



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

August 17, 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. Report of the Nominating Committee (Leung, Shapiro, Torres)
 - a) Election of the 2022 Vice Chair
4. Approval of Meeting Minutes of July 20, 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 make 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. Caltrain Service Planning Update (Ted Burgwyn)
9. Electrification Update (Brent Tietjen)
10. Broadband Update (Robert Barnard)
11. Staff Report (Chris Harvey)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
12. Date, Time, and Place of Next Meeting
September 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:** Jean-Paul Torres, Rosalind Kutler, Brian Shaw (Chair)
San Mateo County: David Tuzman, Emilia Shapiro Adrian Brandt
Santa Clara County: Larry Klein, Patricia Leung

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or cacsecretary@caltrain.com. 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.

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Accessible Public Meetings/Translation

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; 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 JULY 20, 2022

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), R. Kutler, P. Leung, B. Shaw (Chair), JP. Torres, M. Pagee (Alternate, arrived 5:42pm), E. Shapiro

MEMBERS ABSENT: D. Tuzman, L. Klein

STAFF PRESENT: C. Harvey, J. Lipps, J. Navarrete, A. Myles-Primakoff

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20, which suspends certain requirements of the Ralph M. Brown Act.

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

APPOINTMENT OF NOMINATING COMMITTEE 2022 VICE CHAIR

A nominating committee was established with three CAC members, Patricia Leung, Emilia Shapiro, and Jean Paul Torres, one from each county. Staff will coordinate a conference call, for the committee to meet and provide a recommendation for Vice Chair.

APPROVAL OF MINUTES OF JUNE 15, 2022

Motion/Second: Leung / Shapiro

Ayes: Brandt, Shaw, Tuzman

Abstain: Brandt, Kutler, Torres

Absent: Tuzman, Klein

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, suggested having express trains loading on separate platforms to avoid from only offering local service after special events. Jeff suggested the CAC request a report from staff regarding how decisions are made with special event trains. He then shared his experience with the SF Pride parade special event train and stated that the regular service train 225 blew through the Millbrae station without stopping. He then recommended Caltrain make it clear to passengers where and when to pay for parking.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that CAC members with expiring terms may remain on the committee until reconfirmed or replaced by the Board as the Board action has been delayed and will not see decisions made until September. Chair Shaw then reported

that no JPB meeting was held earlier this month. He then stated that staff is working on updating the Work Plan for future agenda items through the rest of this year. He also mentioned that the CAC meetings will remain online until a decision is made by the Board. Lastly, he shared his observations with fare enforcement. He said that he has noticed passengers without fare are being asked to alight the train, instead of issuing citations. He shared that there is no data reporting these instances and requested a response regarding the change in practice.

COMMITTEE COMMENTS

Member Rosalind Kutler also shared her observation in the change of fare enforcement practice and has seen passengers without fare being asked to alight, instead of being issued a citation. She wondered whether the reasoning had to do with equity. She requested staff to provide a reason for the change in practice.

Member Jean Paul Torres shared that SFMTA has moved away from citation fare enforcement and has adopted a fare compliance, where the passenger is asked to pay the fare.

Member Adrian Brandt shared information regarding fare enforcement practices with other agencies and is disappointed that Caltrain has moved away from the citation issuing practice and requested staff to provide additional details regarding the changes. Lastly, he reported a quiet zone study has been approved by the City of Menlo Park.

Chris Harvey, Manager, Rail Operations reported that the policy has not changed and will address the matter. He then stated that he will work with the Chair to agendaize a Proof of Payment Policy presentation for a future meeting.

Chair Shaw shared that there are two important issues to consider; dealing with COVID exposure and equity concerns and understand the balance.

NEW CALTRAIN WEBSITE UPDATE

Jeremy Lipps, Manager - Digital, presented the New Caltrain Website presentation. The full presentation can be found on caltrain.com.

Committee Comments:

Chair Shaw stated that occasionally when using the schedule format, the page does not load and remains on the title page.

Member Patricia Leung finds the schedule page very handy. She suggested changing the color of the arrows on the live map page since they currently blend in.

Member Emilia Shapiro asked whether there will be future iterations. Mr. Lipps stated that the current version is mostly set, however invites feedback.

Member Kutler shared that the Twitter alerts are very helpful. She then reiterated Member Leung's suggestion to look at the visuals in the live map as it is difficult to see the visuals.

Member Brandt stated that there is no link to view the latest News Releases on the website.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, asked whether it is possible to indicate the train numbers on the live map. He then mentioned that it is more difficult to find reports, surveys, ridership, etc. and now needs to use the search function to find those items. Lastly, he stated that it is difficult to locate the meeting information as well. He then requested additional Clipper details on Key Performance Reports and ridership reports on the website.

Drew, via Zoom Q&A, asked whether he would need to resubscribe to the notification lists as he is not receiving any notifications. He then stated that under advisory committees, it should not be alphabetized and instead listed by what links are clicked on the most. He then mentioned that the way the meetings are listed are convoluted. Mr. Lipps reported that the notification lists are not ready to be resubscribed to and stated that he would look at the way the meetings are listed.

Chair Shaw requested Mr. Lipps to return to the CAC with updates next year.

STAFF REPORT UPDATE

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

Mr. Harvey reported an update to the staff report in the packet provided. Updates reflected below.

On-time Performance (OTP) –

- **June:** The June 2022 OTP was 85% compared to 91.5% for June 2021.
 - **Vehicle on Tracks** – There were three days, June 1, 28 and 30, with a vehicle on the tracks, of which two caused train delays.
 - **Mechanical Delays** – In June 2022 there were 1381 minutes of delay due to mechanical issues compared to 329 minutes in June 2021.
 - **Vehicle Strike** – There was a vehicle strike on June 19, resulting in a non-fatality.
- **May:** The May 2022 OTP was 78.1% compared to 90.2% for May 2021.

Mr. Harvey also reported that on Saturday, July 16, 2022, Caltrain successfully completed EMU clearance testing in segment four and will continue additional clearance testing through San Francisco.

Committee Comments:

Member Brandt asked about the grass fires that occurred in June. Mr. Harvey stated that the cause was due to debris caught under a truck. He reported that adjustments were made and anticipates this issue will not reoccur.

Chair Shaw noted that The Caltrain June 2022 Ridership Graphs are unavailable for this month.

Public Comments:

None

JPB CAC Work Plan

August 17, 2022

- Caltrain Service Planning Update
- Broadband Update

September 21, 2022

- Rail Safety Education & Suicide Prevention Update
-

October 19, 2022

- Rengstorff Grade Sep Project
-

November 16, 2022

-
-

December 21, 2022

-
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19 and Alternate Member Rob Jaques on 12/15/21
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- Industry Safe Functionality

- Blue Ribbon Task Force
- Clipper Data Availability
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21
- Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
- Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
- Staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update and periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain - requested by Member David Tuzman on 12/15/21
- Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21
- iPhones for Conductors
- Constant Warning
- Engineering Standards
- Brainstorming sessions for Conductor iPhone applications
- CAC role in Measure RR oversight update

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be August 17, 2022, at 5:40 pm, via Zoom (additional location, if any, to be determined).

Adjourned at 6:43 pm.

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

TO: JPB CAC
FROM: Chris Harvey
Manager, Rail Operations
SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **July:** The July 2022 OTP was 91.9% compared to 90.2% for July 2021.
 - **Vehicle on Tracks** – There were three days, July 17, 21 and 26 with a vehicle on the tracks, of which two caused train delays
 - **Mechanical Delays** – In July 2022 there were 1397 minutes of delay due to mechanical issues compared to 586 minutes in July 2021.
 - **Trespasser Strikes** – There were four trespasser strikes on July 7, 23, 28 and 30, resulting in three fatalities. The strike on the 7th was a fatality at San Antonio Station, which caused 2 trains terminated, 3 trains annulled, and 17 additional trains delayed. The strike on the 23rd was a fatality at E. Meadows Drive, which caused 1 train terminated and 6 additional trains delayed. The strike on the 28th was a fatality at Rengstorff Avenue, which caused 1 train terminated, 2 trains annulled, and 25 additional trains delayed. The strike on the 30th was a NON-fatality at Menlo Park, which caused 3 trains delayed.
- **June:** The June 2022 OTP was 85% compared to 91.5% for June 2021.

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

- **Special Event Train Service –**

Services Performed:

Following is a summary of special event services provided.

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

In June, average ridership per game, boarding and alighting at San Francisco station, was 4,852. Total ridership for June was 67,921.

Caltrain will provide one post-game express train for evening games on weekdays and weekends. The train departs San Francisco 15 minutes after the last out or when full, making its first stop Millbrae followed by local stops to San Jose Diridon. Fans wishing to reach stations between San Francisco and Millbrae should take a regularly scheduled train. Staff will continuously monitor the service throughout the season and make adjustments to accommodate the crowds as needed.

- **Golden State Warriors Playoffs** – The Warriors hosted three NBA Finals games in June. Ridership boarding at San Francisco station was 2,289. Average gross ridership per game was 763.
- **Golden State Warriors Championship Parade:** On June 20, Caltrain operated a regular weekday schedule that accommodated the large crowds who came into San Francisco to participate in the Golden State Warriors Championship Parade. Total gross ridership, pre and post-event, was 17,936.
- **SF Pride Parade** – On June 26, Caltrain operated two additional pre-parade train service and deployed extra southbound service. Total gross ridership, pre and post event, was 11,096.
- **Independence Day Holiday** – On Monday, July 4, Caltrain operated a Weekend schedule in observance of the Independence Day holiday. Additional southbound post-fireworks train service was provided for those attending the festivities in San Francisco. The last southbound train departed San Francisco at 12:05 a.m.

Services Scheduled:

- **San Francisco Giants** – The SF Giants will host thirteen regular season games in August.
- **SF 49ers Pre-Season** – The 49ers will host one pre-season home game at Levi's Stadium on Saturday, August 12. Caltrain will operate a regular Weekend Schedule to and from the game.
- **Labor Day** – On Monday, September 5, Caltrain will operate a Weekend Schedule in observation of the Labor Day Holiday.

Capital Projects:

The Capital Projects information is current as of June 30, 2022 and is subject to change between June 30 and August 4, 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.

New Ramps, the West Plaza, and the pedestrian underpass were opened to passengers on January 13, 2022. Shuttle service was moved from the parking lot to its new permanent location on Poletti Way on January 24, 2022. The parking lot was patched, resealed and re-stripped. The ribbon cutting ceremony that was delayed due to COVID precautions was held on April 8, 2022. Decorative stainless-steel panels will be installed when the material arrives, on the "Art Wall" within the pedestrian tunnel. Replacement variable message signs on the station platforms, to replace those that were water-damaged, will also be installed when the units arrive on-site. Other minor "punch list" work items remain which will be completed over the next several months to close out the project

- **Burlingame Broadway Grade Separation Project:** This project will grade separate the railroad alignment at Broadway, between Carolan and California Avenues, in the City of Burlingame and remove the current at-grade crossing. As part of this project, the Broadway Station will become elevated and the hold-out rule at this station will be eliminated, improving operational efficiency.

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

The current schedule forecasts advertisement for construction by late-2023. Construction is scheduled to occur from early 2025 to mid-2028. The team is evaluating the potential use of the Construction Manager/General Contractor (CM/GC) project delivery approach, to address project risk and site constraints. If CM/GC is chosen, the schedule for the

- **Guadalupe River Bridge Replacement:** JPB proposes to replace the MT-1 railroad bridge and extend and seismically retrofit the MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The proposed project is located just north of Willow Street and east of State Route (SR) 87 between the Tamien and San Jose Diridon stations.

The total project cost is estimated at approximately \$52.2 million and has reached 100% design completion. Bid advertisement took place in June 2022 with expected Board award of contract in Fall 2022.

The primary issue facing this project is the resolution of budget issues with Union Pacific Railroad (UPRR). Per the Trackage Rights Agreement, a binding arbitration hearing was held in December 2021. A preliminary ruling was rendered by the Arbitration Panel with certain matters still pending resolution.

- **Rengstorff Avenue Grade Separation:** JPB in partnership with the City of Mountain View propose to grade separate the existing at-grade Caltrain tracks from the roadway crossing at Rengstorff Avenue in the City of Mountain View. This project will help improve public safety for pedestrians, cyclists, vehicles, and trains while improving the overall traffic flow and travel reliability.

The project entails constructing a new fully depressed intersection, major grading work, new paving and bicycle lanes with special barriers, retaining walls, new elevated railroad tracks and pedestrian bridges, utility relocation, drainage and pump station facilities, and landscaping.

The 35% design is currently under review after submittal in April 2022. An RFP for Final Design services and another potentially for a CM/GC contractor is anticipated in late 2022. The preliminary total budgeted cost is approximately \$280 million. Most of the funds will come from the City of Mountain View (thru VTA-Measure "B" sales tax), State, Federal, local, and other grants.

Construction is expected to start in early 2025, pending securing funds, with substantial completion forecasted in late 2027.

- **Ticket Vending Machine (TVM) Upgrade:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines to include functions planned for the Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and allow customers to add value to existing Clipper cards. In addition, the scope was increased to include upgrades to the credit card reader and database.

Phase 1 was completed in October 2020 to develop a prototype Clipper TVM. Phase 2 for retrofitting 12 additional TVM's was completed in March 2021. Phase 3 for 21 TVM's that was delayed due to supply chain issues is now complete. Phase 4 for upgrading another 27 TVM's commenced in March 2022 with completion expected by the end of 2022. Phase 5 funds to upgrade the remaining 27 TVM's (contained in the FY22 Capital Budget) are not yet available.

- **Clipper Next Gen Validators Site Preparation:** This project will prepare the stations with electrical power for the installation of the Clipper Next Gen Validators to be installed by MTC/Cubic. The contract was awarded to BECI Electric at the February 2022 JPB Board meeting. The contractor completed the administrative period in late April 2022. Construction has started with an anticipated substantial completion by late 2022.

- **Mary and Evelyn Avenue Traffic Signal Preemption Project:** This project will perform upgrades to train approach warning systems at Mary Avenue and Evelyn Avenue crossings in Sunnyvale. The project will improve vehicle safety at the at-grade crossings by increasing traffic signal advance warning times for approaching trains in order to clear vehicles at the crossings.

JPB completed their portion of construction in June 2021. The City's contractor completed their construction at the end of April 2022. Integrated testing with the City of Sunnyvale's traffic controller began in May and was completed in June 2022.

- **Churchill Avenue Grade Crossing Improvements:** This project will improve safety, pedestrian, and bicycle access to the Churchill Avenue crossing in the City of Palo Alto. The project scope includes widening sidewalks, associated relocation of pedestrian gates, and installing new vehicle pavement markings and markers. This project is coordinated with the City of Palo Alto's own design for the crossing.

The project began in December 2019. The 100% design was received in October 2021. JPB's Issue for Bid documents are awaiting the California Public Utilities Commission (CPUC) approval of the City of Palo Alto's portion of the contract documents so that advertisement for bids can proceed. Construction forecasted to occur from January 2023 to December 2023.

- **Broadband Wireless Communications:** This project will provide wireless communication systems to enhance railroad operations and maintenance capabilities and provide Wi-Fi capability for passengers. This project is partially funded through a Transit and Intercity Rail Capital Program (TIRCP) grant as well as through a FY2023 capital budget allocation.

Proposals were received at the end of December 2021 and were reviewed by an Evaluation Committee at Caltrain and followed by interviews with shortlisted proposers. System demonstrations of their proposed systems within the Caltrain corridor were conducted in April and May 2022. Contract negotiations are in process. Contract award is anticipated in September 2022. Design and Construction is planned from October 2022 until June 2024.

- **Bayshore Station Bridge Painting:** This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station in Brisbane. The bridge's paint coatings are in need of rehabilitation due to surface rust. This work combined with a complete repainting of the bridge will bring the structure to a state of good repair.

Bids were received on January 14, 2022, and an evaluation by JPB was completed. Award of the construction contract was completed in April 2022. The contractor is currently in the 60-day administrative period prior to commencement of construction. Construction is expected to commence in Spring/Summer 2022 and complete in late 2022.

- **Mountain View Transit Center Grade Separation and Access:** JPB Environmental Planning group obtained environmental clearance for the Project through the California Environmental Quality Act (CEQA). The Board adopted the CEQA Determination and awarded the Final Design Contract in June 2022.

In Summer 2022, staff will seek authorization from the Board to proceed with the Construction Manager/General Contractor (CM/GC) alternative contract delivery method that is expected to accomplish the following objectives: 1) reduce project costs, 2) expedite the project's schedule, and 3) provide contracting flexibility and options not available through a traditional design-bid-build method. Staff will also seek Board authorization to amend the existing cooperative agreement with the City of Mountain View and VTA to increase the budget for CM/GC pre-construction services and other associated items. Upon execution of the cooperative agreement, staff will seek Board authorization to amend the project budget and FY23 capital budget.

- **Watkins Avenue Grade Crossing Improvements:** This project includes the design and construction of four quadrant ("quad") gates at the Watkins Avenue Grade crossing located in Atherton, California. This project is related to the executed Memorandum of Understanding (MOU) regarding the 'Town of Atherton Station Closure' between the Town and Caltrain.

In July 2021, a work directive was issued to the design consultant to complete final design activities. JPB staff including, Engineering and Maintenance, conducted a kick-off meeting with Town of Atherton staff regarding scope, schedule, and input for the conceptual design. The 100% design is now in progress for completion in the Summer 2022.

The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU terms. The Town of Atherton has submitted to the Federal Railroad Administration a Notice of Intent to expand the existing Fair Oaks Lane Quiet Zone to include Watkins Avenue

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

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

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

The 100% design is complete; awaiting the City of San Mateo to finish their design in Spring 2022. Procurement is scheduled to begin following integration of the City's design into the bid documents for procurement with construction planned for 2023.

- **MP-36 Locomotive Mid-Life Overhaul Project:** This project involves performing mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work is occurring off-site at the contractor's facility location. The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925, 926, 927 & 928. In order to maintain daily service, only 1 to 2 of these locomotives are released at a time for overhaul work that is expected to take approximately 8 months per locomotive. Due to this restriction, the overall completion of this work is expected to take approximately 4 years.

The first vehicle #927 was shipped to the vendor's (Alstom) facility at Mare Island (Vallejo) in July 2020 for overhaul and was returned to Caltrain in December 2021. The 927 is now in full service. Vehicles #924 and #925 are at Mare Island and is undergoing rehabilitation. Vehicles # 923, 926 and 928 are scheduled for rehabilitation beginning in June 2022, November 2022 and April 2023, respectively.

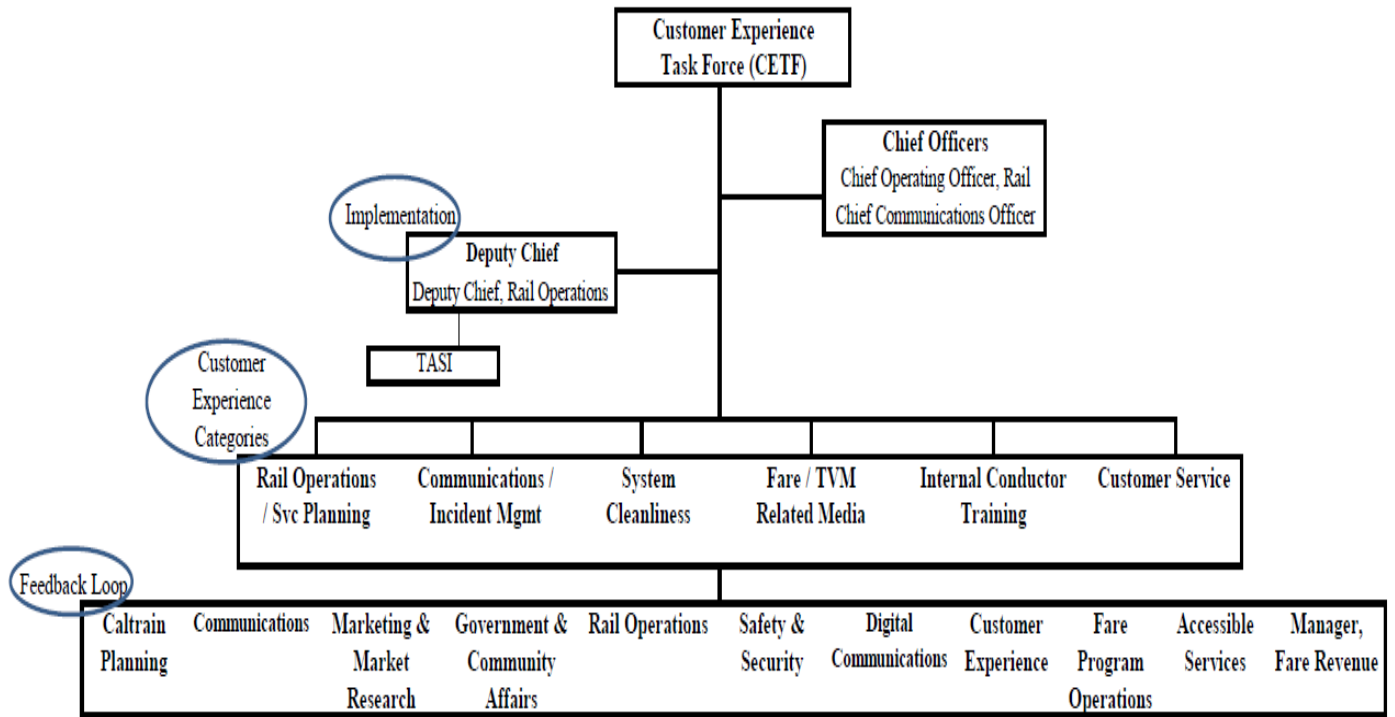
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Chris Harvey
Manager, Rail Operations

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen's / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



Service Operations

The taskforce is spearheading efforts:

- Caltrain Timetable Monitoring:
 - As part of COVID-19 recovery efforts, Caltrain staff is also monitoring trends in the larger business environment that are outside of the agency's control, such as office space vacancy rates, return to work plans of regional employers, regional trends in travel behavior, Bay Area traffic, transit agency ridership recovery, and development activity along the corridor.
- Caltrain Fall 2022 Service Change:
 - New Weekday Schedule will be effective Monday, September 12, 2022, in coordination with BART's Fall Service Change effective on the same date.
 - Service Change Summary:
 - Increased service to South San Francisco.
 - L3 trains will stop at South San Francisco in both directions, providing 2 trains per peak hour and offering a faster option for commuters traveling from Santa Clara County.
 - All reverse-peak trains stop at 22nd St.
 - L3 trains will stop at 22nd St. during reverse peak hours.
 - Provides direct peak hour connection from 22nd St. to Lawrence.
 - Improved weeknight BART connections at Millbrae
 - Connections improved from 15-23 minutes to 9-14 minutes.
 - Extended running times required on evening local trains to maintain single-tracking meets.
 - No changes to midday or weekend service.
 - Ongoing coordination with internal and external stakeholders for service operations impacts
 - Ongoing coordination with Communications team on service change notifications
 - Website: Landing Page, Home Page
 - Web Timetable & PDF
 - Take One Notice
 - Display Ads
 - Paid Print/Digital Ads
 - Printed Pocket Timetables
 - MTC Hub Signage
 - VMS, PA & Conductor Announcements
 - Onboard Train Schedules
 - Station Info Boards
 - Caltrain Mobile App Push Alerts
 - BART & Caltrain Millbrae Station Transfer Times
 - News Release
 - Station Ambassadors
 - Notification to the South San Francisco Chamber of Commerce

- 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 assignments for June:

Digital Marketing

- In the month of July Caltrain provided service for 4th of July for the first time in over 2 years, the first EMU was tested on the corridor, staff began a huge focus on marketing events launching a collaboration between organic and paid for local events.
- July Digital Marketing Highlights:

- SF 4th of July Service
- Real Madrid vs. America
- Caltrain celebrates U.S. Senate's \$10 Million for Electrification Project

Fare Systems

The taskforce is spearheading efforts to:

- TVM Upgrade update:
 - The TVM Upgrade for Phase 3, which will upgrade 21 TVMs at the stations, has been completed. Phase 4 will begin fall 2022.

- Clipper Next-Generation
 - The site preparation for the Clipper Next-Generation Validators began in April. The contractor began work at Gilroy in the beginning of May and will continue to work north. The project is scheduled to be completed in October 2022.
 - A Clipper Standalone Validator prototype was installed at Palo Alto station and is currently under testing.

- Caltrain Mobile App Quarterly Update – April to June 2022
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During Q4 FY22 Caltrain ticket sold quantity increased about 72 percent compared to last quarter due to the 50% off fare promotion in April and back to work trend. The year-over-year sales revenue increased by about 152 percent and parking revenue increased by about 415 percent showing the recovery tendency from the pandemic. The table below highlights those results.

	Q4 FY22 Actuals	% ▲ vs. Q3 FY22	% ▲ vs. Q4 FY21
App Installs	42,182	108%	156%
Tickets Sold - (excluding parking)	134,676	72%	190%
Revenue \$'s - (excluding parking)	\$ 948,051	57%	152%
Tickets Sold - Parking	24,092	78%	415%
Revenue \$'s - Parking	\$ 132,506	78%	415%

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. A recent analysis compared e-locker use from May 1 – August 1 in both 2021 and 2022. The number of hours parked and the number of people using the lockers tripled from one year to the next. Plans are underway to install additional e-lockers in the Fall at select stations that are seeing the largest increases in demand (Hillsdale, Palo Alto, California Avenue, San Antonio, San Jose Diridon). More about the e-lockers is available at www.bikelink.org.
- 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](#).

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 in an effort 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 Mateo - Completed
 - Burlingame - In Progress (Estimated Completion Date: July 2022)
 - California Avenue - In Progress (Estimated Completion Date: July 2022)
 - San Jose Diridon - (On-Hold)
 - Tamien - In Progress (Estimated Completion Date: August 2022)

- Next Station(s) of the Quarter:
 - San Bruno
 - Lawrence

- 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

September 21, 2022

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

October 19, 2022

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

November 16, 2022

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December 21, 2022

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Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19 and Alternate Member Rob Jaques on 12/15/21
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
- Operating Costs – requested by Member Adrian Brandt on 2/13/20
- Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
- Industry Safe Functionality
- Blue Ribbon Task Force
- Clipper Data Availability
- Construction Obstacles
- Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21

- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21
- Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
- Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
- Staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update and periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain - requested by Member David Tuzman on 12/15/21
- Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21
- iPhones for Conductors
- Constant Warning
- Engineering Standards
- Brainstorming sessions for Conductor iPhone applications
- CAC role in Measure RR oversight update