Agenda

- Background
- Scope of Work
- Considerations
- Contract Extension Process
- Proposed Modifications
Background

• JPB award TransitAmerica, Inc. (TASI) Rail Operator agreement in September, 2011.
• 5-year base agreement with option to extend for up to another 5-years.
• Base agreement expires on June, 30, 2017.
• October 6, 2016 staff presented Contract Status to the Board.

Scope of Work (SOW)

• TASI provides rail operations, maintenance and support services in the following areas:
  - Administration/Safety
  - Operations and Dispatch
  - Maintenance of Equipment, Track, Communications and Signals, Stations
  - Construction Support
  - SOGR
Contract Extension Process

- Set Objectives:
  - Safety
  - Reliability
  - Customer Experience
  - Financial Considerations
- Review Contract and performance
- Discuss with TASI
- Formalize modifications

Considerations

- CBOSS
- Electrification Construction
- Continuity of Service
- JPB Resources
- Timeline for Re-procurement
- PTC and Electrification commencement of service
- Ability of contractor to attract and retain talent
TASI Performance

- Strong Partnership with JPB
- Demonstrated upside potential
- On-time Performance
- Customer satisfaction survey
- Monthly Mechanical Delays

On-Time Performance

Monthly On-Time Performance

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Customer Satisfaction Survey

Total Scores 2012 - 2016

- G. Everything considered, how would you rate your experience at Caltrain stations?
- R. Everything considered, how would you rate your onboard experience on Caltrain?
- T. Overall Caltrain experience at station and onboard train

Mechanical Delays

MONTHLY MECHANICAL DELAYS
Negotiated terms

- Enhanced Safety Approach-Safety Roundtable Sessions
- Revised Performance Fee Metrics to support JPB goals
- Cost containment including revised/flexible approach to staffing and headcount
- Implementation of partnering approach to ensure performance and contract compliance
- Reduced G&A fee to an average of 7% over 5 years extension period
- On-ramp for contract extension based on performance