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MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

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

June 21, 2023 – Wednesday

5:40 p.m.

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 Avenue
San Carlos, CA 94070

1226 East Ash Road L34
Plymouth, Vermont 05056

or any other noticed location provided they comply with the following safety protocols:

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

Visitors who have been exposed to the COVID-19 virus, who have received a positive COVID-19 test results, or who are experiencing any of the following COVID-19 related symptoms should refrain from participating in person:

- Cough
- Shortness of Breath
- Fatigue
- Nausea or vomiting
- Fever or Chills
- Sore Throat
- Muscle or body aches
- Loss of taste or smell
- Headache
- Diarrhea
- Congestion or runny nose

Public Comments: Public comments may be submitted to cacsecretary@caltrain.com prior to the meeting’s call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations.

1. Pledge of Allegiance
2. Roll Call
3. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of May 17, 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. 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.
8. Measure RR Updated Report (Kathleen Kelly)
9. PCEP Update (Brent Tietjen / Pranaya Shrestha)
10. Staff Report (Christiane Kwok)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Date, Time, and Place of Next Meeting
July 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**

DRAFT MINUTES OF MAY 17, 2023

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

MEMBERS ABSENT: P. Leung, D. Tuzman (Vice Chair), R. Jaques (Alternate),

STAFF PRESENT: J. Hogan, L. Low, J. Navarette, M. Tseng

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

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

Member Kutler was allowed to join remotely due to an injury.

APPROVAL OF MINUTES OF MARCH 15, 2023

Motion/Second: Torres/Seebart

Ayes: Brandt, Klein, Kutler, Seebart, Shaw, Torres, Joshi, Pagee

Abstain: None

Absent: Leung, Tuzman, Jaques

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Doug DeLong, Mountain View resident, commented on whistle microphones and its functionality.

Jeff Carter commented on distanced base fares. He referenced Metrolink Trains and ACE Rail's distanced base fares as well as 22nd Street station and how Pennsylvania Avenue Extension may relocate or close the station.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported the following:

- For members whose term is expiring in 2023, Friday, May 19th, is the last day for applications to stay on committee for next three years.
- Reminded Committee members that a quorum is required to conduct meetings and to respond to emails regarding attendance inquiries.

COMMITTEE COMMENTS

Member Brandt commented on whistle microphones where if active, trains would expeditiously accelerate and move on to remain on schedule; referenced Clipper usage regarding distanced base fares and want a presentation to understand staff position on implementation; and, ridership still low, which speaks to the high percentage of people working from home.

Member Seebart commented about wanting to see a deep dive report including progress on distanced base fares. He also mentioned his personal experience riding the train to San Jose for a Giants game, seeing full parking lots, and windows on the upper deck seem opaque.

Member Brandt commented that ultraviolet light and cleaning solutions damage windows over time.

Member Torres commented about wanting an update on distanced based fares being an equity point making it more accessible for low-income and minority riders. He would like more digestible reporting for public awareness for GoPass Donation Program that was presented at last month's meeting.

Member Brandt expressed concerns on crossing activation circuits, also known as dual speed checkers, causing dramatically increased gate downtime.

Chair Shaw commented supporting members comments on distanced base fares and pushing to agenda this in the summer.

John Hogan, Acting Chief Operating Officer, mentioned a fare study to occur in the Fall as a result of distanced base fares and having staff respond regarding whistle mics and two-speed check.

Member Kutler commented on her personal experience at Bayshore station where she heard a few issues that were difficult for riders – inconsistent messaging on where to get off of trains, better communication especially at night, riders being overcharged, and having printed schedules or cards with Caltrain.com printed so riders know where to look for schedules.

Public Comments

Jeff Carter, Millbrae, commented on distanced based fares and possibly buffing train windows to make them transparent.

FY 2024 & 2025 PRELIMINARY OPERATING & CAPITAL BUDGETS

Kathleen Kelly, interim Chief Financial Officer, provided the presentation that included the following:

- Recommendations at the Board Workshop and the changes since the workshop
- Preliminary operating budgets summary, revenue assumptions, and preliminary revenue
- Expenditure assumptions and preliminary expenditure

- Operating reserve, capital budget requests, and projected funding sources
- Preliminary capital budgets summary and capital reserve

Member Pagee thanked staff for the presentation and making the numbers understandable.

Member Brandt inquired about member agencies' contributions and whether VTA (Santa Clara Valley Transit Authority) was paying all or are costs shared for the fourth train to Gilroy.

Member Torres commented on impacts of tree removals during the past storms and expenses associated.

Public comment

Jeff Carter commented about the trees in Burlingame, importance of State and Federal funding, and not locked in with PG&E (Pacific Gas and Electric Company) for electricity source.

MEASURE RR REPORT

Kathleen Kelly, interim Chief Financial Officer, provided the report that included the following:

- Auditor report in March with proposal, changes, and summary
- \$110 million was not spent leaving \$60 million for PCEP (Peninsula Corridor Electrification Project), \$20 million reserved for undesignated future, \$13 million committed for capital projects, and \$17 million used for Fiscal Year 2023 operations
- Measure RR funds designated for operations in 2023 and proposed 2024 and 2025

Member Klein commented on putting in framework for future review that includes course corrections taken, sales tax and how it fluctuates, etc.

Chair Shaw suggested having a task force of this committee to discuss how future reports should be developed.

Member Seebart expressed concern with the perspective of report not coming from the committee, how funds were allocated, and specific promises in the resolution that were not kept.

Chair Shaw supported Member Seebart's comments and stated that the report needed some context with explanations why funds were used as promised.

Member Kutler supported Member Seebart's comments and reiterated train service largely serving underserved people.

FARE ENFORCEMENT

John Hogan, Acting Chief Operating Officer, provided the report that included the following:

- Process for fare inspection and direction to TASI (TransitAmerica Services, Inc.)

- Process in contacting transit police and de-escalation campaign starting towards end of June

Chair Shaw commented on the need for data to understand patterns and effectiveness of process. He referenced BART's (Bay Area Rapid Transit) fare inspection process.

Member Seebart asked about the revenue from citations and transit police response times.

Member Brandt commented on fare policy and referenced Europe's experience with fare inspections. He also commented that fare inspections should not be announced in advance and allow the engagement.

Member Kutler reiterated that public safety is important as well as conductors. She commented that collecting fares are essential, but de-escalation is the most important thing.

Chair Shaw expressed concerns on not wanting the process to become like BART where riders do not ride BART due to safety concerns. He supported Member Brandt's suggestion in not announcing fare inspections in advance.

Member Pagee commented that the conductors making their presence known on trains would result in riders behaving.

Public comment

Jeff Carter commented that conductors approach in a civil manner and to not be confrontational. He also inquired on the policy if someone forgot their identification as he forgot his wallet once.

Doug DeLong commented that conductors can take a photograph of those who cannot produce identification and ban those who criminally trespass.

Member Seebart commented that trains could be equipped with security cameras. Member Brandt said new trains will have lots of cameras.

John Hogan, Acting Chief Operating Officer, noted that the Stadler trains will have cameras.

STAFF REPORT

John Hogan, Acting Chief Operating Officer, provided the following information:

- OTP (On-Time Performance) trending upwards at 94 percent
- Maintaining diesel trains and replacing some HVAC (Heating, Ventilation, and Air Conditioning) systems in preparation for summer months
- Thanked Chief Safety Officer for reaching out to communities and providing creative ways for painting the crossings
- Applying for grants for cameras and intrusion detections
- Guadalupe Bridge project fell a little behind but adding a second shift to work evenings

Chair Shaw reviewed workplan.

Member Brandt commented on cameras at various station platforms.

Member Seebart inquired if cameras would prevent trespassers.

Mr. Hogan commented that cameras at crossings with intrusion detection would notify police but would not stop intruders climbing through holes in the fence.

Public comment

Jeff Carter commented that workplan indicates August 16th fare changes in plan and supports deep dive with distanced base fares.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:

June 21, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 8:15 pm.

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **May:** The May 2023 OTP was 93.8% compared to 78.1% for May 2022.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks causing no delays. The incident was on May 2 (Churchill Ave., Palo Alto @ 9:49pm).
 - **Mechanical Delays** – In May 2023 there were 1249 minutes of delay due to mechanical issues compared to 2011 minutes in May 2022.
- **April:** The April 2023 OTP was 90.2% compared to 91.4% for April 2022.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The train delay was on April 5 (Churchill Ave., Palo Alto @ 8:49pm), which caused 7 trains delayed

Service and Program Updates

Final Phase of Bayshore Overpass Rehabilitation Begins

The Bayshore Station Overpass Rehabilitation Project has entered its final phase of construction, where the pedestrian bridge and stairwells will have their protective coating replaced, ensuring it will remain safe and functional for years to come. Construction will close the overpass to riders, so Caltrain is running shuttle service between platforms so they can move from one to the other safely. The shuttle will operate between 4:30 am and 12:30 am and is aligned with train service. This \$6.87 million project is expected to be completed by August 8 of this year.

Special Services Ridership Report (April)

Giants

- Fourteen regular season home games in April.
- Total additional ridership boarding and alighting at San Francisco station was 47,292.
- Year-to-date additional ridership is 49,554, a 20% decrease compared to 2022 (61,720) and a 6% decrease compared to 2019 (52,995).
- Please note, due to PCEP construction, a reduced level of service was in effect for the 4/20, 4/21, 4/24, 4/25, 4/26, and 4/27 games, and a bus bridge was in effect for the 4/8, 4/9, 4/22, and 4/23 games.

Sharks

- Three regular season home games in April.
- Total additional ridership boarding at San Jose Diridon station was 320.
- Season total additional ridership was 2,756, a 9% decrease compared to 2021-22 (3,027) and a 72% decrease compared to 2019 (9,878).
- Please note, a bus bridge was in effect for the 4/8 game.

Warriors

Regular Season:

- One regular season home game in April.
- Total additional ridership boarding at San Francisco station was 217.
- Regular season additional ridership was 8,448, a 38% decrease compared to 2021-22 (13,629) and a 44% decrease compared to 2019-20 (13,629).

Playoffs:

- Three playoff home games in April.
- Total additional post-game ridership boarding at San Francisco station was 778.
- Regular season and playoff year-to-date additional ridership is 9,226, a 38% decrease compared to 2021-22 (14,970).
- Please note, due to PCEP construction, a reduced level of service was in effect for the 4/20 and 4/28 games and a bus bridge was in effect for the 4/23 game.

Capital Projects:

The Capital Projects information is current as of April 30, 2023 and is subject to change prior to June 1, 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.

Construction activities in the month of April 2023 included the installation of bracing on the webs of existing MT1 steel girders, installation of sheet piling between MT1 and MT2,

and demolition and removal of MT2 abutment 5. In addition, Valley Water issued an encroachment permit covering all activities for bridge demolition and construction.

In May 2023, JPB anticipates the completion of bracing on the webs of existing MT1 steel girders, completion of the installation of sheet piling between MT1 and MT2, and demolition and removal of MT2 abutment 5. Also in May 2023, the JPB Board will consider an amendment to the Cooperative Agreement between VTA, ACE, and JPB to accept a funding contribution from ACE for the Guadalupe River Bridge Replacement Project.

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 Ventek completed Phase 4 of the TVM Upgrade project on May 12th. A total of 27 TVMs were upgraded in Phase 4.

Start the final Phase 5 which will upgrade the remaining 27 TVMs.

- **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. Worked with the Safety, Rail Operations, PCEP, Rail Customer Experience and Government Community Affairs team to identify a viable option to close the East and West Towers without affecting train operations for Board consideration. Continued to work with the Contractor in submitting a time impact analysis of the delays of the project in order to determine the extent of delays caused by the Owner or Contractor. Continued to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations. Continued to work with Contracts and Legal Team in resolving the subcontractor substitution, stop payments, and legal actions from the Prime's Subcontractor.

Prepare necessary documents for shuttle services to begin on May 8th through August 22nd to support the stairs and towers closure as painting activities resume.

- **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 completed their trackside site survey. The contractor completed their EMU survey at the Stadler facility in Salt Lake City. The contractor submitted their revised preliminary system design for the EMU installations. The contractor also completed their survey of the control centers at San Jose and Menlo Park.

Receive a revised preliminary system design for the trackside and control centers.

- **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.

Locomotive 924 ran through dynamic testing. A traction motor failure occurred again while in-service. Traction Motor number three failed motor was replaced. Two motors have been replaced to date. Unit has only run three days in service. Alstom has closed out open items from shipping on 924 and returned stock of warranty materials used for 927 repairs in 2022. At Mare Island 925 delayed due to traction motor removed to supply 924.

Demonstrate that Unit 924 will reliably complete revenue service. Ship Unit 925. Meet with Alstom Senior Management about improving performance and mitigating delays.



Caltrain Executive Summary-May 2023

Monthly Performance

Pre-Pandemic May FY 2019	Last Year May 2022	Current Year May 2023	May 2022 to May 2023% ▲	Pre-Pandemic May FY 2019 to May 2023% ▲
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Total Ridership	1,618,825	414,196	476,738	15.1%	-70.6%
Average Weekday Ridership	68,326	15,757	18,853	19.6%	-72.4%
On Time Performance	95.0%	78.1%	93.8%	20.1%	-1.4%

Fiscal YTD Performance

Pre-Pandemic May FY 2019	Last Year May 2022	Current Year May 2023	May 2022 to May 2023% ▲	Pre-Pandemic May FY 2019 to May 2023% ▲
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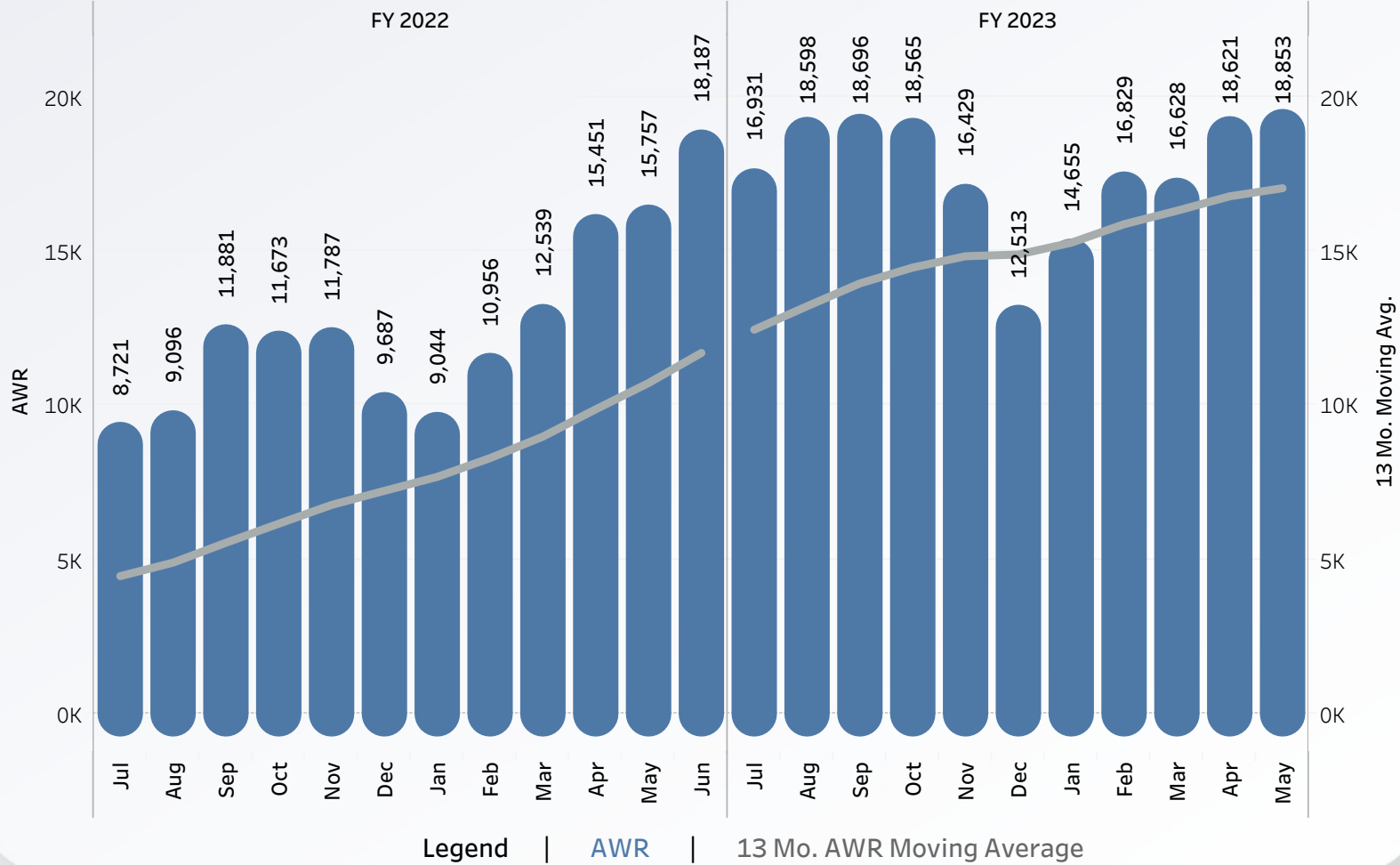
Total Ridership	16,895,820	3,319,327	4,630,800	39.5%	-72.6%
Average Weekday Ridership	62,223	11,464	17,052	48.8%	-72.6%
On Time Performance	93.3%	91.6%	87.9%	-4.0%	-5.9%

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)-May 2023

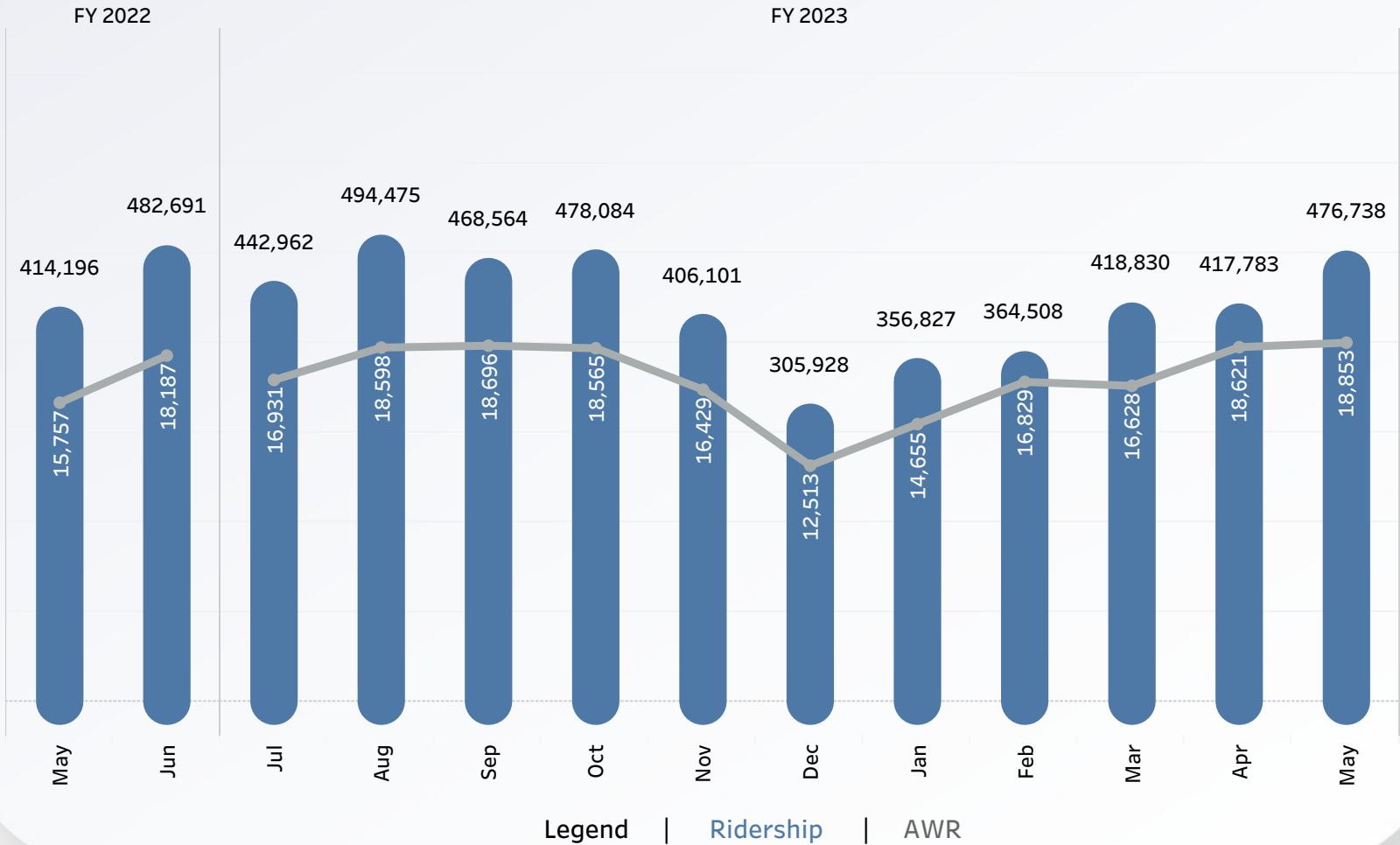


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Caltrain Total Ridership & AWR - May 2023



Key Ridership Methodology Notes:

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

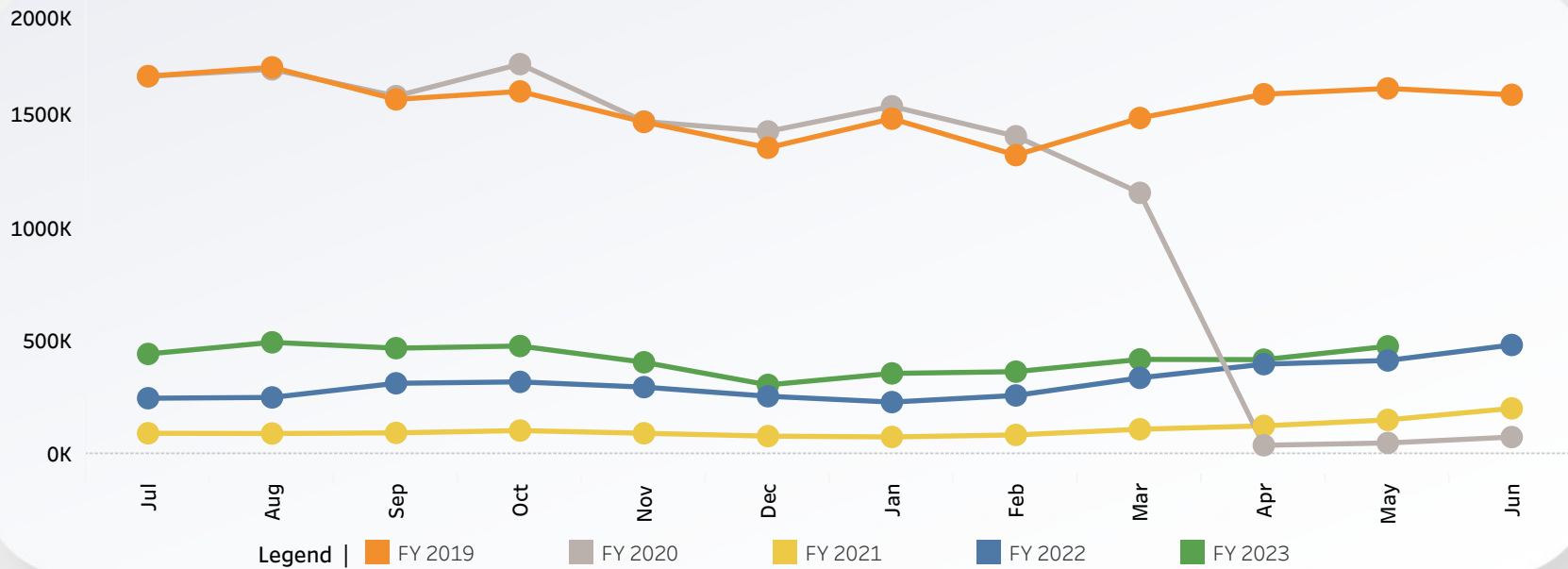


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Caltrain Total Ridership-May 2023



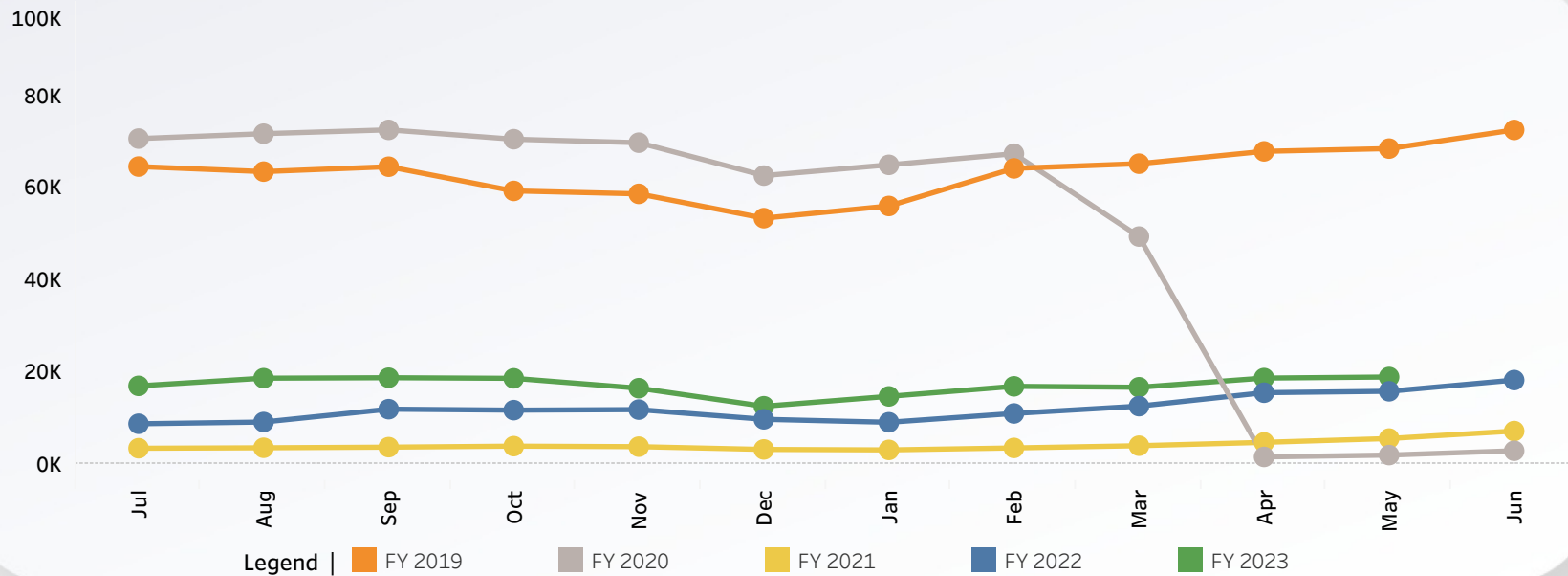
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	1,673,035	1,672,672	91,703	246,902	442,962
Aug	1,712,362	1,703,334	90,538	250,434	494,475
Sep	1,570,308	1,584,833	93,486	313,026	468,564
Oct	1,605,671	1,726,436	103,686	319,258	478,084
Nov	1,470,239	1,472,693	91,699	296,065	406,101
Dec	1,356,071	1,428,363	79,078	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	364,508
Mar	1,487,889	1,156,388	109,519	337,078	418,830
Apr	1,593,266	38,584	124,522	397,753	417,783
May	1,618,825	48,745	150,923	414,196	476,738
Jun	1,590,653	74,908	201,872	482,691	

Key Ridership Methodology Notes:

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Caltrain Average Weekday Ridership (AWR) -May 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	16,829
Mar	65,057	49,276	3,965	12,539	16,628
Apr	67,728	1,536	4,693	15,451	18,621
May	68,326	1,935	5,521	15,757	18,853
Jun	72,370	2,871	7,143	18,187	

Key Ridership Methodology Notes:

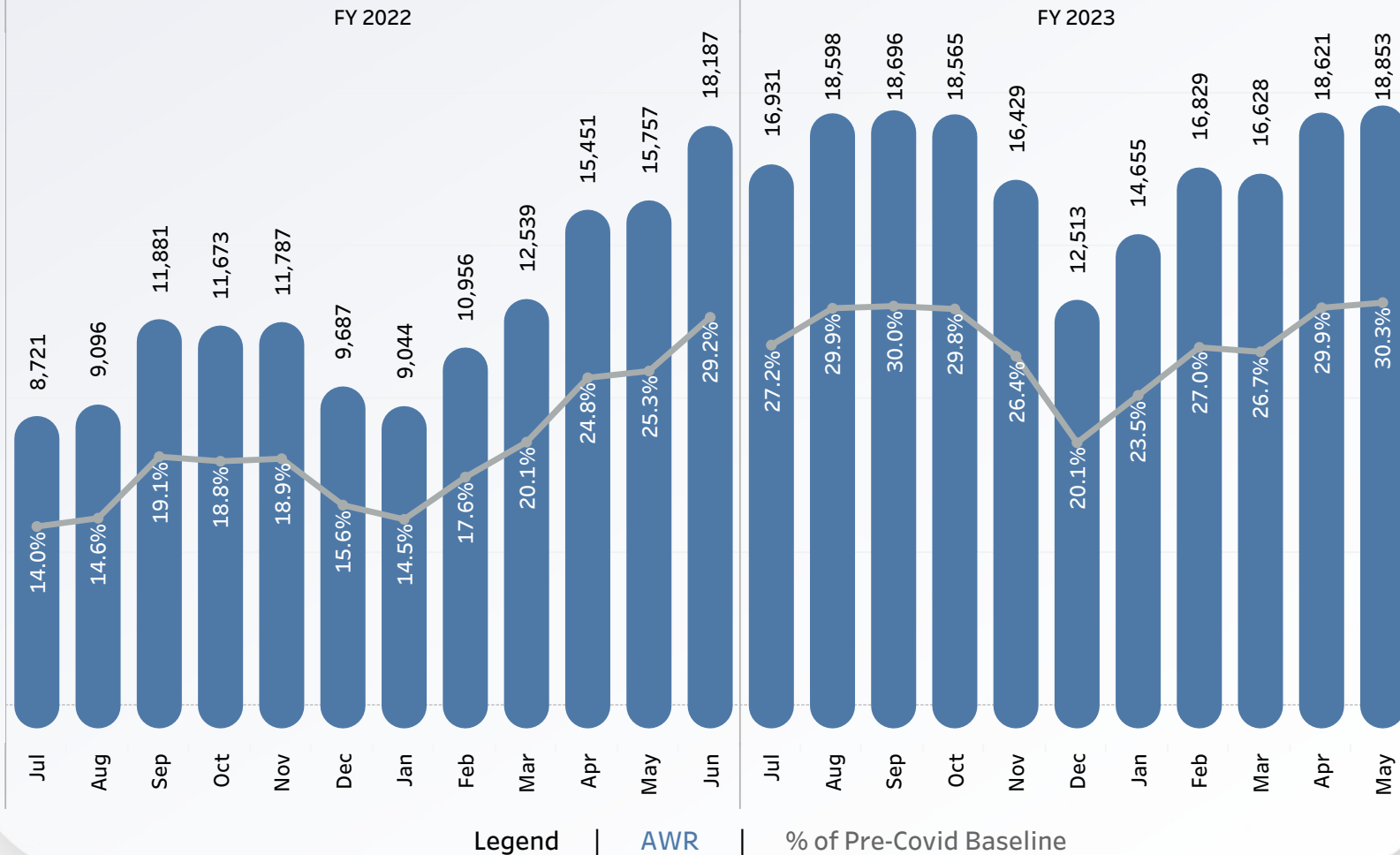
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-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-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 Average Weekday Ridership (AWR) and % of Pre-Covid Baseline-May 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.

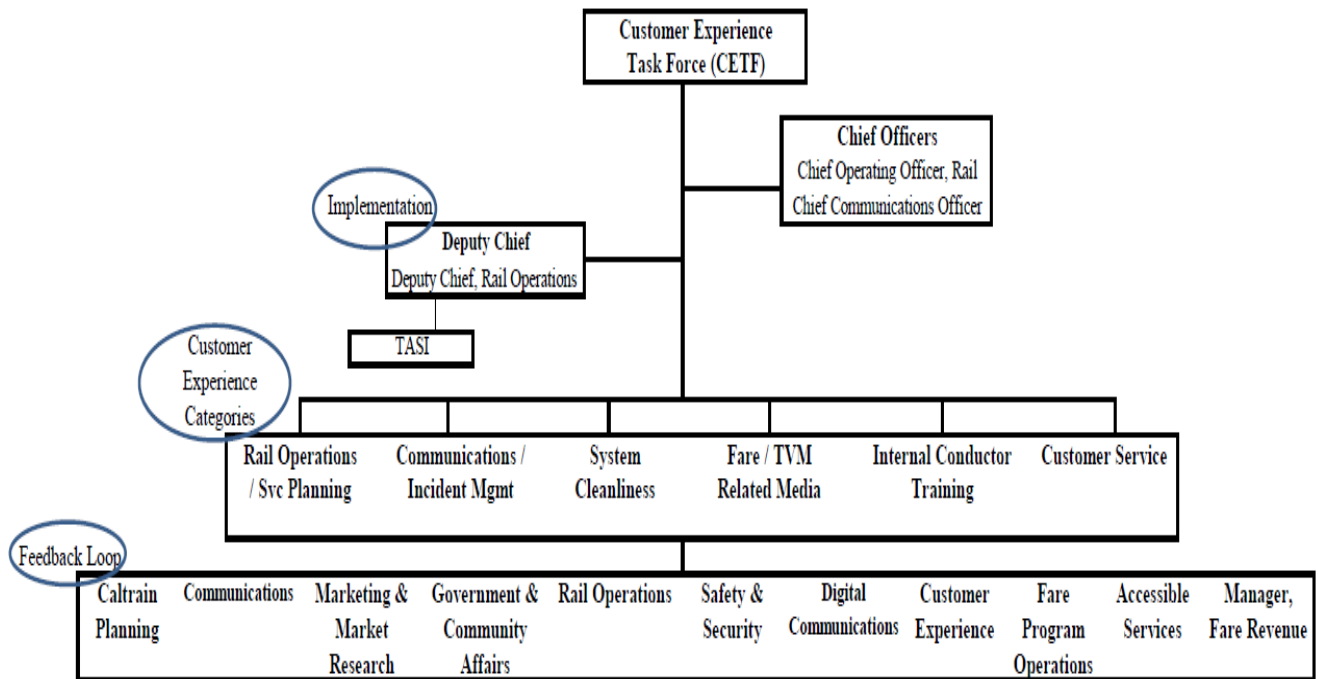
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 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 5
 - Millbrae to 4th & King: 6/11-6/12; 6/18-6/19
 - Phase 6
 - Palo Alto to Hillsdale: 7/15-7/16; 7/22-7/23
 - Additional weekends August – December
- Bayshore Station Overpass Rehab Project:
 - Starting May 8 through August, the overpass, stairs, and elevators are temporarily closed for rehabilitation work. Shuttle service will be provided between the platforms. For more information visit Caltrain.com/Bayshore.
- 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:
 - Outreach ambassadors have supported Caltrain throughout all phases to directly engage weekend Caltrain riders on what is going on and directing them to the bus and train at impacted stations. We anticipate continued outreach support for subsequent phases throughout the rest of this calendar year.

Caltrain Digital Marketing

- Digital Marketing:

May messaging continued to focus on weekend closures as shutdowns continued between Menlo Park and Santa Clara. This service change continues touching every aspect of communications including social, web, mobile, etc. Positive feedback regarding frequency and communication has continued.

May was National Bike Month, and the Digital Comms team helped support with social messaging across all platforms, as well as onsite for Bike To Wherever Day stations.

Caltrain helped provide extra service to Bay to Breakers on May 21.

Announced Summer Campaign, Summer of Caltrain which will run through August. Combining both digital and onsite interactions to interact with our riders, more to follow in June report.

- Caltrain Digital Marketing Highlights:
 - Caltrain’s Bayshore Station Overpass Rehabilitation Project
 - Weekend closures
 - Go Pass donation program – Profile launch
 - National train day – digital baseball cards
 - Bay to Breakers – Extra Service
 - New shelters at Hayward Park
 - Announced Summer of Caltrain

Fare Systems

The workforce is spearheading efforts to:

- TVM Upgrade update:
 - Phase 4 of the TVM (Ticket Vending Machine) upgrade project began March 15, 2023, and will be completed by mid-May. This phase is to upgrade a total of 27 TVMs at the stations.
 - The final phase, (phase 5) will begin this summer and is scheduled to be completed in the fall.

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
 - 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
 - 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.
 - Starting May 8 through August, the overpass, stairs, and elevators are temporarily closed for rehabilitation work. Shuttle service will be provided between the platforms. For more information visit Caltrain.com/Bayshore.

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 (Due to lack of Manpower)
 - Tamien - In Progress (Estimated Completion Date: TBD)
 - San Carlos - In Progress (Estimated Completion Date: TBD)
 - Lawrence - In Progress (Final Walk-Thru TBD)
 - Belmont - In Progress (Estimated Completion: TBD)
- On-Going Projects:
 - Hayward Park Shelter Replacements - In Progress
 - Station Shelter Glass Panels Replacements (Metal Mesh)
 - Display Cases to be replaced with Plexi-Glass (Station Varies)

JPB CAC Work Plan

January 18, 2023

- 2023 Electrification Construction & Temporary Service Plan
- MTC Regional Update

February 15, 2023

- Guadalupe River Bridge Replacement Project
- TAMC-JPB MOU regarding Extension of Caltrain service from Gilroy to Salinas
- CAC Role in Measure RR Oversight Update

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy

April 19, 2023

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

May 17, 2023

- FY2023 Preliminary Operating & Capital Budgets
- Fare Enforcement

June 21, 2023

- PCEP Update
- Measure RR updated Report

July 19, 2023

- Safety Quarterly Update
- Caltrain Fare Changes
- Customer Acquisition Strategy

August 16, 2023

- Broadband Wireless (tentative)
- Electrified Service
- Burlingame Broadway Grade Separation Project

September 20, 2023

- Rail Safety Education & Suicide Prevention Update
- Transit Oriented Development opportunities
- Corridor Crossing Strategy

October 18, 2023

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

November 15, 2023

- Corridor Crossing Strategy (tentative)
- 2024 Draft Legislative Program
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December 20, 2023

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Suggested Items:

- Fare Policy/Structure
 - Distance-based fares analysis
 - Go Pass qualification requirements
 - MTC Clipper Start program
 - Clipper 2.0
- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Grade crossings and 2SC update
- Connections with other agencies
- Locomotive car regulation
- Customer communications
 - Marketing campaigns for connections with other agencies
 - Conductor tools and communication during major incidents
 - Regional trip planning
 - Visual Messaging Display rollout plan
- Infrastructure resiliency
 - Plans to address drought/flooding

Items to be included in Staff Report:

July 19:

- Fare Enforcement
- Whistle Mics
- Conductor communion during major events
- Conductor Communication tools and how they may interface with the public

August 16:

- What Caltrain can do to avoid flooding
- Non -service animals on Caltrain with a travel carrier