



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

April 19, 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. Approval of Meeting Minutes of March 15, 2023
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Chairperson's Report
6. Committee Comments
Committee members may 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.
7. Go Pass Donation Program (Melissa Jones)
8. Mt. View Transit District Grade Separation and Access Project (Lori Low & Alvin Piano)
9. Safety Quarterly Update (Mike Meader)
10. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time, and Place of Next Meeting
May 17, 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**

DRAFT MINUTES OF MARCH 15, 2023

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

MEMBERS ABSENT: P. Joshi (Alternate), R. Jaques (Alternate), M. Page (Alternate)

STAFF PRESENT: K. Kelly, J. Ye, D. Santoro, J. Hogan, M. Tseng
Due to COVID-19, this meeting was conducted as a Zoom and in person meeting.

Chair Brian Shaw called the meeting to order at 5:42 p.m. and led the Pledge of Allegiance.

CONSIDERATION OF REQUESTS, IF ANY, OF MEMBERS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES

There were none.

APPROVAL OF MINUTES OF FEBRUARY 15, 2023

Motion/Second: Klein/Torres

Ayes: Brandt, Klein, Kutler, Leung, Shaw, Torres, Tuzman, Seebart

Abstain: None

Absent: None

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter, Millbrae, commented on not having a video visual.

CHAIRPERSON'S REPORT

Chair Brian Shaw walked members and the public through the agenda for tonight.

PUBLIC HEARING ON THE ANNUAL AUDIT OF MEASURE RR TAX REVENUE AND EXPENDITURES FOR FISCAL YEAR ENDED JUNE 30, 2022

Chair Shaw opened the public hearing.

Kathleen Kelly, Interim CFO, introduced Ryan Nielsen, Audit Partner with Brown Armstrong CPA.

Ryan Nielsen, Brown Armstrong Audit Partner, stated there would be an annual audit of Measure RR funds. He provided a presentation that included the following:

- Report of Measure RR fund financial statements
- Brown Armstrong audit opinion
- Management's responsibilities
- Auditor's responsibilities
- Significant accounts
- No difficulties or disagreements were encountered in the performance of the audit

Public Comment

There were none

Chair Shaw closed the public hearing.

BOARD DISCUSSION

Member David Tuzman inquired about making the report itself available, it was clarified that it was included in the packet.

Member Steve Seebart inquired about page 9 regarding the statement that "material weaknesses or significant deficiencies in controls may exist that were not identified." Mr. Nielsen replied that it refers to not auditing every single transaction in the audit with no opinion specifically on internal controls.

Member Steve Seebart inquired about the 5 priorities for spending (e.g. supporting Caltrain services, increasing service, providing access for those with limited means, etc.) given that the report did not clarify money spent on priorities. Mr. Nielsen replied that they evaluated expenditures on a project by project basis and those projects were approved.

Member Adrian Brandt commented on page 5, summary of the dollars Measure RR brought in \$112.6 million and of that \$110 million was not spent. Accounting Director Jennifer Ye verified that was correct.

Member Adrian Brandt requested figures for future reports on what funds were encumbered or not to understand the cash position better.

Chair Shaw clarified that a report with budgetary planning (how Caltrain plans to use these funds) would help keep track of whether these funds were used as expected.

Member Rosalind Kutler commented on transparency and confidence from taxpayers regarding money spent on electrification.

Member Patricia Leung commented on specific funds for specific projects on a report for visibility for the public.

Member Larry Klein commented on having a breakdown of operations maintenance versus capital needs and timing for earmarking it for multiple projects; timing of this audit versus the fiscal year of Caltrain for decisions made from Caltrain throughout the year. Kathleen Kelly said going forward the budget would be a 2 year budget, and the audit would look at spending from prior years; in the future, staff can provide more context around that, what funds were obligated, what happened, and what was spent in a staff report (to accompany the audit report when a draft for the committee occurs).

Member Larry Klein asked whether the monies were collected quarterly and transferred to Caltrain; Ms. Ye stated it was collected every month.

Member Larry Klein inquired about the audit occurring later March instead of December.

Member Jean-Paul Torres commented on having a fact sheet for how Caltrain is taking on Measure RR.

Member Steve Seebart commented on money set aside for projects and not for increasing service.

Member David Tuzman commented on money spent on electrification is money spent on service.

Member Adrian Brandt commented on the public getting news on what their funds are being spent on.

Member Rosalind Kutler commented on having a fact sheet, social media, or web page on the spending.

Member Patricia Leung commented on the amount not spent; spending it up front to get over electrification.

Member Larry Klein commented on the interest income being only \$22,000 and having a higher return on investment.

Chair Shaw requested the report closer to January than March next year.

Kathleen Kelly, Interim CFO, stated the next step would be to bring the staff report with committee comments back to this committee for approval in two mont

COMMITTEE COMMENTS

Member Torres commented on social media alerts regarding high winds, delayed trains, and solutions. Shared story regarding visually impaired rider who shared their experience navigating the system.

Member Tuzman shared his experience at the Sunnyvale station regarding a shelter that was blown over with caution tape and feedback from former Oracle worker who used Caltrain and requested connection services to employers -shuttles especially (www.commute.org).

Member Kutler commented on having a strong regional approach.

Member Klein asking whether the wind damage would delay electrification.

Chair Shaw announced membership with the Transbay Authority CAC, their meetings on Tuesdays starting in May; trip to Spain indicated trains underground with no issues with trees falling on their tracks.

Public Comments

Jeff Carter, Millbrae, commented on grade crossing funds coming from road funds and car dominance in the United States and providing data online in reference to ridership.

CORRIDOR CROSSING STRATEGY

Jill Gibson, Transportation Planner, Kimley-Horn, provided a presentation that included the following:

- Current at-grade crossings
- 15 active grade separation, closure, and undercrossing projects
- Purpose, outlines, and timeline,
- Case studies
- Approach spectrum
- Developing a shared strategy
- Technical exploration topics
- Program strategy goals
- 2023 engagement schedule

Committee Comments

Member Patricia Leung asked about projects slated for grade separation; Ms. Gibson stated there were no projects on the Union Pacific Railroad (UPRR) currently.

Member Leung asked about preferred methodology as we're starting this process; Ms. Gibson stated there were currently none as they were staying open at the beginning to see how they play out.

Member Leung asked about extra funds used to support grade separations.

Member Kutler commented on the models advocating different kinds of initiation process; Ms. Gibson stated there was a different initiation process for each project.

Member Kutler asked if they have a value then for the champion model mentioned, how is it initiated; Ms. Gibson stated that some projects are funded by the state, and then grouped by priority, by movement, safety, place, and delivery efficiency, she stated they would eventually public a program strategy introduction for these case studies.

Member Kutler inquired about potential housing as a consideration.

Member Brandt commented on priorities especially with competition amongst cities, the best political advocacy initiates projects; if there were objective policies and scoring for prioritization and funding, the most rational would be prioritized; Caltrain owns its right of way but limited in its grade separation design due to Union Pacific freight; the 1% grade separation limits design.

Member Seebart inquired about working with Caltrain's Director of Strategy and Policy, Ms. Gibson confirmed they were working with him. He asked about finishing goals and perspective, and filtering out goals; Ms. Gibson stated the 5 strategy goals will be used to evaluate approaches during the Fall.

Member Tuzman commented on the number of program strategy goals and improve bullet points to "improve access and circulation for all modes" of transportation.

Member Brandt commented on flooding with dipped underpasses being hostile to pedestrian crossings; must have permanent pumping facilities.

Member Torres commented on having climate considerations, access for all modes, prioritizing modes that are not cars.

Member Klein commented on Sunnyvale adding a bicycle-pedestrian lane.

Public Comments

Jeff Carter, Millbrae, commented on climate change and having 22nd street station remain as it is.

Drew commented on ordering the under crossings on the powerpoint, corridor crossing interactive map, Broadway Grade separation needing to indication the pedestrian crossing, adding the ped-bike on the interactive map, and listing the San Mateo environmental design.

STAFF REPORT UPDATE

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

On-time Performance (OTP) –

- **February:** The February 2023 OTP was 93.1% compared to 91.6% for January 2022.

- **Vehicle on Tracks** – There were 2 vehicle on the tracks, which caused train delays. The train delays were on February 14th (San Mateo) and February 20th (Broadway and Borough).
- **Mechanical Delays** – In February there were 6 delays due to vehicles on tracks.
- **Trespasser Strike** – There were no trespasser strikes in February.

Mr. Santoro reminded the committee and the public that the next bus bridge would be between Millbrae and Hillsdale beginning March 25th, and that the latest updates would be at <https://www.caltrain.com/february-2023-service-change> . Lastly, he stated this would be his last meeting and John Hogan would be replacing him. John Hogan introduced himself and provided his experience background. Chair Shaw thanked Mr. Santoro for his time and welcomed Mr. Hogan.

Committee Comments

Member Brandt noted that the vehicles on track were after dark and suggested lighting to prevent further incidents. He requested the ridership statistics be a searchable PDF instead of an image so the committee could easily compare ridership numbers.

Chair Shaw encouraged in person attendance if members were not out sick.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

The next meeting will be April 19, 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 7:59 pm.

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

TO: JPB CAC

FROM: John Hogan
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **March:** The March 2023 OTP was 84.8% compared to 88.6% for March 2022.
 - **Vehicle on Tracks** – There were five days with a vehicle on the tracks. The vehicle on March 1 (16th St., San Francisco @ 1:29am.), caused 0 trains delayed. The vehicle on March 12 (2nd Ave., San Mateo @ 8:41am), caused 4 trains delayed. The vehicle on March 18 (Churchill Ave., Palo Alto @ 10:31pm), caused 1 train delayed. The vehicle on March 20 (16th St., San Francisco @ 10:37pm), caused 8 trains delayed. The vehicle on March 21 (Watkins Ave., Menlo Park @ 8:52pm), caused 14 trains delayed.
 - **Mechanical Delays** – In March 2023 there were 1488 minutes of delay due to mechanical issues compared to 747 minutes in March 2022.
- **February:** The February 2023 OTP was 93.1% compared to 91.6% for February 2022.

Service and Program Updates

Temporary Weekend Service Reductions for Electrification Construction

Caltrain Electrification, which will provide passengers with greener, faster, and more frequent service, is nearing its final phase as we anticipate electrified service to begin in 2024. However, in 2023, we need to do intensive work along the corridor to complete critical construction and testing activities. To minimize the impact on weekday service and to ensure

the project is completed safely and on time, **Caltrain will be suspending rail service in select areas on weekends throughout the year.**

On the weekends of **March 25-26** and **April 1-2**, Caltrain suspended rail service between Millbrae and Hillsdale Stations to accommodate Caltrain Electrification construction and testing. Local weekend Caltrain service was replaced with limited bus service, known as a bus bridge, for riders traveling to or from the affected area. The weekend bus bridge will serve all stops between Millbrae and Hillsdale stations.

Special Board Workshop on Caltrain Finances

On Thursday, April 6 at 9:00am, Caltrain held a special Board workshop on the agency's business outlook, including near-term financial projections along with options and strategies to address future anticipated budget deficits. No Board action was required at the workshop, but it was an opportunity to discuss priorities and goals before a May presentation on the preliminary budget for Fiscal Years 2024 and 2025.

Special Services Ridership Report (February)

Sharks

- Six regular season home games in February.
- Total additional ridership boarding at San Jose Diridon station was 486.
- Year-to-date additional ridership is 1,949, a 20% decrease compared to 2021 (2,437) and a 72% decrease compared to 2019 (7,082).
- *Please note, a bus bridge was in effect for the 2/25 game.*

Warriors

- Seven regular home season games in January.
- Total additional post-game ridership boarding at San Francisco station was 876
- Year-to-date additional ridership is 6,893, a 39% decrease compared to 2021 (11,333) and a 54% decrease compared to 2019 (14,969).
- *Please note, a bus bridge was in effect for the 2/11 and 2/26 games.*

Other Special Events

Giants Fan Fest: Total additional ridership was 753, a 3% decrease compared to 2020 (774).

Capital Projects:

The Capital Projects information is current as of February 28, 2023 and is subject to change prior to March 29, 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 2/8/2023, JPB's PCEP team completed the MT2 OCS removal. On 2/10/2023, Walsh Construction completed the removal of trees and the construction of site entrances. On 2/28/2023, Walsh Construction completed the removal of MT2 track and ties.

In March 2023, JPB anticipates the removal of MT2 ballast, the partial removal of MT2 bridge structural elements, the mobilization of a field office trailer at the project site, and the formal issuance of an Encroachment Permit by Valley Water.

Funding status light yellow until planned FY25 funding appropriated by the 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 continued to work on the issue with the display module and continued testing.

Begin Phase 4 to upgrade 27 TVMs in early March 2023 starting in San Francisco and working south.

- **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.

Received approval from Management Committee for Substantial Completion and Turn Over to Rail Ops for the Next Generation Clipper Validators.

Begin to close out the project.

- **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.

Held bi-weekly meetings with the contractor Nomad Digital. The contractor submitted several Request For Information that JPB is responding to. The contractor submitted

their Site-Specific Work Plans for the trackside site survey in March. The contractor had an initial site visit to the EMU to plan out their detailed EMU survey.

Perform the trackside site surveys and the EMU 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 completed emissions testing and is back in service. Unit 924 is at Caltrain, TASI found a few issues which have since been repaired. Unit needs static testing with cars and then can go in service. Unit 925 is still in overhaul due to ship in March 2023. 926 is at Alstom being stripped down.

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-Mar 2023

Monthly Performance

Pre-Pandemic Mar FY 2019	Last Year Mar 2022	Current Year Mar 2023	Mar 2022 to Mar 2023% ▲	Pre-Pandemic Mar FY 2019 to Mar 2023% ▲
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Total Ridership	1,487,889	337,078	418,926	24.3%	-71.8%
Average Weekday Ridership	65,057	12,539	16,632	32.6%	-74.4%
On Time Performance	94.0%	88.6%	84.8%	-4.3%	-9.9%

Fiscal YTD Performance

Pre-Pandemic Mar FY 2019	Last Year Mar 2022	Current Year Mar 2023	Mar 2022 to Mar 2023% ▲	Pre-Pandemic Mar FY 2019 to Mar 2023% ▲
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Total Ridership	13,683,729	2,507,378	3,736,664	49.0%	-72.7%
Average Weekday Ridership	60,865	10,548	16,679	58.1%	-72.6%
On Time Performance	93.1%	93.1%	86.9%	-6.6%	-6.7%

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)

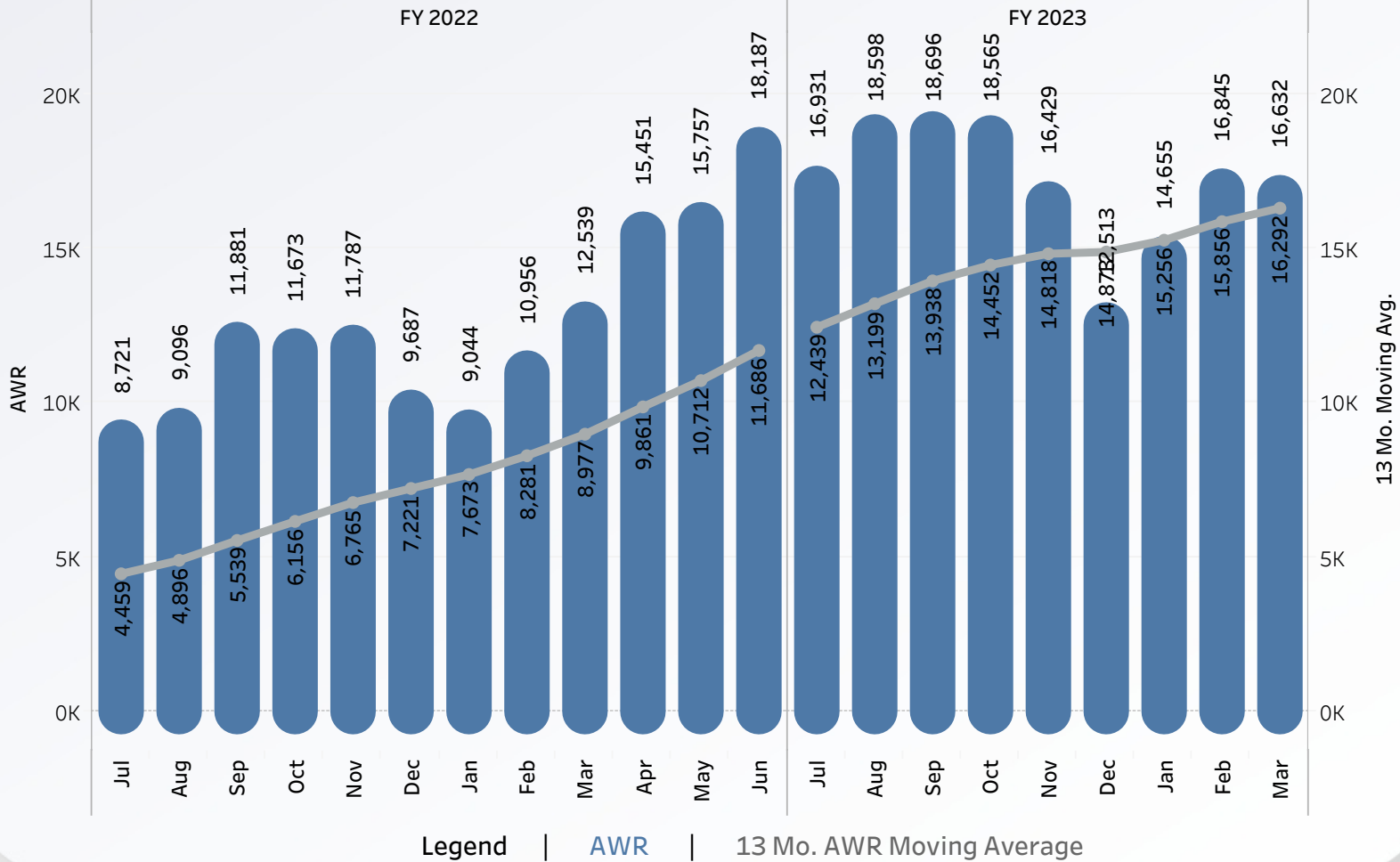
-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-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.

Key Ridership Methodology Notes:..



Caltrain Average Weekday Ridership (AWR)-Mar 2023

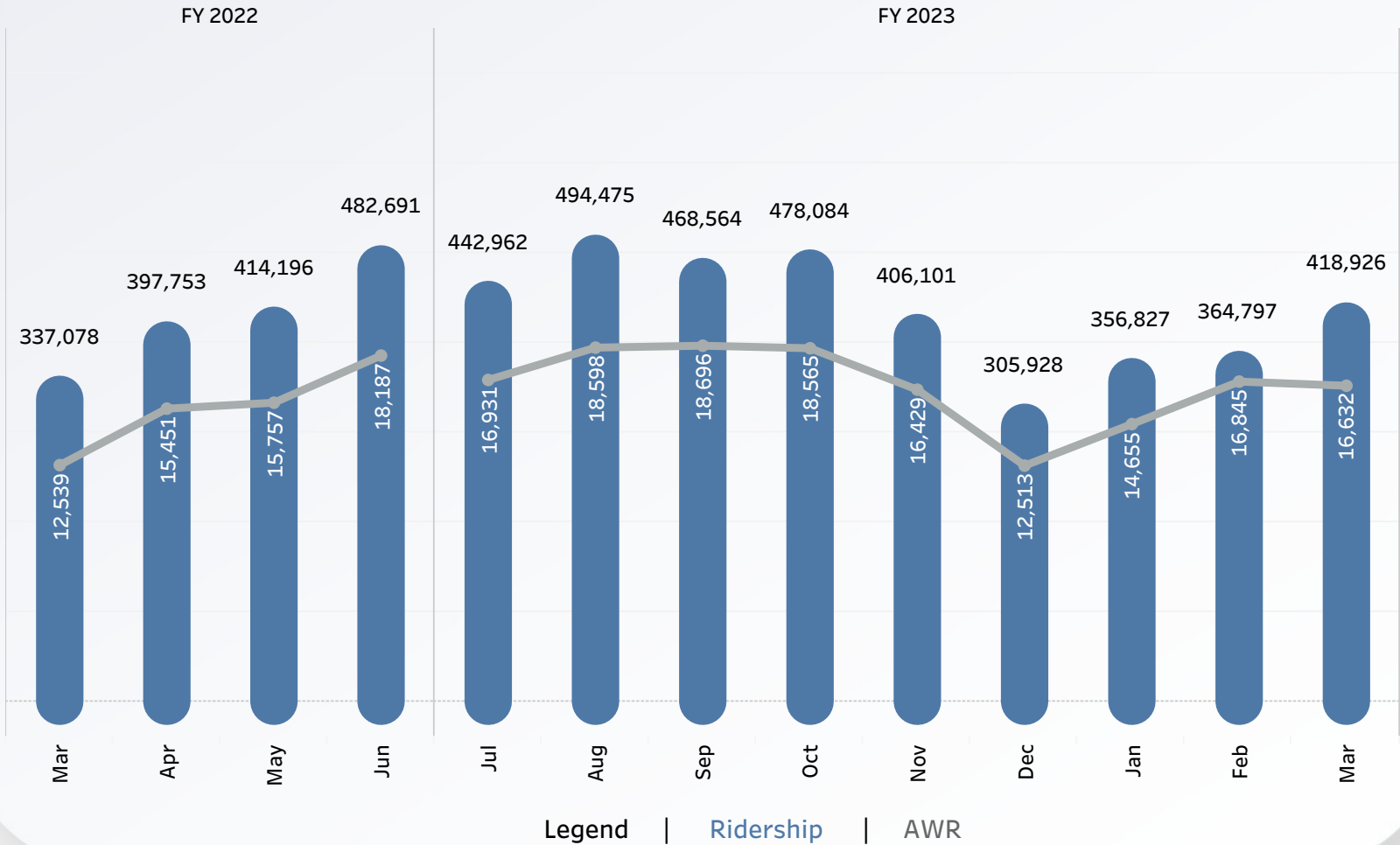


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Caltrain Total Ridership & AWR -Mar 2023



Key Ridership Methodology Notes:

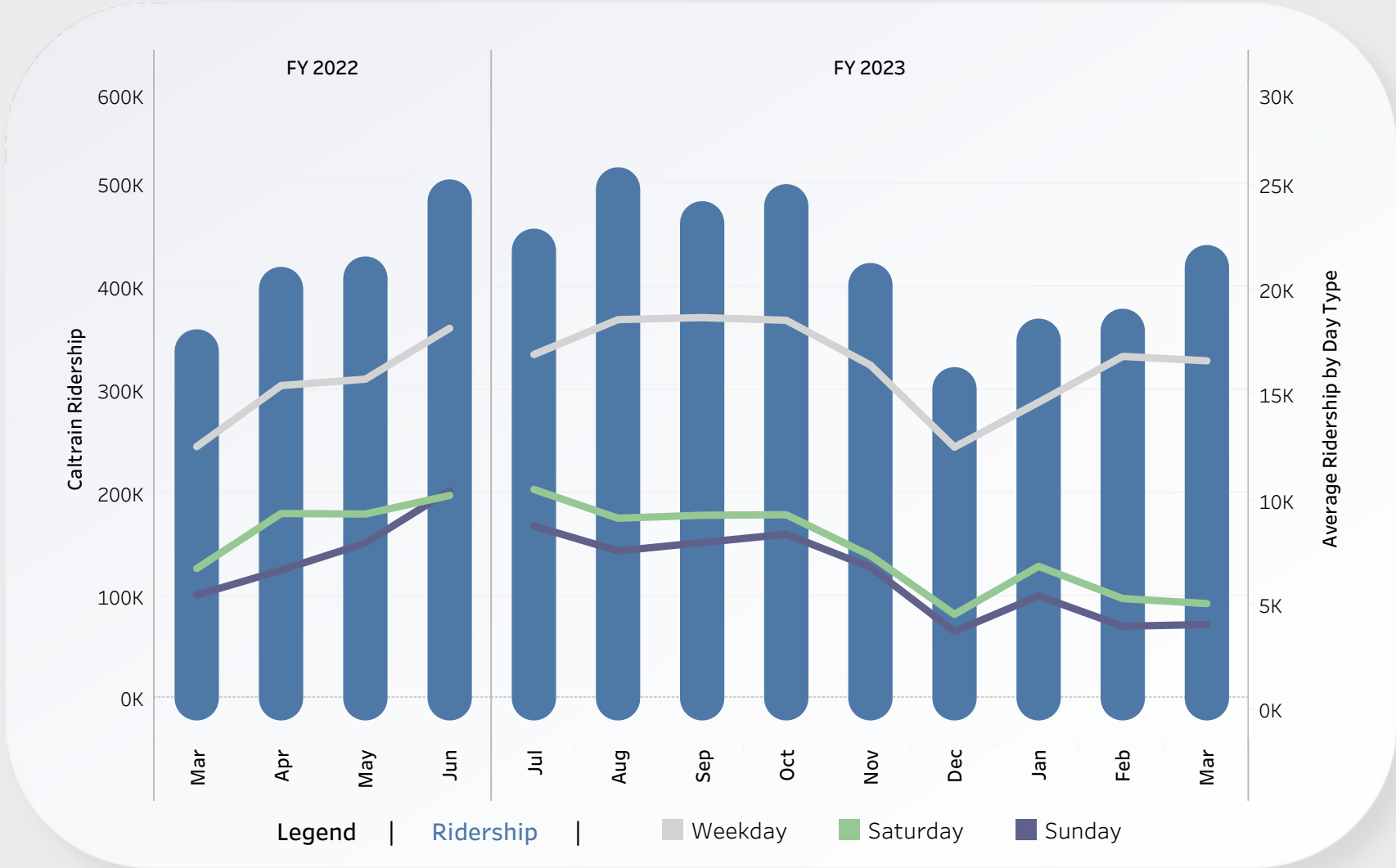
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Caltrain Total Ridership & Average Ridership by Day Type -Mar 2023

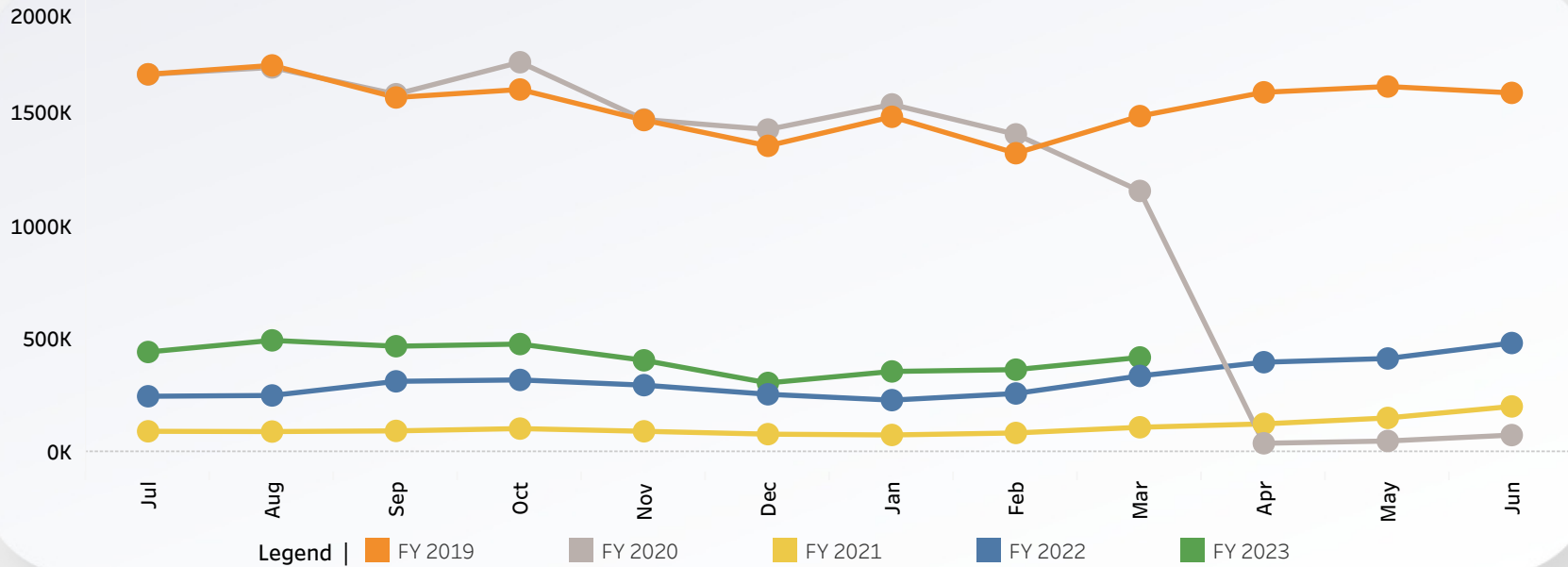


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Caltrain Total Ridership-Mar 2023



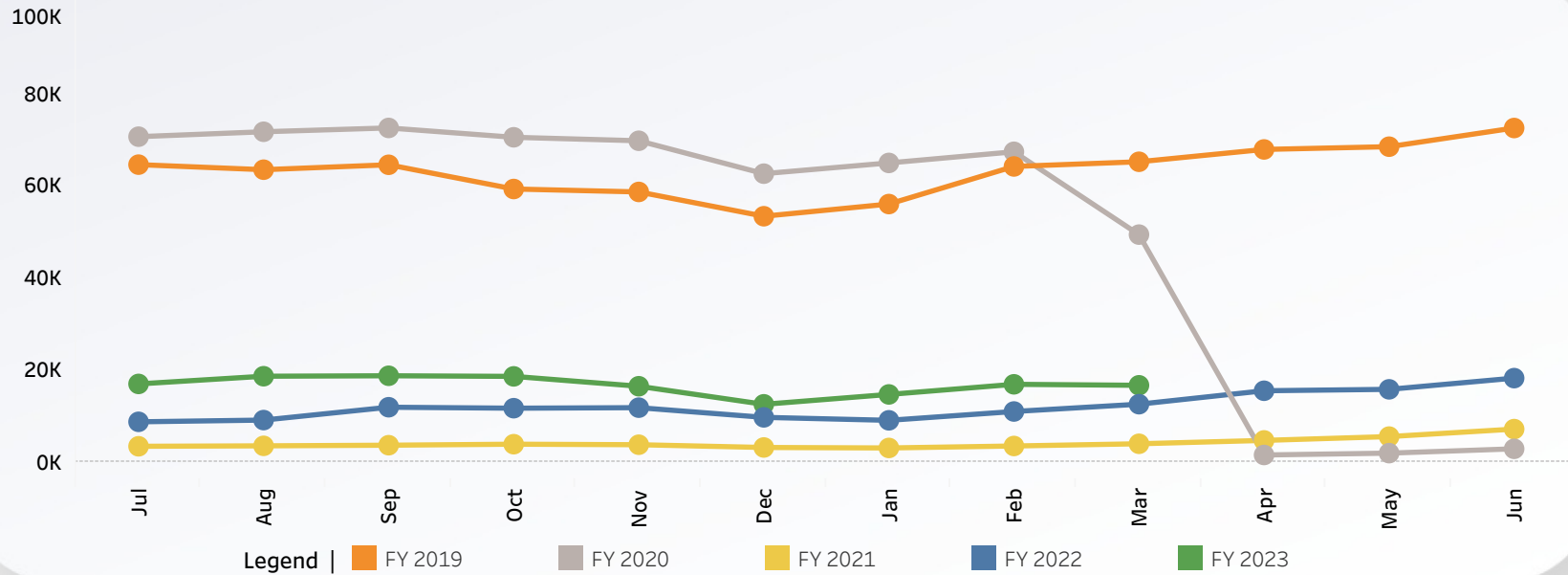
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	1,673,035	1,672,672	91,703	246,902	442,962
Aug	1,712,362	1,703,334	90,538	250,434	494,475
Sep	1,570,308	1,584,833	93,486	313,026	468,564
Oct	1,605,671	1,726,436	103,686	319,258	478,084
Nov	1,470,239	1,472,693	91,699	296,065	406,101
Dec	1,356,071	1,428,363	79,078	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	364,797
Mar	1,487,889	1,156,388	109,519	337,078	418,926
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	

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Caltrain Average Weekday Ridership (AWR) -Mar 2023



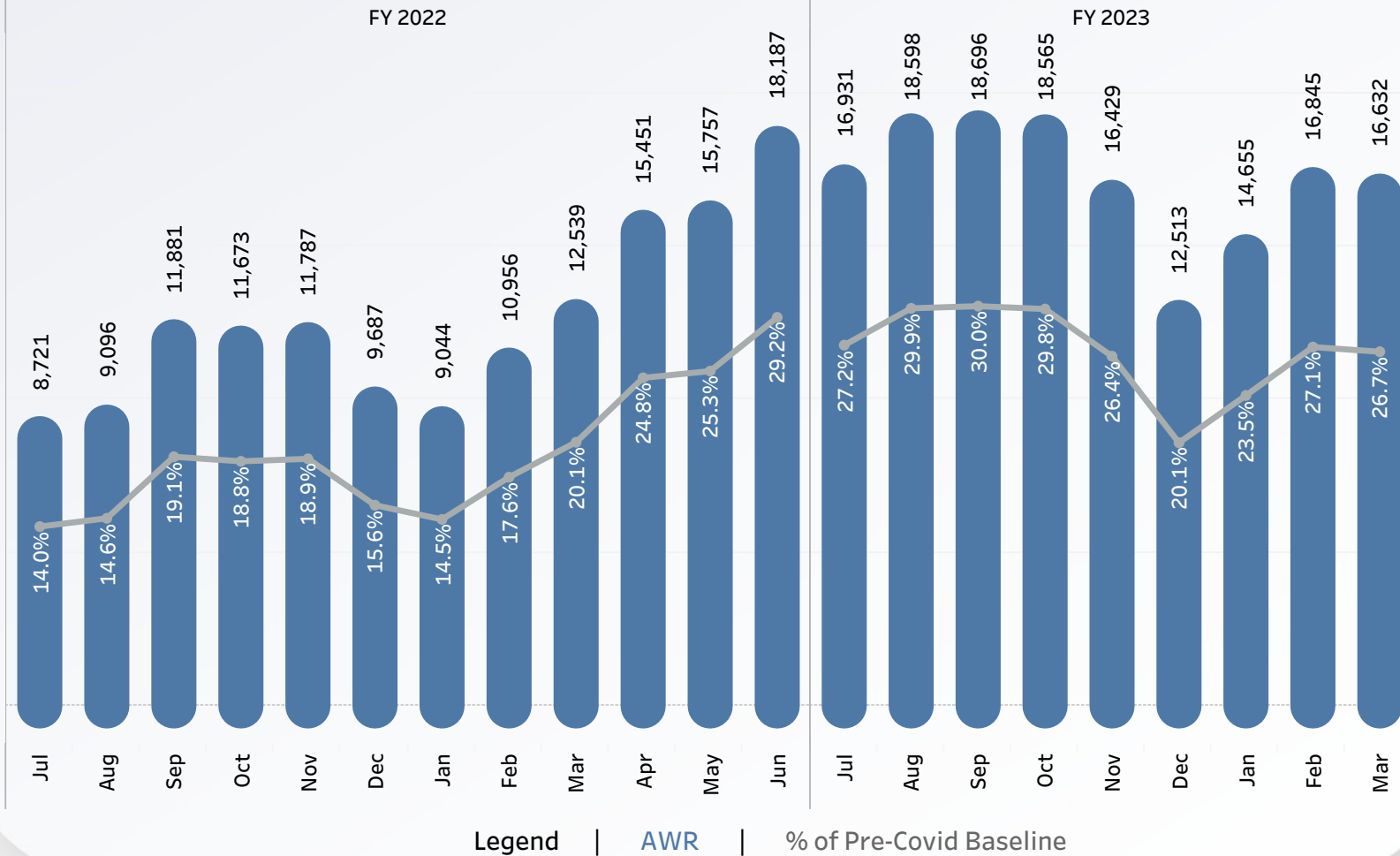
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	64,435	70,493	3,419	8,721	16,931
Aug	63,340	71,557	3,517	9,096	18,598
Sep	64,405	72,387	3,654	11,881	18,696
Oct	59,159	70,360	3,873	11,673	18,565
Nov	58,523	69,607	3,760	11,787	16,429
Dec	53,258	62,480	3,162	9,687	12,513
Jan	55,897	64,806	3,058	9,044	14,655
Feb	64,041	67,218	3,484	10,956	16,845
Mar	65,057	49,276	3,965	12,539	16,632
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-Mar 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.

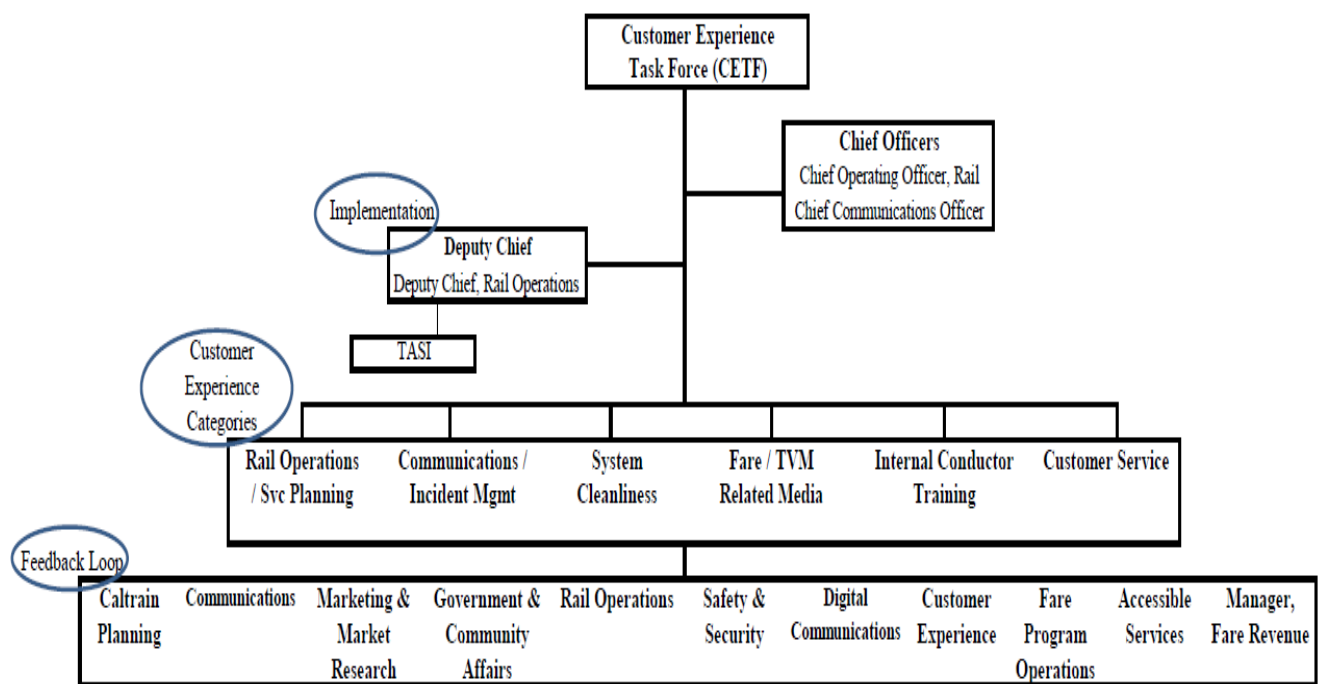
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 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 (caltrain.com/status):
 - 31 weekend area shutdowns in 2023 to complete required testing and address top risks
 - Phase 3: Belmont to Menlo Park Shutdowns: 4/8-4/9; 4/15-4/16
 - Phase 4: Menlo Park to Santa Clara: 4/22-4/23; 4/29-4/30; 5/6-5/7; 5/13-5/14
 - Additional weekends June-December
 - Weekday service changes for signal cutover work: April 17-21 and April 24-28
 - Overall reduction from 104 trains to 82 trains per day
 - Suspended Baby Bullet service
 - Gilroy and College Park stations service adjustments
 - Single tracking at Palo Alto, San Antonio, California Avenue, and Mountain View stations
 - Service will end early on weekdays April 17 to April 28, 2023.
 - Monday - Thursday: Service will end early each night
 - Last northbound train leaves Tamien at 10:26pm
 - Last southbound train leaves San Francisco at 10:47pm
 - Friday, April 21 and Friday, April 28: Service will end earlier each night
 - Last northbound train leaves Tamien at 9:26pm
 - Last southbound train leaves San Francisco at 9:17pm
 - On Monday, May 1, Caltrain will revert to the regular weekday schedule.
- 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:
 - Internal staff and contracted JBR Partners, Inc. staff have been conducting outreach throughout the various weekend shutdown phases on most weekends in support of the Electrification construction project and lifeline bus bridge.
 - Phase 2 from Millbrae to Hillsdale. Outreach was completed at the Millbrae, Burlingame, San Mateo and Hillsdale stations in late March and early April.
 - Phase 3 from Belmont to Menlo Park. Outreach was completed at Belmont, Redwood City and Menlo Park stations over April 8th and April 9th and to be completed the following weekend of April 15th and April 16th.
 - Staff have been gearing up for the Phase 4 stations. Outreach is scheduled at Menlo Park, Palo Alto, Mt. View, Sunnyvale, and Santa Clara stations, on all weekends from April 22nd and April 23rd to May 13th and May 14th.
 - Outreach ambassadors have been out there throughout much of the day on those weekends to provide wayfinding and other informational assistance to customers regarding the lifeline bus bridge. Staff plans to deploy outreach ambassadors for additional phases throughout the year.

Caltrain Digital Marketing

- Digital Marketing:
 - March messaging continued to focus on weekend closures as shutdowns continued through Millbrae and San Francisco. This service change continues touching every aspect of communications including social, web, mobile, etc. Positive feedback regarding frequency and communication has been received.
 - March was International Women's Month and Caltrain celebrated all month long with spotlights highlighting the women of the agency both at central and onboard, posting spotlights, carousels, interviews, etc.

- There were multiple storms of different degrees and multiple teams came together to communicate and provide the best help. Some even occurred during weekend shutdowns.
- Celebrated transit driver / worker appreciation day. Content was posted highlighting conductors and engineers both in video and photo.
- Board members attended their first non-hybrid board meeting since the start of the pandemic.
- Caltrain Digital Marketing Highlights:
 - Women’s History Month
 - Weekend closures
 - Go Pass donation program
 - First complete in person board meeting
 - Winter Storms
 - Announced the Transit in Entertainment Awards
 - Transit Driver / Worker Appreciation Day (TDAD)

Fare Systems

The taskforce is spearheading efforts to:

- TVM Upgrade update:
 - Phase 4 of the TVM upgrade project began March 15, 2023. So far, 16 TVMs have been upgraded at the stations. Phase 4 will upgrade a total of 27 TVMs at the stations and is scheduled to be completed by the end of April 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

May 17, 2023

- FY2024 Preliminary Operating & Capital Budgets
- Caltrain Fare Changes

June 21, 2023

-
-

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

-
-

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