March 16, 2022 – Wednesday 5:40 p.m.

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to Assembly Bill 361 (Gov. Code section 54953).

Committee members, staff, and the public may participate remotely* via the Zoom website at https://zoom.us/j/94666856804?pwd=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 February 16, 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. Caltrain Marketing Campaign (Robert Casumbal)

8. New Caltrain Website Launch Preview (Jeremy Lipps)

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

10. Date, Time, and Place of Next Meeting
    April 20, 2022 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

11. 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.
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 JANUARY 29, 2022
Member Jean-Paul Torres mentioned that the February agenda reflects the incorrect date on agenda item number three as 2021. Member Klein confirmed that the January Meeting Minutes reflect the correct date. Chair Shaw noted that the date on the February Agenda, item #3 will need to be changed.

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

PUBLIC COMMENT
None

CHAIRPERSON’S REPORT
Chair Brian Shaw shared that he observed more passengers on his recent train ride and mentioned that the “back to work- two days a week” mandate may have contributed to the observed increase. Chair Shaw also reported that he was unable to give the Chairperson’s report to the Board due to the Governance discussions.

COMMITTEE COMMENTS
Vice Chair Patrick Flautt reminded the committee that staff is looking for their ideas for the March 16th meeting where applications for conductor’s iPhones will be reviewed. He suggested committee members read reviews of applications and think about what
the committee can recommend that would make the conductor’s job easier and improve the experience of passengers.

Member Torres asked if the Chairperson’s report could not be given at the Board meeting, how do they stay apprised of what is being discussed during the Citizen’s Advisory Committee (CAC). Chair Shaw explained that the Board receives a copy of the CAC’s meeting minutes for their review in their packet.

Member Tuzman shared that State Senator Josh Becker introduced Senate Bill 917, which is moving ahead with the recommendations from the MTC’s fare coordination and integration study that the Citizen’s Advisory Committee endorsed a few meetings ago.

Member Emilia Shapiro asked whether the Citizen’s Advisory Committee will continue to meet virtually, or meet in person, or will there be a hybrid approach for future meetings. Chair Shaw stated that a resolution is passed monthly to continue to meet virtually and does not know whether the meetings will be held in person and will continue to keep the CAC informed.

Member Adrian Brandt requested an update on the vaccine mandate for customer facing employees. He then stated that with ridership not recovering to pre-COVID numbers, and more employers allowing employees to work from home, he recommended that staff think about the fare structure and who Caltrain is tailoring service for and to evolve. Lastly, he mentioned that it is important for the Board to hear the Chairperson’s CAC report.

PUBLIC COMMENT
Jeff Carter, Millbrae, via Zoom Q&A, stated that he is dissatisfied with the Governance issues taking up so much time of the Board meetings and is a disservice when there is no time for the Chairperson’s report. Jeff then agreed that future CAC meetings should be held virtually, or a hybrid version should be available. Lastly, he suggested staff to look at their base riders and provide a service and fare structure that is beneficial to those currently riding, for example fare by station and a more creative fare structure for the monthly pass.

Roland Lebrun, San Jose, via Zoom Q&A, shared a summary of a presentation found on SMCTA website, where he explained the impacts of Omicron, the COVID variant, on MUNI and its workers. He then shared BART's ridership report and suggested Caltrain report similarly and drill down to the station level. He informed the committee that SPUR will hold a meeting titled, Keep Transit Running in an Uncertain Future.

INDEPENDENT OVERSIGHT COMMITTEE FOR MEASURE RR FUNDING
Anna Myles-Primakoff, Olson Remcho, LLP, presented the Citizens Advisory Committee Role in Measure RR Oversight presentation. The full presentation can be found on caltrain.com.

Committee Comments:
Vice Chair Flautt asked whether formatting of the annual report would be at the CAC’s discretion or would staff drive this. Ms. Myles-Primakoff stated that it would be at the CAC’s discretion.

Member Larry Klein requested a financial auditor present to the CAC and then asked whether the timing would be per fiscal year or calendar year. Ms. Myles-Primakoff said that her team would have a financial advisor present to the CAC and confirmed the timing would be per fiscal year. Member Klein shared that this would be a lengthy effort and is interested in learning how staff will support the CAC. Joe Navarro, Deputy Chief, Rail Operations stated that once his team receives more information, this topic would be agendized and will explain how staff will support the CAC. Member Klein recommended to include the funding received starting in January 2021.

Member Rosalind Kutler requested staff support in terms of technical and legal expertise in order to execute the task assigned to the CAC.

Member Torres agreed with previous comments and requested staff support.

Member Brandt asked whether the public hearing would be added to the CAC agenda to allow for public comment. Mr. Navarro thanked Member Brandt for the suggestion.

Chair Shaw said that him and Vice Chair Flautt will talk to staff at their planning meeting to discuss how this new responsibility would work and provide the committee with a process. He stated that there will need to be training provided for this new responsibility.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, noted that the CAC’s role will be much bigger than he envisioned. He then stated that the politics needs to rethink how public transit is funded and should be funded to the same extent as other forms of travel are funded.

Roland Lebrun, San Jose, via Zoom Q&A, mentioned that the new responsibility is daunting for the CAC. He then stated that other CAC’s have been assigned similar responsibilities in the past and suggested the committee and staff to look at how Measure A and Measure B were handled. He recommended looking at the bylaws and the constitution of the specific Measure B oversight committee for roles and responsibilities. Roland then mentioned that Caltrain started collecting tax in July 2021. Lastly, he recommended a monthly or quarterly report.

PROPERTY THAT CALTRAIN OWNS
Brian Fitzpatrick Director, Real Estate and Property Development presented the Property That Caltrain Owns presentation. The full presentation can be found on caltrain.com.

Committee Comments:
Vice Chair Flautt thanked Mr. Fitzpatrick for the presentation and asked whether there were any options that expired that Caltrain could no longer acquire. Mr. Fitzpatrick
responded that there were some options that were not executed, but he could not provide the totality of them as it happened before he started at Caltrain.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, stated that it is important that Caltrain has land to expand to four tracks and that there should be land for grade separations.

Roland Lebrun, San Jose, via Zoom Q&A, stated that there have been issues with Measure A in South County. He stated that there was a missed opportunity to have more service to Gilroy without having to purchase the entire right of way. He then stated that the parking lots in that area are being sold to developments one by one. Lastly, he asked for the location of the recent parcel purchase near the Dumbarton Junction as he is concerned with the impacts on the four-track station.

CONSTRUCTION TEMPORARY SCHEDULE CHANGE / CALTRAIN ELECTRIFICATION PROJECT UPDATE
Ted Burgwyn, Director, Rail Network and Operations, Caltrain Planning, and Brent Tietjen, Government and Community Relations Officer, presented the Caltrain Electrification Update - Temporary Service Schedule presentation. The full presentation can be found on caltrain.com.

Committee Comments:
Member Torres asked what passengers will see at the station during the impacted timeframes, to help indicate the correct platform. Ted Burgwyn responded that there will be messages on the VMS and that there will be station announcements to indicate the correct platform. Mr. Navarro stated that there will be extra signage on the platforms.

Member Brandt asked “signal incompatibility” to be clarified. Mr. Navarro responded that it means signal cutover where things are not compatible with the grounds coming back from the rail. He then stated that there is a lot of work being done in the signal hut, not just for grade crossings. Lastly, Member Brandt asked how the temporary schedule change will be publicized. Mr. Tietjen responded with the communication plan and stated that it would mirror what was done in August.

Member Kutler asked for the temporary schedule to be clear for riders on the mobile application and at stations. Mr. Burgwyn explained the plan for both at stations and online. Mr. Tietjen explained that the temporary schedule will be very clear to passengers. Mr. Navarro also explained that the dates will be clear to passengers.

Member David Tuzman agreed with Member Kutler and advocated for the temporary schedule be very clear to passengers. He then stated that he is excited to see the fifty percent discount come back to attract ridership beyond the promotion. He then asked what schedule will be posted at the stations. Mr. Burgwyn and Mr. Navarro explained that the temporary schedule will temporarily replace the current schedule and will be taken down once the schedule goes back into effect on April 4th, 2022.
Chair Shaw asked about the construction schedule and whether the dates are locked in and whether there might be another schedule change if the work is not completed during the timeframe indicated. Mr. Navarro stated that the contingency plan has been worked into the dates and the project is on target to complete the necessary work during that time. He then stated that if the work is completed early, the temporary schedule will remain as indicated, however the trains may not be single tracking.

Public Comments:
Jeff Carter, Millbrae, via Zoom Q&A, reiterated members’ comments about ensuring that passengers are aware of what is going on during the temporary schedule change.

Drew, via Zoom Q&A, asked staff to address the schedule changes mentioned last year that would have happened in January. He then requested data around two trains in the evening, one being a local and the other a semi-express train to provide a faster evening service.

MOUNTAIN VIEW TRANSIT CENTER GRADE SEPARATION AND ACCESS PROJECT
Alvin Piano, Project Manager, Capital Project Delivery, and guest speaker, Jim Lightbody, presented the Mountain View Transit Center Grade Separation and Access Project presentation. The full presentation can be found on caltrain.com.

Committee Comments:
Member Tuzman asked whether Mountain View is planning to make part of Castro Street a permanent pedestrian Plaza and if so, how does that impact the flow of traffic getting to Shoreline. Mr. Lightbody responded that the city approved converting it to a pedestrian area starting at Evelyn and with the project, there would still be a through traffic movement along Evelyn. Member Tuzman then asked whether there are potential big changes compared to the conceptual design to the temper expectations. Mr. Piano responded that the main, basic elements would not change and plans to achieve in the final design.

Member Brandt asked about the design that showed a tunnel underneath the train tracks. Mr. Lightbody explained that it might not move forward and explained that there is a lot of further planning still needed for the rest of the Transit Center Redevelopment Project. Lastly, member Brandt requested more safety measures for pedestrians and bikes at pedestrian crossings. Mr. Lightbody responded that they are working through those concerns.

Member Flautt was impressed with the design and suggested Caltrain use that approach for future Caltrain stations. Mr. Lightbody mentioned that there will be a short video that will include flythroughs next month on the project website. Member Flautt recommended they work with the Social Media department to educate the public. Mr. Navarro agreed to connect Mr. Lightbody with the Social Media department through the CAC Secretary.

Chair Shaw agreed that the Mountain View Transit Center Grade Separation is a model for other Caltrain stations.
Member Kutler is pleased with the station design not dividing the station into two sides and looks forward to future stations adopting this model.

Member Brandt asked about funding for this project. Mr. Lightbody shared the funds that have already been allocated and explained that there are still decisions to be made about the priorities for funding.

Member Tuzman asked about the experience with working with the city of Mountain View. Mr. Lightbody explained that from his experience, although there was turnover in the Council, they had good political leadership to support some of the issues.

Public Comments:
Roland Lebrun, San Jose, via Zoom Q&A, stated that the expectation with reducing train noise will not happen if trains travel on the track that is immediately adjacent to the platform and said that the solution is a four-track station. He then talked about Measure A and Measure B funding.

Jeff Carter, Millbrae, via Zoom Q&A, expressed his satisfaction with the presentation and requested for further details to be shared. He then suggested Palo Alto mirror what is being done in Mountain View with the grade separation project. He then asked whether this would allow Caltrain to expand to four tracks.

Drew, via Zoom Q&A, appreciated the great job with the presentation.

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

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.
Mr. Navarro reported that TASI has been doing a great job with the schedule changes going from 42 trains to 70 trains to 104 trains through staffing issues and have not had to cancel trains or service due to COVID. He then reported that trainset number three will be delivered to San Jose.

**Committee Comments:**
Member Tuzman asked about the increase with mechanical delays and Joe responded that with the new trains on their way, there are less investments being made to the Gallery cars.

Member Brandt asked for the status of the vaccine with TASI and then asked about ridership. Mr. Navarro shared the ridership slides. Member Brandt recommended staff to focus on the last slide. Regarding the vaccine rollout, Mr. Navarro stated that staff is working on a plan and will share further details once it is solidified.

**Public Comments:**
Jeff Carter, Millbrae, via Zoom Q&A, applauded Mr. Navarro, and his staff for all their hard work with keeping service going during the COVID crisis.

Roland Lebrun, San Jose, via Zoom Q&A, agreed that running 104 trains is wonderful, however stated that low ridership is very concerning and is not sustainable moving forward. He then stated that regarding maintenance of the Gallery trains, they should have been removed from service a while ago. He then asked what will happen with the Gallery sets, once the EMUs arrive. Lastly, he agreed with Member Brandt that the last slide on the ridership presentation is what staff should be focusing on and should be part of the monthly staff report.

**JPB 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**

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Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19
- San Mateo County Climate Action Plan – requested by Member Rosalind Kutler on 10/16/19
- MTC Means-Based Discount Fare program update
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19
- 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
DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:
The next meeting will be March 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 8:11 pm.
TO: JPB CAC  
FROM: Joe Navarro  
Deputy Chief, Rail Operations  
SUBJECT: STAFF REPORT  

Follow-Up Items –  

• Applications for Conductor iPhones  
• Measure RR Audit Committee  

On-time Performance (OTP) –  

• February: The February 2022 OTP was 91.6% compared to 92.5% for February 2021.  
  o Vehicle Strikes – There was one vehicle strike on February 25, resulting in a fatality.  
  o Trespasser Strikes – There were two trespasser strikes on February 14 and 22, resulting in fatalities.  
  o Vehicles on Tracks – There were two days, February 8 and 23 with a vehicle on the tracks that caused train delays.  
  o Mechanical Delays – In February 2022 there were 762 minutes of delay due to mechanical issues compared to 200 minutes in February 2021.  

• January: The January 2022 OTP was 94.4% compared to 86.9% for January 2021.  
  o Trespasser Strike – There was one trespasser strike on January 25.  

• Temporary Weekday Service Schedule – The temporary train schedule will be in effect on 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.
▪ No local service during peak hours.
▪ Baby Bullet service will be suspended
▪ 88 trains will operate each weekday (down from current 104).

On April 4, 2022 Caltrain will return to its regular revenue schedule.

Trains will single-track at Broadway, Burlingame, San Mateo, Hayward Park and Hillsdale stations.

Customer Outreach Efforts will include:
  o Landing page on caltrain.com
  o Organic Social (Twitter, FB, IG, Nextdoor, Tiktok)
  o Paid Digital and Print Ads
  o Station Ambassadors
  o Email Blasts
  o Mobile App Alerts
  o Visual Messaging Signage at Stations
  o Onboard and Station Announcements
  o Press Release
  o Amplified message via elected officials, cities, counties,
  o Updates to key stakeholders, business groups

Caltrain will offer 50% off fares, excluding GO PASS for the month of April 2022.

• Postponement of Fare Increases Approved at the September 2019 Board Meeting –
  At its June 2021 meeting, the JPB agreed to postpone fare increases approved
  at the September 2019 Board meeting due to the pandemic. Pursuant to the
  authority previously granted by the Board, the Acting Executive Director
  authorized a promotional fare reduction further delaying the previously
  approved fare increases to alleviate the continuing economic effects of the
  COVID-19 pandemic on riders, incentivize Caltrain ridership and potentially
  increase overall fare revenue. Staff will present a proposal to revise scheduled
  fare increases to the Board in the Spring of 2022.

• COVID 19 Policy – Staff is in the process of implementing an administrative COVID-
  19 safety policy requiring employees of contractors working on property owned or
  operated by the JPB, including stations or trains, to provide proof of vaccination
  or submit to weekly testing. Drafts have been shared with major contractors,
  including TASI. Implementation of the policy will begin on March 17, 2022.
• Special Event Train Service –

**Services Performed:**
The April Executive Director’s Report will include the February special events ridership.

- **San Francisco 49ers** – The 49ers hosted one game in January. Total ridership alighting and boarding at Mountain View station was 865, an increase of 7% compared to the average ridership per game during December 2021. Season total ridership is 7,848, a decrease of 55% compared to 2019.

- **Golden State Warriors** – The Warriors hosted nine games in January. The total additional ridership for January was 2,278. The average ridership per game was 253, a decrease of 33% compared to December 2021. Year-to-date additional ridership is 8,689, a decrease of 35% compared to 2019 (13,388).

  The Warriors hosted five games in February.

- **San Jose Sharks** – The Sharks hosted five games in January. Total post game additional riders boarding at San Jose Diridon was 289. The average ridership per game for January was 58, a decrease of 29% compared to December 2021 (82). Year-to-date additional ridership is 1,690, a decrease of 72% compared to 2019 (6,110).

  The Sharks hosted six games in February.

**Services Scheduled:**

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

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

**Capital Projects:**
The Capital Projects information is current as of February 11, 2022 and is subject to change between February 11 and March 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 east. Upon completion, the hold-out rule at
this station will be removed that currently impacts overall system operational efficiency.

Ramps, West Plaza, and the pedestrian underpass were opened to passengers on January 13, 2022. Shuttle service was moved from the parking lot to its new permanent location on Poletti Way on January 24, 2022. The parking lot was patched, resealed and re-striped. The ribbon cutting ceremony planned for January 13, 2022, was postponed until Spring 2022 due to COVID precautions. Minor "punchlist" 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 a 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 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. A project update was presented to the City of Burlingame City Council on February 7, 2022.

  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 MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The proposed project is located just north of Willow Street and east of State Route (SR) 87 between 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,
Resolution of these issues may alter the bid advertisement date and construction schedule.

- **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.

- **Ticket Vending Machine (TVM) Rehabilitation:** This project will upgrade 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. In February 2022, the JPB Board approved an increase in the contract authority of the Information Technology Board Resolution that allows for the award of the Phase 4 upgrade to proceed.

- **Clipper Next Gen Validators Site Preparation:** This project will prepare the stations with electrical power for the installation of the Clipper Next Gen Validators to be installed by MTC/Cubic. An award of a contract was made to BECI at the
February, 2022 JPB Board meeting to perform this work. Construction is scheduled to commence in March 2022 and reach completion in October 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. 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 cut over and tested in July 2021. Integrated testing with the City of Sunnyvale’s traffic controller is pending the City’s construction completion that is forecast 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. JPB’s Issue for Bid documents are awaiting the California Public Utilities Commission (CPUC) approval of the City of Palo Alto’s portion of the contract documents so that advertisement for bids can proceed. Construction is forecast to occur from mid-2022 to mid-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 were reviewed by an Evaluation Committee at Caltrain and followed by interviews with shortlisted proposers. System demonstrations of their proposed systems within the Caltrain corridor are being scheduled to be followed by contract negotiations, and contract award in the spring/summer of 2022. Design and Construction is planned from mid-2022 until June 2024.

- **Bayshore Station Bridge Painting**: This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station in Brisbane. The bridge's paint coatings are in need of rehabilitation 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 were received on Friday, January 14, 2022 and are being evaluated. Award of the construction contract is currently planned for April 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.

- **San Mateo Grade Crossings Improvements:** This project will install quad gates at the grade crossings at 4th and 5th Avenues in San Mateo. The 100% is complete;
awaiting the City of San Mateo to finish their design in April 2022. Procurement is then scheduled to begin in May 2022 with construction planned to commence in December 2022 and scheduled for completion by December 2023.

- **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 (Alstom) 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. The 925 has arrived at the Alstom facility in Mare Island and is ready to begin its over-haul.
## Estimated Total (Monthly) Ridership Trend

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<thead>
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<th>Two Years Ago</th>
<th>A Year Ago</th>
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<td>Mar (To Day 5)</td>
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Two Years Ago

A Year Ago

Current

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<tr>
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Two Years Ago

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<th>Mar (Today)</th>
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<td>67,218</td>
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</table>

**Estimated Average Weekday Ridership (AWR) Trend**

- **Dec**: 62,480
- **Jan**: 64,806
- **Feb**: 67,218
- **Mar (Today)**: 67,218
Two Years Ago

A Year Ago

Current

<table>
<thead>
<tr>
<th>Month</th>
<th>% Change</th>
<th>% Change</th>
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<td>Feb</td>
<td>4.96%</td>
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</tr>
<tr>
<td>Mar (To Day 5)</td>
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<td>199.7%</td>
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Estimated Average Weekday Ridership (AWR) Trend (% of pre-COVID Baseline)

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<tbody>
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<tr>
<td>Jan</td>
<td>4.9%</td>
<td>14.5%</td>
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<tr>
<td>Feb</td>
<td>5.6%</td>
<td>17.6%</td>
</tr>
<tr>
<td>Mar (Today)</td>
<td>6.4%</td>
<td>19.2%</td>
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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
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.
  - As part of COVID-19 recovery efforts, Caltrain staff continues to monitor trends in the larger business environment that are outside of the agency’s control, such as office space vacancy rates, return to work plans of regional employers, regional trends in travel behavior, Bay Area traffic, transit agency ridership recovery, and development activity along the corridor.

- **Temporary Construction Schedule:**
  - In order to accommodate signal cutover work at 17 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 control points and passengers should look/listen for boarding announcements at Broadway, Burlingame, Hayward Park, San Mateo, and Hillsdale stations.
  - 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.
    - No local service during peak hours.
    - 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.
  - Caltrain will also have a 50 percent off fare promotion during month of April.
  - Communications efforts:
    - Dedicated landing page Caltrain.com/March2022
    - Organic Social (Twitter, FB, IG, Nextdoor, Tiktok)
    - Paid Digital and Print Ads
    - Printed schedules, Seat Drops
    - Station Ambassadors
    - Email Blasts
    - Mobile App Alerts
    - Visual Messaging Signage at Stations
    - Onboard and Station Announcements
    - Station platform signs at impacted stations where there will be single tracking
    - Temporary schedule posted in the Station Information Boards
    - Interior Train Cards updates
    - Press Release & eNews
    - Amplify message via elected officials, cities, counties
    - Updates to the Board and committees
    - Updates to key stakeholders, including transit agencies, shuttle operators, schools, Go Pass companies, commuter check companies and business
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

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
o 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.

o 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.

Digital Media
- Press Conference held at Hillsdale station for the Electrification event with Kevin Mullin supporting more funding for Electrification.
- Honored Black History Month and gave away the commemorative “Final Foundation” stickers from the Electrification event that occurred in January.
- Website Replacement Project
  o The final elements of the new websites are in development, this is theming the website’s look and design. Highlights of the new site include a trip planner, live maps, improved calendar features for meetings and events, mobile-friendly, etc.

Community Outreach Efforts
- Bike Security Outreach Effort
  o 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
  o Staff is working on plans to install e-lockers at Menlo Park, Palo Alto and Hillsdale station. More about the e-lockers is available at www.bikelink.org.

- Construction Project Customer Communication
  o 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.

  o 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 handrails and re-fog-jetting as many trains during the day as schedules allow with the same CDC approved cleaning products.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

Station Improvements
The taskforce is spearheading efforts to:
- Coordinate a consistent appearance system wide.
- Station of the Quarter:
  - San Mateo (Station of the Quarter) - 95% Completed
    - Final Walk-thru TBD
  - Burlingame, California Avenue and San Jose Diridon will be our next Stations of the Quarter (March - June 2022)
- Upcoming Projects:
  - Hayward Park Shelter Replacements
  - Station Shelter Glass Panels Replacements (Metal Mesh)
  - Display Cases to be replaced with Flexi-Glass (Station Varies)
AGENDA ITEM # 9 (b)
March 16, 2022

JPB CAC Work Plan

April 20, 2022
➢ Constant Warning
➢ Code of Conduct

May 18, 2022
➢ Business Intelligence presentation
➢ Engineering Standards

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 and Alternate Member Rob Jaques on 12/15/21
➢ Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19
➢ Operating Costs – requested by Member Adrian Brandt on 2/13/20
➢ Rail Corridor Use Policy – requested by Member Anna Dagum on 10/21/20
➢ Industry Safe Functionality
➢ Blue Ribbon Task Force
➢ Clipper Data Availability
➢ Construction Obstacles
➢ Wireless Solution Technology – requested by Member Adrian Brandt on 12/8/21
➢ Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21
➢ Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, future Dumbarton Rail extension and the Google campus being planned at the Diridon station, PCEP project wireless overlay system and level boarding and the status of fully vaccinated staff - requested by Member Adrian Brandt on 12/15/21
➢ Transit Oriented Development & historic station preservation outreach - requested by Member Patricia Leung on 12/15/21
➢ Equity evaluation on the most recent schedule change and Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21
➢ Staffing structure, Governance Update, Visual Messaging Display rollout plan, Equity Plan implementation/update and periodic updates from Government Affairs regarding funding sources and how infrastructure bills may impact Caltrain - requested by Member David Tuzman on 12/15/21
➢ Caltrain Wayfinding improved, specifically with single tracking - requested by Member Jean-Paul Torres on 12/15/21
➢ Conductor’s communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21
➢ Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21