



JEFF GEE, CHAIR
DEVORA "DEV" DAVIS, VICE CHAIR
PAT BURT
CINDY CHAVEZ
STEVE HEMINGER
RICO E. MEDINA
RAYMOND MUELLER
SHAMANN WALTON
MONIQUE ZMUDA

MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

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

February 15, 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 January 18, 2023
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. CAC role in Measure RR oversight update (Kathleen Kelly)
8. Guadalupe River Bridge Replacement Project (Lori Low & Mike Boomsma)
9. TAMC-JPB Memorandum of Understanding Regarding Extension of Caltrain Service from Gilroy to Salinas (Sam Sargent)
10. Staff Report (David Santoro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time, and Place of Next Meeting
March 15, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
12. 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 JANUARY 18, 2023

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), L. Klein, R. Kutler, P. Leung, M. Pagee (Alternate) (arrived 5:45 pm), B. Shaw (Chair), D. Tuzman (Vice Chair), S. Seebart

MEMBERS ABSENT: P. Joshi (Alternate), JP. Torres

STAFF PRESENT: T. Burgwyn, P. Givens, L. Guan, J. Navarrete, 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.

APPROVAL OF MINUTES OF DECEMBER 21, 2022

Motion/Second: Seebart/Kutler

Ayes: Brandt, Klein, Leung, Shapiro, Shaw, Tuzman

Abstain: None

Absent: Torres

PUBLIC COMMENT

Jeff Carter, Millbrae, via Zoom Q&A, referenced the minutes from last month, page 5 under Code of Conduct and stated that he was asking about the originally proposed in person comment and stated that it was convoluted and asked whether that continues to be the process. He then requested to add topics to the list of discussion items, point to point pricing and Clipper ridership data. He then continued to comment on the New Year's Eve schedule and stated that it was confusing.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that the Measure RR item has been tentatively scheduled for March. He then reported that CAC member Emilia Shapiro has resigned from the committee and that staff will be looking for a replacement. Lastly, he reported that he and Vice Chair Tuzman met with staff to review and update the current Work Plan and will finalize the 2023 Work Plan next month.

COMMITTEE COMMENTS

Member Rosalind Kutler requested to withdraw topics from the Work Plan, equity evaluation and San Mateo County climate action plan. She then requested to add, "update basic signage

to assist English language learners/non-English language speakers in navigating Caltrain". She then suggested that it be combined to member Jean-Paul Torres' wayfinding item. She then requested to add, "report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety".

Vice Chair Tuzman emphasized the items he would like staff to follow-up on, the pet policy on the train, the visual messaging display rollout, and the fare schedule coordination.

Member Steve Seebart shared a frustrating experience with Clipper fare on the mobile device. He suggested adding exploration on the five stations south of San Jose and what it would take to get more service and ridership there. He then requested to explore electrifying the blended corridor from San Jose south.

Alternate Member Melody Pagee requested to add conductor communication during major incidents so that passengers can make the decision to take alternate transportation.

Member Larry Klein supported the wayfinding item especially in different languages. He also supported the non-service animals on Caltrain item.

Member Adrian Brandt suggested combining similar items on the list for example grade crossing topics. He then suggested eliminating the presentation on safety to prevent fatalities from the Work Plan as staff has had adequate recent coverage on that point. He also suggested staff to revisit the tree survey report completed for electrification, considering the recent storms. Member Brandt suggested adding, under the grade crossing topic, an update on dual speed check and the wireless system. He also supports the item on distance-based fares. He would like a presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing. Lastly, member Brandt would like to see what Caltrain can do to avoid flooding.

Member Patricia Leung stated that regarding Transit Oriented Development – internal, she would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing. Then regarding Transit Oriented Development - external, would like to see the work being done with different cities and counties to figure out their plans for adjacent properties. This topic would speak to the connectivity where different modes of transportation meet. She then reiterated more information on the historic properties.

Member Kutler then suggested a marketing campaign for neighboring properties and nearby transit connections to help increase ridership.

Chair Shaw shared a service concern experienced earlier with train #125, it disappeared from the radar and Twitter was not very articulate with communication.

Public Comments:

Doug DeLong, Mt. View, commented on wayfinding. He stated that information is not consistent; for example, visual and audible announcements reference northbound and southbound tracks, however station signage does not identify northbound or southbound tracks. He also mentioned that navigation systems do not warn drivers of grade crossings, although the information is readily available.

Jeff Carter, Millbrae, via Zoom Q&A, stated that wayfinding is very important at Millbrae for connecting transit. He then stated that although the Eucalyptus trees are important to Burlingame, they are a problem to the train system. Lastly, he stated moving the 22nd street station in the future would be a huge problem.

Member Kutler, Chair Shaw and Member Brandt mentioned the problems with Eucalyptus trees.

2023 ELECTRIFICATION CONSTRUCTION AND TEMPORARY SERVICE PLAN

Lin Guan, Deputy Director, Project Delivery and Ted Burgwyn, Director, Rail Network & Operations Planning, presented the Caltrain Electrification Project Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Tuzman asked why SamTrans would not be able to support Caltrain during the temporary service schedule. Mr. Burgwyn responded that SamTrans is facing an extreme operator shortage and unable to support, however staff will continue to look at options during the subsequent phases.

Member Seebart asked whether major event venues will be notified of the temporary service schedule and Mr. Burgwyn confirmed.

Member Brandt stated that notifying the venues/teams is not the same as notifying the event riders and suggested notifying the event riders. Member Brandt then asked why staff chose a bus service without bike racks to support the temporary service schedule. Mr. Burgwyn responded that there were not many options in terms of the private companies that could provide the level support needed and that the provider that was chosen unfortunately does not have bike racks. Member Brandt asked for confirmation that there will be space for bikes in the luggage area and Mr. Burgwyn confirmed.

Member Kutler asked how much time would be added to a rider's commute end to end. Mr. Burgwyn responded that overall travel time from end to end would increase by approximately 45 minutes. Member Tuzman shared that the bus bridge would be considered a lifeline bridge and that Caltrain is encouraging other forms of transportation during the temporary service schedule.

Chair Shaw shared his concerns regarding the temporary service schedule during events in San Francisco. He stated that the neighborhood where the Giants stadium and the Chase Center are located, would not be able to accommodate fans driving from the Peninsula to the games. He then mentioned that if fans decide to take BART to the games during the temporary service schedule, there may not be enough parking at the Millbrae station to accommodate those cars either. He recommended staff to review the temporary service schedule to coordinate the least impacts during high attendance games.

Member Kutler then suggested Caltrain to share clear expectations during the temporary service schedule and to be specific with alternate transit routes so that passengers can make the best decision.

Chair Shaw then questioned how a bus company without bike racks was able to bid on the contract to help support the temporary service schedule.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, requested communication to passengers is important so that passengers are aware of the temporary service schedule. He then shared his concerns with the absence of a bike rack on the buses and the impacts of the weekend temporary service schedule to weekend ridership.

MTC REGIONAL UPDATE

Sam Sargent, Director, Strategy and Policy, presented the MTC Regional Update. The full presentation can be found on caltrain.com.

Committee Comments:

Member Seebart asked to hear more about the future transit hub in Gilroy. Mr. Sargent stated that he would follow-up with the CAC when he has further information and he also shared that there is an internal group working with VTA looking at ridership.

Member Tuzman stated that the regional network management is important. He then asked about the fare coordination integration study that came from the Blue-Ribbon Taskforce efforts and Mr. Sargent responded that he would follow-up with further information later in the year.

Member Kutler stated that there is room for broader outreach to customers and that it is important to listen to the needs of the community.

Member Leung shared that she does not see coordination between BART and Caltrain with the upcoming BART Santa Clara station. She also stated that she would like to see more coordination between different transit systems to make it easier for passengers to transfer to different modes of transportation. Lastly, she mentioned that she would like to see an update on the fare policy.

Member Brandt shared his concerns with the current lack of a regional approach with transit. He mentioned the importance on having a regional approach between all transit agencies and is looking forward to the progress from this group.

Chair Shaw also shared the importance of a regional approach and pointed out how other agencies would be able to help one another during service outages.

Public Comments:

Doug DeLong, Mt. View, shared historical context, discussed the importance of increased ridership in the Gilroy area, and supports the effort of more comprehensive planning regionally.

Jeff Carter, Millbrae, via Zoom Q&A, stated that it is long overdue for MTC to coordinate the schedules and fares regionally to benefit the rider.

STAFF REPORT UPDATE

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

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 that resulted in 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 that resulted in 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 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.

Committee Comments:

Member Seebart thanked Mr. Santoro for adding the breakdown of the cars on the tracks. Mr. Santoro then stated the Chief of Safety, Mike Meader, would be providing this group with quarterly updates beginning in April.

Member Brandt asked whether the crossing gate on the tracks to prevent vehicles from driving onto the tracks can be implemented at Caltrain. Mr. Santoro responded that it was discussed with Mr. Meader, and he is aware of the idea and that the CAC would be updated when information is available. Member Brandt then asked why the ridership data was missing from the packet and Mr. Santoro stated the report is delayed and that it would be provided in the packet for next month. Chair Shaw requested the data be emailed to the CAC as soon as the data is available and be included in next month's packet. Mr. Santoro confirmed.

Public Comments:

Doug DeLong, Mt. View, shared his concerns with Caltrain's low on time performance and stated how it translates to unreliable service and asked staff to report on efforts to improve.

Jeff Carter, Millbrae, via Zoom Q&A, requested that the security report be returned to the board packet and looks forward to the quarterly updates from the Safety Chief. He also requested that the ridership data be made available to the public and included in the packet.

Member Brandt asked for fare evasion statistics to be included in the ridership report. Mr. Santoro stated that he would work with staff to see whether it can be added to the report. Chair Shaw stated that he and Vice Chair discussed with staff to receive ongoing updates on fare evasion and that the information Member Brandt is requesting would be helpful.

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

-
-

May 17, 2023

-
-

June 21, 2023

-
-

July 19, 2023

-
-

Suggested Items:

- Send MTC means-based fare pricing study to the CAC when the MTC releases it as FYI.
- 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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be February 15, 2023, at 5:40 pm, via Zoom and in person meeting at the San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:56 pm.

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) –

- **January:** The January 2023 OTP was 83% compared to 94.4% for January 2022.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks, which caused train delays. The train delays were on January 17 (16th Street.), January 26 (Churchill Ave., Palo Alto), and January 29 (near CP Palm in San Mateo).
 - **Mechanical Delays** – In January 2023 there were 1941 minutes of delay due to mechanical issues compared to 1411 minutes in January 2022.
 - **Trespasser Strike** – There were one trespasser strike on January 18 (SF, near Bayshore & 22nd St.), resulting in a fatality. There were 8 trains delayed, 2 trains terminated, 1 train annulled and 1 train partially annulled.
- **December:** The December 2022 OTP was 80.6 % compared to 91.1% for 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.

Go Pass Donation Program

“Caltrain is currently conducting outreach to organizations who serve low-income or marginalized communities to encourage them to apply to the Go Pass Donation Program.

The Go Pass Donation Program began in 2021 to diversify ridership and increase access to the Caltrain system for riders who have historically faced barriers to transportation. As part of the Go Pass Donation Program, Caltrain redistributes donated Go Passes from employers along the corridor to participating organizations. Participating organizations can then provide donated Go Passes to their clients, who are then able to ride Caltrain at no personal cost over the course of the calendar year.

If an organization you work with would like to learn more or participate in the program, or if you have ideas for how Caltrain can reach new organizations who may be interested in participating, please send an email to GDP@caltrain.com. San Francisco and Santa Clara based organizations are especially encouraged to apply!”

Upcoming Weekend Service Changes

February 11 & 12, February 25 & 26, March 4 & 5, March 11 & 12

Local weekend Caltrain service will be replaced with a lifeline bus bridges between Millbrae and San Francisco stations for Caltrain dependent riders. The weekend bus bridge will serve all stops between Millbrae and San Francisco stations with timed transit connections at Millbrae Station.

Buses will have limited capacity for luggage and bikes. [Use bike parking options](#), which are available at every affected station. There will be one ADA accessible vehicle per trip. We encourage all passengers to plan ahead and use alternative transportation options when available.

If you are using a Clipper Card while traveling on both the bus bridge and rail service, please remember to tap your card at the Clipper® reader upon boarding the train and again upon exiting the train at your final destination. Caltrain customers using the bus bridge portion of their trip do not need to make an additional payment.

Service and Program Updates

Guadalupe River Bridge Replacement Project – Community Meeting

On Tuesday, January 31, Caltrain hosted a virtual community meeting about the Guadalupe River Bridge Replacement Project. The meeting focused on the need for the project, the important benefits and plan for construction, and allow for members of the public to ask questions regarding the project.

Caltrain operates on two tracks over the Guadalupe River in San Jose, just north of Tamien Station, as do Union Pacific, Amtrak, and Altamont Corridor Express. The project will replace the northbound track that is on a wooden trestle bridge built in 1935 and the southbound track, that is a concrete bridge built in 1990, will be extended. Construction also includes channel work to maintain safe and reliable operations for all users.

Temporary Weekend Service Reductions for Electrification Construction

On the weekends of February 11-12, 25-26 and March 4-5, 11-12, Caltrain will be suspending rail service between San Francisco and Millbrae Stations to accommodate Caltrain Electrification construction and testing. Limited bus service, known as a bus bridge, will be provided to riders traveling to or from the affected area. These will be the first of 31 weekends in 2023 in which service will be adjusted to accommodate construction and testing for electrified service, which is expected to launch in fall 2024. Service reductions have been limited to weekend service to reduce the impact on our riders.

Special Services Ridership Report (December)

49ers

- Three games in December.
- Total ridership boarding and alighting at Mountain View station was 2,635.
- YTD ridership is 10,167, a 30% increase compared to 2021 (7,848), and a 42% decrease compared to 2019 (17,446).
- Special Trains: None.

Sharks

- Six home games in December.
- Total additional ridership boarding at San Jose Diridon station was 184.
- Year-to-date additional ridership is 1,074, a 17% decrease compared to 2021 (1,634) and an 80% decrease compared to 2019 (5,388).
- Special Trains: None.

Warriors

- 8 regular season games.
- Total additional post-game ridership boarding at San Francisco station was 1,375.
- Year-to-date additional ridership is 4,903, a 34% decrease compared to 2021 (7,467) and a 56% decrease compared to 2019 (11,198).
- Special Trains: None.

New Year's Eve Festivities

- Total additional ridership was 2,471, a 351% increase compared to 2021 (548) and a 68% decrease compared to 2019 (7,779).
- Special Trains: two pre-event and three post-event.
- *Please note, the San Francisco New Year's Eve Fireworks were canceled in 2021.*

Capital Projects:

The Capital Projects information is current as of December 31, 2022 and is subject to change prior to February 2, 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.

Received approval for final change order from Contract Change Committee. Issued the final payment. Acquired conditional and unconditional release from PMI and began work on Final Acceptance. Received approval to close Gate 6 and 7 from the Management Committee.

Issue Final Acceptance and file 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: Received all the necessary parts and materials for Phase 4 to upgrade 27 TVMs in December 2022 and will begin to test the new parts in January 2023.

Phase 4 & 5 will be combined the Phase 4 & 5 installations together starting in March.

- **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. Contractor completed all the punch list items. A change order was created to remove all the old Clipper CIDs at the stations.

Remove all the existing old CIDs at the stations and issue Substantial Completion.

- **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.

Worked with Project Controls staff to complete the FY25/25 Work Plan Updates. Conducted a public hearing for a proposed subcontractor substitution; however, the JPB District ruled against the requested subcontractor substitution.

Continued to work with the Construction Management team to prepare and conduct weekly meetings with the Contractor Top Line Engineers. Continued to work with the Engineering to identify corrective action plan for material section loss and implement repair prior to painting operations via change order.

Continued to work with the Rail Operations, Rail Customer Experience, and Government and Community Affairs team to identify platform and stairwell closures and path of travel during painting operations. Continued to work with the Contractor in submitting a time impact analysis of project delays. Continued to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations.

- **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.

In December 2022, 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. JPB submitted final plans to UPRR for a confirmation review on 12/27/22. Valley Water issued a Statement of No Objection for the project to USACE on 12/28/22.

In January 2023, JPB anticipates the issuance of 408 and 404 permits by the USACE, the execution of a right-of-entry with the City of San Jose, and the issuance of an Encroachment Permit by Valley Water.

- **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 JPB Board awarded the contract to Nomad Digital. The contract agreements for both the Capital Implementation and the Operating and Maintenance Agreements have been signed by both parties. Contracts and Procurement is working with Nomad Digital to obtain the required insurance and bonds to issue the Notice to Proceed.

Issue the Notice to Proceed to Nomad Digital and conduct the kickoff 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, operating without defect. Unit 924 shipped from Alstom and is at CEMOF for fuel, oil, and water. Unit 925 is still in overhaul - due to ship in January 2023. 926 was removed from service in preparation for shipping to Alstom.

Unit 927 to have emissions testing completed. Unit 924 to complete dynamic testing on Caltrain and begin service. 925 to begin static functional testing. 926 to be shipped to Mare Island to begin overhaul.



Caltrain Executive Summary-Jan FY 2023

Monthly Performance

	Pre-Pandemic Jan FY 2020	Last Year Jan FY 2022	Current Year Jan FY 2023	Jan FY 2022 to Jan FY 2023% ▲	Pre-Pandemic Jan FY 2020 to Jan FY 2023% ▲
Total Ridership	1,539,666	229,746	356,778	55.3%	-76.8%
Average Weekday Ridership	64,806	9,044	14,653	62.0%	-77.4%
On Time Performance	95.4%	94.4%	83.0%	-12.1%	-13.2%

Fiscal YTD Performance

	Pre-Pandemic Jan FY 2020	Last Year Jan FY 2022	Current Year Jan FY 2023	Jan FY 2022 to Jan FY 2023% ▲	Pre-Pandemic Jan FY 2020 to Jan FY 2023% ▲
Total Ridership	11,127,997	1,911,110	2,952,892	54.5%	-73.5%
Average Weekday Ridership	68,802	10,187	16,665	63.6%	-75.8%
On Time Performance	93.6%	93.9%	86.4%	-8.0%	-7.7%

Key Ridership Methodology Notes:

-Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)

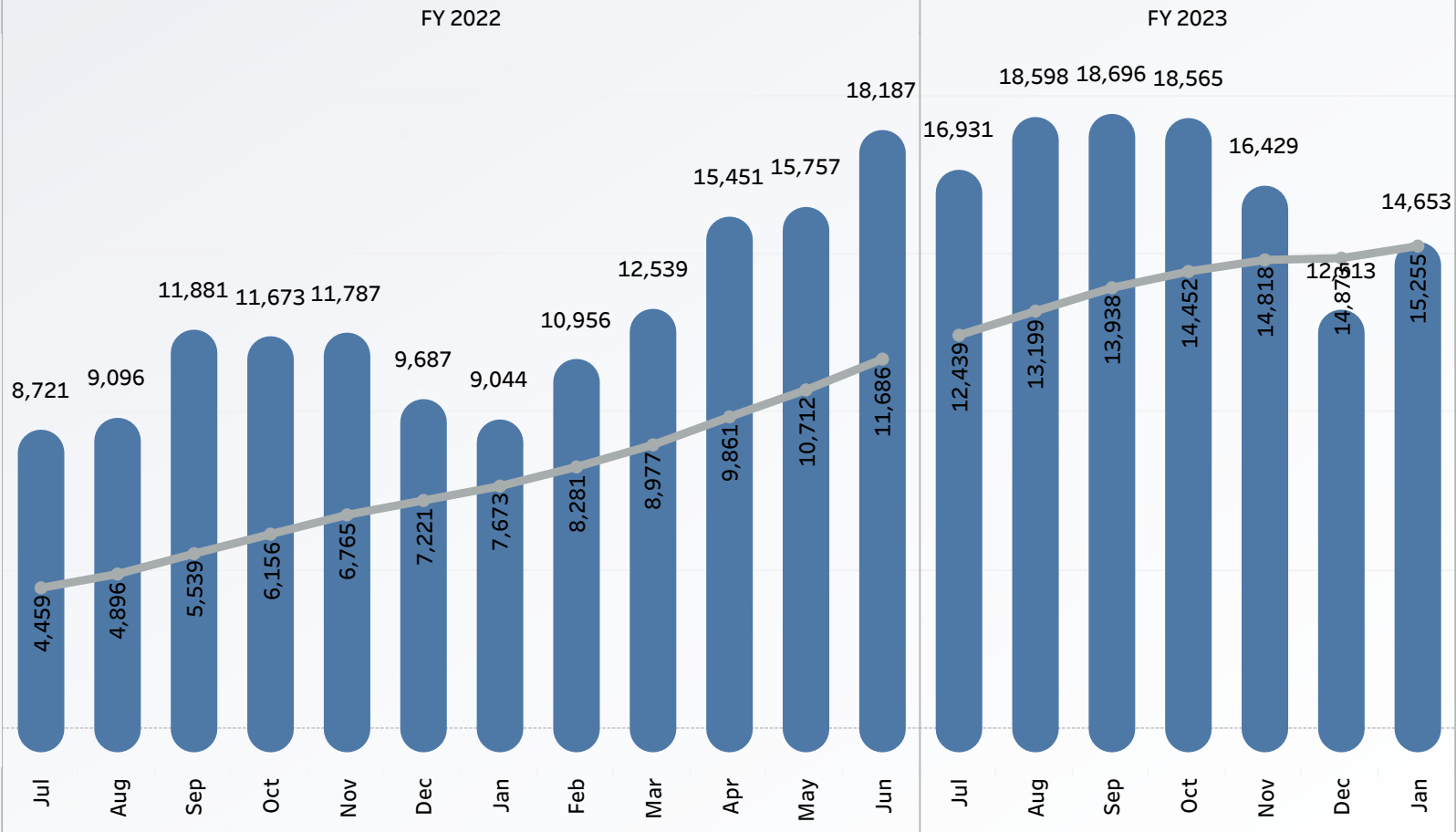
-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.

Key Ridership Methodology Notes:..



Caltrain Average Weekday Ridership (AWR)-Jan FY 2023



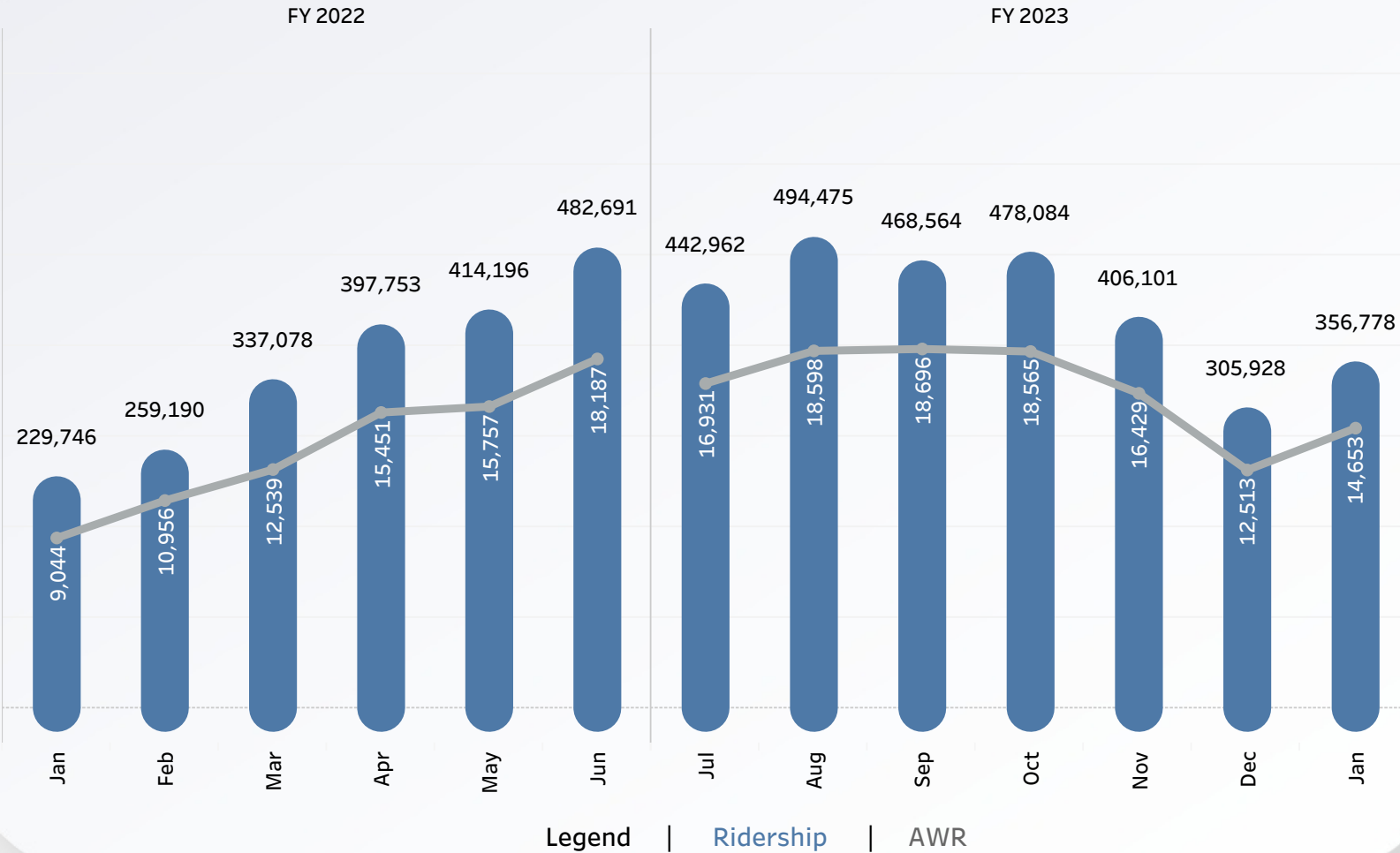
Legend | AWR | 13 Mo. AWR Moving Average

Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic, ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Total Ridership & AWR -Jan FY 2023

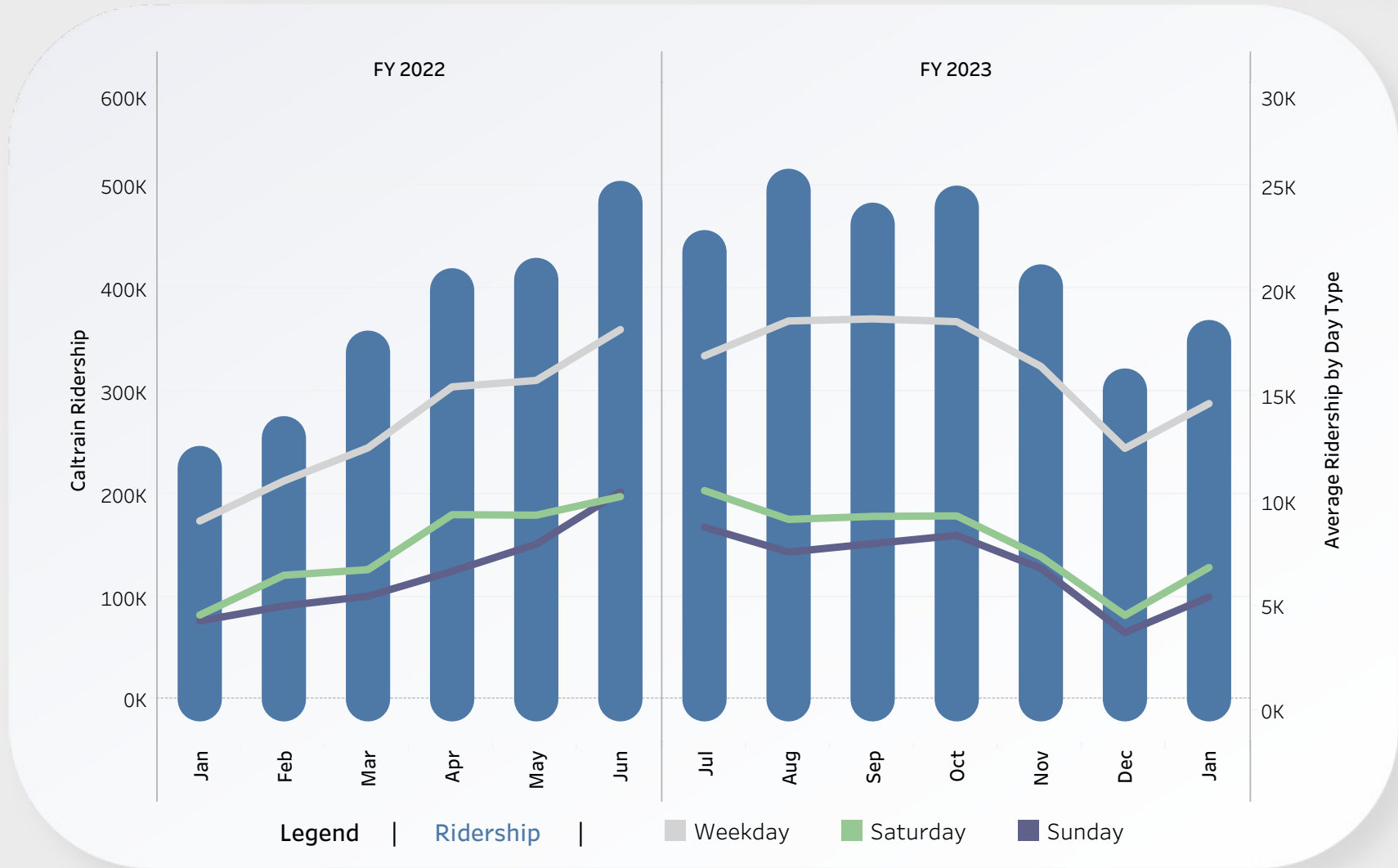


Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Total Ridership & Average Ridership by Day Type -Jan FY 2023

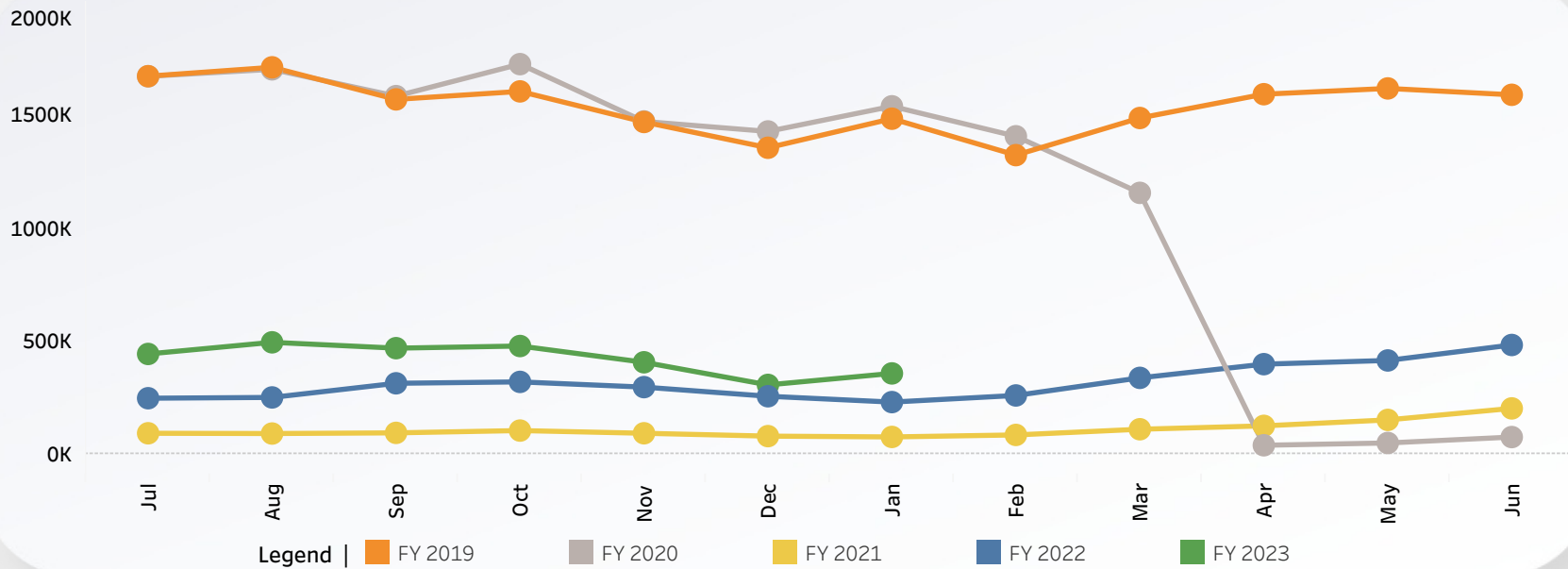


Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Total Ridership-Jan FY 2023



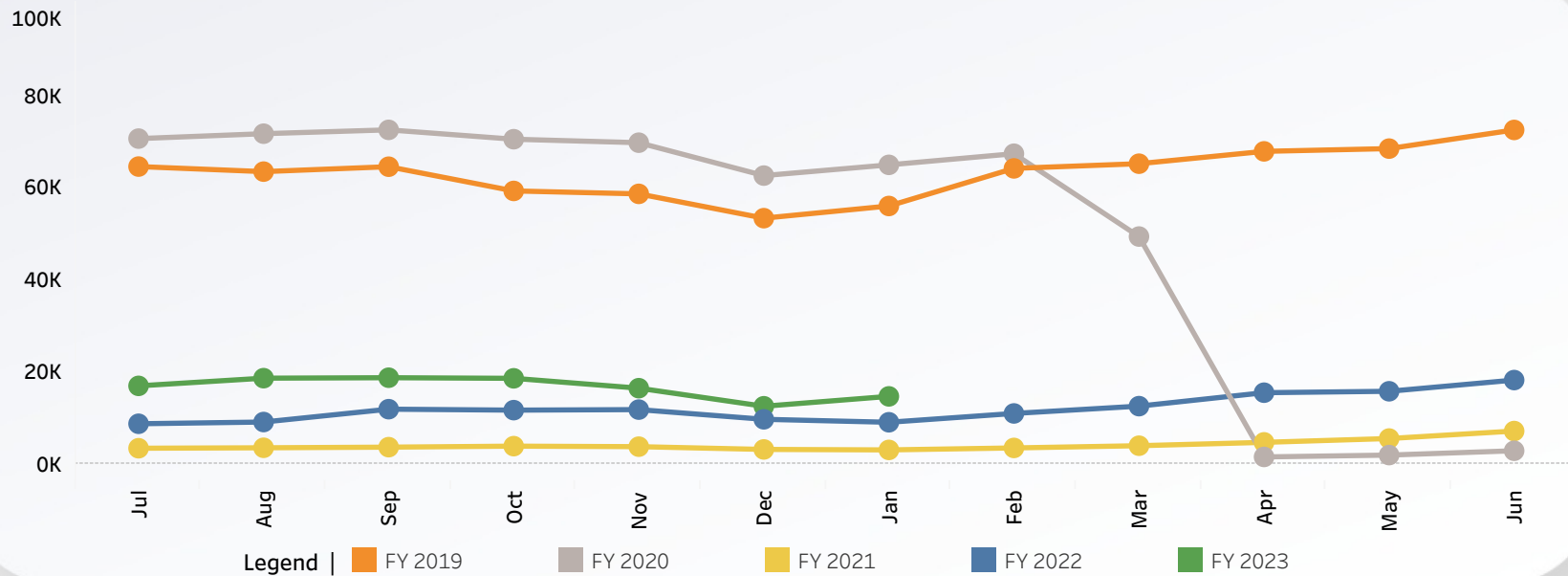
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	1,673,035	1,672,672	91,703	246,902	442,962
Aug	1,712,362	1,703,334	90,538	250,434	494,475
Sep	1,570,308	1,584,833	93,486	313,026	468,564
Oct	1,605,671	1,726,436	103,686	319,258	478,084
Nov	1,470,239	1,472,693	91,699	296,065	406,101
Dec	1,356,071	1,428,363	79,078	255,679	305,928
Jan	1,484,727	1,539,666	75,485	229,746	356,778
Feb	1,323,427	1,406,951	84,365	259,190	
Mar	1,487,889	1,156,388	109,519	337,078	
Apr	1,593,266	38,584	124,522	397,753	
May	1,618,825	48,745	150,923	414,196	
Jun	1,590,653	74,908	201,872	482,691	

Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Average Weekday Ridership (AWR) -Jan FY 2023



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	64,435	70,493	3,419	8,721	16,931
Aug	63,340	71,557	3,517	9,096	18,598
Sep	64,405	72,387	3,654	11,881	18,696
Oct	59,159	70,360	3,873	11,673	18,565
Nov	58,523	69,607	3,760	11,787	16,429
Dec	53,258	62,480	3,162	9,687	12,513
Jan	55,897	64,806	3,058	9,044	14,653
Feb	64,041	67,218	3,484	10,956	
Mar	65,057	49,276	3,965	12,539	
Apr	67,728	1,536	4,693	15,451	
May	68,326	1,935	5,521	15,757	
Jun	72,370	2,871	7,143	18,187	

Key Ridership Methodology Notes:

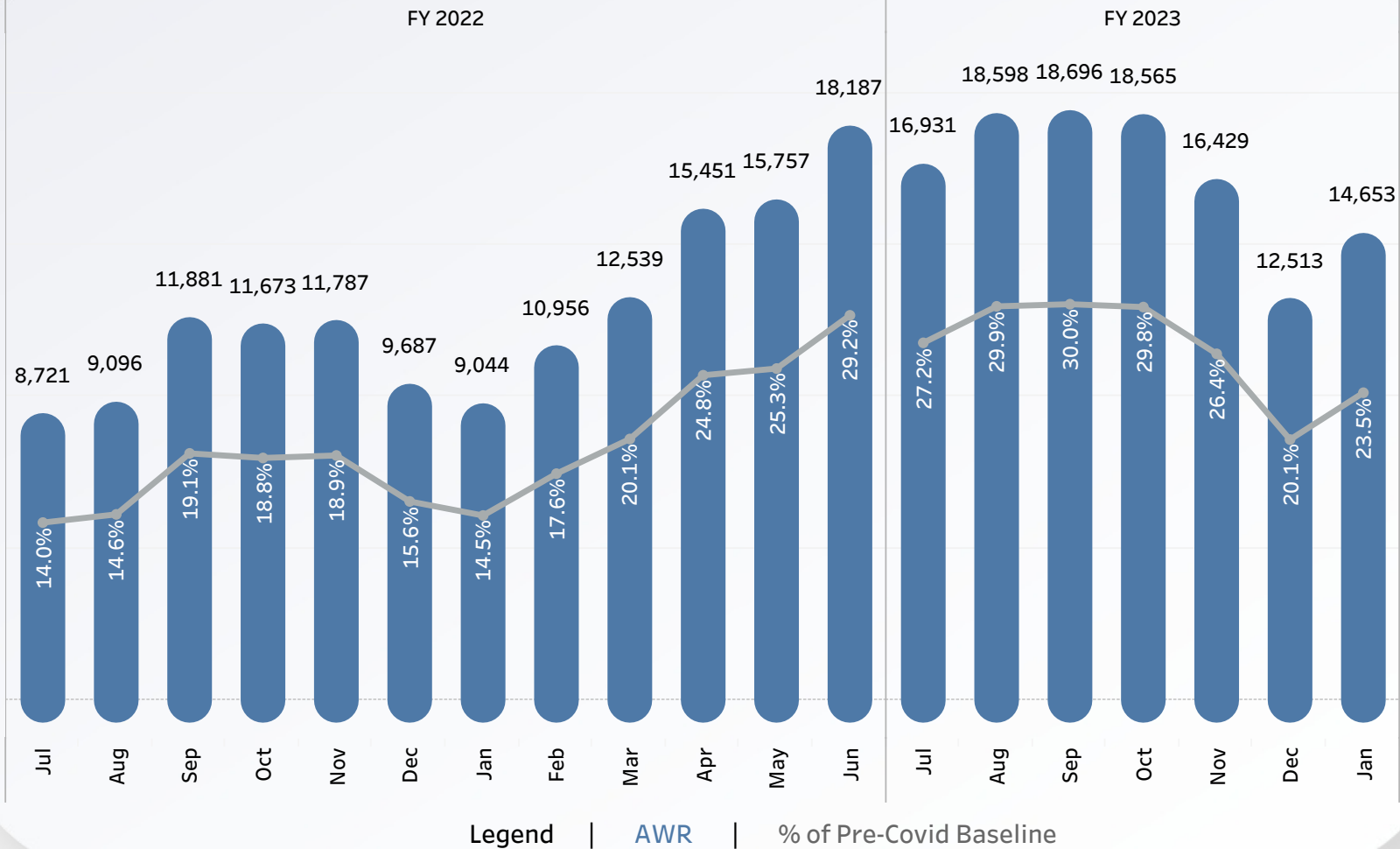
-Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)

-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Average Weekday Ridership (AWR) and % of Pre-Covid Baseline-Jan FY 2023



Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic, ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.

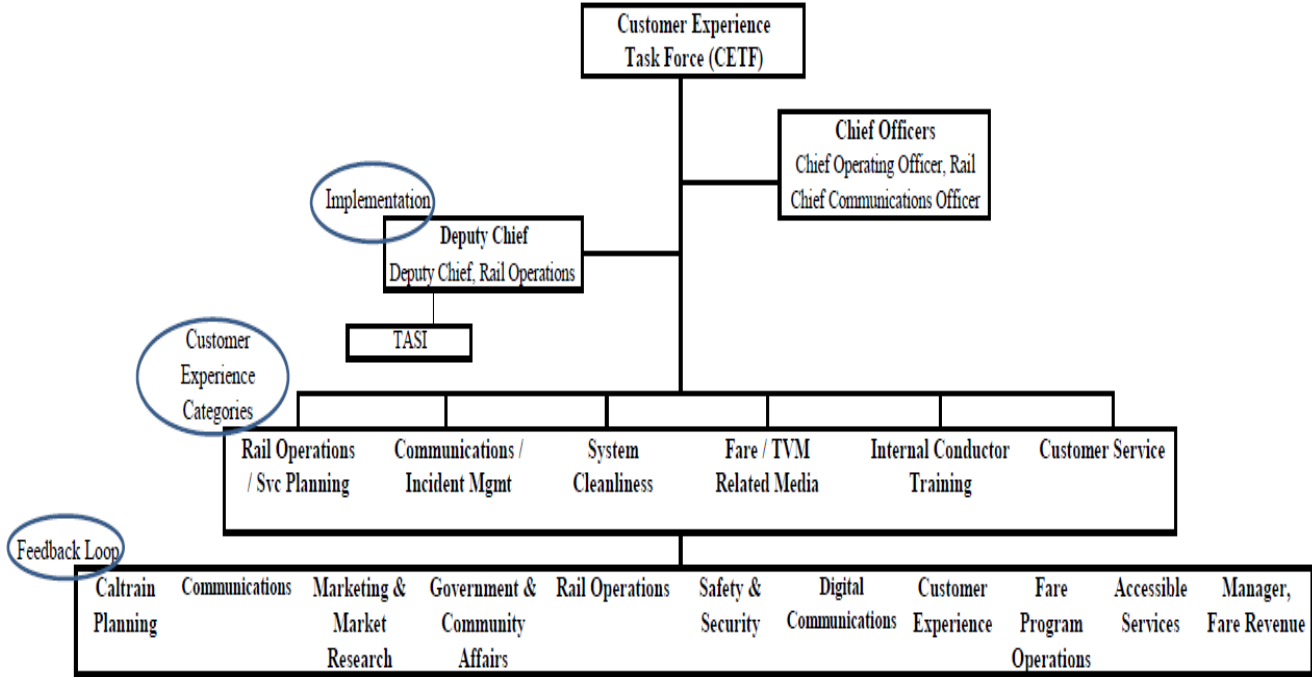
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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
 - 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
- Ambassador Program Update:
 - The Ambassador Program will help support the 2023 Service Changes, beginning with phase 1 between February 11 through March 12, 2023.

Caltrain Digital Marketing

- Digital Marketing Highlights:
 - In January Caltrain experienced a high volume of messaging. It first began with the “2023 Winter Storm,” that impacted all facets of media and service. Customers were provided adequate and reliable information. This continued throughout the first two weeks of the month. Celebration train was announced for the first time in 3 years and celebrated on January 16th. Caltrain launched a video focusing on the positive impact the electrification project has brought to California, as well as across multiple locations. The month ended with the news that Caltrain acquired \$367 Million in State Funding to Finish Electrification Project.
- Caltrain Digital Marketing Highlights:
 - Celebration Train
 - Digital Communications team continued a weekly video series highlighting electrification
 - Caltrain Electrification Impact Video
 - 49ers Content to celebrate their playoff season
 - State Funding announcement – across all platforms

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 March 2023.
- Caltrain Mobile App Quarterly Update – October to December 2022
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During the second quarter of FY23, Caltrain ticket sold quantity decreased by about 25 percent while sales revenue decreased about 11 percent compared to last quarter. The reason for this quarter’s sales revenue

decrease is due to the holiday season impact. Ridership dropped most in December compared to the other months during the quarter. The year-over-year sales revenue increased by about 11 percent and parking revenue increased by about 42 percent showing the continuous recovery tendency from the pandemic. In this quarter, about 39% of the total daily parking permits were sold via the Caltrain Mobile App. The table below highlights the results.

	Q2 FY23 Actuals	% ▲ vs. Q1 FY23	% ▲ vs. Q2 FY22
Revenue \$'s - (excluding parking)	\$ 791,256	-25%	11%
Tickets Sold - Parking	21,971	-11%	42%
Revenue \$'s - Parking	\$ 120,841	-11%	42%

Data source: Moovel monthly reports

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.
- Bike Parking Vendor
 - A Request for Proposals was released for a vendor to operate the 4th and King bike parking facility. Also included are options to add unstaffed bike rooms at other stations. The hope is to have a contract approved by Summer 2023.
- 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

March 15, 2023

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

April 19, 2023

- Safety Quarterly Update
-

May 17, 2023

- FY2024 Preliminary Operating & Capital Budgets
-

June 21, 2023

- Corridor Crossing Strategy (tentative)
-

July 19, 2023

- Safety Quarterly Update
-

August 16, 2023

-
-

September 20, 2023

- Rail Safety Education & Suicide Prevention Update
- Corridor Crossing Strategy (tentative)

October 18, 2023

- Safety Quarterly Update
-

November 15, 2023

- Corridor Crossing Strategy (tentative)
-

December 20, 2023

-
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19.
- MTC Means-Based Discount Fare program update.
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19.
- 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.
- Clipper Data Availability.
- Construction Obstacles.
- 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, and the Google campus being planned at the Diridon station - requested by Member Adrian Brandt on 12/15/21.
- Transit Oriented Development & preservation outreach - requested by Member Patricia Leung on 12/15/21.
- Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21.
- Staffing structure, Governance Update, Visual Messaging Display rollout plan - requested by Member David Tuzman 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.
- Engineering Standards.
- Clipper Next Gen Validator Project Update.
- Grade Crossing Presentation and an update on dual speed check and the wireless system – requested by Member Adrian Brandt on 9/21/22 & 1/18/23.
- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22.
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22.
- EMU presentation.
- Report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety – requested by Member Rosalind Kutler on 1/18/23.
- Exploration on the five stations south of San Jose and what it would take to get more service and ridership there and explore electrifying the blended corridor from San Jose south - requested by Member Steven Seebart on 1/18/23.
- Conductor communication during major incidents – requested by Alternate Member Melody Pagee on 1/18/23.

- Presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing - requested by Member Adrian Brandt on 1/18/23.
- What Caltrain can do to avoid flooding - requested by Member Adrian Brandt on 1/18/23.
- Staff to revisit the tree survey report - requested by Member Adrian Brandt on 1/18/23.
- TOD Internal - would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing - requested by Member Patricia Leung on 1/1/23.
- TOD External – external - would like to see the work being done with different cities and counties to figure out their plans for adjacent properties - requested by Member Patricia Leung on 1/1/23.
- Marketing campaign for neighboring properties and nearby transit connections to help increase.
- Suicide Prevention Initiatives