



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

March 15, 2023 – Wednesday

5:40 p.m.

This meeting will be conducted as a hybrid teleconference and in-person meeting pursuant to the Brown Act. Members of the public may participate remotely or in-person, provided that they satisfy the safety protocols listed below.

Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFBYVF0eklSWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, 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 Ave., San Carlos, CA, or any other noticed location provided they comply with the following safety protocols:

Please Note the Following COVID-19 Protocols for In-person Attendance:

1. Visitors experiencing the following symptoms of COVID-19 may not enter the building:
 - Cough
 - Shortness of breath
 - Muscle Pain
 - Sore Throat
 - Fever
 - Chills
 - Loss of taste or smell
2. Visitors must use the hands-free temperature scanners upon entry. An alert will occur and entrance will be prohibited if a temperature is measured at 100.4 or above.
3. Visitors must show proof of Covid-19 vaccination, or a negative COVID-19 test (with results obtained within last 7 days). Masks will be required for visitors who do not show proof of full vaccination (defined as two weeks after the second dose in a two-dose series, such as for the Pfizer-BioNTech and Moderna vaccines, or two weeks after a single dose of the J&J/Janssen vaccine).

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 members to participate remotely due to Emergency Circumstances”
4. Approval of Meeting Minutes of February 15, 2023
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. Public Hearing on the Annual Audit of Measure RR Tax Revenue and Expenditures for Fiscal Year Ended June 30, 2022
 - a) Open Public Hearing
 - b) Staff Report
 - c) Public Comment
 - d) Close Public Hearing
 - e) Board Discussion
8. 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.
9. Corridor Crossings Strategy (Brandi Childress, Kimley-Horn)
10. Staff Report (David Santoro)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update

11. Date, Time, and Place of Next Meeting

April 19, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

12. 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: Adrian Brandt, David Tuzman (Vice Chair),
Santa Clara County: Larry Klein, 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 are available on the Caltrain Web site at www.caltrain.com.

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

Date and Time of Regular Meetings

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

Location of Meeting

Due to COVID-19, the meeting will be conducted as a hybrid teleconference and in person as per the information provided at the top of the agenda. The Public may attend this meeting in person.

Public Comment

Members of the public are encouraged to participate remotely. Comments received during or after an agenda item is heard will be included into the correspondence and posted online.

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

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**

MINUTES OF FEBRUARY 15, 2023

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

MEMBERS ABSENT: P. Joshi (Alternate)

STAFF PRESENT: M. Boomsma, K. Kelly, L. Low, J. Navarrete, D. Santoro, S. Sargent, K. Scribner, J. Ye

Due to COVID-19, this meeting was conducted as a Zoom and in person meeting.

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

APPROVAL OF MINUTES OF JANUARY 18, 2023

Motion/Second: Klein/Seebart

Ayes: Brandt, Kutler, Leung, Shaw, Tuzman

Abstain: Torres

Absent: None

PUBLIC COMMENT

None

CHAIRPERSON'S REPORT

Chair Brian Shaw reported the February CAC meeting would be the last meeting to be held in hybrid format unless the board decides to extend it at the next board meeting in early March. Chair Shaw also mentioned that the ridership report is included in the packet this month. Chair Shaw also stated that staff is working on presenting proposed agenda topics provided at last month's meeting. Lastly, Chair Shaw shared that staff will be providing a safety briefing every quarter this year.

COMMITTEE COMMENTS

Member Steven Seebart shared a personal experience with a Google search regarding the weekend shutdown. He suggested having information about the current weekend shutdown as the top search result.

Member Rosalind Kutler shared her experience during the weekend shutdown and stated that although it was a long commute, staff did a great job with the signage. She then mentioned that the Millbrae station could use better directional signage to the buses.

Member Adrian Brandt shared that Caltrain received state and federal funding. He then thanked staff for the ridership report in the packet, however noticed a drop in ridership and shared his concerns. He recommends staff figure out a new approach to attract ridership with the fare structure; distance-based fares and equitable fares.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, stated that he would like the CAC meetings to continue with the hybrid format, especially for the public. He then shared his concern with the lack of weekend shut down directional signage at Millbrae station and hopes this can be resolved by the next impacted weekend.

CAC ROLE IN MEASURE RR OVERSIGHT UPDATE / CAC'S ROLES AND RESPONSIBILITIES IN MEASURE RR AUDIT

Kathleen Kelly, Interim Chief Financial Officer presented the CAC's Roles and Responsibilities in Measure RR Audit presentation. The full presentation can be found on caltrain.com.

Committee Comments:

Member Larry Klein asked for clarification with the committee's acceptance of the report and Ms. Kelly responded to several concerns. Member Klein recommended capturing this process for future committee bodies. He also asked for the latest audit report for comparison. Ms. Kelly suggested sending the oversight committee's report for Measure W. They agreed and Ms. Kelly stated that it would be available in March.

Vice Chair David Tuzman asked whether the committee may receive the audit report sooner and Ms. Kelly confirmed.

Member Seebart asked about the timeline for the report and Ms. Kelly responded that the audit happens at the end of the fiscal year. Member Seebart asked whether there is oversight throughout the year and Ms. Kelly confirmed that there are internal controls in place to make sure that the money is spent in the right place.

Member Kutler stated that with the controls in place, it is important to wait the appropriate time for committee audit.

Chair Shaw suggested that the process and the CAC's oversight role be posted on the Caltrain website under CAC page. Ms. Kelly stated that this item will be a public hearing at the next month's meeting.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, shared his concerns with the possible extended duration of future CAC meetings now that the Measure RR oversight being folded into the CAC meetings.

GUADALUPE RIVER BRIDGE REPLACEMENT PROJECT

Lori Low, Government Affairs Officer, and Mike Boomsma, Senior Project Engineer, Senior Project Engineer, presented the Guadalupe River Bridge Replacement Project Update. The full presentation can be found on caltrain.com.

Committee Comments:

Vice Chair Tuzman asked what impacts the construction schedule has on the train schedule. Mr. Boomsma responded that there will be no impacts to the train schedule.

Member Seebart asked what percentage of the time Union Pacific is using Caltrain tracks. Mr. Boomsma stated that he would follow-up with those figures.

Alternate Member Rob Jaques requested the budget and funding plan for this project. He also requested that future capital project presentations include this information. Mr. Boomsma stated that this information has been shared with the board and the finance committee and would be glad to share it with this committee.

Member Brandt asked about precast. Mr. Boomsma stated that the superstructure will be precast and that some of it will be cast onsite.

Public Comments:

None

TAMC-JPB MEMORANDUM OF UNDERSTANDING REGARDING EXTENSION OF CALTRAIN SERVICE FROM GILROY TO SALINAS / TAMC JPB MEMORANDUM OF UNDERSTANDING (MOU) FOR SALINAS EXTENSION

Sam Sargent, Director, Strategy and Policy, presented the TAMC JPB Memorandum of Understanding (MOU) for Salinas Extension presentation. The full presentation can be found on caltrain.com.

Committee Comments:

Member Seebart asked for clarification regarding no changes to train mainline service. Mr. Sargent responded that Caltrain's main line schedule would not be adjusted to accommodate the additional Salinas service and would be an extension of already scheduled trains to Gilroy. Member Seebart asked about the fleet type and Mr. Sargent referred to the feasibility study.

Vice Chair Tuzman asked why the extension to Salinas is a priority and asked about the route on the dotted line. Mr. Sargent explained the importance and the reason for the route is because it is Union Pacific's existing tracks.

Member Brandt requested ridership data to Gilroy. He also asked about the cost of the extension to Salinas. Mr. Sargent stated that he will look into the ridership data to Gilroy and follow-up. He also stated that there was a cost memorandum that was submitted to the state with that information and would provide a copy to the committee.

Chair Shaw asked Mr. Sargent to clarify whether this extension can be done with existing resources and Mr. Sargent confirmed and shared additional details. Chair Shaw then asked whether passengers traveling from Salinas to Gilroy would be able to use their Clipper card and Mr. Sargent responded that it is yet to be determined. Chair Shaw requested that the fare structure technology be a priority.

Public Comments:

Christina Watson, TAMC Director of Planning, provided history and current state of progress at Salinas and Gilroy stations to make this service possible. She provided her contact information for anyone that may have additional questions.

Jeff Carter, Millbrae, via Zoom Q&A, asked for the running time between Gilroy and Salinas. He also mentioned that there was a time when service was extended past Gilroy.

Doug DeLong, Mt. View, commented on the past trackage rights agreement between Caltrain and Union Pacific and indicated that a similar agreement will need to be negotiated to deal with service south of Salinas.

STAFF REPORT UPDATE

David Santoro, Acting Chief Operating Officer reported (The full report can be found on caltrain.com):

On-time Performance (OTP) –

- **January:** The January 2023 OTP was 83% compared to 94.4% for January 2022.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks, which caused train delays. The train delays were on January 17 (16th Street), January 26 (Churchill Ave., Palo Alto), and January 29 (near CP Palm in San Mateo).
 - **Mechanical Delays** – In January 2023 there were 1,941 minutes of delay due to mechanical issues compared to 1,411 minutes in January 2022.
 - **Trespasser Strike** – There was one trespasser strike on January 18 (SF, near Bayshore & 22nd St.), resulting in a fatality. There were 8 trains delayed, 2 trains terminated, 1 train annulled and 1 train partially annulled.
- **December:** The December 2022 OTP was 80.6 % compared to 91.1% for December 2021.

- **Vehicle Strike** – There was one vehicle strike on December 1 at Broadway Station, resulting in a fatality. There were 2 trains terminated, 6 trains partially annulled, 4 trains annulled, and 13 trains delayed.
- **Trespasser Strike** – There was one trespasser strike on December 20 near the Sunnyvale station, resulting in a fatality. There were 4 trains delayed.

Mr. Santoro reminded the committee and the public about the remaining weekend service changes between Millbrae and San Francisco stations. He then mentioned that the fare enforcement data did not make it into this month's packet and would include it in next month's packet. Lastly, he reviewed the details of the Go Pass Donation Program.

Committee Comments:

Member Kutler thanked staff for informing passengers of the weekend shutdown schedule. She requested that the conductor announcements include the location of the buses.

Vice Chair Tuzman asked to confirm the location of the shutdown is between San Francisco and Millbrae and Mr. Santoro confirmed.

Member Seebart asked whether there were ambassadors during the shutdown and Mr. Santoro confirmed. Member Kutler advised that there were no ambassadors at the Millbrae station in the evening.

Member Brandt asked for clarification regarding the fare evasion statistic. He then expressed his appreciation with reporting vehicle on tracks that do not cause delay minutes. He shared that better lighting may decrease vehicles on the tracks. Mr. Santoro clarified the fare evasion data and stated that the number of citations given is not the number of passengers found with no proof of payment and that 852 passengers were alighted and not given an administrative citation. Member Brandt stated that the policy of allowing passengers to alight instead of receiving a citation is not part of best practices around the world and asked staff to rethink the policy of allowing passengers to alight the train and not receive a citation.

Chair Shaw shared his positive experience with contracting qualified enforcement vendors. He then shared his observation, that within the last three months, alighting from the train instead of receiving a citation was an unwritten policy, however now it is being verbally stated by the conductors on the train during proof of payment enforcement; "if you don't have proof of payment, you are welcome to leave the train". He recommended that passengers without fare, be given a citation. Chair Shaw then requested that the vehicle on tracks data also include the time of day to help generate a treatment around those crossings that are problematic.

Member Kutler reiterated the need for fare enforcement. She stated that it is a customer service issue and an opportunity for training to politely enforce the fare, treat all passengers equally and to cite passengers when needed.

Member Seebart shared his observation that when conductors find a passenger without fare, it tends to be an argument and suggested sensitivity around the conductor's time and on time performance of the train. He shared mentioned that in other regions, the fare enforcers are not the employees running the trains, but a separate enforcement arm to help not disrupt service.

Public Comments:

Jeff Carter, Millbrae, via Zoom Q&A, requested more detailed ridership and fare media data available on the website. Additionally, he requested origin and destination information with the Clipper data. Lastly, he asked about zone upgrade and how that would work on the train.

JPB CAC Work Plan

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy
- Go Pass Donation Program

April 19, 2023

- Safety Quarterly Update
-

May 17, 2023

- FY2024 Preliminary Operating & Capital Budgets
-

June 21, 2023

- Corridor Crossing Strategy (tentative)
-

July 19, 2023

- Safety Quarterly Update
-

August 16, 2023

-
-

September 20, 2023

- Rail Safety Education & Suicide Prevention Update
- Corridor Crossing Strategy (tentative)

October 18, 2023

- Safety Quarterly Update
-

November 15, 2023

- Corridor Crossing Strategy (tentative)
-

December 20, 2023

-
-

Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19.
- MTC Means-Based Discount Fare program update.
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19.
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19.
- Operating Costs – requested by Member Adrian Brandt on 2/13/20.
- Clipper Data Availability.
- Construction Obstacles.
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21.
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, and the Google campus being planned at the Diridon station - requested by Member Adrian Brandt on 12/15/21.
- Transit Oriented Development & preservation outreach - requested by Member Patricia Leung on 12/15/21.
- Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21.
- Staffing structure, Governance Update, Visual Messaging Display rollout plan - requested by Member David Tuzman on 12/15/21.
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21.
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21.
- Engineering Standards.
- Clipper Next Gen Validator Project Update.
- Grade Crossing Presentation and an update on dual speed check and the wireless system – requested by Member Adrian Brandt on 9/21/22 & 1/18/23.

- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22.
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22.
- EMU presentation.
- Report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety – requested by Member Rosalind Kutler on 1/18/23.
- Exploration on the five stations south of San Jose and what it would take to get more service and ridership there and explore electrifying the blended corridor from San Jose south - requested by Member Steven Seebart on 1/18/23.
- Conductor communication during major incidents – requested by Alternate Member Melody Pagee on 1/18/23.
- Presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing - requested by Member Adrian Brandt on 1/18/23.
- What Caltrain can do to avoid flooding - requested by Member Adrian Brandt on 1/18/23.
- Staff to revisit the tree survey report - requested by Member Adrian Brandt on 1/18/23.
- TOD Internal - would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing - requested by Member Patricia Leung on 1/1/23.
- TOD External – external - would like to see the work being done with different cities and counties to figure out their plans for adjacent properties - requested by Member Patricia Leung on 1/1/23.
- Marketing campaign for neighboring properties and nearby transit connections to help increase.
- Suicide Prevention Initiatives

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be March 15, 2023, at 5:40 pm, via Zoom and in person meeting at the San Mateo County Transit District Administrative Building, 2nd Floor Bacciocco Auditorium, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 7:46 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Citizens Advisory Committee
Through: Michelle Bouchard, Executive Director
From: Kathleen Kelly, Interim Chief Financial Officer
Subject: **Financial Audit of Measure RR Funds for the Fiscal Year Ended June 30, 2022**

Action

Staff proposes the JPB Citizens Advisory Committee (CAC):

1. Receive the Financial Audit of Measure RR Funds (Measure RR Audit) for the Fiscal Year ended June 30, 2022; and
2. Conduct a public hearing on the Measure RR Audit and receive public comments; and
3. Provide direction on the report to be drafted on behalf of the CAC to provide the public with information regarding how Measure RR tax proceeds are being spent.

Significance

On August 6, 2020, the JPB adopted and sought voter approval to implement a resolution imposing a one-eighth of one percent retail transactions and use tax to fund operating and capital expenses of the JPB's rail service (Measure RR Resolution). The voters in the City and County of San Francisco, and the Counties of San Mateo and Santa Clara approved Measure RR on November 3, 2020. The Measure RR Resolution requires the JPB to have an independent auditor annually audit the receipts and expenditures of Measure RR tax proceeds. Under the CAC's charter, as amended by the JPB through Resolution No. 2022-03, the CAC serves as the independent oversight committee for the Measure RR sales tax. In its capacity as the independent oversight committee, the CAC is responsible for verifying that the tax proceeds are invested in a way that is consistent with the purpose of the tax by: (1) receiving the annual independent audit of the receipt and expenditure of tax proceeds; (2) holding a public hearing; and (3) issuing an annual report to provide the public with information regarding how the tax proceeds are being spent.

Budget Impact

There is no impact on the Budget.

Background

The JPB contracts with an independent auditor, Brown Armstrong, CPAs to conduct the Measure RR Audit in accordance with auditing standards generally accepted in the United States of

America and the standards applicable to financial audits contained in Government Auditing Standards, issued by the Comptroller General of the United States of America.

The Measure RR Audit is prepared in accordance with the guidelines set forth by the Government Accounting Standards Board and consists of an Independent Auditor's Report, Financial Statements, Notes to Financial Statements and Independent Auditor's Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards. The Independent Auditor's Report has an unmodified "clean" audit opinion. The Financial Statements and Notes to Financial Statements provide the detail as well as the perspective with which to assess the Measure RR Funds' financial condition and project expenses.

Notice of this public hearing was posted at the JPB's administrative offices and on the JPB's web page, sent out via press release, and distributed via the JPB's social media accounts. Public input was invited for submittal in advance and will also be accepted during the hearing.

Prepared By: Jennifer Ye

Director, Accounting

655-622-7890

PENINSULA CORRIDOR JOINT POWERS BOARD
FINANCIAL STATEMENTS
MEASURE RR FUNDS
JUNE 30, 2022

PENINSULA CORRIDOR JOINT POWERS BOARD

MEASURE RR FUNDS

JUNE 30, 2022

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INDEPENDENT AUDITOR'S REPORT

Board of Directors
Peninsula Corridor Joint Powers Board
San Carlos, California

Opinion

We have audited the accompanying financial statements of Peninsula Corridor Joint Powers Board's (the JPB) Measure RR Funds, as of and for the year ended June 30, 2022, and the related notes to the financial statements, which collectively comprise the Measure RR Funds' basic financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Measure RR Funds as of June 30, 2022, and the respective changes in financial position, and where applicable, cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the JPB and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Measure RR Funds' ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with auditing standards generally accepted in the United States of America and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with auditing standards generally accepted in the United States of America and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the JPB's internal control relating to the Measure RR Funds. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Measure RR Funds' ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Emphasis of Matter

As discussed in Note 1, the financial statements of the Measure RR Funds are intended to present the financial position and the changes in financial position attributable to the transactions of those funds. They do not purport to, and do not, present fairly the financial position of the JPB as of June 30, 2022, or the results of its operations for the year then ended in accordance with accounting principles generally accepted in the United States of America. Our opinion is not modified with respect to this matter.

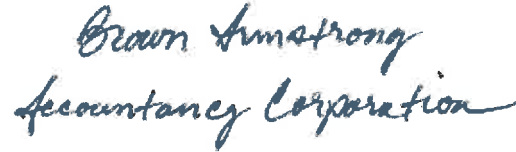
Required Supplementary Information

Management has omitted management's discussion and analysis that accounting principles generally accepted in the United States of America require to be presented to supplement the basic financial statements. Such missing information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. Our opinion on the basic financial statements is not affected by this missing information.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated December 22, 2022, on our consideration of the JPB's internal control over financial reporting relating to the Measure RR Funds and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting relating to the Measure RR Funds and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the JPB's internal control over financial reporting or on compliance relating to the Measure RR Funds. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the JPB's internal control over financial reporting and compliance relating to the Measure RR Funds.

BROWN ARMSTRONG
ACCOUNTANCY CORPORATION

A handwritten signature in black ink that reads "Brown Armstrong Accountancy Corporation". The signature is written in a cursive, flowing style.

Bakersfield, California
December 22, 2022

**PENINSULA CORRIDOR JOINT POWERS BOARD
MEASURE RR FUNDS
STATEMENT OF NET POSITION
JUNE 30, 2022**

ASSETS

Cash and Cash Equivalents	\$ 89,053,950
Receivables - Transaction and Use Tax	<u>21,618,546</u>
 Total Assets	 <u><u>\$ 110,672,496</u></u>

LIABILITIES AND NET POSITION

Liabilities	
Accounts Payable and Accrued Liabilities	<u>\$ 534,148</u>
 Total Liabilities	 <u>534,148</u>
 Net Position	
Restricted for Measure RR Projects	<u>110,138,348</u>
 Total Net Position	 <u>110,138,348</u>
 Total Liabilities and Net Position	 <u><u>\$ 110,672,496</u></u>

The accompanying notes are an integral part of the financial statements.

**PENINSULA CORRIDOR JOINT POWERS BOARD
MEASURE RR FUNDS
STATEMENT OF REVENUES, EXPENDITURES, AND
CHANGES IN NET POSITION
FOR THE YEAR ENDED JUNE 30, 2022**

Revenues	
Measure RR Transaction and Use Tax	<u>\$ 112,619,647</u>
Total Revenues	<u>112,619,647</u>
Expenses	
Diridon Station Area Planning Project	726,427
Rail Program Integration Project	1,244,085
Fiber Connectivity to Stations Project	494,578
Program Administration	<u>39,063</u>
Total Expenses	<u>2,504,153</u>
Operating Income	110,115,494
Nonoperating Revenues	
Interest Income	<u>22,854</u>
Total Nonoperating Revenues	<u>22,854</u>
Change in Net Position	110,138,348
Net Position - Beginning of Year	<u>-</u>
Net Position - End of Year	<u><u>\$ 110,138,348</u></u>

The accompanying notes are an integral part of the financial statements.

**PENINSULA CORRIDOR JOINT POWERS BOARD
MEASURE RR FUNDS
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED JUNE 30, 2022**

CASH FLOWS FROM OPERATING ACTIVITIES	
Cash Received from California Department of Tax and Fee Administration	\$ 91,001,101
Payments to Vendors for Goods and Services	(1,967,493)
Payments to Employees	<u>(2,512)</u>
Net Cash Provided by Operating Activities	<u>89,031,096</u>
CASH FLOWS FROM INVESTING ACTIVITIES	
Investment Income Received	<u>22,854</u>
Net Cash Provided by Investing Activities	<u>22,854</u>
Net Change in Cash and Cash Equivalents	89,053,950
Cash and Cash Equivalents, Beginning of Year	<u>-</u>
Cash and Cash Equivalents, End of Year	<u><u>\$ 89,053,950</u></u>
 Reconciliation of Operating Income to Net Cash Provided by Operating Activities	
Operating Income	\$ 110,115,494
Adjustments to Reconcile Operating Income to Net Cash Provided by Operating Activities	
Accounts Receivable	(21,618,546)
Accounts Payable and Accrued Liabilities	<u>534,148</u>
Net Cash Provided by Operating Activities	<u><u>\$ 89,031,096</u></u>

The accompanying notes are an integral part of the financial statements.

**PENINSULA CORRIDOR JOINT POWERS BOARD
MEASURE RR FUNDS
NOTES TO THE FINANCIAL STATEMENTS
JUNE 30, 2022**

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A. Financial Reporting Entity

Under Measure RR, approved by the voters in the City and County of San Francisco, and the Counties of San Mateo and Santa Clara in November 2020, Peninsula Corridor Joint Powers Board (JPB) receives a share of the sales tax of 0.125% to fund operating and capital expenses of the JPB's rail service. The duration of the sales tax is for a period of 30 years, beginning on July 1, 2021, and ending June 30, 2051.

The financial statements of the Measure RR Funds do not purport to, and do not, present the financial position of the JPB as of June 30, 2022, or the changes in financial position and cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America. The activities of the Measure RR Funds are reported within the JPB's enterprise fund. The projects funded by Measure RR Funds represent a portion of the activities of the JPB and, as such, are included in the JPB's financial statements.

B. Basis of Accounting

The accompanying financial statements have been prepared on the accrual basis of accounting. Under the accrual basis of accounting, revenues are recorded when earned and expenses are recorded when a liability is incurred, regardless of the timing of the related cash flows.

C. Net Position

Net position is reported on the statement of net position as "restricted net position." This category represents net position that may only be used to support activities and costs allowable per the Measure RR Funds enabling legislation.

D. Spending Order

The accounting policy is to first consume the most restricted resources when multiple resources are available for the same purpose.

E. Cash and Cash Equivalents

For purpose of the statement of cash flows, the JPB considers all highly liquid investments with an initial maturity of 90 days or less when purchased to be cash equivalents.

F. Investments

The JPB's investments are generally carried at fair value, as required by accounting principles generally accepted in the United States of America. The JPB adjusts the carrying value of its investments to reflect their fair value at each fiscal year end and includes the effects of these adjustments as a component of interest and investment income for that fiscal year.

G. Use of Estimates

The preparation of financial statements requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Actual results could differ from those estimates.

NOTE 2 – CASH AND INVESTMENTS

A. Policies

All of the Measure RR Funds' cash and investments are deposited in the JPB's Treasury pool managed by the JPB staff. The pool is unrated. Investments in the pool are made in accordance with the JPB's investment policy as approved by the Board of Directors. Investments are stated at fair value. However, the value of the pool shares in the JPB's Treasury pool that may be withdrawn is determined on an amortized cost basis, which is different from the fair value of the Measure RR Funds' position in the pool.

B. Investments Authorized by the California Government Code and the JPB's Investment Policy

The table below identifies the investment types that are authorized for the JPB by the California Government Code or the JPB's investment policy, whichever is more restrictive, that addresses interest rate risk and concentration of credit risk. This table does not address investments of debt proceeds held by bond trustees that are governed by the provisions of debt agreements of the JPB, rather than the general provisions of the JPB's investment policy.

<u>Authorized Investment Type</u>	<u>Minimum Credit Rating</u>	<u>Maximum Maturity</u>	<u>Maximum Percentage of Portfolio</u>	<u>Maximum Investment in One Issuer</u>
U.S. Treasury Obligations	None	15 years	100%	N/A
U.S. Agency Securities	None	15 years	100%	N/A
Bankers' Acceptances	None	180 days	40%	30%
Commercial Paper (\$500 Mil. Min. Assets)	A1/P1/F1	270 days	40%	10%
Negotiable Certificates of Deposit	None	5 years	30%	N/A
Repurchase Agreements	None	1 year	100%	N/A
Reverse Repurchase Agreements	None	92 days	20%	N/A
Medium-Term Notes	A	5 years	30%	10%
Shares of Beneficial Interest Issued by Diversified Management Companies	None	N/A	20%	10%
Local Government Investment Pools	None	N/A	100%	N/A
Asset-Backed and Mortgage-Backed Securities	AA	5 years	20%	N/A
Municipal Obligations	None	10 years	100%	N/A
Supranational Obligations	AA	5 years	30%	N/A
Local Agency Investment Fund (LAIF)	None	N/A	None	\$75M
County Investment Pool	None	Up to the current state limit		

C. Interest Rate Risk

Interest rate risk is the risk incurred when market interest rates adversely affect the fair value of an investment. Generally, the longer the maturity of an investment the greater the sensitivity of its fair value to changes in market interest rates. One of the ways that the JPB manages its exposure to interest rate risk is by purchasing a combination of short-term and long-term investments and by timing cash flows from maturities so that a portion of the portfolio is maturing or coming close to maturity evenly over time as necessary to provide the cash flow and liquidity needed for operations.

NOTE 3 – SUBSEQUENT EVENTS

Subsequent events were evaluated by management through December 22, 2022, which is the date of issuance.

**INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER
FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS
BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN
ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

Board of Directors
Peninsula Corridor Joint Powers Board
San Carlos, California

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Peninsula Corridor Joint Powers Board's (the JPB) Measure RR Funds, as of and for the year ended June 30, 2022, and the related notes to the financial statements, which collectively comprise the Measure RR Funds' basic financial statements, and have issued our report thereon dated December 22, 2022.

Report on Internal Control over Financial Reporting

In planning and performing our audit of the financial statements, we considered the JPB's internal control over financial reporting (internal control) relating to the Measure RR Funds as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the JPB's internal control relating to the Measure RR Funds. Accordingly, we do not express an opinion on the effectiveness of the JPB's internal control relating to the Measure RR Funds.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the Measure RR Funds' financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

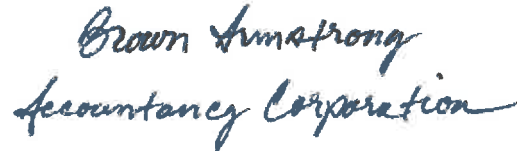
Report on Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Measure RR Funds' financial statements are free from material misstatement, we performed tests of the JPB's compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of This Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the JPB's internal control or on compliance relating to the Measure RR Funds. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the JPB's internal control and compliance relating to the Measure RR Funds. Accordingly, this communication is not suitable for any other purpose.

BROWN ARMSTRONG
ACCOUNTANCY CORPORATION

A handwritten signature in black ink that reads "Brown Armstrong Accountancy Corporation". The signature is written in a cursive, flowing style.

Bakersfield, California
December 22, 2022

**PENINSULA CORRIDOR JOINT POWERS BOARD
MEASURE RR FUNDS
SCHEDULE OF FINDINGS AND QUESTIONED COSTS
FOR THE YEAR ENDED JUNE 30, 2022**

None reported.

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

TO: JPB CAC

FROM: David Santoro
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **February:** The February 2023 OTP was 93.1% compared to 91.6% for February 2022.
 - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on February 14 (3rd Ave., San Mateo @ 9:51pm.), which caused 1 train terminated and 6 trains delayed. The vehicle on February 20 (Broadway, Burl, @9:52am), caused 0 delays.
 - **Mechanical Delays** – In February 2023 there were 805 minutes of delay due to mechanical issues compared to 762 minutes in February 2022.
- **January:** The January 2023 OTP was 83 % compared to 94.4% for January 2022.
 - **Trespasser Strike** – There were one trespasser strike on January 18 (SF, near Bayshore & 22nd St.), resulting in a fatality. There were 8 trains delayed, 2 trains terminated, 1 train annulled and 1 train partially annulled.

Service and Program Updates

Caltrain Receives \$367 Million in State Funding to Finish Electrification

Caltrain has been awarded \$367M to finish its Electrification Project, scheduled to be completed in Fall 2024. The funding award, which comes from California’s Transit and Intercity Rail Capital Program’s (TIRCP) Cycle 6 Existing Project Reserve, represents the remaining funding needed to complete the project and begin running passenger electrified rail service.

Special Services Ridership Report (January)

49ers

- One regular season home game in January.
- Total ridership boarding and alighting at Mountain View station was 741.
- Season total ridership is 10,908, a 39% increase compared to 2021 (7,848), and a 37% decrease compared to 2019 (17,446).
- Special Trains: None.

Playoffs

- Two playoff home games in January.
- Playoffs total ridership boarding and alighting at Mountain View station was 1,628, a 51% decrease compared to 2019 (3,313).
- Special Trains: None.

Sharks

- Four regular season home games in January.
 - Total additional ridership boarding at San Jose Diridon station was 389.
- Year-to-date additional ridership is 1,463, a 21% decrease compared to 2021 (1,843) and a 76% decrease compared to 2019 (6,009).
- Special Trains: None.

Warriors

- Seven regular home season games in January.
- Total additional post-game ridership boarding at San Francisco station was 1,114
- Year-to-date additional ridership is 6,017, a 36% decrease compared to 2021 (9,375) and a 55% decrease compared to 2019 (13,388).
- Special Trains: None.

Other Special Events

- MLK Day Celebration Train: Total additional ridership was 503, a 40% decrease compared to 2020 (841) and a 45% decrease compared to 2019 (913).
- *Please note, the MLK train was canceled for 2021, 2022.*

Capital Projects:

The Capital Projects information is current as of December 31, 2022 and is subject to change prior to February 2, 2023 (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.

On 1/13/2023, in light of heavy rains and high waters, a bridge settlement monitoring system was installed for early detection of any erosion related structural instability. On 1/20/2023, the City of San Jose issued an executed right-of-entry agreement to allow construction on their portion of the project site. On 1/25/2023, Valley Water performed a debris cleanup to support construction on their portion of the project site. On 1/26/2023, the JPB and Walsh held a partnering workshop with the project teams and senior management. On 1/28/2023, UPRR issued a conditional approval of the project design. On 1/30/2023, the USACE issued the 408 and 404 permits for the project.

In February 2023, JPB anticipates the removal of the OCS by the PCEP contractor, the issuance of an Encroachment Permit by Valley Water, and site preparation activities including the removal of trees and the installation of stabilized site entrances, an office trailer, an access road, and fencing. Funding status light yellow until planned FY25 funding appropriated by Board in May 2024. Schedule status light yellow from mutual agreement with Contractor to delay NTP seven days.

- **Ticket Vending Machine (TVM) Upgrade:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines to include functions planned for the Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and allow customers to add value to existing Clipper cards. In addition, the scope was increased to include upgrades to the credit card reader and database.

The vendor has received all the parts and material for the Phase 4 upgrade. The vendor is testing the new parts to ensure it is working as intended. They found an issue with the display module which they are currently investigating.

Fix the issue with the display module and begin Phase 4 to upgrade 27 TVMs in late February or early March 2023.

- **Bayshore Station Bridge Painting:** This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station in Brisbane. The bridge's paint coatings are in need of rehabilitation due to surface rust. This work combined with a complete repainting of the bridge will bring the structure to a state of good repair.

Continued to work with the Construction Management team to prepare and conduct weekly meetings with the Contractor Top Line Engineers. Continued to work with the Engineering to identify corrective action plan for material section loss and implement repair prior to painting operations via change order.

Continued to work with the Rail Operations and Government, Rail Customer Experience and Community Affairs team to identify platform and stairwell closures and path of travel during painting operations.

Continued to work with the Contractor in submitting a time impact analysis of the delays of the project in order to determine responsible party/parties for delays. Continued to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations.

- **Clipper Next Gen Validator Site Preparation:** The scope of the project is to:
 - 1) Prepare all 30 Caltrain stations (excluding Stanford) to be ready for the installation of the next generation Clipper validators. There will be a total of 305 validators installed by MTC/Cubic.
 - 2) Provide conduits and cables for 120 VAC electrical at all the locations where the new Clipper validators will be installed by MTC/Cubic.
 - 3) Install anchor bolts in the platforms where the new Clipper validators will be mounted.
 - 4) Install ground rods or utilize existing electrical grounding for the new Clipper validators. In December 2022, a Pre-Construction meeting was held between JPB and Walsh Construction on 12/8/2022 to initiate focused coordination with various stakeholder disciplines such as safety, environmental, engineering, and public outreach. JPB submitted final plans to UPRR for a confirmation review on 12/27/22. Valley Water issued a Statement of No Objection for the project to USACE on 12/28/22.

Contractor completed all the stations for the new Clipper validator by providing electrical power at the new validator locations on the platforms. MTC/Cubic installed all the new Clipper validators at the stations. Contractor completed all the punch list items. TASI resources were scheduled to remove all the old Clipper CIDs at each station. A change order was issued for Contractor to remove them instead to accommodate PCEP's need for TASI resources. Delayed substantial completion.

Remove all the existing old CIDs at the stations and issue Substantial Completion.

- **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.

Conducted a kickoff meeting with the vendor Nomad Digital and their subcontractor B&C Transit to discuss the roles and communications between Nomad and Caltrain. Nomad

Digital submitted their Site-Specific Work Plan to survey the corridor for electrical and fiber connections. Nomad Digital submitted Request For Information (RFI) for documentation for as-built drawings for electrical and fiber assets.

Respond to the RFIs and prepare for the site surveys.

- **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.

Unit 927 is in service, operating without defect. Locomotive ready to begin emissions testing on 1/28/23. Unit 924 shipped from Alstom and is at CEMOF while Alstom repairs issues found by TASI staff. Unit 925 is still in overhaul - due to ship in March 2023. 926 was removed from service in preparation for shipping to Alstom.

Unit 927 to have emissions testing completed. Unit 924 to complete dynamic testing on Caltrain and begin service. 925 to begin static functional testing. 926 to be shipped to Mare Island to begin overhaul.



Caltrain Executive Summary-Feb 2023

<u>Monthly Performance</u>	Pre-Pandemic Feb FY 2020	Last Year Feb 2022	Current Year Feb 2023	Feb 2022 to Feb 2023% ▲	Pre-Pandemic Feb FY 2020 to Feb 2023% ▲
Total Ridership	1,406,951	259,190	356,049	37.4%	-74.7%
Average Weekday Ridership	67,218	10,956	16,489	50.5%	-75.5%
On Time Performance	93.5%	91.5%	93.1%	1.7%	-0.4%

<u>Fiscal YTD Performance</u>	Pre-Pandemic Feb FY 2020	Last Year Feb 2022	Current Year Feb 2023	Feb 2022 to Feb 2023% ▲	Pre-Pandemic Feb FY 2020 to Feb 2023% ▲
Total Ridership	12,534,948	2,170,300	3,308,990	52.5%	-73.6%
Average Weekday Ridership	68,623	10,274	16,645	62.0%	-75.7%
On Time Performance	93.6%	93.6%	87.2%	-6.9%	-6.8%

Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
 - Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
 - June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.
- Ridership Methodology Notes:..



Caltrain Average Weekday Ridership (AWR)-Feb 2023

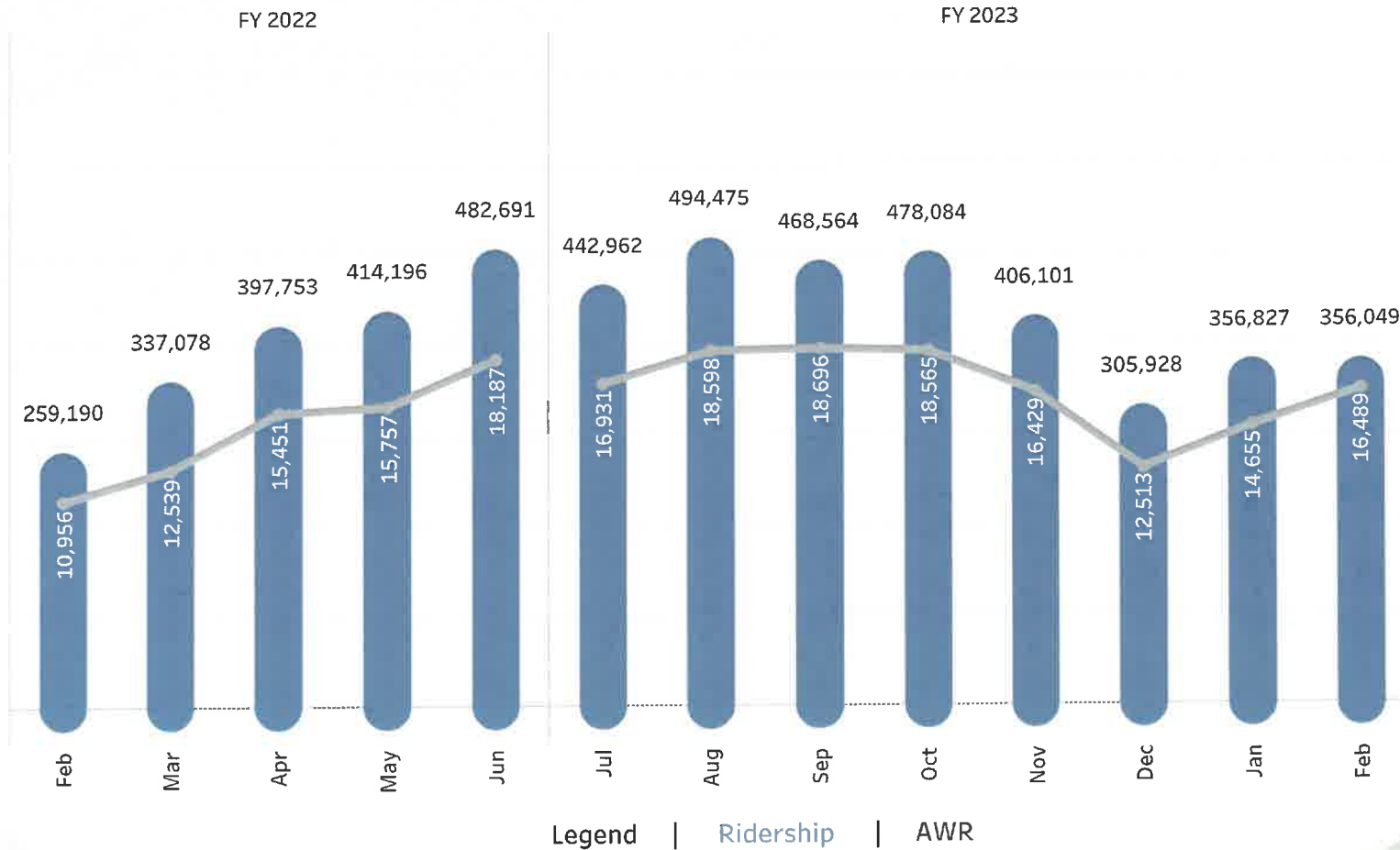


Key Ridership Methodology Notes:

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- Starting April 2020 - Due to COVID-19 pandemic, ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Total Ridership & AWR -Feb 2023

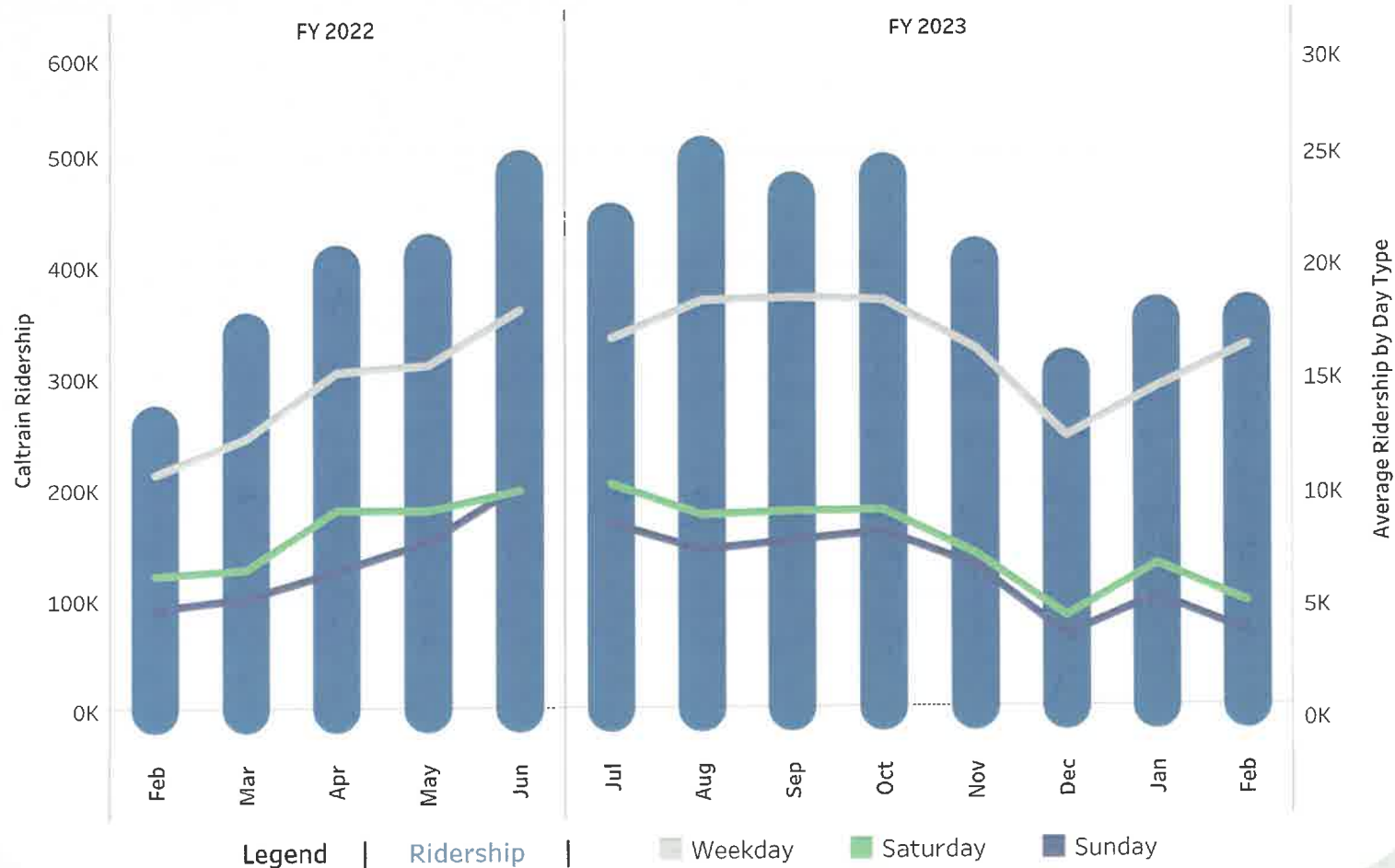


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Caltrain Total Ridership & Average Ridership by Day Type -Feb 2023

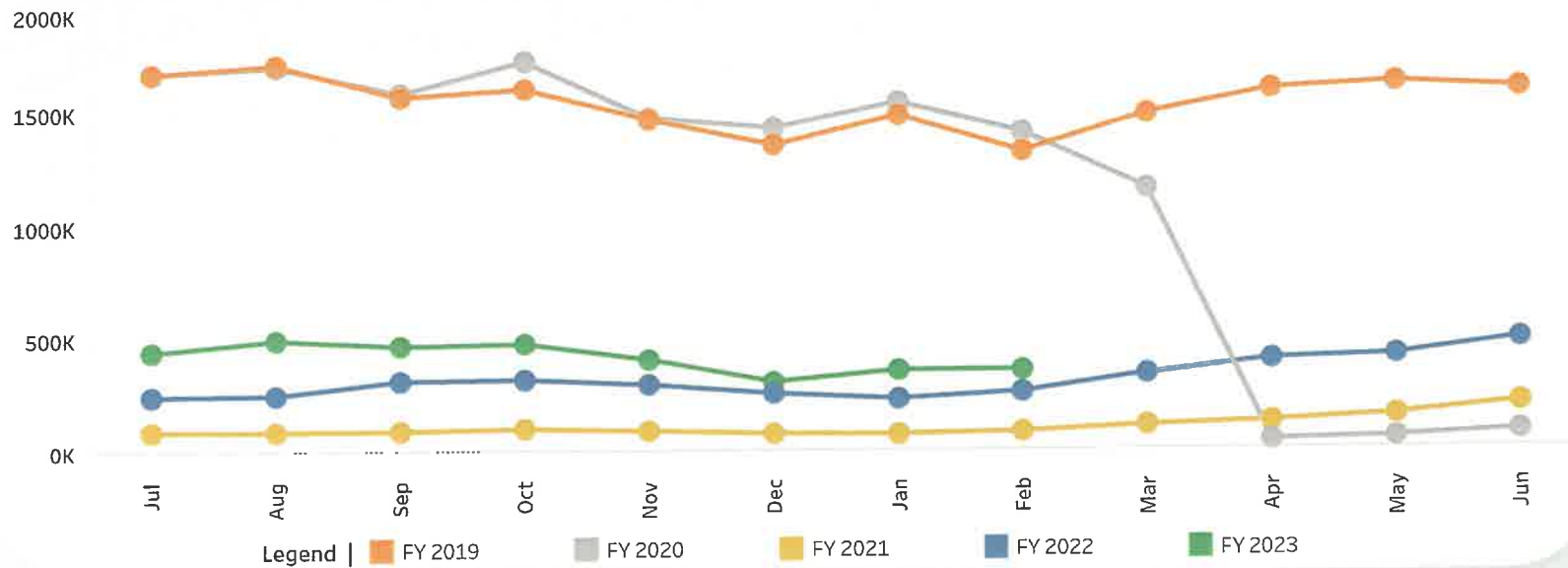


Key Ridership Methodology Notes:

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- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Total Ridership-Feb 2023



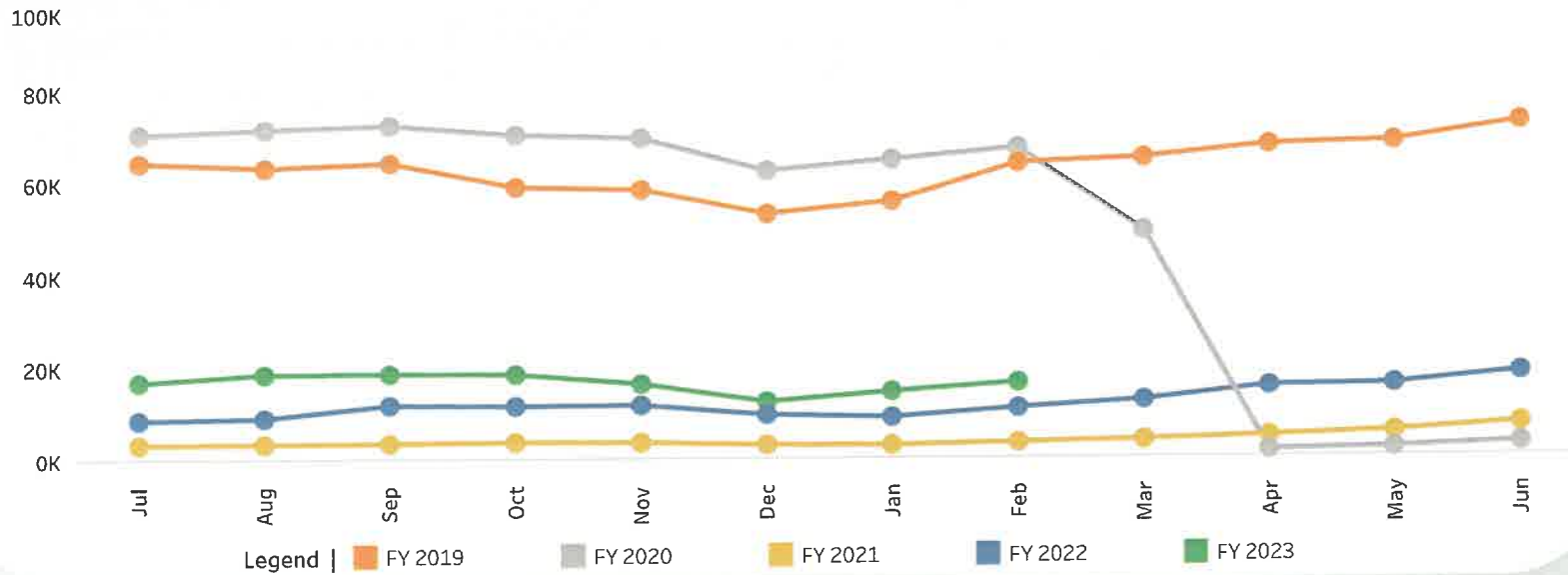
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	1,673,035	1,672,672	91,703	246,902	442,962
Aug	1,712,362	1,703,334	90,538	250,434	494,475
Sep	1,570,308	1,584,833	93,486	313,026	468,564
Oct	1,605,671	1,726,436	103,686	319,258	478,084
Nov	1,470,239	1,472,693	91,699	296,065	406,101
Dec	1,356,071	1,428,363	79,078	255,679	305,928
Jan	1,484,727	1,539,666	75,485	229,746	356,827
Feb	1,323,427	1,406,951	84,365	259,190	356,049
Mar	1,487,889	1,156,388	109,519	337,078	
Apr	1,593,266	38,584	124,522	397,753	
May	1,618,825	48,745	150,923	414,196	
Jun	1,590,653	74,908	201,872	482,691	

Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Average Weekday Ridership (AWR) -Feb 2023



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	64,435	70,493	3,419	8,721	16,931
Aug	63,340	71,557	3,517	9,096	18,598
Sep	64,405	72,387	3,654	11,881	18,696
Oct	59,159	70,360	3,873	11,673	18,565
Nov	58,523	69,607	3,760	11,787	16,429
Dec	53,258	62,480	3,162	9,687	12,513
Jan	55,897	64,806	3,058	9,044	14,655
Feb	64,041	67,218	3,484	10,956	16,489
Mar	65,057	49,276	3,965	12,539	
Apr	67,728	1,536	4,693	15,451	
May	68,326	1,935	5,521	15,757	
Jun	72,370	2,871	7,143	18,187	

Key Ridership Methodology Notes:

-Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)

-Starting April 2020 - Due to COVID-19 pandemic, ridership estimates methodology changed to limited conductor counts and Clipper data

-June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



Caltrain Average Weekday Ridership (AWR) and % of Pre-Covid Baseline-Feb 2023



Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.

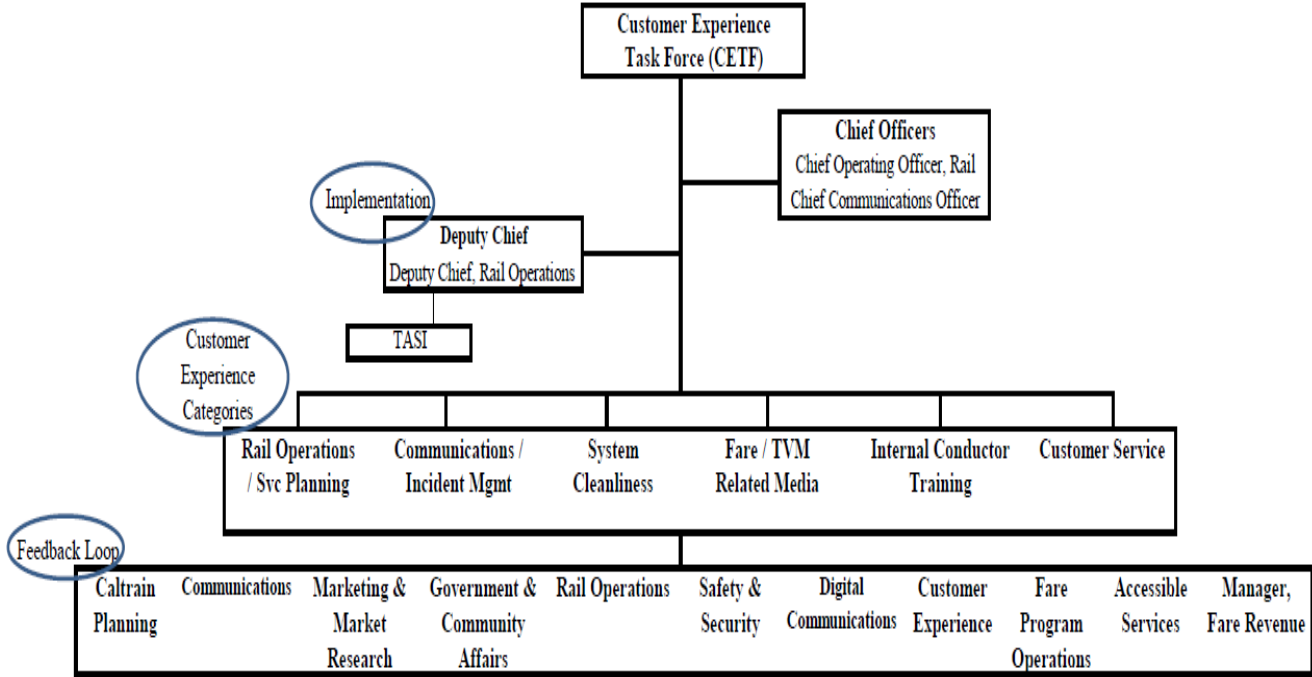
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: David Santoro
 Acting 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:

- 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP)
Construction:
 - Implement total of 31 weekend area shutdowns in 2023 to complete required testing and address top risks
 - Benefits:
 - Ensure Fall 2024 delivery of electrified service
 - Enhance safety by physically separating construction work and passenger service trains
 - Mitigate risk of overhead contact system construction delays due to low contractor productivity (top project risk)
 - Reduce Roadway Worker in Charge (RWIC) field resource need (top project risk)
 - Phase 1: San Francisco to Millbrae Shutdowns: 2/11-2/12; 2/25-2/26; 3/4-3/5; 3/11-3/12
 - Phase 2: Millbrae to Hillsdale Shutdowns: 3/25-3/26; 4/1-4/2
 - Phase 3: Belmont to Menlo Park Shutdowns: 4/8-4/9; 4/15-4/16
- 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.
- Investigate potential of a Global Positioning System application available for train tracking on website.

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement in progress.

Customer Service/Experience Department

The taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations and Maintenance department to implement changes to better enhance the customer experience.
- Attend outreach activities
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit
- Ambassador Program Update:
 - Over the weekends of February 11th and February 12th along with February 25th and February 26th, outreach ambassadors engaged over 1,350 customers navigating the bus bridge at stations from 4th & King to Millbrae.
 - As the ambassadors reported, there were a mix of customers who were confused about the bus bridge and aware of the bus bridge while expressing gratitude staff were out there to inform passengers.
 - 4th & King to Millbrae weekend bus bridge outreach continues over March 4th and March 5th along with March 11th and March 12th before moving on to phase 2 Millbrae to Hillsdale in late March and early April.

Caltrain Digital Marketing

- Digital Marketing Highlights:
 - In February, Caltrain experienced a high volume of messaging due to the announcement of weekend closures. The first press release for this was published February 1st with the first weekend closure scheduled for February 11th. This service change has touched every aspect of communications including social, web, mobile, etc.
 - Continued announcements of gratitude as a result of Caltrain acquiring \$367 Million in State Funding to Finish Electrification Project. New board members were announced for Caltrain.
- Caltrain Digital Marketing Highlights:
 - Black History Month
 - Digital Communications team continued a weekly video series highlighting electrification
 - Hiring Video
 - Valentine’s Day Vertical content
 - State Funding announcement – across all platforms
 - Save Transit Regional Campaign
 - Caltrain Corridor Crossings Strategy Website launched

Fare Systems

The taskforce is spearheading efforts to:

- TVM Upgrade update:
 - The TVM Upgrade for Phase 3, which will upgrade 21 TVMs at the stations, has been completed. Phase 4 has is scheduled to begin March 15, 2023.

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. Plans are underway to install additional e-lockers early 2023 at select stations that are seeing the largest increases in demand (Hillsdale, Palo Alto, California Avenue, San Antonio, San Jose Diridon). More about the e-lockers is available at www.bikelink.org.
- Bike Parking Vendor
 - A Request for Proposals was released for a vendor to operate the 4th and King bike parking facility. Also included are options to add unstaffed bike rooms at other stations. The hope is to have a contract approved by Summer 2023.
- Caltrain Electrification
 - 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](#).
- Bayshore Station Overpass Rehabilitation Project
 - The Bayshore Station Overpass Rehabilitation Project will remove and replace the coating on the station’s pedestrian bridge and stairwells. This will ensure the overpass remains safe and fully functional for years to come.
 - During construction, passengers will board and alight on the northernmost cars.
 - A project webpage with more information is at www.caltrain.com/BayshorePedBridge.

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.
- Station(s) of the Quarter:
 - San Jose Diridon – ON HOLD
 - Tamien - In Progress (Estimated Completion Date: TBD)
 - San Carlos - In Progress (Estimated Completion Date: TBD)
 - Lawrence - In Progress (Final Walk-Thru TBD)
- Next Station(s) of the Quarter:
 - Belmont
- Upcoming Projects:
 - Hayward Park Shelter Replacements
 - Station Shelter Glass Panels Replacements (Metal Mesh)
 - Display Cases to be replaced with Plexi-Glass (Station Varies)

JPB CAC Work Plan

April 19, 2023

- Safety Quarterly Update
- Go Pass Donation Program
- Mt. View Transit District Grade Separation and Access Project

May 17, 2023

- FY2024 Preliminary Operating & Capital Budgets
- Caltrain Fare Changes

June 21, 2023

- Corridor Crossing Strategy (tentative)
-

July 19, 2023

- Safety Quarterly Update
-

August 16, 2023

- Broadband Wireless (tentative)
-

September 20, 2023

- Rail Safety Education & Suicide Prevention Update
- Corridor Crossing Strategy (tentative)

October 18, 2023

- Safety Quarterly Update
- Mini-High Project (tentative)

November 15, 2023

- Corridor Crossing Strategy (tentative)
-

December 20, 2023

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Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19.
- MTC Means-Based Discount Fare program update.
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19.
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19.
- Operating Costs – requested by Member Adrian Brandt on 2/13/20.
- Clipper Data Availability.
- Construction Obstacles.
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21.
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, and the Google campus being planned at the Diridon station - requested by Member Adrian Brandt on 12/15/21.
- Transit Oriented Development & preservation outreach - requested by Member Patricia Leung on 12/15/21.
- Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21.
- Staffing structure, Governance Update, Visual Messaging Display rollout plan - requested by Member David Tuzman on 12/15/21.
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21.
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21.
- Engineering Standards.
- Clipper Next Gen Validator Project Update.
- Grade Crossing Presentation and an update on dual speed check and the wireless system – requested by Member Adrian Brandt on 9/21/22 & 1/18/23.
- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22.
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22.
- EMU presentation.
- Report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety – requested by Member Rosalind Kutler on 1/18/23.
- Exploration on the five stations south of San Jose and what it would take to get more service and ridership there and explore electrifying the blended corridor from San Jose south - requested by Member Steven Seebart on 1/18/23.
- Conductor communication during major incidents – requested by Alternate Member Melody Pagee on 1/18/23.
- Presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing - requested by Member Adrian Brandt on 1/18/23.
- What Caltrain can do to avoid flooding - requested by Member Adrian Brandt on 1/18/23.
- Staff to revisit the tree survey report - requested by Member Adrian Brandt on 1/18/23.

- TOD Internal - would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing - requested by Member Patricia Leung on 1/1/23.
- TOD External – external - would like to see the work being done with different cities and counties to figure out their plans for adjacent properties - requested by Member Patricia Leung on 1/1/23.
- Marketing campaign for neighboring properties and nearby transit connections to help increase.
- Suicide Prevention Initiatives