic. As a result, BBII claims

that it is entitled to the difference between the cost escalation that it experienced for labor, materials, and equipment for the base scope of work conducted after July 1, 2021, and the standard, anticipated rate of inflation.

BBII also argues that an equitable adjustment meets all other requirements of the contract and is consistent with guidance provided by the federal government regarding federal cost principles, which provides that an equitable adjustment may be made to the contract amount for fixed price contracts to account for “current economic conditions.”

Staff extensively reviewed the balance of outstanding work as of July 2021, the formulaic calculation model, and the statistics for labor and material price indices over the past three years to establish the total cost impact. After extensive negotiations, BBII agreed to reduce its demand from \$21 million to \$13.5 million. The Change Management Board unanimously approved the proposed change order on January 3, 2025. Staff recommend resolving the potential claim for cost escalation via a Contract Change Order in the amount of \$13.5 million.

March 10, 2022, On-Track Equipment Collision

BBII incurred property and delay damages as a result of the collision between a Caltrain train and on-track equipment operated by BBII on March 10, 2022. The damages incurred by BBII are beyond the sums which BBII has been recovered through insurance. Staff have agreed to resolve this claim through a negotiated change order in the amount of \$2,194,732. This action is within staff’s authority and does not require Board approval.

Punchlist and Surplus Materials

Due to limited track access after the launch of Revenue Service in September, BBII and Caltrain have agreed that TASI, the maintainer of the new infrastructure, will complete the remaining minor punch list items (totaling approximately \$1 million). In exchange, BBII has agreed to transfer surplus materials and spare parts with a value of approximately \$2.5 million to Caltrain. The surplus materials and spare parts provide a valuable resource to Caltrain as it undertakes the maintenance of the new infrastructure and mitigate the risk of supply chain delays and additional costs, particularly in light of the potential imposition of tariffs. This action is within staff’s authority and does not require Board approval.

Shared Risk Allowance Final Account

The JPB established a shared risk allowance of \$50 million as the result of a global settlement (Change Order 254) approved by the Board in 2021. As part of comprehensive contract close out negotiations, BBII has agreed to withdraw \$17 million of Shared Risk items. As of December 2024, the JPB had approved a total of 256 shared risk items in the amount of \$30,110,111. The balance of \$19,889,889 will be split 50/50 between Caltrain and BBII. Caltrain’s savings will be utilized to pay for other Project costs.

Remaining Contract Balance

The comprehensive resolution of claims leaves a remaining contract balance of \$2.5 million, which will be used to support additional Project completion tasks that will be completed after December 31, 2024. These tasks include finalizing the acquisition of real property necessary for

the Project, installing long-lead-time replacement items, and providing protection and support for the completion of the remaining punch list items.

Budget Impact

This Change Order is within PCEP program budget and funding of \$2.44 billion and the BBII contract amount of \$1.097 billion, taking into consideration shared savings of Shared Risk, contingency allowance items, unearned incentives and other savings. A combination of remaining available funds from the Transit and Intercity Rail Capital Program (TIRCP), Carl Moyer, and PG&E Reimbursement Proceeds will cover this change order.

There is no material impact to the PCEP cash flow, as final payments have been projected for Quarter 1 (Q1) 2025.

Prepared By: Sherry Bullock

Program Director, Caltrain
Modernization Program

1/19/2025

Resolution No. 2025-

**Board of Directors, Peninsula Corridor Joint Powers Board
State of California**

* * *

Authorize Executive Director to Execute Contract Change Order with Balfour Beatty Infrastructure, Inc., to Account for Unanticipated Cost Escalation for Labor, Materials, and Equipment

Whereas, staff have engaged in lengthy negotiations with Balfour Beatty Infrastructure, Inc. (BBII) to close the Peninsula Corridor Electrification Project (PCEP or Project) within the Project budget of \$2.44 billion and with a release of all future claims from BBII; and

Whereas, the BBII contract is the largest PCEP contract with a contract budget of \$1.097 billion; and

Whereas, as part of the negotiations, staff have drafted a proposed contract change order to resolve outstanding contract issues and compensate BBII in the amount of \$13,500,000 for unanticipated cost escalation for labor and materials associated with construction of the Project from July 1, 2021, through Project final acceptance; and

Whereas, pursuant to this compromise, BBII has agreed to withdraw approximately \$17 million of shared risk items and to contribute approximately \$2.5 million worth of surplus materials, which will support JPB's maintenance of its new infrastructure and mitigate the risk of delays and cost increases associated with supply chain issues; and

Whereas, in exchange for these concessions and BBII's agreement to waive any further claims, Caltrain has agreed to pay BBII \$13.5 million to settle BBII's claim that it is entitled to \$21 million in additional compensation arising from the unanticipated cost escalation for labor and materials that BBII experienced after July 1, 2021; and

Whereas, although BBII assumed the risk of inflation for its performance of the base scope of work from 2017 until the expected completion date of 2020, the Board issued change orders in 2021 and 2024, extending the final completion date to September 2024, resulting in BBII's performance of the base scope of work beyond the original completion date at a higher cost as a result of an unanticipated spike in inflation; and

Whereas, BBII claims that, under the contract, it is entitled to an equitable adjustment to the contract price because the change orders caused an increase in BBII's cost of performance following July 1, 2021, as a result of the cost escalation for labor and materials arising from the COVID-19 Pandemic; and

Whereas, staff recommends that the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) approve a contract change order, as part of a comprehensive resolution of outstanding contract issues, to compensate BBII in the amount of \$13,500,000 for unanticipated cost escalation for labor and materials associated with construction of the Project from July 1, 2021, through Project final acceptance; and

Whereas, this Change Order is within PCEP program budget and funding of \$2.44 billion and the BBII contract amount of \$1.097 billion. A combination of remaining available funds from the Transit and Intercity Rail Capital Program (TIRCP), Carl Moyer, and Pacifica Gas and Electric (PG&E) Reimbursement Proceeds will cover this change order; and

Whereas, there is no material impact to the PCEP cash flow, as final payments have been projected for Quarter 1 (Q1) 2025; and

Whereas, other negotiated actions beyond the cost escalation claim are within staff's authority and do not require Board approval.

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby authorizes the Executive Director, or designee, to execute a contract change order, in a form approved by legal counsel, as part of a comprehensive resolution of outstanding contract issues, to compensate BBII in the amount of \$13,500,000 for unanticipated cost escalation for labor and materials associated with construction of the Project from July 1, 2021, through Project final acceptance.

Regularly passed and adopted this 6th day of February 2025 by the following vote:

Ayes:

Noes:

Absent:

Chair, Peninsula Corridor Joint Powers Board

Attest:

Acting JPB Secretary

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Emily Beach, Chief Communications Officer
For: February 2025
Subject: **Receive Update Regarding 2024 Customer Satisfaction Survey and Key Findings**

Finance Committee Recommendation

Technology, Operations, Planning, and Safety Committee Recommendation

Advocacy and Major Projects Committee Recommendation

Purpose and Recommended Action

The annual Customer Satisfaction Survey gathers customer feedback on Caltrain services, with a focus on the rider experience both onboard the train and at the station. The results are used to guide planning decisions aimed at enhancing the customer experience.

This presentation is for informational purposes only, and no Board recommendation/action is required.

Discussion

This update provides the Committee with key insights into how effectively Caltrain is addressing rider priorities and its performance relative to those priorities. The discussion will also highlight projects aimed at addressing rider concerns.

Overall rider satisfaction is high, 4.02 out of 5.00, with year-over-year improvements both onboard the train (4.0 in 2023, 4.07 in 2024) and at the station (4.05 in 2023 and 4.08 in 2024). High ratings were given by customers for conductors (4.35) and onboard safety (4.33). Key areas for improvement include communication and delay information, which are essential to enhancing the customer experience and ensuring riders stay informed when using Caltrain.

Notably, this is the final survey to poll participants using the all-diesel fleet, providing a baseline for comparison with future surveys on the majority electric fleet.

Budget Impact

No impact on the budget.

Prepared By: Julian Jest

Manager, Market Research

01/22/2025

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Robert Barnard, Chief, Rail Design and Construction
For: February 2025
Subject: **Receive Update on Guadalupe River Bridge Replacement Project**

Finance Committee
Recommendation

Technology, Operations, Planning,
and Safety Committee
Recommendation

Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

Staff recommends the Board receive an update on the Guadalupe River Bridge Replacement Project. It is being presented to the Board for informational purposes and is intended to better inform the Board of the project's status.

Discussion

Staff has encountered challenges related to discrepancies between resource agency permits, the construction contract, and the construction approach used in 2023. Staff will work with relevant permitting agencies to amend affected permits and the construction contract to achieve alignment and proceed with the project.

Changes to permits and the construction contract are anticipated to affect the schedule and cost of the project. Staff will provide an update to the Board outlining progress with permitting agencies, the status of the project, and improvements to the organization and procedures.

Budget Impact

Staff anticipates returning to the Board in Spring 2025 to provide an update on the anticipated schedule and cost of the project.

Prepared By: Robert Barnard

Chief, Rail Design and
Construction

01/20/2025