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=UlfwQzNrrYXJpbTRlejkwRmgwRDIzZz09 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 January 19, 2022

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. Independent Oversight Committee for Measure RR Funding (Anna Myles-Primakoff, Olson Remcho, LLP)

8. Property that Caltrain Owns (Brian Fitzpatrick)

9. Construction Schedule Change (Ted Burgwyn)

10. Mt. View Castro Grade Sep & Access Project (Alvin Piano)

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

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

13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS:  
San Francisco City & County: Jean-Paul Torres, Rosalind Kutler, Brian Shaw (Chair)  
San Mateo County:  David Tuzman, Emilia Shapiro Adrian Brandt  
Santa Clara County: Larry Klein, Patricia Leung, 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 JANUARY 19, 2022

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

MEMBERS ABSENT: None


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.

APPROVAL OF MINUTES OF DECEMBER 15, 2021
Member Rosalind Kutler questioned her conflicting attendance as present and absent in December’s meeting minutes. December’s meeting minutes will reflect Rosalind’s time of arrival.

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

Amended meeting minutes were approved.

CHAIRPERSON’S REPORT
Chair Brian Shaw reported that Stanford’s staff is back to working from home and may have affected Caltrain’s ridership. He also noted that he was unable to provide last month’s Citizen’s Advisory Committee report to the Board due to the length of the meeting.

COMMITTEE COMMENTS
Member Kutler advised that essential workers, including herself, continue to ride Caltrain and noticed a split pattern; essential worker ridership is trending up, and students riding are down. She also stated that the conductors are working hard in terms of social distancing and doing a good job. Lastly, she mentioned that more riders are wearing masks.
Member Adrian Brandt commented on the ridership chart included in the CAC packet and mentioned potential reasons for the drop in ridership for December and January. He then requested the vaccination status of customer facing staff and urged staff to make this a priority. He then voiced his concern regarding dual speed check crossing gate solution, however then mentioned that there is a filing with the FRA for a wireless overlay that will keep the gates from going down when trains are stopped at a station. Member Brandt requested staff to share these types of topics at an earlier point going forward, as this information is public knowledge.

PUBLIC COMMENT
Jeff Carter, Millbrae, via Zoom Q&A, requested staff to host an open house to display the EMUs. In addition to the website, he also suggested creating brochures and take-ones with the benefits the EMUs will bring to get the public excited about electrification. He then suggested adding the weekend ridership to the ridership chart as those numbers may reflect a higher ridership than weekdays. He then asked what other railroads are electrified with Constant Time Warning. Lastly, he mentioned his disappointment with the potential change in the governance structure.

Aleta Dupree, via Zoom Q&A, requested the committee to emphasize the importance to the board, the need for the committee reports be explained publicly during the board meetings. She then asked whether the final foundation has been installed and suggested it be a newsworthy event. She then stated that regarding governance Samtrans does a good job as the administrator of this railroad. Lastly, she encouraged staff to continue the work with Clipper START.

Roland Lebrun, San Jose, via Zoom Q&A, shared his disappointment with the construction of the Overhead Contact System (OCS). Lastly, he made a personal comment.

RAIL OPERATIONS OVERVIEW / MAINTAINING THE RAILROAD
Joe Navarro, Deputy Chief, Rail Operations, and his staff, Rob Scarpino, Director, Railroad Infrastructure Maintenance, Christiane Kwok, Manager, Rail Operations, Henry Flores, Deputy Director, Rail Vehicle Maintenance, Chris Harvey, Manager, Rail Operations, Rick Bartholomew, Manager, Engineering Signals and Grade Crossing and Hubert Chan, Manager, Stations and Communications Maintenance, presented Maintaining the Railroad presentation. The full presentation can be found on caltrain.com.

Committee Comments:
Track and Right of Way:
Member Brandt asked whether the freight speed limit is 50mph because the timetable and speed limit indicate as such; Mr. Scarpino responded that it is 60mph. Member Brandt then noted that the class that Caltrain is maintaining allows 90mph, however currently limited to 79mph because of a federal rule. Mr. Scarpino responded that there are several reasons. Member Brandt then asked what Caltrain’s grinding schedule is. Mr. Scarpino responded that Caltrain is not currently grinding. Lastly,
Member Brandt asked about pumps at grade crossings and Mr. Scarpino reviewed the various responsibility for pumping.

Member Kutler asked whether the work completed during the winter is within scope. Mr. Scarpino responded that Caltrain is hit hard with weather and completes seasonal work to ensure the railroad is maintained.

Mechanical:
Member Brandt asked who is responsible for putting the locomotives on hotel power at the terminals during overnight layovers. Mr. Flores responded that the mechanical department is responsible for that. Member Brandt shared a complaint regarding idling trains overnight. Mr. Flores responded that the matter has since been resolved.

Member Kutler asked about the MERV filters. Mr. Flores explained the MERV rating and how they are used at Caltrain; Member Brandt further explained the grade of MERV filters.

Crossings and Signals:
Member Brandt asked, with electrification and rolling blackouts, what is the plan to keep the railroad running. Mr. Bartholomew responded that Caltrain will still be able to run trains unless there is a total shutdown. Mr. Navarro stated that Caltrain is in negotiations with PG&E.

Communications:
Member Brandt asked what type of repairs are being done with PTC. Mr. Chan stated that although Caltrain fields the calls, the repairs are being completed by the contractor. Mr. Navarro stated that the repairs are usually having to do with the wireless communication, however there are both hardware and software adjustments. Member Brandt asked when the system will be turned over to Caltrain. Mr. Chan responded that it would happen once there is a final acceptance of the project. Mr. Navarro stated that TASI is currently being trained on repairing PTC issues.

Stations:
Member Brandt asked whether all the bike lockers have been outsourced to BikeLink. Mr. Chan stated that completion of the transition is currently in progress.

Operations:
Member Kutler shared that she among many others in her district heavily rely on Caltrain for transportation needs. She also mentioned other countries require proof of vaccination to board public transportation.

Member Tuzman confirmed that the staff referred to on the slides are contracted TASI staff, and Mr. Harvey confirmed. Member Tuzman then requested that the presentation be uploaded to the website.

Member Brandt also asked for the presentation to be uploaded to the website. He then asked questions about staffing and extra board. Mr. Harvey explained and provided details. Mr. Navarro also provided additional details.
Special Service:
Member Brandt asked how Caltrain handles Clipper card fares at the Stanford station. Ms. Kwok responded that the conductors use handheld devices to tag passengers on and off at that station.

Fare Enforcement:
Member Brandt asked whether the train stops when conductors are handling difficult situations with passengers. Mr. Navarro responded that the train is stopped when the conductor feels unsafe.

Public Comments:
Aleta Dupree, via Zoom Q&A, requested the presentation be uploaded to the website, requested all future presentations be uploaded before the meeting, and requested a similar presentation from the electrification.

Jeff Carter, Millbrae, via Zoom Q&A, requested the presentation be uploaded to the website prior to the CAC meetings. He then stated that it is essential to run the railroad during a power outage. Jeff asked whether single tracking is still possible during maintenance or would both tracks need to be closed. He suggested single tracking around the maintenance work so that service is not interrupted.

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

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.
Committee Comments:
Member Brandt asked for the status of the Hayward Park set out tracks. Mr. Navarro responded that the matter had been resolved. Member Brandt then asked for vaccination or status with customer facing employees. Mr. Navarro stated that he is waiting for decisions to be made next week and will provide a status once rolled out. Chair Shaw shared what is being done at Stanford and asked staff to consider an onsite vaccination center to lessen the barriers of getting vaccinated.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, requested the following topics for future agendas; Go Pass cost per rider factor, Clipper data availability and additional ridership data.

JPB CAC Work Plan

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

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:
The next meeting will be February 16, 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 7:59 pm.
TO: JPB CAC
FROM: Joe Navarro
Deputy Chief, Rail Operations
SUBJECT: STAFF REPORT

On-time Performance (OTP) –

- **January**: The January 2022 OTP was 94.4% compared to 86.9% for January 2021.
  - **Trespasser Strike** – There was one trespasser strike on January 25.
  - **Vehicles on Tracks** – There was one day, January 15 with a vehicle on the tracks that caused train delays.
  - **Mechanical Delays** – In January 2022 there were 1411 minutes of delay due to mechanical issues compared to 144 minutes in January 2021.

- **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.

- **Caltrain NorCalMLK Celebration Train** – Caltrain’s annual Celebration Train was cancelled on Dr. Martin Luther King Jr. Day this year due to the coronavirus (COVID-19) pandemic.
  
  Caltrain operated a modified schedule for the holiday on Monday, January 17, with hourly local service starting in the early morning and one roundtrip train from Gilroy.

- **President’s Day** – Monday, February 21, 2022 – Modified Schedule
• **Special Event Train Service –**

**Services Performed:**
January special events ridership will be reported in the March Executive Director’s Report.

- **San Francisco 49ers** – The 49ers hosted one game in December. Total ridership alighting and boarding at Mountain View station was 807, a decrease of 12% compared to the average ridership per game during November 2021. Year-to-date ridership is 6,983, a decrease of 57% compared to 2019.

  The 49ers hosted one game in January.

- **Golden State Warriors** – The Warriors hosted seven games in December. The total additional ridership for December was 2,629. The average ridership per game was 376, an increase of 10% compared to November 2021. Year-to-date additional ridership is 6,411, a decrease of 42% compared to 2019 (10,985).

  The Warriors hosted nine games in January.

- **San Jose Sharks** – The Sharks hosted seven games in December. Two games (Vancouver Canucks on 12/21 and Edmonton Oilers on 12/23) were postponed. Total post game additional riders boarding at San Jose Diridon was 572. The average ridership per game for December was 82, a decrease of 4% compared to November 2021. Year-to-date additional ridership is 1,401, a decrease of 76% compared to 2019 (5,753).

  The Sharks hosted five games in January.

**Services Scheduled:**

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

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

**Capital Projects:**
The Capital Projects information is current as of January 14, 2022 and is subject to change between January 14 and February 3, 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 20, passengers began boarding and disembarking from the new centerboard platform, and the temporary platform was demolished. The ribbon-cutting ceremony planned for January 13, 2022, was postponed due to COVID precautions. Minor “punch list” work items remain, which will be completed over the next two months, which will close out the project.

- **Burlingame Broadway Grade Separation Project:** This project will grade separate the railroad alignment at Broadway, between Carolan and California Avenues, in the City of Burlingame and remove the current at-grade crossing. As part of this project, the Broadway Station will become elevated, and the hold-out rule at this station will be eliminated, impacting operational efficiency. Currently, this project is funded for the design phase through local funds (San Mateo County Transportation Agency Measure A and the City of Burlingame). The City of Burlingame is the project’s sponsor, with Caltrain acting as the lead agency for implementation.

An agreement was reached between Caltrain and the City of Burlingame to proceed with the design and construction of a center-boarding platform and incorporate certain value engineering designs, particularly related to the structural design, which will reduce overall project cost.

The current schedule forecasts advertisement for the construction contract by late-2023. Construction scheduled to occur from early 2024 to mid-2027. Advance utility relocations are expected to begin in late 2022. The Team is evaluating the potential use of the Construction Manager/General Contractor, or “CM/GC” project delivery approach, to address project risk and site constraints.

- **Guadalupe River Bridge Replacement:** JPB proposes to replace the MT-1 railroad bridge and extend the MT2 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 total project cost is estimated at $45 million has reached 100% design completion. Bid advertisement expected in April 2022 with expected Board award in Summer 2022.

The primary issue facing this project is the resolution of scope and budget issues with UPRR. Per the Trackage Rights Agreement, a binding arbitration hearing was held in December 2021. The final ruling is scheduled for March 7, 2022. Resolution of these issues may alter the bid advertisement date and construction schedule.
o **Rengstorf Avenue Grade Separation:** JPB, in partnership with the City of Mountain View, propose to grade separate the existing at-grade Caltrain tracks from the roadway crossing at Rengstorf 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 in late 2021. However, submittal delivery has been delayed to March 2022 due to additional geotechnical investigation and traffic studies. In addition, the county continues to review the geometric design layout for sight and stopping distances, and the transition grades. The preliminary total budgeted estimate is approximately $280 million. Most of the funds will come from the City of Mountain View (thru VTA-Measure “B” sales tax), State, Federal, local, and other grants.

Currently, construction is expected to start in early 2025, pending securing funds, and complete in late 2027.

o **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.

Phase 1 was completed 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 another 21 TVM’s was executed in late September. The completion of Phase 3 is expected by early 2022. Phase 4 for the upgrading of 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.

o **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. 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. 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 construction completion that is forecasted for early 2022.

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

  The project began in December 2019. The 100% design was received in October 2021. The City’s 100% design received in November 2021 and 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 railroad operations and maintenance capabilities and provide Wi-Fi capability for passengers. This project is funded through a Transit and Intercity Rail Capital Program (TIRCP) grant.

  Proposals were received at the end of December 2021 and are under review by an Evaluation Committee at Caltrain. This will be followed by interviews with shortlisted 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’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. The bid opening is on Friday, January 14, 2022. 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 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 occurred on January 12, 2022, with the award of the design contract in Summer 2022. The planned schedule is to issue an Invitation for Bids (IFB) for construction by the end of 2024.

The project team has worked with the “Technical Working Group” (TWG) that is comprised of JPB, City of Mountain View, and VTA staff for the 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) regarding the ‘Town of Atherton Station Closure’ between the Town and Caltrain.

In July 2021, a work directive was issued to the design consultant to complete the final design activities. JPB Staff, including Engineering and Maintenance conducted a kick-off meeting with Town of Atherton staff regarding scope, schedule, and input for the conceptual design. In addition, JPB Staff conducted a field diagnostic meeting with the 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 overhaul. Its return to Caltrain was delayed from early-2021 until the end of December 2021 due to COVID-19 related impacts to the vendor’s supply chain, availability of testing staff due to travel restrictions, and an increase in the scope of needed repairs. Vehicle #927 is currently undergoing acceptance testing by Alstom and TASI at CEMOF in San Jose. Vehicle #924 was shipped to the vendor’s facility in November 2020 and is currently 18% completed, it has been completely stripped, and both the main and HEP engines are being over-hauled. Vehicle #925 is being prepared and inspected at CEMOF for delivery to Alstom’s facility in Mare Island for overhaul.
Two Years Ago

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- [Graph showing estimated total ridership trend]
Two Years Ago
A Year Ago
Current

Nov 2.62% -93.8% 222.9%
Dec 7.63% -94.5% 223.3%
Jan 3.26% -95.1% 204.4%
Feb (To Day 6)
Two Years Ago: 69,607
A Year Ago: 3,760
Current: 11,787

<table>
<thead>
<tr>
<th>Month</th>
<th>Boardings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>69,607</td>
</tr>
<tr>
<td>Dec</td>
<td>62,480</td>
</tr>
<tr>
<td>Jan</td>
<td>64,806</td>
</tr>
<tr>
<td>Feb (To Day 6)</td>
<td>3,252</td>
</tr>
<tr>
<td>Total</td>
<td>11,787</td>
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</tbody>
</table>
Two Years Ago

A Year Ago

Current

<table>
<thead>
<tr>
<th>Month</th>
<th>Two Years Ago</th>
<th>A Year Ago</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov</td>
<td>6.11%</td>
<td>-94.6%</td>
<td>213.5%</td>
</tr>
<tr>
<td>Dec</td>
<td>3.78%</td>
<td>-94.9%</td>
<td>206.4%</td>
</tr>
<tr>
<td>Jan</td>
<td>2.80%</td>
<td>-95.3%</td>
<td>195.8%</td>
</tr>
<tr>
<td>Feb (To Day 6)</td>
<td></td>
<td></td>
<td>227.3%</td>
</tr>
</tbody>
</table>
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>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</td>
<td>4.9%</td>
<td>14.5%</td>
</tr>
<tr>
<td>Feb (To Day 6)</td>
<td>5.2%</td>
<td>17.1%</td>
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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:**
  - 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.
  - As part of COVID-19 recovery efforts, Caltrain staff has been continuously 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, and development activity along the corridor. At the February 2022 JPB Board meeting and Work Program – Legislative – Planning (WPLP) Committee meeting, staff provided an informational update on this analysis and how these factors impact future service planning initiatives.

- **Temporary Construction Schedule:**
  - In order to accommodate signal cutover work at 17 remaining grade crossings in segment 2, Caltrain will provide the PCEP project with a 24x7 single-tracking window for three weeks.
  - Trains will single-track between CP Trousdale (south of Millbrae) and CP Ralston (north of Belmont).
  - The temporary train schedule will be in effect March 14, 2022, through April 1, 2022.
    - Midday, evening, and weekend schedules will not change.
    - Peak service will be reduced: a total of three different limited trains will operate each hour per direction.
    - Baby Bullet service will be suspended.
    - 88 trains will operate each weekday (down from the current 104).
  - On April 4, 2022, Caltrain will revert to its regular revenue schedule.
  - Staff is developing a communications plan and preparing materials to inform and outreach to customers.

- **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)
The taskforce is spearheading efforts:
- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.
- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Training
The taskforce is spearheading efforts to:
- Continue to identify training opportunities for conductors.
- Train Uniforms improvement in progress.

Customer Service/Experience Department
The taskforce is spearheading efforts to:
- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations department to implement changes to better enhance the customer experience.
- Attend outreach activities
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit

South San Francisco Shuttle Stop on Poletti Way:
- Two ambassadors with JBR Associates, Inc. of San Francisco were on hand during the morning commute hours on the first day of the shuttle relocation service to assist 20 customers with wayfinding and providing general service information.

Fare Systems
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. The contract for Phase 3 has been executed, which will upgrade an additional 21 TVMs. There have been delays receiving all the necessary materials and parts due to the supply chain issues. The schedule has been delayed until late March to begin these upgrades.

  - 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.

    - The Metropolitan Transportation Commission is upgrading the Clipper Interface Devices on the next generation Clipper validators, which read Clipper cards for all Bay Area Transit agencies. A construction contract
was awarded at the February JPB Board meeting to prepare all 30 Caltrain passenger stations for the next generation Clipper validators.

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
  - On-demand bike e-lockers replaced the individually assigned keyed lockers; significantly more customer-friendly and efficient.
  - The bike e-locker work is now complete at Diridon:
    - Concrete pads for the old, keyed lockers, which were tripping concerns, were removed.
    - E-lockers owned by the City of San Jose were moved into the area where Caltrain has e-lockers.
    - The San Jose owned e-lockers were not networked but they have been connected to Caltrain lockers 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
    - The centerboard platform, ramps, West Plaza, and pedestrian underpass opened January 13, 2022.
    - As of January 24, 2022, shuttle service is now at its permanent location on Poletti Way.

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

System Cleanliness

The taskforce is spearheading efforts to:
• Continue to monitor process improvement procedures to ensure equipment cleanliness.
• Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
• Implementing Station improvements in an effort to maintain a consistent look amongst all Caltrain stations.
• Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
• Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
• Trains are being fog jetted every evening with CDC approved, hospital grade cleaners that disinfect against COVID-19.
• During longer lay-overs in SFK and while trains are fueling in CEMOF Caltrain is re-disinfecting high-touch points such as door handles and 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
The taskforce is spearheading efforts to:
• Coordinate a consistent appearance system wide.
• Station of the Quarter:
  o San Mateo (Station of the Quarter) - 95% Completed
    ▪ Final Walk-thru scheduled for Friday, February 11, 2022
  o Burlingame Station will be the next Station of the Quarter (March - June 2022)
• Upcoming Projects:
  o Hayward Park Shelter Replacements
  o Station Shelter Glass Panels Replacements (Metal Mesh)
  o Display Cases to be replaced with Flexi-Glass
JLB CAC Work Plan

March 16, 2022
➢ Caltrain Marketing Campaign
➢ Applications for Conductor iPhones
➢ Flow of Customer Information / Website Design

April 20, 2022
➢ Constant Warning
➢ Code of Conduct

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
➢ 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