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=UlFwQzNrYXJpbTRlejkvRmgwRDiXZz09 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://www.caltrain.com/about/bod/video.html

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. Approval of Meeting Minutes of December 15, 2021

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 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.

7. Rail Operations Overview

8. Staff Report (Joe Navarro)
   a) Customer Experience Task Force Update
   b) JPB CAC Work Plan Update

9. Date, Time, and Place of Next Meeting
   February 16, 2022 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

10. 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, Patrick Flautt (Vice Chair)
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.
MINUTES OF DECEMBER 15, 2021

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

MEMBERS ABSENT: None

STAFF PRESENT: J. Navarrete, J. Navarro, J. Wasilco

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.

REPORT OF THE NOMINATING COMMITTEE - ELECTION OF 2022 CHAIR AND VICE CHAIR
Vice Chair Adrian Brandt reported that the nominating committee nominated Chair B. Shaw and Member P. Flautt for Chair and Vice Chair, respectively. Both accepted the nominations.

APPROVAL OF CHAIR AND VICE CHAIR
Motion/Second: Brandt / Klein
Ayes: Flautt, Leung, Shapiro, Shaw, Torres, Tuzman
Absent: Kutler

Chair B. Shaw was re-elected Chair
Member P. Flautt was elected Vice Chair

APPROVAL OF MINUTES OF NOVEMBER 17, 2021
Motion/Second: Flautt / Tuzman
Ayes: Brandt, Klein, Leung, Shapiro, Shaw
Abstain: Torres
Absent: Kutler

Member R. Kutler arrived at 5:55 p.m.

PUBLIC COMMENT
Jeff Carter, Millbrae, via Zoom Q&A, was pleased to see the Holiday Train back in service. He then stated that he noticed testing at the grade crossings and hoped Caltrain is testing dual speed check.
CHAIRPERSON’S REPORT
Chair Brian Shaw reported that Alternate Member Neeraj Mathur has resigned from the Citizen’s Advisory Committee. He also stated that Caltrain staff will be recruiting for open slots on the committee in 2022. He then stated that the agenda items for the coming year will be discussed during Agenda item 11b.

COMMITTEE COMMENTS
Member Patrick Flautt thanked the nominating committee and looks forward to working with Chair Brian Shaw.

Vice Chair Adrian Brandt provided an update from the TJPA previously, known as the Transbay Terminal. He then reported the cost increase with the electrification project.

Member David Tuzman shared his recent experience on the train, witnessing a conductor enforce the mask policy in a pleasant manner.

Alternate Member Melody Pagee asked why conductors do not have backup when enforcing Caltrain policies and would like to see more support for conductors.

Public Comments:
None

CACENDORSEMENT OF THE MTC FARE COORDINATION AND INTEGRATION STUDY
Member David Tuzman presented the Resolution, CAC Endorsement Coordination and Integration Study. The full presentation can be found on caltrain.com

Committee Comments:
Vice Chair Brandt stated that this resolution will also be helpful for staff.

No edits proposed from the committee.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, stated that he supports the Resolution.

Davis Turner, Burlingame, via Zoom Q&A, voiced his support with the Resolution and hopes that the CAC will endorse the MTC Fare Integration recommendations and state the benefits.

APPROVAL OF RESOLUTION
Motion/Second: Brandt / Klein
Ayes: Flautt, Kutler, Leung, Shapiro, Shaw, Torres, Tuzman
Absent: None

Motion passed.

2022 DRAFT LEGISLATIVE PROGRAM
Jadie Wasilco, Manager, Government and Community Affairs. The full presentation can be found on caltrain.com

Committee Comments:
Member David Tuzman asked whether the request for the $10B budget for transportation includes roads and highways or whether it is specific to public transit. Ms. Wasilco stated that she would follow-up with a response through the CAC Secretary.

Member Jean-Paul Torres asked regarding the Department of Labor potentially freezing funding for transit and asked whether staff is keeping track to mitigate. Ms. Wasilco responded that Caltrain is exempt and will continue to receive federal funding because, technically, Caltrain does not have employees and are employees of either the San Mateo County Transit District, TASI, or other contractors.

Member Rosalind Kutler asked whether equity issues identified were elevated into the Transit Transportation Action Plan. Ms. Wasilco responded that although she is not close to that project, she can assure the committee that equity has been a centerpiece and is part of every recommendation.

Vice Chair Brandt asked Ms. Wasilco to comment on the potential Regional Measure to address the fiscal drop offs for Bay Area Transit Operators. Ms. Wasilco responded that MTC held a listening session and is in the exploratory phase of what a potential Regional Revenue Measure could look like for 2024. She mentioned that Caltrain is part of those discussions.

Public Comments:
None

CUSTOMER EXPERIENCE UPDATE
Joe Navarro, Deputy Chief, Rail Operations reported Report. The full presentation can be found on caltrain.com

Committee Comments:
Member Tuzman asked for an estimated time of arrival on the visual messaging screens. Mr. Navarro responded that the first signs will be installed at South San Francisco station within the next three months, if all parties agree.

Vice Chair Brandt asked whether the 29K registered are Caltrain users only. Mr. Navarro advised that they are not, and that number includes all companies working with Project 529, including Stanford. Vice Chair Brandt suggested using Caltrain only registered users so that recovery rate is specific to Caltrain. Mr. Navarro stated that staff will look into his suggestion.

Member Kutler validated some items in the presentation with her experience as a public servant with mask enforcement, dealing with the public, and law enforcement. She shared that it could be challenging and commended the conductors.
Member Flautt shared that he learned a lot about Project 529 and that Caltrain has the capability to determine how many registrations have been completed through Caltrain. He then asked whether staff uses social media platforms or post notices to help onboard users through Caltrain platform. Mr. Navarro stated that due to shortage in staffing and pandemic reasons, all outreach efforts are on hold. Member Flautt requested a breakdown of just Caltrain registrations.

Vice Chair Brandt requested a report on dual speed check installation and updates as they are being deployed. Mr. Navarro stated that staff would allow the system to run for two months to gather data and will provide a demonstration of what Constant Warning provides now and what the new system will provide as well. Vice Chair Brandt then requested for the vaccination progress of onboard crews. Mr. Navarro stated that he would follow-up with the committee.

Mr. Navarro then shared the challenges during COVID with TASI staffing when there were service changes, keeping up with productivity, keeping workers safe, implementing rule changes, training staff, and obtaining the proper equipment for infrastructure. Mr. Navarro also stated that staff is gearing up for a different operational dynamic at Caltrain.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, asked whether there are any other railroads within the country that have grade crossings with 25kv system that Caltrain can learn from. He then asked whether CAC members or members of the public can receive tours of the substations.

STAFF REPORT UPDATE
Joe Navarro, Deputy Chief, Rail Operations reported (The full report can be found on caltrain.com):

On-time Performance (OTP) –

- **November:** The November 2021 OTP was 96.4% compared to 96% for November 2020.
  - **Vehicle Strikes** – There was one vehicle strike on November 11.
  - **Vehicles on Tracks** – There were three days, November 5, 16 and 29, with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In November 2021 there were 592 minutes of delay due to mechanical issues compared to 623 minutes in November 2020.

- **October:** The October 2021 OTP was 93.8% compared to 97.4% for October 2020.
  - **Trespasser Strikes** – There were two trespasser strikes on October 25 and 26, one resulting in a fatality.
Committee Comments:
Vice Chair Brandt responded to public comment from Jeff Carter and advised that Denver had a similar system and that it was a disaster and hoping to avoid that here at Caltrain. He then stated that although staff is working on other projects, he would like to know that vaccinations continue to be a priority. Mr. Navarro stated that Caltrain is above the national average.

Mr. Navarro then reviewed the Ridership slides with the committee and members of the public.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, mentioned two future Agenda items he would like to see. The first, Go Pass cost per rider factors and the second, Clipper data availability and ridership statistics.

JPB CAC Work Plan
Committee Comments:
Chair Shaw polled the committee and asked them what Agenda items they would like to see in the upcoming year. He stated that a master list would be compiled and be discussed with the new Vice Chair Flautt and staff at next month’s Agenda meeting to prioritize.

Member Flautt suggested a brainstorm session to come up with applications for the conductor iPhones to make their jobs more efficient, help spot problems and possibly interface with the public. He requested staff come prepared with the current deployed apps on the phones, how it works, and what staff is thinking to improve.

Member Patricia Leung would like to see study sessions on Transit Oriented Development and historic station preservation outreach.

Member Kutler would like to see an equity evaluation on the most recent schedule change and Go Pass qualification requirements for new companies and/or government municipalities.

Vice Chair Brandt would like to see any big station projects in the planning stages like the Downtown Extension, elevated four track station, future Dumbarton Rail extension, and the Google campus being planned at the Diridon station come to the CAC. He also requested level boarding and the status of fully vaccinated staff be added to the Work Plan.

Member Larry Klein would like a presentation on the amount of land that Caltrain owns around the different stations to determine opportunities for recommendations on additional revenue or Transit Oriented Development.

Member Tuzman requested a presentation on the 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.

Member Torres would like to see Caltrain Wayfinding improved, specifically with single tracking.

Member Emilia Shapiro would like to know whether Caltrain has marketing campaigns to attract riders back to Caltrain and on general rider etiquette. She would also like to see an overview of rider communications across social media and technical platforms. She then requested more information on how Caltrain advertises other products and/or businesses as a form of revenue.

Alternate Member Melody Pagee agreed with Member Flautt’s request to learn more about the conductor’s communication tools and how they may interface with the public. She then asked whether regional trip planning is available for riders that do not have access to mobile devices.

Alternate Member Rob Jaques would like to know more about regional connections between transit agencies.

Chair Shaw would like to know what it would take to get distance-based fares on Caltrain. He would like to see a deep dive on it from a practical standpoint.

Vice Chair Brandt added PCEP project wireless overlay system.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, thanked the committee for the ideas and agrees with adding distance-based fares to the Work Plan.

January 19, 2022
➢ Code of Conduct

February 16, 2022
➢

March 16, 2022
➢

April 20, 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
➢ Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
➢ Summary video of the CAC meetings by the Social Media Officer – requested by Chair, Brian Shaw 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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:
The next meeting will be January 19, 2022, at 5:40 pm, San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:03 pm.
Caltrain Citizens Advisory Committee (CAC) endorsement of the Metropolitan Transportation Commission (MTC) Fare Coordination and Integration Study (FCIS)

We, the Caltrain CAC, endorse the FCIS Fare Policy Vision as presented1 to the Committee on November 17, 2021, and support the implementation of its Phase A and B recommendations (all-agency institutional pass pilot in 2022; free/reduced cost transfers and all-agency public pass in 2023).

We also strongly support the Phase C recommendation of standardizing regional fares and propose that it be implemented as soon as feasible (before 2024), especially given the immense benefit to rider experience and modelled increases to ridership (nearly 70,000 added region-wide daily riders for the high-investment unified fare-by-distance model2).

We urge the Caltrain Joint Powers Board to approve the FCIS Policy Vision and recommendations, and to direct staff to proactively collaborate with MTC and other transit agencies in its implementation and pursuit of funding.

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1 FCIS Fare Policy Vision:

2 Draft FCIS Business Case Report:
TO: JPB CAC
FROM: Joe Navarro
Deputy Chief, Rail Operations

SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **December:** The December 2021 OTP was 91.1% compared to 95.3% for December 2020.
  
  - **Vehicle Strikes** – There were three vehicle strikes on December 1, 2 and 29.
  
  - **Trespasser Strike** – There was one trespasser strike on December 2.
  
  - **Vehicles on Tracks** – There were two days, December 6 and 23, with a vehicle on the tracks that caused train delays.
  
  - **Mechanical Delays** – In December 2021 there were 1225 minutes of delay due to mechanical issues compared to 308 minutes in December 2020.

- **November:** The November 2021 OTP was 96.4% compared to 96% for November 2020.
  
  - **Vehicle Strikes** – There was one vehicle strike on November 11.

- **Holiday Service** – During the following days and Holidays, Caltrain will operate the following schedules:
  
  - **President’s Day** – Monday, February 21, 2022 – Modified Schedule

- **Special Event Train Service** –

**Services Performed:**
December special events ridership will be reported in the February Executive Director's Report.
San Francisco 49ers – The 49ers hosted three games in November. Total ridership alighting and boarding at Mountain View station was 2,755. Average additional ridership per game was 918, an increase of 55% compared to October 2021. Year to date additional ridership is 6,176, a decrease of 58% compared to 2019.

The 49ers hosted one game in December and one in January. Caltrain operated regular weekend service and is coordinating with VTA and Levi’s Stadium regarding the connecting services.

Stanford Football – The Stanford Cardinal hosted three games in November. There were 16 trains that stopped at Stanford station. Total ridership alighting and boarding at Stanford station was 1,361. Average ridership per game for November, including the Big Game was 454, a decrease of 57% compared to the 2019 season average. Total ridership for the season was 2,455, a decrease of 57% compared to 2019.

Golden State Warriors – The Warriors hosted eight games in November. The total additional ridership for November was 2,747. The average ridership per game was 343, an increase of 33% compared to October 2021. Year-to-date additional ridership is 3,782, a decrease of 53% compared to 2019 (8,125).

The Warriors hosted seven games in December.

San Jose Sharks – The Sharks hosted seven home games in November. Total post game additional riders boarding at San Jose Diridon was 594. Average ridership per game for November was 85, an increase of 18% compared to October 2021. Year-to-date additional ridership is 829, a decrease of 80% compared to 2019 (4,211).

The Sharks hosted seven games in December. However, the NHL postponed two games due to an increase in COVID-19 outbreaks throughout the league, and rescheduled dates will be announced at a later date.

Holiday Train – Caltrain operated the Holiday Train on Saturday, December 4, and Sunday, December 5. This dazzling show-train visited nine Caltrain stations between San Francisco and Santa Clara with glittering lights, holiday decorations and station entertainment over two nights. Caltrain partnered with the U.S. Marine Corps Reserve Toys for Tots program and the Salvation Army to collect new toys and books for local children who otherwise might not receive a gift during the holidays. There was 1,500 new toys and books were collected during the event.

New Year’s Eve – Caltrain operated a weekday schedule and provided special post-event trains after the last regularly scheduled train at 12:05 a.m. The first special southbound train departed San Francisco at 12:30 a.m. or when full, and the last train departed no later than 1:30 a.m. Trains will make all weekday local
stops from San Francisco to San Jose Diridon. Caltrain also provided free service beginning at 8 p.m. until the last special post-event train departed San Francisco.

**Services Scheduled:**

- **San Jose Sharks** – The SJ Sharks will host five regular season games in January. Staff will continuously monitor service with SAP Center.

- **Golden State Warriors** – The Warriors will host nine regular season games in January. Staff will continuously monitor service with Chase Center.

**Capital Projects:**
The Capital Projects information is current as of December 16, 2021 and is subject to change between December 16 and January 6, 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 the east. Upon completion, the hold-out rule at this station will be removed that currently impacts overall system operational efficiency.

  On September 20th, passengers began boarding and disembarking from the new centerboard platform, and the temporary platform was demolished. The contractor (PMI) is currently performing remedial work as required for the final completion of the project. In addition, the City of SSF and Caltrain agreed to move the Ribbon Cutting Ceremony to early January of 2022 to avoid the holiday season, plus other Caltrain and city events occurring in December 2021.

- **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 a part of this project, the Broadway Station will become elevated and the hold out rule at this station will be eliminated that impacts operational efficiency. Currently, this project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and City of Burlingame). The City of Burlingame is the sponsor of the project, with Caltrain acting as the lead agency for implementation.

  The project continues to address the City of Burlingame’s comments on their review of the value engineering of the preliminary design to optimize cost, schedule, and construction efficiency. Concurrent with the value engineering efforts, detailed design efforts are underway, such as geotechnical engineering and utilities coordination. The current schedule forecasts advertisement for the construction contract by late-2023. Construction is scheduled to occur from early 2024 to mid-2027. Advance utility relocations are expected to begin in late 2022.
In addition, the team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

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

  The 1935 MT-1 Bridge urgently needs to be replaced with a new structure to maintain safe and reliable operations.

  The existing MT-2 bridge will be extended from 195-foot to 250 feet by replacing the south abutment and modifying the last pier and the relocation of Fiber Optic cables and the existing overhead catenary system (OCS) pole.

  The total project cost is estimated at $45 million and is nearing 100% design completion by December 3, 2021, and bid advertisement in early 2022, with expected Board award in Spring 2022.

  The major issue facing this project is the resolution with the UPRR on scope and budget issues, now in arbitration. The resolution of these issues may alter the bid advertisement date and construction schedule.

- **Rengstorff Avenue Grade Separation**: JPB, in partnership with the City of Mountain View, proposes 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 full depressed intersection, major grading work, new paving & bicycle lanes with special barriers, retaining walls, new elevated railroad tracks & pedestrian bridges, utility relocation, drainage & pump station facilities, and landscaping.

  The project is currently in preliminary design and had expected 35% design submittal for later this year. However, this submittal delivery has been delayed to March 2022 due to additional geotechnical investigation & traffic studies and the County’s review of geometric design layout for sight & stopping distances and changes to transition grades. The preliminary total budgeted estimate for this project is around $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.

  Currently construction is expected to start in early 2025, pending securing funds and complete in late 2027.
- **Ticket Vending Machine (TVM) Rehabilitation**: This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines so that the machines can perform the functions planned for the current Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and have the ability to increase the cash values of existing Clipper cards. In addition, the scope of the original contract was increased to include upgrades to the credit card reader and database.

  Completed phase 1 in October 2020 to develop a prototype Clipper TVM. Phase 2 for the retrofitting of 12 additional TVM’s was completed in March 2021. The agreement for the award of Phase 3 for upgrading of another 21 TVM’s was executed in late September. The completion of Phase 3 is expected by early 2022. Phase 4 for upgrading another 27 TVM’s will be added to the project as the approved FY21 capital funding has just recently become available. Phase 5 funds to upgrade the remaining 27 TVM’s (contained in the FY22 Capital Budget) are not yet available. A request for Board approval to add Phase 4 and an option for adding Phase 5, when funds are available, is planned for early 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. The project will mimic the 2014 completed traffic signal preemption project in Redwood City, Palo Alto, and Mountain View. This project is being funded through the State of California Public Utilities Commission Section 130 program to eliminate hazards at grade crossings.

  The Notice to Proceed for construction was issued to the Caltrain contract operator, TASI, in February 2021. TASI completed the installation of new traffic signal preemption equipment, and advance signal preemption was successfully cutover and tested in July 2021. Integrated testing with the City of Sunnyvale’s traffic controller is pending the City’s action.

- **Churchill Avenue Grade Crossing Improvements**: This project will make safety, pedestrian and bicycle access improvements 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 design for the crossing.

  The project began in December 2019. The 100% design was received and is now being reviewed. The City’s 100% design is now forecast for November 2021, was incorporated into JPB’s Issue for Bid documents that are now are being finalized for advertisement. Construction is forecast to occur from mid-2022 to early 2023.
Broadband Wireless Communications: This project will provide wireless communication systems to enhance capabilities for monitoring of railroad operations and maintenance and provide Wi-Fi capability for passengers. Project is funded through a grant from the Transit and Intercity Rail Capital Program (TIRCP).

Project completed the planning/conceptual design phase in 2020. A recommendation was made to proceed with the project as a Design/Build procurement. Caltrans, the primary funding managing agency, has approved JPB’s request to procure via a Request for Proposal (RFP) in lieu of Issue for Bid (IFB) method to allow for best value selection. RFP documents were completed and reviewed by all stakeholders in September 2021. The RFP was advertised for proposals on October 8th and the contract award is expected by mid-2022. The Pre-Bid conference and site visit was conducted. Currently proposals are due at the end of December 2021 that will be followed by interviews with shortlist proposers, system demonstrations of their proposed systems, contract negotiations and contract award in the spring/summer of 2022 Design and Construction is planned from mid-2022 until late-2023.

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 connects the southbound platform to the northbound platform and the parking lots on the east side. The bridge was originally constructed as part of the Caltrain Express project (CTX) in 2002 and has not been repainted since. The bridge’s paint coatings are in need of rehabilitation with surface rust that needs to be addressed along with a complete repainting of the bridge to bring the structure to a state of good repair.

The project completed finalizing the Issue for Bid construction bid documents and the contract was advertised for bids on December 10, 2021. Bids are due in Winter 2022, and construction is expected to commence in Spring/Summer 2022 and complete in the Winter of 2022.

Mountain View Transit Center Grade Separation and Access: The purpose of the Mountain View Transit Center (MVTC) Grade Separation and Access Project is to improve safety at Castro Street in the city of Mountain View by replacing the existing at-grade crossing at Castro Street with a grade-separated pedestrian and bicycle underground crossing.

JPB Environmental Planning group is working to obtain environmental clearance for the project through the California Environmental Quality Act (CEQA). A board action for CEQA adoption will be done concurrently with approval and award of the Final Design Contract in mid-2022. Issuance of the Request for Proposal for Final Design is now scheduled for Winter 2021. The planned schedule is to issue an Invitation for Bids (IFB) for construction by end of 2024.

Currently, the project is working with the Project’s “Technical Working Group” (TWG) that is comprised of JPB, City of Mountain View, and VTA for review of the
final design Request for Proposal (RFP) deliverables as required in the executed Cooperative Agreement. In addition, the Team is evaluating the potential use of alternative contract delivery methods to address project risk and site constraints.

- **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) in regard to 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 in regard to scope, schedule, as well as input for the conceptual design. In addition, JPB Staff conducted a field diagnostic meeting with California Public Utilities Commission (CPUC) and the Town of Atherton to obtain the necessary information and requirements from CPUC for the final design. The 35% design for the safety improvements at the grade crossing has been completed and reviewed. The 65% design is now in progress.

  The current schedule forecast reflects a construction period from January 2023 to December 2023, which complies with executed MOU.

- **MP-36 Locomotive Mid-Life Overhaul Project:** Perform 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 facility at Mare Island (Vallejo) in July 2020 for overhauling. Its return to Caltrain has been delayed from early-2021 until late-2021 due to COVID-19 related impacts to the vendor’s supply chain, availability of testing staff due to travel restrictions, and increase in the scope of needed repairs. This delay is expected to be limited to vehicle #927, this unit is currently 88% completed. A second vehicle #924 was shipped to the vendor’s facility in November 2020 and is currently being stripped for overhauled and is 12% completed.
Two Years Ago  
A Year Ago  
Current

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan (To Day 9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Years Ago</td>
<td>1,726,436</td>
<td>1,472,693</td>
<td>1,428,363</td>
<td>19,921</td>
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<tr>
<td>A Year Ago</td>
<td>103,686</td>
<td>91,699</td>
<td>79,078</td>
<td>55,828</td>
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<tr>
<td>Current</td>
<td>319,258</td>
<td>296,065</td>
<td>255,679</td>
<td>55,828</td>
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</tbody>
</table>

**Estimated Total (Monthly) Ridership Trend**
Two Years Ago

A Year Ago

Current

Oct 6.24% -94.0% 207.9%
Nov 2.62% -93.8% 222.9%
Dec 7.63% -94.5% 223.3%
Jan (To Day 9) 7.63% -94.5% 223.3%

Estimated Total (Monthly) Ridership Trend
(Year to Year Change %)
Two Years Ago

A Year Ago

Current

<table>
<thead>
<tr>
<th>Month</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two Years Ago</td>
<td>70,360</td>
<td>69,607</td>
<td>62,480</td>
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<tr>
<td>A Year Ago</td>
<td>3,873</td>
<td>3,760</td>
<td>3,162</td>
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<tr>
<td>Current</td>
<td>11,673</td>
<td>11,787</td>
<td>9,687</td>
</tr>
<tr>
<td>Jan (To Day 9)</td>
<td>2,983</td>
<td></td>
<td>8,049</td>
</tr>
</tbody>
</table>
Two Years Ago A Year Ago Current

Oct 6.05% -94.5% 201.4%
Nov 6.11% -94.6% 213.5%
Dec 3.78% -94.9% 206.4%
Jan (To Day 9) 169.8%

Estimated Average Weekday Ridership (AWR) Trend (Year to Year Change %)
### Estimated Average Weekday Ridership (AWR) Trend (% of pre-COVID Baseline)

<table>
<thead>
<tr>
<th></th>
<th>A Year Ago</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct</td>
<td>6.2%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Nov</td>
<td>6.0%</td>
<td>18.9%</td>
</tr>
<tr>
<td>Dec</td>
<td>5.1%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Jan (To Day 9)</td>
<td>4.8%</td>
<td>12.9%</td>
</tr>
</tbody>
</table>

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**Legend:**
- **Blue** = Oct
- **Red** = Nov
- **Green** = Dec
- **Purple** = Jan (To Day 9)
TO:         JPB CAC  
FROM:     Joe Navarro  
Deputy Chief, 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
In the short-term (6-18 months), the taskforce is spearheading efforts:

- **Caltrain Timetable Monitoring:**
  - Staff will monitor on-time performance, train capacity, ridership, train performance and customer feedback from the Caltrain service changes implemented on August 30, 2021.
  - The Caltrain Service Survey was conducted from October 26 to November 27 to obtain customer feedback on the service changes implemented on August 30, 2021. Survey results will be reviewed and analyzed for future service changes.

- **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/](http://calmod.org/construction/) for further work segment and construction details.

Communications/Incident Management (CICS)
In the short-term (6-18 months), 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.

In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Training
In the short-term (6-18 months), the taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement under consideration

Customer Service Center
In the short-term (6-18 months), 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
**Fare Systems**

In the short-term (6-18 months), the taskforce is spearheading efforts to:

- **TVM Upgrade update:**
  - The project is being delivered in phases. Due to the budget constraint, not all TVMs will be updated at one time. Staff successfully completed the prototype TVM testing and completed Phase two. TVMs were upgraded at the San Jose Diridon, San Francisco 4th & King, Millbrae, Redwood City, Palo Alto and Sunnyvale stations for a total of 12 TVMs upgraded. Executed the contract for Phase 3 which will upgrade an additional 21 TVMs at the stations this winter.

- **Clipper Next-Generation**
  - Staff has been continuously working with Metropolitan Transportation Commission and Cubic in the design, development and implementation of the improvements expected to the current Clipper system since Clipper Next Generation contract award in late 2018.
  - Equipment installation plans have been completed and planning to award a construction contract in February 2022 to prepare all the stations for the Next Generation Clipper Validators.

- **Caltrain Mobile App Quarterly Update – October to December 2021**
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. The table below highlights sales and ticket qty result vs prior quarter and vs the same quarter last year.

  - **Key Insights**
    - Variance vs Q1 FY22 Revenue $’s - (excluding parking) is greater than Tickets Sold - (excluding parking) due to the 50% off fare promotion executed in Q4 of FY21
    - Variance vs Q2 FY21 Revenue $’s - (excluding parking) is greater than Tickets Sold - (excluding parking) due to a larger % of sales being day passes

<table>
<thead>
<tr>
<th></th>
<th>Q2 FY22 Actuals</th>
<th>% ▲ vs. Q1 FY22</th>
<th>% ▲ vs. Q2 FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>App Installs</td>
<td>26,363</td>
<td>-19%</td>
<td>284%</td>
</tr>
<tr>
<td>Tickets Sold - (excluding parking)</td>
<td>88,097</td>
<td>4%</td>
<td>281%</td>
</tr>
<tr>
<td>Revenue $’s - (excluding parking)</td>
<td>$ 715,335</td>
<td>26%</td>
<td>345%</td>
</tr>
<tr>
<td>Tickets Sold - Parking</td>
<td>15,471</td>
<td>38%</td>
<td>1199%</td>
</tr>
<tr>
<td>Revenue $’s - Parking</td>
<td>$ 85,091</td>
<td>38%</td>
<td>1199%</td>
</tr>
</tbody>
</table>

Data source: Moovel monthly reports/Apple Store monthly app stats/Google Play monthly app stats
Digital Media Efforts

- Website Replacement Project
  - The Digital Comms Team is in the final stages of building the new Caltrain website. Some of the new features are a mobile-first design, live maps, deeply integrated GTFS, better search, better user tools, better security, modern content system and many other technical improvements. This team will present at to the CAC and BAC in November.
  - ADA Accessibility Project – Web Developer is leading a massive effort to prioritize and convert relevant and important PDFs and other documents into accessible documents.

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 began in November 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
  - Twenty additional e-locker spaces were installed at Mountain View Station and 12 were installed at Tamien Station. An effort is also underway to move San Jose owned e-lockers and Caltrain owned e-lockers to one central location. As part of this effort, these lockers are being networked so that they can also accept Clipper cards linked to BikeLink accounts and the BikeLink app. More about the e-lockers is available at www.bikelink.org.

- Construction Project Customer Communication
  - South San Francisco Station
    - A webpage was created with more information at [http://www.caltrain.com/ssf](http://www.caltrain.com/ssf)
    - The new centerboard platform was placed into service in September 2021.
    - The ribbon cutting ceremony has been postponed due to COVID and will take place later this year.
    - The ramps, West Plaza, and the pedestrian underpass opened on Thursday, January 13, 2022.
    - The shuttle service will be relocated from SSF Parking Lot to Poletti Way on January 24, 2022.
  - Caltrain Electrification
A website has been created at CalMod.org that includes project information.

Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up at CalMod.org/GetInvolved.

Launched electric train virtual reality experience at CalMod.org/VR.

System Cleanliness
In the short-term (6-18 months), 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 hand-rails 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
In the medium term (18-24 months), the taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide.
- San Mateo (Station of the Quarter) - In Progress
  - Improvement work started on October 2021
- California Avenue (Future Station of the Quarter)
- Hayward Park Shelter Replacements (FY2022 – FY2023)
- Bayshore Station Shelter Metal Mesh Cover (FY2022 – FY2023)
- Bike Lockers
  - San Jose Diridon Station
    - Bike Lockers Foundation have been demolished on Jan. 10, 2022
    - E-Locker Installations scheduled for January 19, 2022
February 16, 2022
➢ Mt View Castro Grade Sep & Access Project
➢ Flow of Customer Information / Website Design
➢ Property that Caltrain owns

March 16, 2022
➢ Constant Warning
➢ Caltrain Marketing Campaign
➢ Applications for Conductor iPhones

April 20, 2022
➢
➢

May 18, 2022
➢
➢

June 15, 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
➢ 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
- Code of Conduct
- 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
- Regional connections between transit agencies - requested by Alternate Member Rob Jaques 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