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AGENDA

Peninsula Corridor Joint Powers Board Technology, Operations, Planning, and Safety (TOPS) Committee Meeting

May 28, 2025, 1:30 pm

Primary Location:

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA 94070

Alternate Location:

Bay Area Metro Center
Claremont Conference Room
375 Beale Street
San Francisco, CA 94105

Alternate Location:

San Bruno City Hall
Conference Room 101
570 Linden Avenue
San Bruno, CA 94066

Committee Members: Rico E. Medina (Chair), Pat Burt (Vice Chair), Shamann Walton

Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/81186731470?pwd=OUe3b0ZiY3ZoYzRCN280UG5Gb19WZz09> or by entering Webinar ID: **811 8673 1470**, Passcode: **274739**, in the Zoom app for audio/visual capability or by calling 1-669-219-2599 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Avenue, San Carlos, CA, or any other noticed location.

Public Comments: Public comments may be submitted to publiccomment@caltrain.com prior to the meeting's call to order so that they can be sent to the Board as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Verbal public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise

Note: All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board.

Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to two minutes. The Board Chair has 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.

May 28, 2025 - Wednesday

1:30 pm

All items to which [Government Code section 84308](#) applies have been marked with an asterisk.

A double asterisk indicates that one or more Directors of the JPB serve on the governing board of a public agency with which the JPB proposes to contract. Under Government code section 1091(a)(9), this relationship is considered to be a noninterest but it must be disclosed.

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Public Comment on Items Not on the Agenda
Comments by each individual speaker shall be limited to two (2) minutes. Items raised that require a response will be deferred for staff to reply.
5. Approval of Meeting Minutes for April 23, 2025 Motion
6. Guadalupe River Bridge Replacement Project Motion
 - a. Approve Revised Project Budget and Schedule and Funding Plan
 - b. Approve Contract Change Order with Walsh Construction*
 - c. Authorize Amendment 7 to Contract No. 19-J-P-073 with HDR Engineering, Inc. for Engineering Consultant Design Services*
 - d. Authorize Execution of Agreement with VTA in connection with Bus Bridge Services for the Construction of the Guadalupe Bridge Replacement Project**
 - e. Award Single Source Contract to Troutman Pepper Locke LLC to Provide Legal Services for the Guadalupe River Bridge Replacement and San Francisco Creek Bridge Replacement Projects*
7. Receive Update on Rail Operations and Maintenance Successor Contract Informational
8. Receive Update on Apprenticeship Program Informational
9. Receive Update on San Francisco Station Boarding Process Improvements Informational

Note: All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board.

10. Receive Update on Next Generation Clipper Implementation, Challenges, and Informational Mitigation Strategies
11. Committee Member Requests
12. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, July 23, 2025 at 1:30 pm.
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.
13. Adjourn

Information for the Public

All items appearing on the agenda are subject to action by the Board. Staff recommendations are subject to change by the Board. If you have questions on the agenda, please contact the JPB Secretary at 650.551.6108. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Board of Directors can be e-mailed to board@caltrain.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Committee Meetings

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom. Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instruction.

Public Comment

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the JPB Secretary. Prior to the meeting's call to order, public comment may be sent to publiccomment@caltrain.com so that they can be sent to the Board as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Board Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested 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 is 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 the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board
Technology, Operations, Planning, and Safety (TOPS) Committee
1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of April 23, 2025**

Members Present: Pat Burt (Vice Chair), Rico E. Medina (Chair)

Members Absent: Shamann Walton

Staff Present: B. Baney, M. Bouchard, S. Bullock, C. Fromson, J. Harrison, L. Ko,
L. Lumina-Hsu, M. Meader

1. Call to Order

Chair Medina called the meeting to order at 1:30 pm.

2. Roll Call

Deputy District Secretary Loana Lumina-Hsu called the roll and confirmed a quorum was present.

3. Pledge of Allegiance / Safety Briefing

Chair Medina led the Pledge of Allegiance and delivered the safety briefing.

4. Public Comment on Items not on the Agenda

Adrian Brandt commented on the shortage of Clipper card scanners and ticket inspections.

5. Approval of Meeting Minutes for March 26, 2025

Motion/Second: Medina/Burt

Ayes: Burt, Medina

Noes: None

Absent: Walton

**6. Receive Update on Project Budget, Contract Capacity, and Funding Plan Increase for
Guadalupe River Bridge Replacement Project**

Sherry Bullock, Program Director, Caltrain Modernization Program, and Casey Fromson, Chief of Staff, provided the presentation that included the following:

- Multi-agency cooperation and securement of permits
- Minimize disruptions in alignment with permit restrictions
- Balanced decisions impacted by environmental, cost, safety, service, operations, and construction considerations
- Staff efforts to further the project include engagement/collaboration, identification of mitigation areas, negotiations, funding, and independent review
- Recommended 2025 timeline
- Compromised increased costs, larger environmental disturbance, reduced service and efficiency

- Project driven by permit approval and conditions, timelines, market uncertainty, and project management costs and additional monitoring
- Offsetting environmental impacts through Habitat Mitigation & Monitoring Plan (HMMP)
- Temporary additional service to enable connectivity for customers using Tamien Station
- Communication to customers about service disruption

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- International processes exploration
- Other agencies anticipated shared costs of using Caltrain's bridges
- Redistributing planned state of good repair dollars
- Defined dry season (June 15-October 15) due to high Spring water flow; early May as earliest obtention of permits
- Assessment of service level at Tamien Station

Public Comment

Roland commented on deferring this item to the JPB Citizens Advisory Committee (CAC) for other solutions and the need for more consistent service to Gilroy.

Adrian Brandt commented on the costs incurred from other agencies using Caltrain's bridge and international building advancements with bridges.

7. Receive Update on Crossing Optimization Project

Ms. Bullock provided the presentation that included the following:

- Wireless crossing integration
- Benefits include consistency, warning time reduction, improved performance, reduction of additional activation, and activation when trains depart
- Impact of Electric Multiple Unit (EMU) performance after inhibit feature launched at 24 crossings in January 2025
- Gate down time reduction; successful performance of wireless crossing; and activation simplification

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Comparison of wireless crossings current performance to past performance
- Pre-electrification data of warning times
- Grade separations to follow

Public Comment

Adrian Brandt commented on performance due to inhibit feature issues and the insurance of train stopping.

Roland commented on the inhibit feature and varying downtime of gate activation.

8. Receive Update on Caltrain Strategic Sustainability Plan and Caltrain Climate Vulnerability Study

Bo Baney, Planning Administrator, provided the presentation that included the following:

- Focus on using American Public Transportation Association (APTA) Sustainability Commitment
- Sustainability efforts to reduce greenhouse gas emissions (GHGs) and align with Caltrain core values
- Current initiatives for a strategic plan involve staff, working groups, and executives
- Priorities include greater use of public transportation, reducing pollution from operations, serving disadvantaged and vulnerable communities, minimizing resources usage, reducing climate vulnerability, and increasing resilience to extreme weather
- Evaluation criterias for environmental, financial, staffing, grant funding
- Caltrain Climate Vulnerability Study (CCVS) to help achieve climate change goals
- Hazards observed: extreme heat, wildfire, flooding, and wind
- CCVS engagement through Caltrain, external advisory committees, and public outreach

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Aiding sustainability goals of other agencies
- Carbon consumption costs
- Resource disruption caused by a natural disaster
- Disturbances to grant funding

Public Comment

Adrian Brandt commented on the environmental and residential impact of diesel locomotives and discontinuous fare policy.

9. Receive Update on Caltrain Safety Performance

Mike Meader, Chief Safety Officer, provided the presentation that included the following:

- Encouragement of safety culture; almost six months without a reportable injury
- Efficiency testing; increased employee engagements
- Grade crossing enhancements
- Continuation of suicide prevention/trespassers efforts and tree mitigation

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Outreach tools to show progressing safety initiatives
- Artificial intelligence (AI) data collection
- Information network with other partnering agencies and communities

Public Comment

Aleta Dupree, Team Folds, commented on trespasser panels and collision prevention technology.

10. Committee Member Requests - There were none.

11. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, May 28, 2025, at 1:30 pm.

12. Adjourn - The meeting adjourned at 3:26 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Sherry Bullock, Program Director
James Harrison, General Counsel
For: June 2025 JPB Board of Directors Meeting
Subject: **Guadalupe River Bridge Replacement Project**

☐ Finance Committee
Recommendation

☐ Technology, Operations, Planning,
and Safety Committee
Recommendation

☐ Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

Due to unforeseen challenges that have resulted in project delays and increased expense, the Guadalupe River Bridge Replacement Project (Project) requires a revised budget, schedule, and funding plan, which includes increases in scope and contract capacity for Caltrain's construction, engineering and design, and environmental legal services contracts, as well as a bus bridge agreement with Santa Clara Valley Transportation Authority (VTA). Staff recommends the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB):

1. Adopt the revised budget, schedule, and funding plan for Project.
2. Approve a contract change order with Walsh Construction Company II, LLC (Walsh) to address changes in capacity and scope, increase the contract budget, create risk and incentive pools to manage the contractor's performance, and resolve all outstanding claims through May 1, 2025, and increase the not-to-exceed amount of Caltrain's contract with Walsh from \$29,764,499.00 to \$89,787,025.93.
3. Approve an amendment to the Engineering Consultant Design Services contract with HDR Engineering Inc. (HDR) to extend the term of contract No. 19-J-P-073 through September 30, 2027, and increase the maximum aggregate not-to-exceed amount by \$1,586,066, from \$8,703,073 to \$10,289,139.
4. Authorize the execution of an agreement between the VTA and Caltrain for bus bridge services during the construction of the Project.
5. Approve a single source award and approve an amendment to Caltrain's contract with Troutman Pepper Locke LLC (Troutman Pepper) to provide legal services for the Project and the San Francisco Bridge Project to extend the term by 18 months and to add an additional \$750,000 in capacity to the contract (for a total not-to-exceed amount of \$990,000); and authorize the Executive Director or designee to execute an amendment to the existing contract with Troutman Pepper in a form approved by General Counsel to Caltrain.

Background

Project Description

Caltrain is undertaking work to extend and replace two bridges over the Guadalupe River in San José. The Project is technically and logistically complex due to the age of the existing structures (the original bridge was built in the 1930s), their geographical location over a river, and the need to obtain and comply with multiple permits issued by various federal, state, and regional agencies. Replacing the original bridge and extending and seismically reinforcing the second bridge are critical from an environmental and safety perspective, and upon completion, will enhance the environment and provide a safer corridor for passenger service and the movement of goods in the region. The Project will also enable future improvements to the Guadalupe River channel and is expected to mitigate unexpected service disruptions and costly emergency repairs due to river flooding and associated scour around the bridge foundations.

This Project involves the full replacement of a northbound bridge (Main Track Bridge 1 or "MT-1") and a partial replacement of a southbound bridge (Main Track Bridge 2 or "MT-2"), both located in the City of San José (Santa Clara County), just North of Caltrain Tamien Station. The MT-1 Bridge was built in 1935 and the MT-2 Bridge, which was built in 1990, was refurbished and extended in 2008. This Project addresses the structural deficiencies of the MT-1 bridge and the geomorphic instability of the Guadalupe River channel in the vicinity of the MT-1 and MT-2 bridges to provide for long-term public safety and service reliability.

The Project's scope of work consists of the following:

- **MT-1 Bridge:** Full replacement of the Northbound Bridge. Demolish and replace the existing bridge built in 1935 on wooden piles, piers, and sub-structure from an existing 187-foot in length to a new 265-foot bridge. The center portion of this new bridge will be a steel deck plate girder span of 110 foot in length over the river, with the remaining portion of the bridge being precast/pre-stressed concrete girders.
- **MT-2 Bridge:** Partial replacement of the Southbound Bridge. Extend bridge built in 1990 from 195 feet in length to 250 feet by replacing only the existing south abutment with a new Pier 5 and constructing a new Abutment 6, approximately 55 feet south of the existing abutment. Modification to this bridge also requires upgrades to the existing piles and pile-caps due to new seismic requirements.
- **Environmental Enhancement and Mitigation:** The Project will widen the Guadalupe River channel to address the geomorphic instability and risk it poses to the bridge structures, while also advancing the U.S. Army Corps of Engineers (USACE) Reach 7 Project. The Project will enhance surrounding aquatic and upland habitats, resulting in environmental benefits. In addition, Caltrain has proposed to purchase habitat credits from the Santa Clara Valley Habitat Agency and to partner with the Midpeninsula Regional Open Space District on a restoration project at Hick's Creek as mitigation for the environmental impact arising from the Project.

Project Construction and Permits:

Prior to beginning construction, Caltrain applied for and received state and federal environmental permits from the San Francisco Bay Regional Water Quality Control Board (SFBRWQCB), the California Department of Fish and Wildlife (CDFW), and the USACE. These permits require Caltrain to undertake extensive measures to protect water quality and wildlife resources and to mitigate the environmental impact of construction. In addition, the project is subject to oversight by the National Marine Fisheries Service (NMFS) to ensure compliance with the federal Endangered Species Act and by the Santa Clara Valley Water District (SCVWD), which issued encroachment permits to Caltrain to allow access to SCVWD property for construction and environmental mitigation purposes.

Caltrain began construction in 2023. To date, Caltrain has completed the extension of MT-2. Caltrain planned to complete seismic upgrades to MT-2 and demolish and rebuild MT-1 in 2024. However, the Project has been in partial temporary suspension since July 2024 while Caltrain works with the resource agencies regarding the submission of revised permit applications, development of habitat mitigation plans, and response to previous compliance challenges.

Caltrain submitted its applications for revised permits in early February 2025 and has been working continuously with the resource agencies to address their questions and comments, including through multiple meetings and workshops. The Project is targeting to obtain permits and receive approval of mitigations plans before June 15, 2025, in order resume construction for the 2025 in-creek work season. Executive Director Bouchard has been meeting regularly with executives at the resource agencies to stress the importance of the Project from an environmental, safety, and passenger and freight perspective.

Staff anticipates receiving all of the necessary permits in time to resume bridge construction when the dry season begins on June 15, 2025, but will promptly advise the Board if staff encounters obstacles to this plan.

Project Organizational Review and Changes:

Following the pause in construction, Executive Director Bouchard designated an executive oversight committee to assess and oversee the Project, evaluate potential organizational changes, and make recommendations to enhance Caltrain's ability to deliver the Project as efficiently and effectively as possible. To date, the executive oversight committee has implemented Project and contractor personnel changes, improved environmental, site, and permit-specific compliance training, mandated a daily pre-construction environmental check-in once construction resumes, and scheduled regular meetings and an escalation ladder with the resource agencies to ensure coordination and to address Project challenges. The executive oversight committee is also working with the resource agencies to address previous environmental challenges.

Project Budget:

The environmental challenges, proactive measures to address environmental concerns, design and sequencing changes, construction access challenges, additional and restrictive permit conditions, and additional environmental mitigation, have significantly impacted the Project schedule and cost at completion. Staff anticipates the proposed funding plan will balance Caltrain's current and future needs, ensure that customers continue to experience seamless and resilient reliable passenger service, and enable reliable freight service. At inception, Caltrain budgeted \$63,698,593 for the Project, and had expended \$36,271,910 by December 2024. Staff currently estimates that an additional \$107,691,005 is needed to complete the Project, bringing the total cost estimate for the project to \$171,389,598.

Recent federal policy changes, such as tariffs and counter-tariffs, immigration issues and labor shortages, constrained government resources, and redistribution of funds to other infrastructure initiatives may further impact the Project budget. Staff has attempted to account for some of these changes through contractor risk and incentive pools and contract contingency, but the uncertainty in the market, unknown site conditions, and the existing condition of the bridges pose cost risks. To mitigate this risk, the team continues to look for opportunities to achieve cost savings.

Project Contractor:

Caltrain has also worked closely with Walsh Construction to address the revised construction plans, budget, and schedule. To ensure that Walsh is prepared to resume construction on June 15, assuming Caltrain receives the permits before that date, Caltrain issued three limited notices to proceed (LNTPs) to Walsh in February using existing contract authority and contingency. The LNTPs have enabled Walsh to fabricate materials (e.g., rebar and casings), procure pipes for river diversion, and mobilize workers and equipment to commence work on June 15. Because Caltrain did not have the permits in hand at the time the agency issued the LNTPs, Caltrain undertook these efforts at risk to mitigate the larger cost impacts that would result from not being prepared to construct in 2025.

The team has engaged in extensive negotiations with Walsh concerning the construction budget and schedule. These efforts culminated in a plan to reduce the duration of construction from three dry seasons to two dry seasons, thereby avoiding additional costs. Caltrain and Walsh agreed to address both past and future costs through a single contract change order to establish: (1) the amount due to Walsh based on incurred costs as validated by staff and Caltrain's construction cost estimator, (2) the cost to complete the remainder of the work; (3) a revised schedule; and (4) risk and incentive pools.

Project Engineering Consultant:

Caltrain engaged HDR in 2019 to perform engineering consultant design services for the Project over a three-year term under Contract No. 19-J-P-073. HDR's performance to date has been satisfactory and in accordance with the requirements of the contract. However, since the contract was executed, significant Project delays and additions to HDR's scope of work, have used up available contract time and budget limits, resulting in a need to extend the term and

increase the contract not-to-exceed amount, for outstanding elements of the Project, as detailed below.

In order to maintain continuity of engineering services on the Project, avoid the duplication of efforts and unnecessary expense that would be required to integrate a new engineering consultant on the Projects, and avoid further delays, staff has determined that it is in Caltrain's best interests for HDR to continue to provide engineering consultant design services for the Project through September 30, 2027, at an additional cost of up to \$1,586,066. This amount is accounted for in the revised Project budget.

Required Temporary Service Changes:

The construction of MT-1 will require the use of large cranes, earth-moving equipment, and deep foundation equipment, necessitating the de-energization of the Overhead Contact System (OCS) to ensure safety. Additionally, the resource agencies' prohibition of night work, combined with the operation of the hourly Electric Multiple Unit (EMU) service, provides insufficient time to provide the necessary protective measures between trains to proceed with continuous construction operations. As a result, construction will have an impact on service. Cognizant of the need to minimize services impacts while reducing the duration and cost of construction, staff have analyzed options to provide service while expanding the available construction work windows. These options included bus bridging, providing diesel service between Tamien and San Jose, or reducing service to Tamien.

After careful analysis, the team decided, in consultation with VTA, to provide bus bridge service between Diridon and Tamien. This will allow Caltrain to de-energize the OCS, maintain the existing South County Connector service, and replace hourly EMU service between San José Diridon and Tamien during peak construction months (currently anticipated to be 8-10 months) with a bus bridge designed to meet half hourly EMU service on the mainline. This service change will affect approximately 210 daily weekday riders and 60 daily weekend riders. The team is developing a robust service change communications plan, which will include the use of station ambassadors to facilitate passengers' wayfinding and use of the bus bridge. Efforts are underway to minimize the overall duration of the service disruption, and any remaining heavy civil work requiring OCS shutdown following the initial 8–10-month period may be scheduled on specific weekends during low-ridership periods, during which a bus bridge may also be utilized.

Environmental Legal Services:

In the summer of 2024, Caltrain encountered a series of compliance challenges related to the construction of the Project, including a notice from the Environmental Protection Agency (EPA) that it has initiated an investigation of the Project.

At that time, Caltrain sought specialized environmental counsel regarding environmental compliance issues. General Counsel for Caltrain interviewed three different firms. One firm had a conflict and could not move forward. General Counsel found Troutman Pepper to be most qualified firm with extensive experience in this area of law strong relationships with the resource agencies and the EPA, and comparable rates to other firms with similar expertise, and

entered into an engagement for Troutman Pepper to advise Caltrain as a subcontractor to Olson Remcho LLP for September through November 2024 while Caltrain prepared a single source contract. Caltrain entered into a single source contract to Troutman Pepper with a not-to-exceed amount of \$240,000, with a term of December 1, 2024 – November 30, 2025, pursuant to the Board's delegation of authority to the Executive Director in Resolution No. 2023-27. However, the complexity of the revised permit applications and Caltrain's response to the environmental challenges has exceeded staff's original projections, and capacity on the contract has been exhausted.

Discussion

a. Approve Revised Project Budget and Schedule and Funding Plan

According to current forecasts, staff estimates that an additional \$107,691,005 is needed to complete the Project, above the current budget. This will bring the total cost estimate for the project to \$171,389,598. This request includes a \$7,569,427 contingency to account for the uncertainty described above and to ensure that this crucial project is completed consistent with the revised schedule.

b. Approve Contract Change Orders with Walsh Construction

Since Caltrain directed Walsh Construction to temporarily suspend work on the Project in July 2024, Walsh has continued to incur costs to winterize the site and engage in Project planning efforts. Walsh also supported Caltrain's efforts to submit revised permits that align with the Project construction plans and to respond to inquiries related to previous environmental challenges.

Receipt of the amended permits will allow construction to resume this summer and will require changes to the construction plans, including the Habitat Mitigation and Monitoring Plan, the construction schedule, means, and methods, and budget. Caltrain and Walsh agreed to address these changes and Walsh's costs through a contract change order.

The proposed contract change order will require Walsh to work on the Project over two summers, pushing the date of Substantial Completion and Final Acceptance to March 1, 2027, and March 31, 2027, respectively. The change order additionally resolves all outstanding Project changes and claims identified through April 15, 2025, and fully compensates the Contractor for all associated costs and impacts with respect to all issues arising on the Project prior to January 1, 2025. The change order also establishes the cost and schedule for the remaining work on the contract from January 1, 2025, onward.

Under the change order, Walsh is responsible for on-site mitigation work and the Habitat Mitigation and Monitoring Plan. Accordingly, Walsh must procure a qualified subcontractor to perform this work, subject to Caltrain's approval. Work by the subcontractor is estimated to cost \$7,300,000 and will be adjusted once a subcontractor has been selected.

The change order also adds a Risk Allowance Pool of \$4,000,000 to cover additional costs that may arise for risk mitigations after construction begins in June 2025. The change order requires

Walsh to take reasonable mitigation measures to prevent these risks from occurring and to minimize costs and schedule impacts.

Finally, the change order establishes contract incentives for the early completion of interim milestones. The maximum aggregate payment the Contractor might receive for incentives will not exceed \$1,080,000.00.

Total compensation for all costs up to January 1, 2025, including the costs associated with design changes, standby, and winterization, and the deduction for changes in scope is \$3,621,412.03. The contract price will be increased by \$57,159,217.34 due to this change order, with a total not to exceed amount of \$89,787,025.93.

c. Authorize Amendment 7 to Contract No. 19-J-P-073 with HDR Engineering, Inc. for Engineering Consultant Design Services

Staff recommend that the scope, budget, and term of Caltrain's contract with HDR to perform Project engineering services be amended to facilitate completion of the Project. Continued Design Support During Construction (DSDC), support during the environmental permitting processes and record drawings services are required until completion of the construction phase.

In the absence of this contract amendment, Caltrain would incur substantial costs, loss of quality and institutional history, and more project delays if a different engineering design firm were to perform the required DSDC, environmental permitting support and record drawings work. Additionally, Caltrain would likely have difficulty attracting other firms to take on these tasks because HDR has already substantially completed the designs.

Based on the expected duration and projected costs for HDR's work supporting the Project, staff proposes an additional \$1,586,066 for a new maximum aggregate not-to-exceed amount of \$10,289,139.

The agreement with HDR has been amended six times, for a total not-to-exceed amount of \$8,703,073, which has also expanded to scope of design services for the 25th Ave Grade Separation Project, including added work for electrification of the San Mateo Replacement Parking Track.

d. Authorize Execution of Agreement with VTA in connection with Bus Bridge Services for the Construction of the Guadalupe Bridge Replacement Project

For the remaining work, the Project evaluated the constructability and work windows, and identified the following constraints:

- Work within 10' of energized OCS is prohibited by OSHA and Caltrain Safety Rules;
- Installation of many bridge elements will require OCS isolation;
- Hourly electrified service provides insufficient time to provide isolation between trains;

- Span of electrified service between Tamien and San Jose Stations provides limited non-revenue work windows; and
- Revised permit conditions prohibit night work.

The Project evaluated alternatives for better work windows to complete construction. The alternatives include positive OCS barrier protection, diesel shuttle alternative, bus bridge, and a limited bus circulator.

The team proposes to move ahead with a limited bus circulator between Tamien and San Jose Stations from June 15, 2025, to February 2025. The South County Connectors will continue its service during that time. In addition, five weekend shutdowns will be required between July 2026 and September 2026. VTA will be providing services for the limited bus circulator. The limited bus circular will enable the OCS to be de-energized between Tamien and San Jose Station and facilitate the remaining construction of the Project. The total amount of the contract is \$1,046,223.

e. Award Single Source Contract to Troutman Pepper Locke LLC to Provide Legal Services for the Guadalupe River Bridge Replacement and San Francisquito Creek Bridge Replacement Projects

In addition to the Project, Caltrain is currently undertaking a bridge replacement project over Francisquito Creek, as well as a permanent bank stabilization project for the San Francisquito Bridge and the implementation of related habitat mitigation plans. These projects require revised permits from local, state, and federal environmental agencies, and Caltrain requires specialized legal expertise regarding future compliance issues for both the Guadalupe and San Francisquito projects and to address previous environmental challenges.

Since the fall of 2024, Troutman Pepper has advised Caltrain regarding the submission of revised permit applications to the resource agencies, the development of habitat mitigation plans, and Caltrain's response to the previous compliance challenges noted by the resource agencies. Troutman Pepper will continue to advise Caltrain with respect to these issues to support Caltrain's efforts to obtain permits and approval of mitigation plans before June 15, 2025, when the construction season begins, and to resolve the resource agencies' concerns regarding past compliance challenges.

The San Francisquito Creek Bank Stabilization Project and Bridge Replacement Project also requires permits from local, state, and federal agencies; delays of these permits could cause substantial delay and increased expense for these projects as well. Troutman Pepper has extensive experience working with the resource agencies to obtain permits and address compliance challenges and has played a critical role in helping Caltrain ensure compliance with local, state, and federal regulations and to resolve the outstanding compliance issues.

The initial contract with Troutman Pepper has no capacity remaining, and therefore Caltrain requires an increase in capacity of \$750,000 and extension of 18 months from November 2025 through May 2027. Because the amount of the contract and change to the scope of services

exceeds what was initially contemplated by the parties, pursuant to the JPB Procurement Policy, this increase is treated as a new single source procurement and must be approved by the Board of Directors because the amount of contract is above the authority delegated to the Executive Director.

Budget Impact

Staff completed a global reset of the Project and concluded that an additional \$107,691,005 is needed to complete the Project, including the Habitat Mitigation and Monitoring Plan, bringing the total the Project Estimate at Completion (EAC) to \$171,389,598.

Caltrain has budgeted \$63,698,593 for the Project; the additional budget will be fully funded by the following:

- Three County Transportation Authorities (TAs) contributions.
- Federal Transit Administration (FTA) Section 5337 State of Good Repair (SOG) funds from Fiscal Year (FY) 2025 and FY 2026.
- Prior-year Local Partnership Program (LPP) funds.
- Deferral of Other Capital Projects to free up additional funds.

Prepared By:	Sherry Bullock	Program Director	5/21/2025
	James C. Harrison	General Counsel	5/21/2025

Resolution No. 2025 –

**Board of Directors, Peninsula Corridor Joint Powers Board
State of California**

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Adopt Revised, Schedule, and Funding Plan, Authorize Increases in Scope and Contract Capacity for Caltrain's Construction, Engineering and Design, and Environmental Legal Services Contracts, and Authorize a Bus Bridge Agreement with Santa Clara Valley Transportation Authority for the Guadalupe River Bridge Replacement Project

Whereas, the Peninsula Corridor Joint Powers Board (JPB) has undertaken the Guadalupe River Bridge Replacement Project (the Project) to extend and replace two bridges over the Guadalupe River in San José. The Project is technically and logistically complex due to the age of the existing structures, their geographical location over a river, and the need to obtain and comply with multiple permits issued by various regulatory agencies; and

Whereas, replacing the original bridge and extending and seismically reinforcing the second bridge are critical from an environmental and safety perspective, and upon completion will provide a safer transportation corridor, enable future improvements to the Guadalupe River channel and is expected to mitigate unexpected service disruptions and costly emergency repairs; and

Whereas, the Project involves the full replacement of a northbound bridge (Main Track Bridge 1 or "MT-1") built in 1935 and partial replacement of a southbound bridge (Main Track Bridge 2 or "MT-2") built in 1990 and refurbished and extended in 2008, both located in the City of San José; and

Whereas, the Project also involves widening the Guadalupe River channel to address the geomorphic instability and risk it poses to the bridge structures while also enhancing surrounding aquatic and upland habitats, resulting in environmental benefits, and Caltrain has proposed to purchase habitat credits from the Santa Clara Valley Habitat Agency and to partner with the Midpeninsula Regional Open Space District on a restoration project at Hick's Creek as mitigation for the environmental impact arising from the Project; and

Whereas, Caltrain began construction in 2023, has completed the extension of MT-2, and had planned to complete seismic upgrades to MT-2 and demolish and rebuild MT-1 in 2024. However, the Project has been in partial temporary suspension since July 2024 while Caltrain works with the resource agencies regarding the submission of revised permit applications, development of habitat mitigation plans, and response to previous compliance challenges; and

Whereas, Caltrain submitted its applications for revised permits in early February 2025 and the Project is targeted to obtain permits before June 15, 2025; and

Whereas, environmental challenges, measures to address environmental concerns, design and sequencing changes, construction access challenges, restrictive permit conditions, additional environmental mitigation, as well as tariffs and labor shortages have significantly impacted the Project schedule and cost at completion; and

Whereas, Caltrain budgeted \$63,698,593 for the Project, but staff currently estimates that an additional \$107,691,005 (including a \$7,569,427 contingency to account for uncertainty and to ensure that the Project is completed consistent with the revised

schedule) is needed to complete the Project, bringing the total cost estimate for the Project to \$171,389,598; and

Whereas, Caltrain has worked closely with Walsh Construction Company II, LLC (Walsh) to address the revised construction plans, budget, and schedule, the parties have agreed to address both past and future costs through a single contract change order to establish: (1) the amount due to Walsh based on incurred costs as validated by staff and Caltrain's construction cost estimator (\$3,621,412.03 for all costs through January 1, 2025), (2) the cost to complete the remainder of the work including subcontractor costs of \$7,300,000; (3) a revised schedule including Substantial Completion and Final Acceptance dates of March 1, 2027, and March 31, 2027 respectively; and (4) risk mitigation and early completion incentive pools of \$4,000,000 and \$1,080,000 respectively. This would increase the total contract amount by \$57,159,217.34 due to this change order, with a total not to exceed amount of \$89,787,025.93.; and

Whereas, Caltrain engaged HDR Engineering Inc. (HDR) in 2019 to perform engineering consultant design services for the Project over a three-year term under Contract No. 19-J-P-073, but significant Project delays and additions to HDR's scope of work have used up available contract time and budget limits, resulting in a need to extend the term and increase the contract not-to-exceed amount for outstanding elements of the Project. In order to maintain continuity of engineering services on the Project, avoid the duplication of efforts and unnecessary expense that would be required to integrate a new engineering consultant on the Projects, and avoid further delays, staff has determined that it is in Caltrain's best interest for HDR to continue to provide engineering consultant design

services for the Project through September 30, 2027 at an additional cost of up to \$1,586,066 for a new maximum aggregate not-to-exceed amount of \$10,289,139, as accounted for in the revised Project budget; and

Whereas, as construction of MT-1 will have an impact on service, staff have decided to enter into an Agreement with Santa Clara Valley Transportation Authority (VTA) to provide bus bridge service between Diridon and Tamien stations from June 15, 2025, to February 2025 for \$1,046,223. Staff is developing a robust service change communications plan, including the use of station ambassadors to facilitate passengers' wayfinding and use of the bus bridge; and

Whereas, due to a series of compliance challenges related to the construction of the Project encountered in the summer of 2024 and the undertaking of a bridge replacement project over San Francisquito Creek and associated bank stabilization, Caltrain entered into a single source contract with Troutman Pepper Locke LLC (Troutman) for specialized environmental counsel, for a not-to-exceed amount of \$240,000 and with a term of December 1, 2024 to November 30, 2025, pursuant to the Caltrain Board of Director's (Board) delegation of authority to the Executive Director in Resolution No. 2023-27. However, the complexity of the revised permit applications and Caltrain's response to the environmental challenges has exceeded staff's original projections, and capacity on the contract has been exhausted, requiring a new single source procurement and an increase in capacity of \$750,000 (for a total not-to-exceed amount of \$990,000) and extension of 18 months from November 2025 through May 2027; and

Whereas, staff recommends that the Board:

1. authorize adoption of the revised budget, schedule, and funding plan for the Project;
2. approve a contract change order with Walsh Construction to address changes in capacity and scope, increase the contract budget, create risk and incentive pools to manage the contractor's performance, and resolve all outstanding claims through April 15, 2025;
3. approve an amendment to the Engineering Consultant Design Services contract with HDR to extend the term of contract No. 19-J-P-073 through September 30, 2027, and increase the maximum aggregate not-to-exceed amount by \$1,586,066, from \$8,703,073 to \$10,289,139;
4. authorize the execution of an agreement between the VTA and Caltrain for bus bridge services during the construction of the Project for \$1,046,223; and
5. approve a single source award and an amendment to Caltrain's contract with Troutman to provide legal services for the Project and the San Francisquito Bridge Project to extend the term by 18 months and to add an additional \$750,000 in capacity to the contract (for a total not-to-exceed amount of \$990,000), and authorize the Executive Director or designee to execute an amendment to the existing contract with Troutman in a form approved by General Counsel to Caltrain.

Now, Therefore, Be It Resolved that the Board of Directors of the Peninsula Corridor Joint Powers Board hereby:

1. authorizes adoption of the revised budget, schedule, and funding plan for the Project;
2. approves a contract change order with Walsh Construction to address changes in capacity and scope, increase the contract budget, create risk and incentive pools to manage the contractor's performance, and resolve all outstanding claims through April 15, 2025;
3. approves an amendment to the Engineering Consultant Design Services contract with HDR to extend the term of contract No. 19-J-P-073 through September 30, 2027, and increase the maximum aggregate not-to-exceed amount by \$1,586,066, from \$8,703,073 to \$10,289,139;
4. authorizes the execution of an agreement between VTA and Caltrain for bus bridge services during the construction of the Project for \$1,046,223; and
5. approves a single source award and an amendment to Caltrain's contract with Troutman to provide legal services for the Project and the San Francisquito Bridge Project to extend the term by 18 months and to add an additional \$750,000 in capacity to the contract (for a total not-to-exceed amount of \$990,000); and authorizes the Executive Director or designee to execute an amendment to the existing contract with Troutman in a form approved by General Counsel to Caltrain.

6. authorizes the Executive Director, or designee, to take all steps necessary to
implement this resolution.

Regularly passed and adopted this 5 day of June 2025 by the following vote:

Ayes:

Noes:

Absent:

Chair, Peninsula Corridor Joint Powers Board

Attest:

JPB Secretary

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: John Hogan, Chief Operating Officer
For: June 2025 JPB Board of Directors Meeting
Subject: **Receive Update on Rail Operations and Maintenance Successor Contract**

☐ Finance Committee Recommendation ☐ Technology, Operations, Planning, and Safety Committee Recommendation ☐ Advocacy and Major Projects Committee Recommendation

Purpose and Recommended Action

Caltrain's current Operations and Maintenance (O&M) Agreement with TransitAmerica Services, Inc. (TASI) expires June 30, 2027. Staff are currently developing the scope of services for a new procurement to be issued later this year, allowing for the transition to a new O&M Agreement by July 1, 2027.

At the March 2025 Board meeting, Caltrain staff received approval of guiding principles and goals for the development of the successor contract. Caltrain subsequently issued a Request for Expressions of Interest (RFEI) to gauge potential proposer interest and seek input on key topics to determine the best strategy to procure a new O&M Agreement. The purpose of this month's presentation to the TOPS Committee is to provide a summary of feedback received from RFEI respondents and share next steps for the solicitation.

Caltrain staff will return to the Board this summer to provide additional information on the commercial arrangement of the successor contract and (2) the evaluation criteria for scoring proposals.

Discussion

The Peninsula Corridor Joint Powers Board (JPB) assumed responsibility for the operation of Caltrain service from Caltrans in 1992. Amtrak served as the JPB's contracted rail operator until May 2012. The JPB, at its September 2011 meeting, authorized the award of a new operating contract to TASI. The contract carried a 5-year base term with the ability to execute 5 additional one-year options. In February 2017, the JPB exercised all 5 of the option years, extending the contract with TASI to June 2022.

At a 2019 Board Workshop, Caltrain staff obtained direction to explore a basis upon which the JPB could extend the TASI contract through successful completion of the Peninsula Corridor Electrification Project (PCEP) and transition to electrified service. This direction was based on the determination that it would be in the public interest of the JPB to eliminate the risks

associated with the potential transfer of responsibilities carried out by TASI to a new operator until after PCEP had been completed and operated in revenue service for a reasonable period of time.

In a letter received in November 2019, the Federal Transit Administration provided its consent of the JPB pursuing an extension to the TASI agreement. In January 2021, the JPB extended TASI's contract for an additional 5 years through June 2027 to enable completion of PCEP construction and subsequent start-up of service in an electrified environment.

During the term of the current O&M Agreement, TASI has been responsible for all rail operations and maintenance of Caltrain's fleet and infrastructure to keep the system in a state of good repair. In addition, TASI has provided construction support for the capital program.

Budget Impact

There is no budget impact associated with this initial update regarding a future O&M Agreement. Pricing considerations, including tradeoffs associated with different potential commercial arrangements for the successor contract, will be the subject of a future presentation to the TOPS Committee. The project team will develop an independent cost estimate for the successor contract as part of the procurement development process.

Prepared By: Graham Rogers

Project Manager

5/15/2025

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: John Hogan, Chief Operating Officer
For: June 2025 JPB Board of Directors Meeting
Subject: **Receive Update on Apprenticeship Program**



Finance Committee
Recommendation



Technology, Operations, Planning,
and Safety Committee
Recommendation



Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

This report includes an informational update that requires no action by the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB).

Discussion

Caltrain, in partnership with Mission College and the International Brotherhood of Electrical Workers (IBEW), is developing a registered TES (Traction Electrification System) Apprenticeship Program to support long-term workforce sustainability.

The 2.5-year apprenticeship program is designed for high school graduates and individuals of any age or experience level, incorporating time-based and competency-based learning.

Apprentices will receive college credit, have their education costs fully covered, and graduate as multi-disciplined professionals in both Overhead Contact Systems (OCS) and Traction Power (TP) systems. The program is fully registered with both the California Department of Industrial Relations and the U.S. Department of Labor.

Curriculum development is underway through Mission College and industry experts, with finalization expected by December 2025. The first cohort of apprentices is projected to begin in Fall 2026. This initiative ensures that Caltrain will have a well-trained, diverse pipeline of skilled staff to maintain its electrified infrastructure.

Budget Impact

There is no impact on the budget.

Prepared By: John Hogan

Chief Operating Officer

5/22/2025

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: John Hogan, Chief Operating Officer
For: June 2025 JPB Board of Directors Meeting
Subject: **Receive Update on San Francisco Station Boarding Process Improvements**

☐ Finance Committee Recommendation ☐ Technology, Operations, Planning, and Safety Committee Recommendation ☐ Advocacy and Major Projects Committee Recommendation

Purpose and Recommended Action

This report includes an informational update that requires no action by the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB).

Discussion

In response to feedback from community members and the Board, Caltrain has implemented a series of improvements to better manage large crowds at San Francisco Station following high-attendance events, such as Giants and Warriors games. The changes aim to enhance safety, reduce boarding delays, and improve the overall customer experience during high-ridership evenings.

The new operational approach includes the use of a barricaded “snake line” in the plaza to guide boarding passengers in an orderly manner. This reduces congestion within the station and speeds up boarding. Real-time adjustments to the barricade layout help ensure smooth flow for both arriving and departing passengers.

Initial results have been positive. Passenger flow was more controlled, voluntary fare compliance remained high, and trains departed on time. No security issues were reported. Caltrain will continue refining this approach by expanding the snake line, increasing fare enforcement staff, and testing full pre-boarding and front-of-line fare check protocols during future large events.

Budget Impact

There is no impact on the budget.

Prepared By: John Hogan Chief Operating Officer 5/19/2025

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Kate Jordan Steiner, Chief Financial Officer
For: June 2025 JPB Board of Directors Meeting
Subject: **Receive Update on Next Generation Clipper Implementation, Challenges, and Mitigation Strategies**

☐ Finance Committee
Recommendation

☐ Technology, Operations, Planning,
and Safety Committee
Recommendation

☐ Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

This report provides an update on the Next Generation Clipper implementation, highlights key challenges, and outlines mitigating strategies. This item is for informational purposes only.

Discussion

Next Generation Clipper is a regional upgrade that is moving Clipper from a card-based system to an account-based platform. The upgrade includes replacing the existing Clipper hardware with new devices that support account-based functionality. It also involves transitioning from Crystal Reports to a modern datastore, with reporting done through Systems Analysis Program Development (SAP) and Power Business Intelligence (BI), and migrating the backend to fully support the new account-based system.

The customer transition is scheduled to begin in late July 2025 and continue for approximately three months, ending around October 2025 (firm timeline is to be decided). The transition will prioritize discount fare groups (Youth, Seniors, Regional Transit Connection (RTC)/Clipper Access, and Clipper START) and new features that could lower their travel costs. After that, Adult full-fare users will be transitioned to the new system at a pace of roughly 150,000 users per day.

New Regional Features

Open Payment: Allows customers to pay by tapping contactless bank cards or bank cards in mobile wallets (e.g., Apple Pay or Google Pay) directly on Clipper validators. This feature applies to Adult full fares only and will launch with the start of the customer transition.

Inter-agency Transfer Discounts: Riders will pay the full fare for their first ride with one agency, and any transfers to a different agency within two hours will qualify for a discount—up to \$2.85 per transfer. During the transition period, this feature will only be available to riders using account-based Clipper cards or Open Payment methods.

New Caltrain Features

New Monthly Pass: Caltrain will introduce an updated monthly pass that replaces the current version. The new pass will be based on the total number of zones traveled, rather than the origin and destination zones. Riders will be required to tap on and off for each ride. This new pass was approved by the Caltrain Board in August 2024. The table below summarizes the key differences between the current and the new Caltrain monthly pass:

Feature	Current Caltrain Monthly Pass	Next Generation Clipper Caltrain Monthly Pass
Pricing Rule	Based on origin and destination zones.	Based on the total number of zones traveled.
Tapping Rule	Tap once at the beginning of the month; no need to tap for the rest of the month. No minimum fare requirement for riding with a monthly pass.	Must tap on and off each trip. Missed tap-offs trigger a max zone charge billed on top of the pass. Riders with a negative balance can't board, even with a valid pass. Missed tap-ons may show as invalid and result in citations.
Zone Upgrade	Zone upgrade tickets are available via Ticket Vending Machines (TVMs) or Caltrain mobile app.	Zone upgrades will be automatically calculated and applied within the Clipper system upon tapping.
Youth Monthly Pass	Varies by zone, ranging from \$38.40 to \$158.40	Flat fare of \$24 for all zones.

Clipper START Monthly Pass Discount: Caltrain will expand its means-based fare discounts by offering a discounted Clipper START monthly pass, in addition to the existing one-way fare discount. This new discount was approved by the Caltrain Board in August 2024.

Transition Challenges

Dual System Complexity: During the transition, both systems (old and new) will run in parallel. Each rider can only be active in one system at a time and must follow the rules and access the features specific to that system. Although all users will be migrated to the new system on the backend, physical Clipper card holders must tap their card on a Clipper validator to complete the transition. Given the size of the Bay Area Clipper users, the transition is expected to take approximately three months. During this period, riders may be uncertain which system they are using or what fare rules apply. Customers should contact Clipper Customer Service at 877-878-8883 for assistance with any questions or issues. Communications team is updating the website to inform riders about the upcoming changes and provide guidance for a smooth transition to the Next Generation Clipper system.

New Monthly Pass Tapping Rules: The switch to mandatory tap-on and tap-off for every ride is a significant change for monthly pass users. If a rider misses a tap-off, they'll be charged the maximum zone upgrade. If a rider misses a tap-on, their pass will appear invalid on fare

enforcement devices which may result in citations unless conductors manually verify the pass, which could lead to delays and confusion during operations.

Temporary Pricing Issues: Because of pricing differences between the two systems, Youth Monthly Pass users may be overcharged until the transition is complete.

Fare Enforcement Device Limitation: The fare enforcement device designated for use with the Next Generation Clipper system has raised two significant concerns during Caltrain's testing. First, the device's battery does not sustain power for the duration of a full shift, requiring conductors to recharge mid-shift — a solution that is operationally impractical. Second, the device requires conductors to manually select "Scan Another" after processing each customer, introducing inefficiencies that are especially problematic during periods of high ridership or large-scale events. Caltrain has confirmed with Cubic that this functionality cannot be disabled. Due to these limitations, Caltrain is actively engaged with the Metropolitan Transportation Commission (MTC) to seek an alternative. Discussions are ongoing, and no resolution has been finalized at this time.

Card Balance Check: Card balances will no longer appear on Clipper validators. Riders can check balances via the Clipper app, the Clipper website, at Caltrain Ticket Vending Machines (TVMs), or by calling the Clipper customer service center.

Mitigation Plans

To minimize disruption during the transition, Caltrain has worked with MTC and Cubic to implement the following:

Early Transition for Monthly Pass Riders: Riders who have used a Caltrain monthly pass within the past 18 months will be prioritized for early transition during the second week of the regional customer transition. This gives them more time to access the new features and understand how the system works.

Continuation of Current Tapping Rules (Temporarily): Monthly pass riders will continue following the current tap-once-per-month rule during the transition period and for up to two months after the transition is fully complete. Riders will not be required to tap on and tap off for every trip during this time.

No Citations for Missed Taps (Temporarily): Conductors will be trained to manually verify monthly passes. No fare citations will be issued for missed taps—as long as a valid pass is shown—for up to two months after the transition ends.

Automatic Refunds for Mistaken Zone Charges (Temporarily): Caltrain will work with MTC and Cubic to proactively refund any incorrect zone upgrade charges caused by missed taps for up to the first two months after the transition is complete. MTC has agreed to issue such refunds once a month.

Refunds for Youth Overcharges: Eligible customers who overpay due to pricing differences between two systems will receive refunds (excluding Third Party Administrator/Clipper Direct sold passes). MTC has agreed to issue such refunds once a month.

A phased, comprehensive communications plan accompanies the transition to ensure minimal customer confusion and continued customer trust. The plan includes web and social messages during the pre-launch phase, ambassador support at key stations during the soft launch, and collateral showcasing the benefits of the new system once a hard launch date is determined.

Budget Impact

There is no direct budget impact associated with this project. The temporary suspension of fare enforcement does not affect revenue, as riders must still possess a valid monthly pass. Zone upgrade refunds are not tied to revenue currently collected by the Clipper system. Youth Monthly Pass refunds will correct overpayments caused by system limitations affecting customers who have not yet transitioned.

Prepared By: Bruce Thompson Manager, Fare Program Operations 5/7/2025