



JPB Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
Bacciocco Auditorium, 2nd Floor

BOARD OF DIRECTORS 2024

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May 15, 2024 – Wednesday

5:40 p.m.

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Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Ave., San Carlos, CA, or any other noticed location provided they comply with the following safety protocols:

Public Comments: 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.

Verbal 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. Participants using Zoom over the Internet should use the Raise 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 three minutes. 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. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of April 17, 2024
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Legislation Update (Devon Ryan)
 - SB1031: Connect Bay Area
8. Wayfinding (Lisa Peabody)
9. Electrification Update / Broadband Wireless (Brent Tietjen)
10. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
 - Measure RR Report summary
11. Committee Comments
Committee members may take 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.
12. Date, Time, and Place of Next Meeting
June 19, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),
San Mateo County: Davis Albohm, Amit Lohe, Adrian Brandt (Vice Chair)
Santa Clara County: Patricia Leung, Steven Seebart

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 and meeting schedules are available on the Caltrain Web site at www.caltrain.com.

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

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 instructions.

Public Comment

Members of the public are encouraged to participate remotely or in person. Comments received during or after an agenda item is heard will be included in 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.

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.

**CITIZENS ADVISORY COMMITTEE (CAC)
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos CA 94070**

DRAFT MINUTES OF APRIL 17, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, R. Kutler, P. Leung, A. Lohe, J. Torres, B. Shaw (Chair), D. Hernandez (Alternate), R. Jaques (Alternate) M. Pagee (Alternate)

MEMBERS ABSENT: S. Seebart

STAFF PRESENT: T. Burgwyn, J. Hogan, M. Meader, J. Navarrete, D. Pape, S. Sargent

Chair Brian Shaw called the meeting to order at 5:40 pm and led the Pledge of Allegiance.

CONSIDERATION OF REQUESTS

There were none.

APPROVAL OF MEETING MINUTES OF MARCH 20, 2024

Motion/Second: Albohm/Leung

Ayes: Brandt, Lohe, Torres, Shaw, Hernandez, Jaques

Abstain: Kutler, Pagee

Absent: Seebart

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented on the new EMU.

Doug DeLong commented on the energization of the full corridor and the theft problem.

CHAIRPERSON'S REPORT

Chair Shaw reported that agenda item number eight will need to be postponed and tentatively moved to the May meeting. He also reported that he will not be present in May and that Vice Chair Brandt will step in on his behalf for both the CAC and the Board meeting. Lastly, he reported that member Torres will be stepping down and asked the alternate members to attend future meetings to ensure a quorum.

SOUTH COUNTY SERVICE UPDATE

Ted Burgwyn, Director, Rail Network and Operations Planning, provided the presentation, which included the following:

- South county service ridership since the addition of the fourth daily round trip train
- South county service reliability and rail operation and maintenance updates to mitigate outages

- South county service next steps

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

- Clarification of the south county survey including ridership of service in the afternoons
- PTC (Positive Train Control) initialization clarification
- Cross platform transfer
- Locomotive overhauls

Public Comment

Jeff Carter commented on the south county ridership.

CALTRAIN WAYFINDING

Chair Brian Shaw announced that Lisa Peabody, Director, Customer Experience was unable to attend the meeting to provide the Caltrain Wayfinding presentation.

ACCESS POLICY UPDATE

David Pape, Principal Planner, and Hanna Greenberg, Planning Analyst, provided the presentation which included the following:

- Project overview and approach for the access policy update
- Access policy draft goals and objectives
- Next steps to include a draft access policy and implementation plan to be presented for feedback in July 2024

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

- Clarification on maximizing parking assets
- Elevator access, equitable and standard design options were discussed
- Questions regarding how to identify priorities with underserved communities
- Request to emphasize leisure/weekend ridership

John Hogan, Chief Rail Operations Officer provided the following information:

- Reported that there is a meeting regarding pay-by-plate feature the following day

SAFETY QUARTERLY UPDATE / TREE MAINTENANCE

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

- Safety core values, culture enhancements and safety dashboard
- Grade crossings
- Tree removal/maintenance
- Partnering and outreach as EMU revenue service approaches

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

- Clarification on the tree maintenance program
- Explained how customers may report safety concerns. Mr. Meader reported that staff is exploring a transit watch app
- Further discussed trespasser strike analysis, vehicle track incursions, and grade crossing enhancements. Request to include data of vehicle at fault incursions and driver citations
- Comments on the safety card
- Safety moments/briefing explained
- Request to compare data across properties and datasets to identify patterns to uncover root cause for potential resolutions

Public Comment

Jeff Carter commented on tree removal partnership with the cities. He also commented on the safety card verbiage and grade crossing issues. Lastly, he requested data across properties for comparison.

Doug DeLong commented on the railroad notification on the Global Positioning System maps.

STAFF REPORT

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update
- c) Legislative update – SB1031 overview

John Hogan, Chief Rail Operations Officer provided the following information:

- Provided partner data from other properties for comparison
- Reported that on time performance that include pedestrian strikes, vehicle incursions, and vehicle strikes increased compared to March 2023 to ninety percent
- Mechanical delays decreased by half compared to the previous year and may be due to reducing to four car trains, however staff is looking at increasing trains during Giants games.
- Fare enforcement efforts have improved
- Mentioned EMU testing and a few EMU updates

Sam Sargent, Director of Strategy and Policy, provided a legislative update and provided an overview of SB1031.

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

- Fare enforcement data for March and conductor politeness during the process
- Questioned ownership of public pay phone located at Redwood City against A-1 Rents

- Discussed cable theft and prevention plans
- Adjusted on time performance review
- Digital display pilot at San Carlos, one of the monitors was vandalized and will not be replaced. Plans to continue pilot at Gilroy
- Legislative update and overview of SB1031 and request to include CAC recommendation to the Board, if possible

Public Comment

Jeff Carter notified staff that Pride, at the end of June may have high ridership. He also commented on the legislative update.

COMMITTEE COMMENTS

Member Brandt commented on the legislative SB1031 update and mentioned his concerns. He also reported on the Palo Alto Rail Committee meeting.

Member Jaques commented on the south county update and requested staff to confirm how the Gilroy service is being funded and whether it is being funded by VTA. He also mentioned that BART will be holding a retirement ceremony for the legacy fleet.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

May 15, 2024, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 8:08 pm

PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **April:** The April 2024 OTP was 89.4 compared to 90.2% for April 2023.
 - **Vehicle Strike** – There was one vehicle strike on April 25th (San Francisco @ 5:19 pm), causing 1 train terminated, 1 train annulled, and 24 trains delayed.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 15th (UPRR Territory @ 6:28 pm), caused 2 trains terminated. The vehicle on the 19th (Churchill Ave., Palo Alto @ 11:50 am), caused 0 trains delayed. The vehicle on the 28th (Scott St., San Bruno @ 9:28 am), caused 0 trains delayed.
 - **Mechanical Delays** – In April 2024 there were 551 minutes of delay due to mechanical issues compared to 1344 minutes in April 2023.
 - **Trespasser Strikes** – There were two trespasser strikes in April, resulting in fatalities. The strike on the 6th (San Carlos Station, San Carlos @ 12:06 am), caused 1 train delayed. The strike on the 12th (California Avenue Station, Mountain View @ 9:20 am), caused 8 trains delayed, 1 train terminated, and 1 train annulled.

- **March:** The March 2024 OTP was 90% compared to 84.8% for March 2023.
 - **Vehicle Strike** – There was one vehicle strike on March 29 (Fair Oaks Lane, Atherton @ 8:31 pm), causing 2 trains terminated, and 15 trains delayed.

- **Trespasser Strikes** – There were three trespasser strikes in March, all resulting in fatalities. The strike on the 1st (Fair Oaks Lane, Atherton @ 10:12 am), caused 7 trains delayed, 1 train terminated, and 3 trains annulled. The strike on the 12th (Chestnut St., Redwood City @ 8:55 am), caused 8 trains delayed, 0 trains terminated, and 1 train annulled. The strike on the 31st (Redwood City @ 1:59 am), caused 0 trains delayed, 0 trains terminated, and 0 trains annulled.
- **Vehicle on Tracks** – There were two days in March with a vehicle on the tracks. The vehicle on the 18th (Sunnyvale Ave., Sunnyvale @ 8:39 pm), caused 4 trains delayed. The vehicle on the 21st (UPRR Territory @ 6:35 pm), caused 1 train delayed.

Caltrain Celebrates Major Milestone of Electrification Project with Successful Energization and Testing of Full 51-Mile Caltrain Corridor

Caltrain, with its partners Pacific Gas and Electric Company (PG&E) and Balfour Beatty, has successfully energized and tested the full 51-mile Caltrain-owned corridor between San Francisco and San Jose. This milestone achievement in the Caltrain Electrification Project signifies major progress in expanding Caltrain’s ability to test electric trains at full speed along the corridor and prepare for electrified revenue service in September 2024.

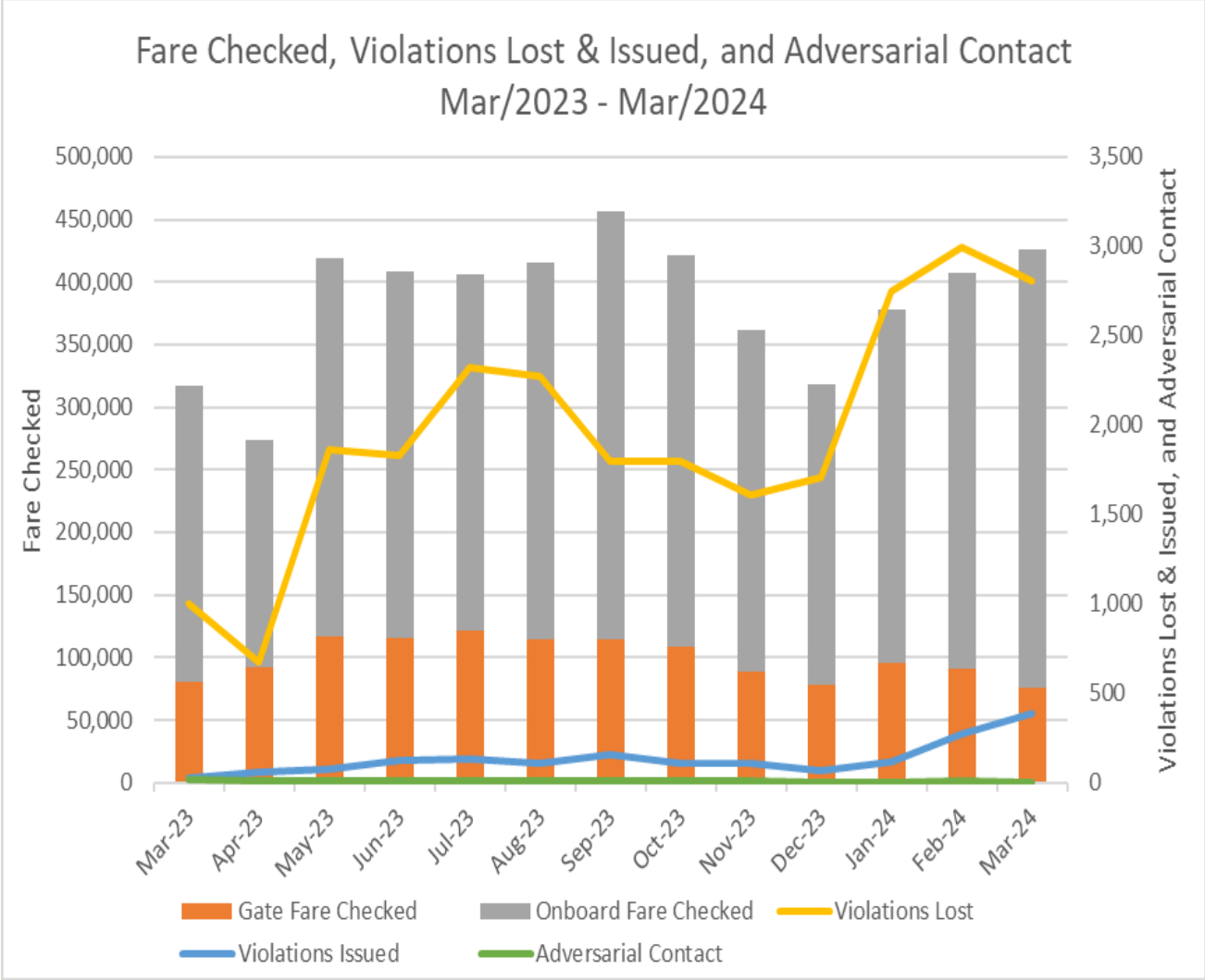
Caltrain Completes Integrated Testing Between San Francisco and San Jose

Caltrain has reached an important milestone in its Electrification Project by successfully completing integrated testing between San Francisco and San Jose. On the weekend of April 13-14, tests were conducted on the electric trains, overhead contact system, grounding, bonding, and existing infrastructure, specifically in the final segment from San Francisco to Millbrae. The success of this testing allows Caltrain to stay on track for the full rollout of electrified passenger service in fall 2024. Each of the 23 electric trainsets must still complete 1,000 miles of testing before passenger service can begin.

Electric trains are quieter than Caltrain’s current diesel fleet, so the public is advised to [pay close attention](#) when crossing the tracks and to always wait for the gate to fully rise before crossing.

Fare Enforcement Report – May 2024

In March 2024, Caltrain conductors performed a total of 426,417 fare inspections at the terminal and onboard the trains. During this period, 2,809 violations were lost because the rider didn’t provide identification and 389 violations were issued. Three incidents were reported as adversarial contact.



[Special Services Ridership Report \(March\)](#)

San Francisco Station

- San Francisco Giants
 - One pre-season game in March.

- Gross ridership at San Francisco station was 3,898, a 14.6% increase compared to 2023 (3,401) and a 63.1% decrease from 2019 (10,564).
- Golden State Warriors
 - Five regular season home games in March with post-game ridership boarding at San Francisco station of 2,225.
 - Season-to-date ridership boarding at San Francisco station was 15,762, a 1.5% increase compared to 2022 (15,532) and a 51.6% decrease compared to 2019 (32,556).

Santa Clara Station

- San Jose Earthquakes
 - Three regular season games in March. Only two were counted.
 - Season-to-date ridership at Santa Clara station was 533, a 9.8% decrease from 2019 (591).
- Bay FC
 - One regular season game in March.
 - Gross ridership at Santa Clara station of 442.

San Jose Diridon Station

- San Jose Sharks
 - Four regular season home games in March with post-game ridership boarding at San Jose Diridon station of 723.
 - Season-to-date post-game ridership is 6,087, a 61.3% increase compared to 2022 (3,774) and a 34.9% decrease compared to 2019 (9,345).

* Methodology Change: Prior to November 2023, special event ridership was reported in terms of “additional riders.” With the rollout of a new fare media sales-based estimation methodology, special event ridership is now reported in terms of total (gross) ridership on trains before and/or after special events. Gross ridership estimates are available for special events for which additional ridership was previously reported.

Capital Projects:

The Capital Projects information is current as of March 31, 2024, and is subject to change prior to the May 2024 Board meeting.

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

In March 2024, activities included the execution of a Settlement Agreement with UPRR, execution of a Construction and Maintenance Agreement with UPRR, continuation of third-party fiber optic utility relocations, the continuation of positive train control cabling relocation from the MT1 bridge to the MT2 bridge, the off-site fabrication of precast girders for the MT1 bridge, and on-site maintenance of erosion control measures.

In April 2024, the project will continue pulling and splicing cables for third-party fiber optic utility relocations, relocating positive train control cabling from the MT1 bridge to the MT2 bridge, and maintaining on-site erosion control measures. In addition, the project will install bird nesting deterrent measures on the MT1 bridge and survey monitoring equipment on the MT2 bridge. Pending concurrence from permitting authorities, work in the month of April 2024 may include minor demolition of the MT1 bridge outside of the river.

Safety: On March 19, 2024, a car driven by an unknown driver swayed away from the driving lane of Highway 87 and collided into the adjacent project site fencing located next to the entrance gate (off the highway 87) and damaged the fence. No one was injured. A police report was filed. Initial investigation suggested that this was not associated with project work.

The "Funding" status light will remain "Red" until FY24 funding appropriated by the Board in June 2023 is made available to the project.

- **MP-36 Locomotive Mid-Life Overhaul Project:** This project involves performing 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.

March: The propulsion equipment and HEP engine for 923 were stripped and the hatches and side panels were removed. Painted underframe and aft end hatches for 928 and installed flooring and continued testing of wiring.

April: Begin sand blasting and rust repairs of car body for 923. Install battery box, air tanks, air brake equipment and underframe equipment for 928.

The schedule has been delayed due to part availability. Alstom is working with multiple vendors to procure the parts needed.

A potential budget shortfall has been identified. Requested a \$300,000 supplemental funding as part of the FY25 budget amendment.

- **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 need rehabilitation due to surface rust. This work combined with a complete repainting of the bridge will bring the structure to a state of good repair.

March: Continued to work with the team in completing final punch list items. In addition, continued to work with the legal team to identify next steps and schedule for close-out phase.

April: Continue to work with the team in completing final punch list items. In addition, continue to work with the legal team to identify next steps and schedule for close-out phase.

- **Broadband Wireless Communications:** The project will design a broadband wireless communications system along the Caltrain corridor for the wayside train maintenance diagnostics and passenger Wi-Fi service. The project will investigate leveraging the existing infrastructure such as the Overhead Contact System (OCS) poles and JPB fiber network to communicate with passing trains. Wayside antennas may be mounted on the OCS poles at a constant interval to communicate with moving trains that will be equipped with radios and antennas.

March: Stadler continued the installation of the Wi-Fi equipment in the EMU trains in Salt Lake City and in the San Jose CEMOF. A total of 5 EMU trains have been equipped with the Broadband equipment to date.

Continued the trenching and antenna installation in Segments 2. Began the fiber splicing for the Control Points and wayside radios. Wayside radio installation is 70% complete.

April: Complete the construction in Segment 2 and begin the construction in Segment 1. Continue fiber splicing and testing of the fiber network.

Delay in availability of remaining funds: The remaining activated funds are insufficient to cover the entire construction phase. The "Funding" status light will remain "Red" until the remaining funds are available to the project.

- **San Mateo Grade Crossing Improvements:** This project will design and implement safety improvements including quad gates or exit gates at the 4th and 5th Ave grade crossings

in San Mateo. This project will make the two grade crossings safer for the train, motorist, and pedestrians.

In March 2024, TASI has mobilized on site in preparation for SWI to re-mobilize in April. TASI progress has been impacted by weather and other high priorities on the railroad. Bi-Weekly progress meetings are being held with TASI. CM staff continue to support the project, on an as-needed basis and continue to hold weekly progress meetings with SWI to work through administrative and planning items.

In April 2024, TASI & SWI will continue to coordinate construction work in April. Continuing to meet bi-weekly with TASI to discuss status of the signal scope.

- **Churchill Avenue Grade Crossing:** The scope includes the widening of the sidewalk to accommodate heavy bike and pedestrian traffic from local schools; relocate the pedestrian crossing gates due to the widened sidewalk; install new pavement marking and markers for vehicular traffic at the Churchill Avenue grade crossing in Palo Alto. Implement a total of 17 seconds of advance signal preemption time.

March & April: Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Work is not likely to resume until late July or early August of 2024, pending further updates from the City of Palo Alto.

The Schedule status light is yellow as the schedule has been delayed due to delays with City of Palo Alto work, which is impacting JPB's contractor from completing work as initially scheduled. The Project Manager will request approval of a revised schedule from the Management Committee in May 2024.

- **Next Generation Visual Messaging Signs (VMS):** Full replacement of existing obsolete VMS at 22 selected stations between San Francisco and Tamien. The current VMS signs are no longer supported by the manufacturer and the predictive arrival and departure system (PADS) is becoming obsolete. Research will be done to determine whether it's best to replace the signs that will work with the current predictive arrival and departure system (PADS) or replace signs for the next generation passenger information system.

March: Site Specific Work Plan (SSWP) for Santa Clara, Mountain View and Palo Alto were approved. Right to Work (RTW) was submitted. VMS delivery status was updated.

April: Perform fiber optical installation path verification at Palo Alto station and Santa Clara station. Obtain approval for SSWP for San Jose Diridon station.

The "Funding" status light is yellow as there are insufficient activated funds to cover the entire construction phase. Activate the FY25 approved budget.

- **San Francisquito Creek Emergency Bank Stabilization:** Stabilize and protect the northern bank of the San Francisquito Creek to prevent erosion from undermining the northern abutment of Caltrain's existing San Francisquito Creek Bridge, the northern foundations of the Alma Street Bicycle Bridge owned by the City of Palo Alto, and an existing drainage outfall owned by the City of Menlo Park.

In March 2024, the JPB team monitored the performance of the temporary stabilization measures during multiple rain events, continued pursuit of a Section 404 Permit from the US Army Corps of Engineers, prepared to perform archaeological corings, and received encroachment permit modifications from the City of Menlo Park and City of Palo Alto to support the archaeological coring work.

In April 2024, the JPB team plans to monitor the performance of the temporary stabilization measures, perform archaeological coring at the permanent stabilization site, prepare a report concluding the results of the archaeological corings, and continue to pursue a Section 404 Permit from the US Army Corps of Engineers. Delays to archaeological corings and the potential need for a formal Section 7 consultation have increased the risk that the Section 404 Permit will not be obtained in time to construct the permanent stabilization during the 2024 dry season.

- **San Mateo Replacement Parking Track:** The project involves the preparation of an amendment to the previously obtained environmental clearance report and final design of a "set out track" to replace the one that was removed in the Bay Meadows area to facilitate the construction of the 25th Ave. Grade Separation Project. The track, which will be located between 10th and 14th Aves., will be accessed from 9th Ave., approximately 1,000 feet in length and have a single switch. Electrification is not part of the base funding plan. Supplemental funding will be needed to electrify the replacement parking track.

March: In March 2024, the JPB issued full NTP to Stacy and Witbeck, Inc (SWI) to proceed with construction activities. SWI continued to complete administrative and planning activities in preparation for site mobilization in April.

April: In April 2024, SWI has mobilized to begin heritage tree removals, site clearing, and grading activities.

Additional funding is required to be activated to cover the construction phase of the project. \$3.77M in LPP funds still need to be activated. Grants staff are working on the Program Supplement with Caltrans, will proceed with requesting Pre-approval Spending Authority (PASA).



Caltrain Ridership Dashboard Introduction

Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit: <https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Estimation Methodology

-Prior to April 2020:

Ridership was estimated with a model that used a combination of Annual Count and ticket sales data (Note: Values may have been adjusted after thorough review of data)

-April 2020 through October 2023:

Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts

-November 2023 and on:

Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation

Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10th of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10th, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



Caltrain Ridership Estimates Download

[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
1. Caltrain Monthly Ridership Estimates	Monthly estimates of total system-wide ridership (beginning July 2017).
2. Caltrain Monthly AWR Estimates	Monthly estimates of system-wide AWR (beginning July 2017).
3. Caltrain Monthly Ridership Estimates – Fare Media Detail	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
4. Caltrain Monthly Ridership Estimates – Origin Station Detail	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
5. Caltrain Calendar	Caltrain day type assignments used to calculate averages.



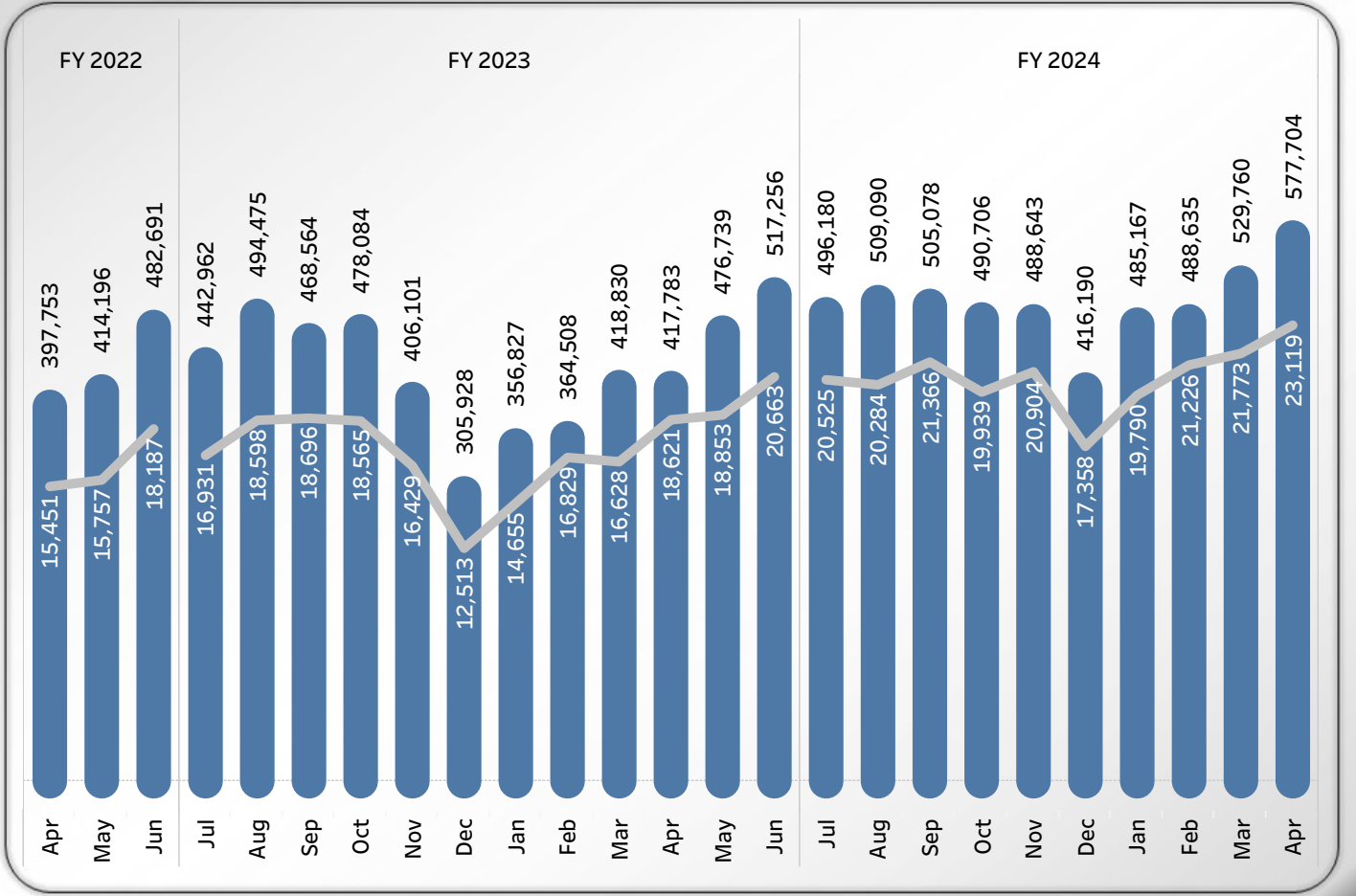
Ridership Executive Summary - Apr 2024

<u>Monthly Performance</u>	Current Year Apr 2024	Pre-Pandemic Apr 2019	Pre-Pandemic to Apr 2024 % Δ	Last Year Apr 2023	Last Year to Apr 2024 % Δ
Total Ridership	577,704	1,593,266	-63.7%	417,783	38.3%
Average Weekday Ridership	23,119	67,728	-65.9%	18,621	24.2%
Average Saturday Ridership	9,243	15,135	-38.9%	4,756	94.4%
Average Sunday Ridership	8,031	10,678	-24.8%	4,319	86.0%

<u>Fiscal YTD Performance</u>	Current Year Apr 2024	Pre-Pandemic Apr 2019	Pre-Pandemic to Apr 2024 % Δ	Last Year Apr 2023	Last Year to Apr 2024 % Δ
Total Ridership	4,987,154	15,276,995	-67.4%	4,154,062	20.1%
Average Weekday Ridership	20,642	61,584	-66.5%	16,863	22.4%
Average Saturday Ridership	7,956	25,461	-68.8%	7,202	10.5%
Average Sunday Ridership	6,198	24,223	-74.4%	6,143	0.9%



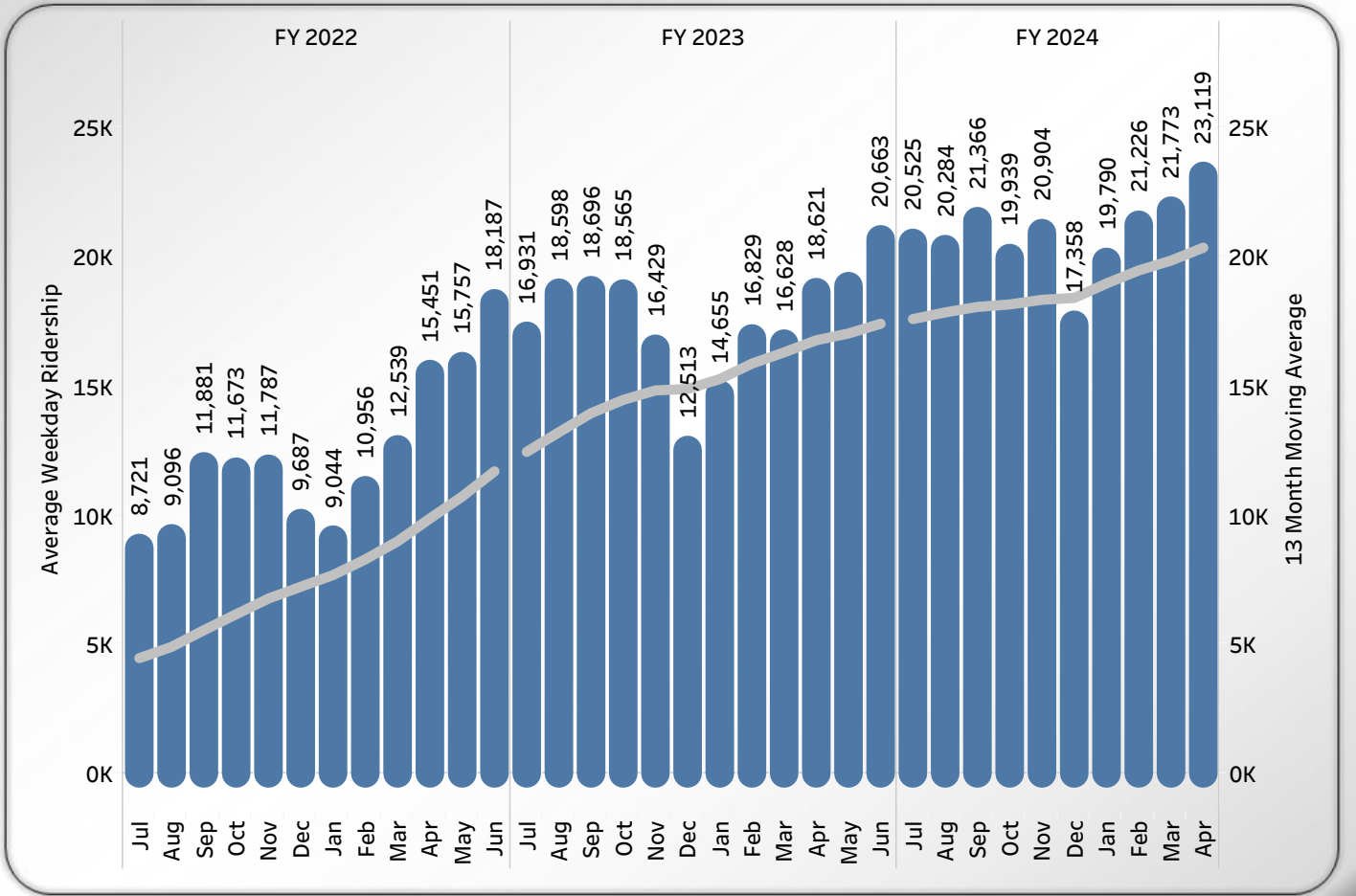
Total Ridership and Average Weekday Ridership - Apr 2024



Legend | Total Ridership | AWR



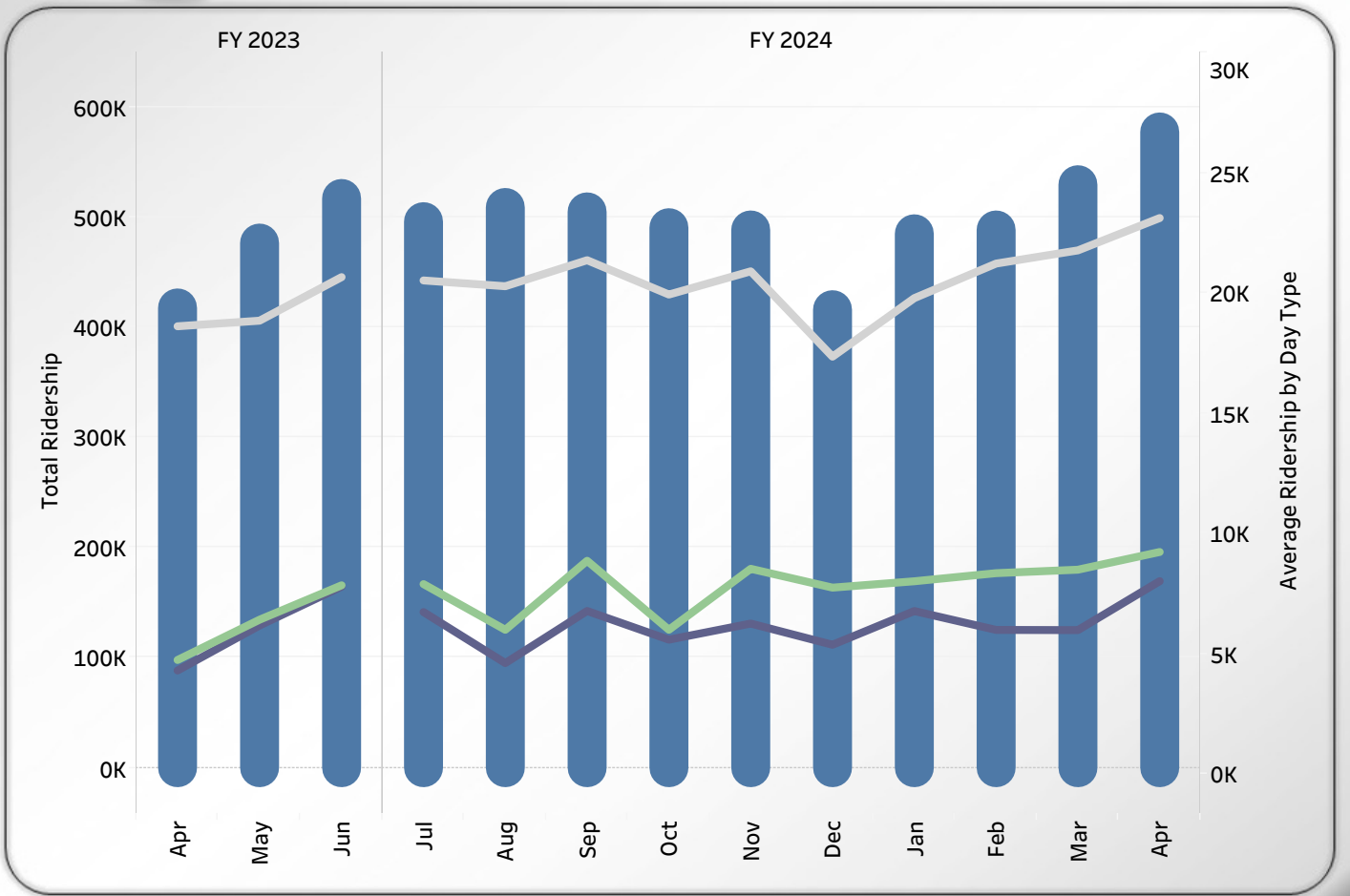
Average Weekday Ridership & 13 Month Average - Apr 2024



Legend | AWR | 13 Month Moving AWR



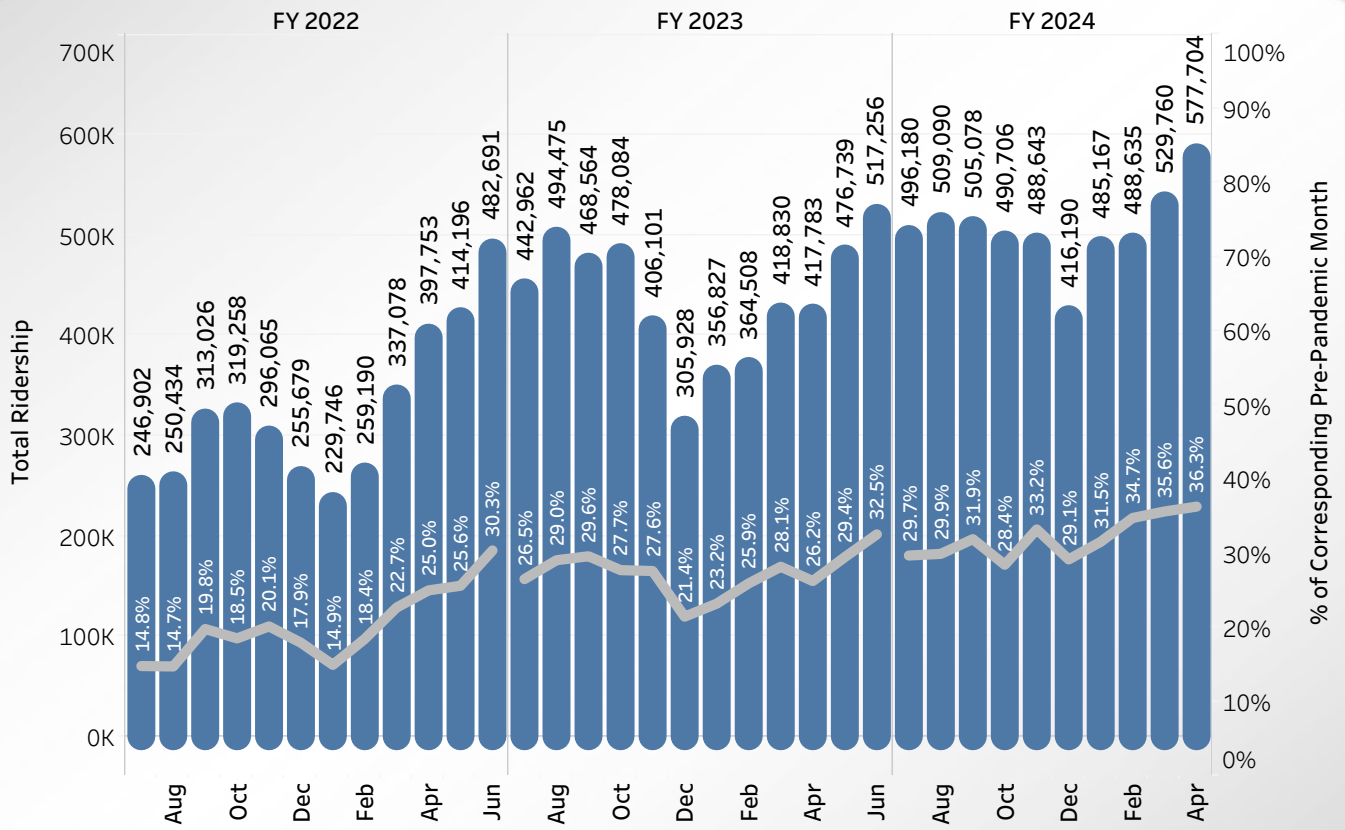
Total Ridership & Average Ridership by Day Type - Apr 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



Total Ridership & % of Pre-Covid Month Ridership - Apr 2024

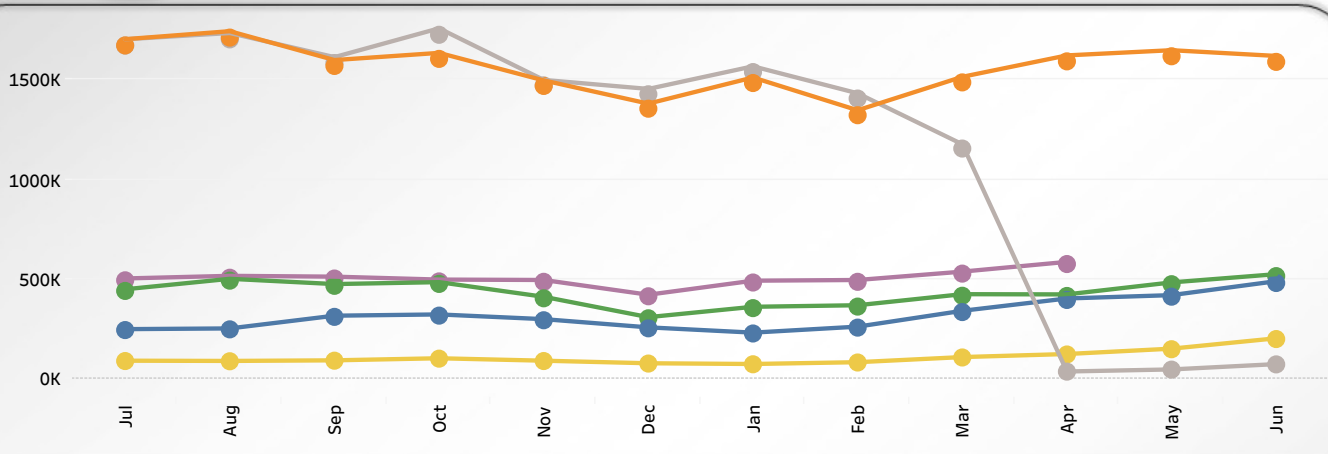


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

Legend | Total Ridership | % of Corresponding Pre-Pandemic Month



Caltrain Total Ridership - Apr 2024

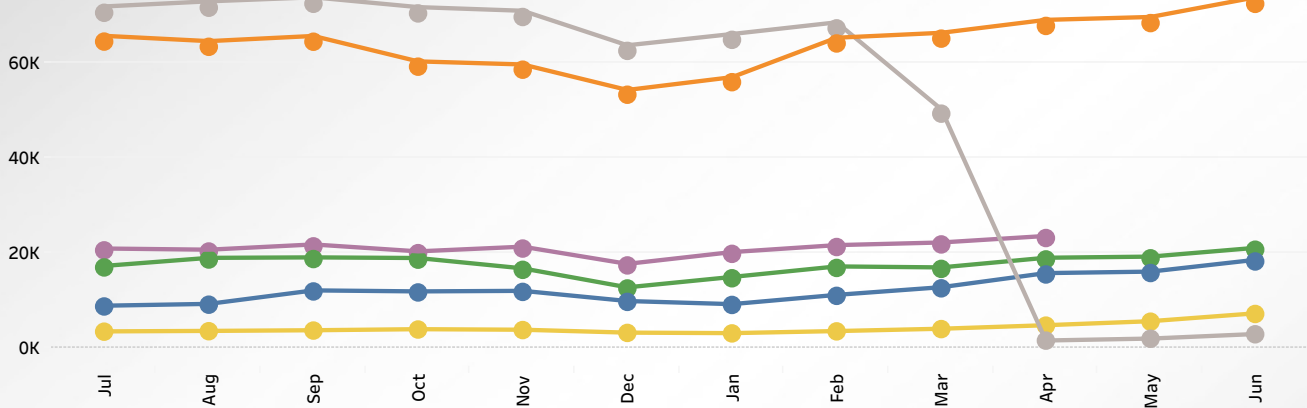


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,643
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,190
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,167
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,635
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,760
Apr	1,593,266	38,584	124,522	397,753	417,783	577,704
May	1,618,825	48,745	150,923	414,196	476,739	
Jun	1,590,653	74,908	201,872	482,691	517,256	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024



Caltrain Average Weekday Ridership - Apr 2024



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	64,435	70,493	3,419	8,721	16,931	20,525
Aug	63,340	71,557	3,517	9,096	18,598	20,284
Sep	64,405	72,387	3,654	11,881	18,696	21,366
Oct	59,159	70,360	3,873	11,673	18,565	19,939
Nov	58,523	69,607	3,760	11,787	16,429	20,904
Dec	53,258	62,480	3,162	9,687	12,513	17,358
Jan	55,897	64,806	3,058	9,044	14,655	19,790
Feb	64,041	67,218	3,484	10,956	16,829	21,226
Mar	65,057	49,276	3,965	12,539	16,628	21,773
Apr	67,728	1,536	4,693	15,451	18,621	23,119
May	68,326	1,935	5,521	15,757	18,853	
Jun	72,370	2,871	7,143	18,187	20,663	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024



Ridership Type Trip Distribution

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

Select Month

April 2024

Total Monthly Trips*

April, 2024: 577,704

TIP:

Click an item below to filter the dashboard.
Press "esc" to clear filter.

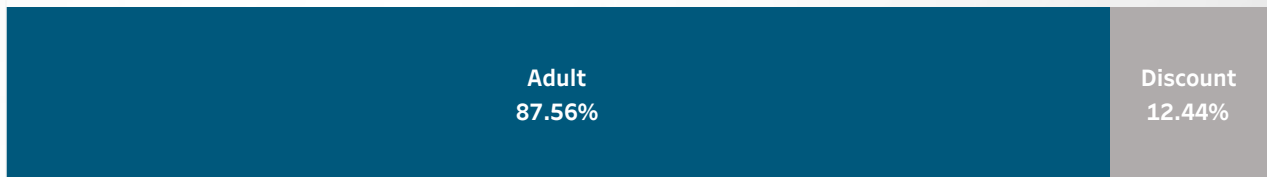
Pass Type



Fare Media Channel



Fare Type



*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



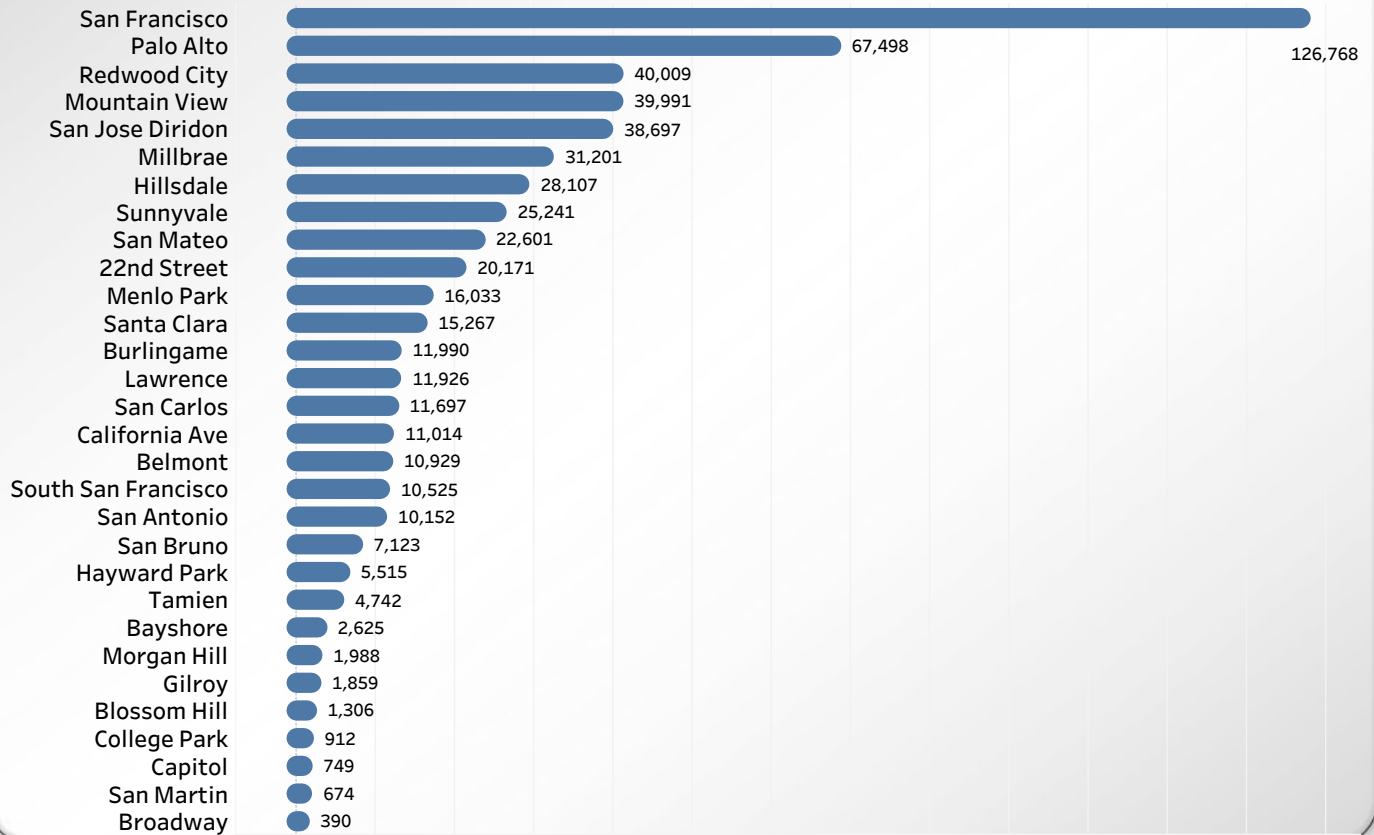
Caltrain Total Ridership by Origin Station

Select Month

April 2024

Select Origin Stations

All



Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

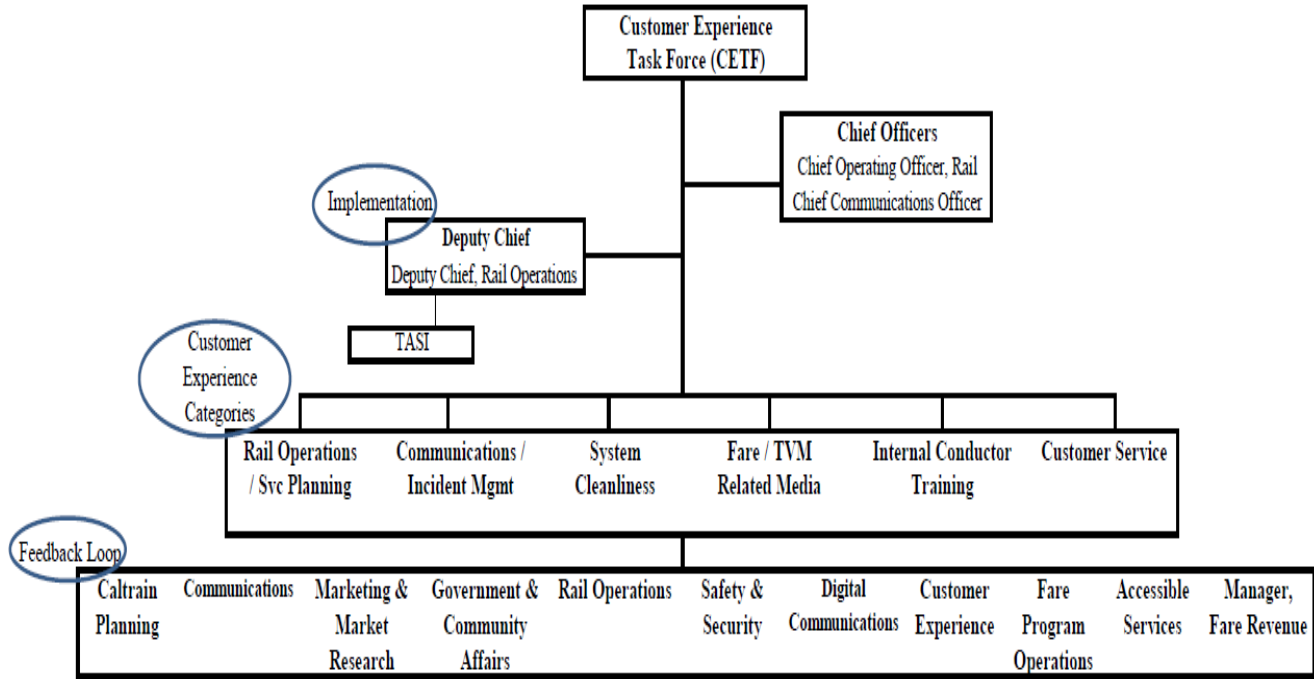
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 Chief Operating Officer

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:

- Additional weekend shutdowns and service adjustments will be required in 2024 to support the Peninsula Corridor Electrification Project (PCEP) testing.

Weekend Service Shutdown – June 8 and 9, 2024

- In support of electric train testing runs, there will be no train service between San Jose Diridon and San Francisco.
- Limited capacity bus service replacement service will be provided only at San Jose Diridon, Palo Alto, and Millbrae stations. Limited passenger capacity on buses. No stops between these stations.
- No bus service beyond Millbrae. Please consider alternative transit such as Muni, VTA and SamTrans or transfer from the bus bridge to at Millbrae to BART for travel to/from San Francisco.
- Customer Communications:
 - Web/Mobile
 - Landing page: <https://www.caltrain.com/status>
 - Caltrain Mobile App Alerts
 - Social Media
 - Nextdoor.com Posting
 - Website & 511 Transit Alerts
 - Stations/Onboard
 - Station Signage (Notification and Wayfinding)
 - Train Seat Drops/Take One Flyer
 - Station Ambassadors
 - Station Visual & Audio Announcements
 - Press Release
 - Transit Alternatives List
 - Notifications to stakeholders
- Platform Signage:
 - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
 - Please visit <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.

- Global Positioning System application is available for train tracking on [Caltrain website](#).

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

The taskforce is spearheading efforts to:

- Partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer's experience.
 - Gearing up outreach for June 8th-9th Caltrain shutdown on the weekend. Bus bridge only serving locations of San Jose Diridon, Palo Alto, and Millbrae.
 - Testing audio and visual customer communications on our new EMUs.
- Trend customer complaints to establish patterns for improvements.
 - Partnering with IT Team to assess potential improvements for consumer report software and customer service software to enable customers to reach Customer Service via email, live chat, and phone.
- Systematize customer feedback assessments and then consistently prioritize new initiatives that enhance the customers' experience.
 - Bike to Wherever Days: On May 16th Caltrain will be sponsoring with Silicon Valley Bike Coalition energizer stations at San Mateo and Mountain view. Caltrain's Energizer Stations will be located at Mountain View and San Mateo from 7:30 AM to 10:30 AM. Customers may sign the Pledge and receive free BTWD tote bag, snacks, and swag.
 - Coming this Summer: Caltrain is enhancing its real-time service alerts to keep passengers informed about train status through text and email notifications. With this upgrade, passengers will have more control over alerts, tailored to their preferred trains and stations. Caltrain is ramping up the speed and precision of all service alerts, ensuring passengers stay in the know every step of the way. This includes seamless integration with third-party trip planning apps and easy access on [Caltrain.com/alerts](#) (also accessible via the Caltrain Mobile app).
- Ambassador Program:
 - Weekend service shutdown phase 10b weekend bus bridge:
 - Over the second and third calendar weekends of April 2024 wrapped, with in-house and external outreach staff engaging at least 1,000 people across those two weekends.
 - Gearing up for phase 11 weekend bus bridge over the second weekend of June 2024
 - Bay FC:
 - Santa Clara station outreach at wrapped after three limited-scope outreaches between late March and early May 2024
 - Bay to Breakers:

- Gearing up for limited station outreach at San Jose Diridon and Palo Alto on May 19

Marketing Customer Commination

- Digital Marketing:

Electrification updates: Electric trains tested at full speed the weekends of April 13-14 and 20-21, this included a weekend bus bridge. These closures allowed Caltrain to reach an important milestone in its Electrification Project by successfully completing integrated testing between San Francisco and San Jose.

32 Gallery cars completed their journey to Petaluma with the assistance of SMART and Union Pacific.

Sports were a large focus for Caltrain ridership in April, with the return of Baseball (SF Giants) and the debut home games for BayFC. Caltrain celebrated the return of Giants' homestand games with home opener on April 5 and a BayFC game on April 14.

- Caltrain Digital Marketing Highlights:

- Launch invitation to public tour May 11th
- Electric trains tested running at full speed April 13-14 and 20-21
- Giants Baseball season returns – Opening Day April 5
- Hosted representatives from San Jose and the South Bay at Diridon April 5
- Apr 12 through July 5, 2024. City of Menlo Park Government Station Historical Building will be going under renovation.
- Throwback Thursday Series – leading to 160th
- Sponsored the Sustainable San Mateo County's 25th Annual Awards Celebration.
- Teasing new ways to communicate delays – Discord
- Earth Day – celebrated at TikTok HQ for their transportation fair
- Gallery cars completed journey
- Teased bike month
- Members of the MTCBATA toured the new electric train.

Fare Systems

- Caltrain Mobile App Quarterly Update –January to March 2024

- Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the third quarter of FY2024, there was a notable uptick in Caltrain ticket sales, up by 7 percent, and sales revenue increased by 5 percent compared to the previous quarter. Compared to the same period last year, there was a substantial increase in ticket sales by 22 percent and a revenue increase of 26 percent. Additionally, Caltrain parking ticket sales increased by 12 percent, with parking sales revenue surging by 49 percent compared to the previous quarter. During this quarter, approximately 58% of total daily parking

permits were sold through the Caltrain Mobile App. These increases are attributed to a fare promotion by Caltrain and a rebound in ridership following the holiday season. The rise in parking sales is attributed to more customers opting to use the mobile app for daily parking permits, along with the resumption of full parking fares since March. The table below provides a detailed overview of the results.

	Q3 FY24 Actuals	% ▲ vs. Q2 FY24	% ▲ vs. Q3 FY23
Revenue \$'s - (excluding parking)	\$ 847,509	-5%	26%
Tickets Sold - Parking	43,329	12%	70%
Revenue \$'s - Parking	\$ 158,725	49%	13%

Data source: Moovel monthly reports, BI Caltrain Parking Qty and Revenue Reports

Government and Community Affairs - Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
- On Demand Electronic Bike Lockers
 - E- lockers are now available at 22 Caltrain stations. The existing lockers are still meeting demand. We will be doing some on board marketing about the e- lockers for bike month in May of 2024. We will continue to monitor use with an eye toward adding more lockers as needed. More about the e-lockers is available at www.bikelink.org.
- Bike Parking Vendor
 - Station visits and site analysis related to unstaffed bike rooms has begun. Concept ideas for priority stations should be available in late 2024.
- Caltrain Electrification
 - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (caltrain.com/status)
 - Additional weekend area shutdowns planned for spring 2024
 - A section of the new website is dedicated to Caltrain Electrification with project information. www.Caltrain.com/electrification
 - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
 - Caltrain has created factsheets detailing the electrified service benefits by city. Learn more at caltrain.com/servicebenefits.

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 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.
- 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.
- State of Good Repair (SOGR) Station of the Quarter:
 - San Antonio Station SOGR started on October 21, 2023, and the estimated completion date is April 2024. New standard trash receptacles have been replaced for easy maintenance and shelters have been newly painted at the station.
 - New standard station median directional signages will be installed at the San Carlos and San Antonio Stations. Median signs will clearly identify platform designation with “northbound” and “southbound” verbiage added to the signs.
 - San Bruno will be the next SOGR station to begin in April 2024.

AGENDA ITEM # 10 (b)
May 15, 2024

JPB CAC Work Plan

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Mini High Project
- Customer Experience Roadmap

March 20, 2024

- Measure RR Audit
- Strategic Financial Plan

April 17, 2024

- Safety Quarterly Update (tree maintenance)
- Wayfinding
- Access policy update

May 15, 2024

- Electrification Update / Broadband Wireless
- Legislation Update (tentative)
- Wayfinding

June 19, 2024

- Fare Enforcement update
- Fare Promotions update

July 17, 2024

- Safety Quarterly Update
- Grade Crossing Strategy (tentative)
- Access Policy update

August 21, 2024

- Electrification Update

September 18, 2024

- Distance Based Fares (tentative)
- Energy Procurement (tentative)

October 16, 2024

- Safety Quarterly Update
- Go Pass Pricing

November 20, 2024

- Brown Act Training
-

December 18, 2024

-
-

Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Communication Strategy
- Electrified Service Risk Management Strategy