



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

July 19, 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=U3pFbithdUsxVFVBYVF0eklSWU5Vdz09> 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:

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 June 21, 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. Safety Quarterly Update (Michael Meader)
9. Customer Acquisition Strategy (Taylor Huckaby)
10. Caltrain Fare Changes (Melissa Jones)
11. Staff Report (John Hogan)
 - Fare Enforcement Report – July 2023
 - Whistle Mic – Concept of Operations
 - Temporary Weekday Caltrain Schedule for PCEP
 - a) CARB In-Use Locomotive Regulation Update (Devon Ryan)
 - b) Customer Experience Task Force Update
 - c) JPB CAC Work Plan Update

12. Date, Time, and Place of Next Meeting

August 16, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),
San Mateo County: 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 JUNE 21, 2023

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

MEMBERS REMOTE: S. Seebart

MEMBERS ABSENT: None

STAFF PRESENT: C. Kwok, P. Shrestha, Brent Tietjen, 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

There were none.

APPROVAL OF MINUTES OF MAY 17, 2023

Motion/Second: Brandt/Klein

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

Abstain: Leung

Absent: None

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented about overcrowding on trains during special events. He referenced the weekend of Carnival and Giants game where he saw at Millbrae station northbound train leaving around 11:00 am being overcrowded. He also commented on the need for a little leniency at parking lots as he saw many cars with citations upon returning to parking lot.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported the following:

- Workplan provided in agenda packet described when items will be handled
- Some items need additional preparation time before being presented to the Committee

Member Brandt commented on adding a short summary to items, several fare studies done in the past and have had no response to questions of interest to the Committee, need for staff interaction to provide insight for delay of items, referenced past fare studies making zones longer and problematic.

Member Pagee commented on wanting to see comparisons of past and current fare studies considering ridership demographics has changed and equity has always been an issue, what fare structure looks like, and phase out zone-based fare process and get something reflecting riders' actual use.

Chair Shaw mentioned not seeing a scope of work for fare studies.

Member Kutler commented having no objections to fare studies.

Member Seebart commented on wanting to see a dedicated report on fare studies, the scope of work, and whether distanced-base fares are included.

Member Brandt referenced SMART (Sonoma-Marin Area Rail Transit) with pre-pandemic ridership levels, new fare structures in Salt Lake City transit, and WETA (Water Emergency Transportation Authority) cutting fare costs and ridership recovery efforts.

Public comment

Jeff Carter commented on a previous fare study making zones longer. He noted BART (Bay Area Rapid Transit) has San Mateo County surcharges and supported the need to review the fare studies' scope of work.

COMMITTEE COMMENTS

Member Brandt commented on the need to put out enough service to avoid overcrowding.

MEASURE RR UPDATED REPORT

Kathleen Kelly, interim Chief Financial Officer, provided a report on highlights and changes that included the following:

- Section one described funding priorities and lists prioritization of funds
- Section two had more verbiage in response to comments about spending more Measure RR funds in operations
- Section three talked about revenue brought in for FY (fiscal year) 2022 and how it is programmed – a small portion for capital projects in the amount of \$60 million reserved for PCEP (Peninsula Corridor Electrification Project) and which funds will be available and allocated to operations in FY2025; \$20 million reserved for undesignated future capital expenditures; \$17 million allocated for FY2023 operations; \$13 million committed for capital items, but not spent in FY2022

Chair Shaw noted the revised, detailed auditor's report was available in the agenda packet.

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

- Statement of net position and cash flow reconciliation
- Needed language of initial initiative
- Adding an appendix with ballot language to the report
- Timeline for allocation of PCEP funding from the State
- Make the report more readable, include links to initiative, and have it available online

Member Kutler commented on her personal experience helping people in downtown San Francisco who have never used the train before.

Motion/Second as amended with the inclusion of the Measure RR ballot language as an introduction or appendix: Brandt/Klein

Ayes: Brandt, Klein, Kutler, Leung, Seebart, Torres, Tuzman, Shaw, Joshi, Pagee, Jaques

Abstain: None

Absent: None

PCEP UPDATE

Pranaya Shrestha, CalMod Chief Officer, provided the presentation, which included the following information:

- Scheduled to open for revenue service in September of 2024
- Implemented storage plan to store additional trains in the Fall
- Balfour Beatty Infrastructure, Inc. brought in significant resources and have been exceeding weekly production projections, including the installation of over 44,000 feet of wire

Brent Tietjen, Communications Manager, provided the presentation, which included the following information:

- Finished phase five with weekend shutdowns from San Francisco to Millbrae
- Potential temporary weekday changes in August to support the signal system installation
- June 5th press release mentioning EMU (Electric Multiple Unit) trains under power for first time on corridor

Chair Shaw commented on his experience seeing the new train cars this last summer in San Francisco and recommended the tour.

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

- Initial quality of work and corrections needed
- Inspections and testing conducted to avoid possible future obstacles or concerns
- Benefits of using EMU versus AEM-7 locomotives
- Balfour Beatty Infrastructure, Inc. finishing punch list items and obtaining FRA (Federal Railroad Administration) permission for main line testing

- Finalizing the storage facility plan with additional security
- Whipple Avenue crossing has traffic issues caused by dual speed check
- Power regeneration capabilities when braking

STAFF REPORT

Christiane Kwok, Rail Operations Manager, provided the report, which included the following information:

- OTP (On-Time Performance) improved in May with no major incidents
- Mechanical delays decreased over time due to improvements in service of vehicles
- Increased to five car trains on weekends
- Four additional trains for Pride event and Giants game on weekend to accommodate crowds
- Additional service scheduled during July 4th fireworks and Giants game

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

- Concerns for overcrowding during weekend service for the Pride event and Giants game with only five-car trains available
- Special stop at Stanford for sports events and consideration for Frost Amphitheater events
- Alternative transportation method for Stanford students for events, such as sports events and commencements, but need staffing at the platform
- Clarification for ridership numbers on staff report graphs – baseline prediction versus actuals
- Concerns with locomotive rehabilitation and the quality of work

Chair Shaw summarized items planned for the July meeting.

Member Brandt commented on prioritization of workplan items, seeing repeated items, and items that are not being addressed. Chair Shaw explained the process and requirements of workplan items.

Member Kutler appreciated the safety reports and its relation to climate changes.

Vice Chair Tuzman shared frustration with Member Brandt regarding prioritization of items.

Chair Shaw commented on how the workplan provides more transparency and holds staff accountable. It provides the Committee the ability to change or update as needed.

DATE, TIME, AND LOCATION OF NEXT REGULAR 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.

ADJOURNMENT

Meeting adjourned at 7:13 pm.

DRAFT

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

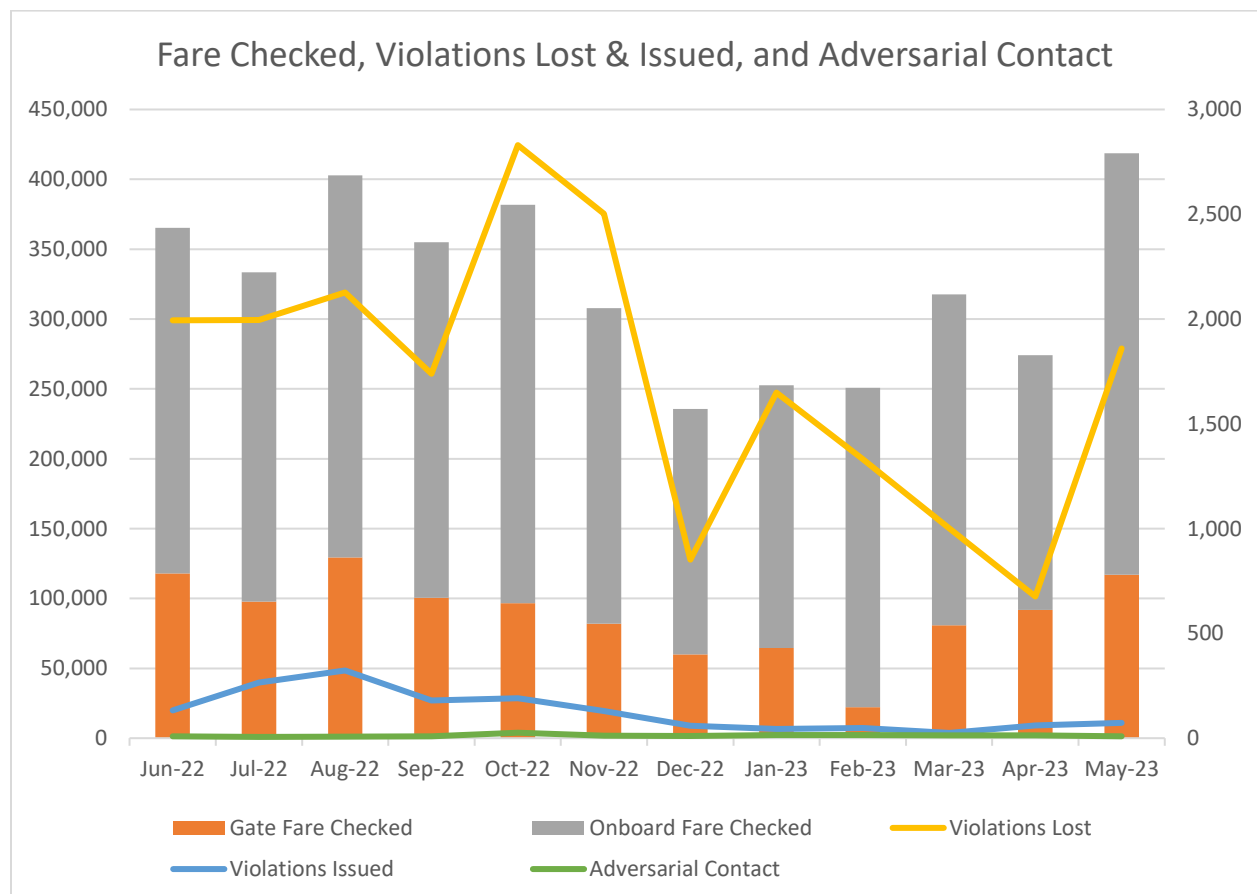
On-time Performance (OTP) –

- **June:** The June 2023 OTP was 93.6% compared to 85% for June 2022.
 - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on June 27 (Chestnut St., Palo Alto @2:10am) causing no delays. The vehicle on June 30 (Charleston Rd., Palo Alto @10:41pm) caused 6 trains delayed.
 - **Mechanical Delays** – In June 2023 there were 1107 minutes of delay due to mechanical issues compared to 1381 minutes in June 2022.
- **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).

Fare Enforcement Report – July 2023

In May 2023, Caltrain conductors performed a total of 418,607 fare inspections at the terminal and onboard the trains. During this period, 1,860 violations were lost because the rider didn't provide an identification and 77 violations were issued. Nine incidents were reported as adversarial contact due to lack of proof-of-payment.

The chart below shows the fare enforcement over the last 12 months. The stacked columns represent the total fare checked at the terminal and onboard the train, the scale is located on the left side of the graph. On the right side of the graph is the scale for the lines representing the violations lost and issued, and the number of adversarial contact with riders without proper fare.



Whistle Mic – Concept of Operations

Whistle Mic Purpose:

- Activation of warning devices based on track occupancy and audible detection of the train horn.

Use on Caltrain:

- Outdoor speaker is used to detect Train Horn.
- Track circuit is used to detect Train occupancy.
- The Whistle Mic is not bi-directional.
- The example: San Mateo Station Whistle Mic is for SB MT2 only.
- On Caltrain there are 15 crossings with a whistle mic.

Crossings with Whistle Mics

MP 9.09 South SF Pedestrian SB MT-2 Only

MP 15.03 Broadway NB MT-1 Only

MP 16.14 North Lane NB MT-1 Only & SB MT-2 Only

MP 16.30 Howard Avenue SB MT-1 Only & SB MT-2 Only

MP 17.66 1st Avenue SB MT-2 Only

MP 18.87 Hayward Park North Pedestrian NB MT-1 Only

MP 18.99 Hayward Park South Pedestrian SB MT-2 Only

MP 25.21 Broadway NB MT-1 Only

MP 25.36 Redwood City Station Pedestrian SB MT-2 Only

MP 28.65 Oak Grove Avenue NB MT-1 Only

MP 28.80 Menlo Park Station Pedestrian SB MT-2 Only

MP 35.80 Castro Street NB MT-1 Only

MP 36.03 Mountain View South Pedestrian SB MT-2 Only

MP 38.56 Sunnyvale North Pedestrian NB MT-1 Only

MP 38.68 Sunnyvale South Pedestrian SB MT-2 Only

PCEP Weekend Shutdowns and Upcoming August Temp Schedule

- 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 6
 - Palo Alto to Hillsdale: 7/15-7/16; 7/22-7/23
 - Phase 7
 - Millbrae to 4th & King: 8/12-8/13; 8/19-8/20; 8/26-8/27
 - Additional weekends October – December
- Segment 1 Signal Cutover (PCEP): Temporary Reduced Weekday Schedule
 - Requires 24x7 single tracking between 4th & King and 22nd St
 - Effective August 7-25, 2023
 - Service reduced from 104 to 90 trains per day
 - Peak hour service reduced from 4tph to 3tph
 - No Baby Bullet Service
 - Trains 501 and 502 temporarily removed from the schedule
 - Departure and arrival times for some L1, L3, L4, and L5 trains will be adjusted by a few minutes
 - Span of service remains the same
 - Minimal impact on midday and evening service

Special Services Ridership Report (May)

Giants

- Fifteen regular season home games in May.
- Total additional ridership boarding and alighting at San Francisco station was 35,434.
- Year-to-date additional ridership is 86,062, a 24% decrease compared to 2022 (113,033) and a 9% decrease compared to 2019 (94,592).
- Please note, a bus bridge was in effect for the 5/6 & 5/7 games.

Warriors

- Three playoff home games in May.
- Total additional post-game ridership boarding at San Francisco station was 739.
- Total regular season and playoff additional ridership was 9,965, a 39% decrease compared to 2021-22 (16,345).

Other Special Events

- Bay to Breakers
 - Total additional ridership was 3,168, a 14% decrease compared to 2022 (3,674) and a 25% decrease compared to 2019 (4,217).

Capital Projects:

The Capital Projects information is current as of May 31, 2023.

- **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 May 2023 included the completion of the installation of bracing on the webs of existing MT1 steel girders, continued installation of sheet piling between MT1 and MT2, and continued demolition and removal of MT2 foundations. JPB Board also resolved to approve 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.

In June 2023, JPB anticipates completion of the partial demolition of the existing MT2 bridge, the start of the seasonal window for construction in the river on 6/15/2023, the relocation of any fish on the project site, the installation of a temporary river diversion system, and mobilization for the construction of new MT2 drilled shaft foundations.

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.

Begin Phase 5, the final phase to upgrade the remaining 27 TVMs at the stations. Management Committee evaluated a potential Change Order that would have extended the project schedule. Added scope not approved. Yellow status light to be updated for next report.

- **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. Comments for the revised preliminary design were submitted to the contractor. Issued a request for proposal to Stadler to support the Broadband project.

Receive the intermediate design package.

- **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 924 had some reliability issues in May, which now may be resolved. Loco only ran limited days in revenue service until end of May. Unit 925 is at Mare Island - needs accident repairs due to jack failure causing locomotive to drop. Traction motors and air compressor is on-site for installation. Unit 926 is 65% complete and progressing. Met with Alstom Senior Management to discuss schedule delays and mitigation.

Inspect 925 damage due to jack failure. Ship after repairs are complete and traction motors are installed. Inspect 926 progress.

- **Watkins Ave Grade Crossing Safety Improvements:** The scope intended for this Project would include safety improvements at Watkins Ave include the following:
 1. Installation of quad or exit gates
 2. Installation of new pedestrian gates
 3. Pavement markers and markings
 4. Sidewalk improvements including guard railing and fencing

5. Installation of new sidewalk lighting
6. Contribute to the Atherton station site improvements done by the Town of Atherton.

Held weekly construction meeting with the Contractor Granite Rock. The contractor mobilized and started demolition.

Finish construction and obtain substantial completion.



Caltrain Executive Summary-Jun 2023

Monthly Performance

Pre-Pandemic Jun FY 2019	Last Year Jun 2022	Current Year Jun 2023	Jun 2022 to Jun 2023% ▲	Pre-Pandemic Jun FY 2019 to Jun 2023% ▲
-----------------------------	-----------------------	--------------------------	----------------------------	---

Total Ridership	1,590,653	478,720	512,652	7.1%	-67.8%
Average Weekday Ridership	72,370	18,008	20,453	13.6%	-71.7%
On Time Performance	90.7%	85.0%	93.6%	10.1%	3.1%

Fiscal YTD Performance

Pre-Pandemic Jun FY 2019	Last Year Jun 2022	Current Year Jun 2023	Jun 2022 to Jun 2023% ▲	Pre-Pandemic Jun FY 2019 to Jun 2023% ▲
-----------------------------	-----------------------	--------------------------	----------------------------	---

Total Ridership	18,486,473	3,798,047	5,100,435	34.3%	-72.4%
Average Weekday Ridership	63,029	12,030	17,177	42.8%	-72.7%
On Time Performance	93.1%	91.0%	88.4%	-2.9%	-5.1%

Key Ridership Methodology Notes:

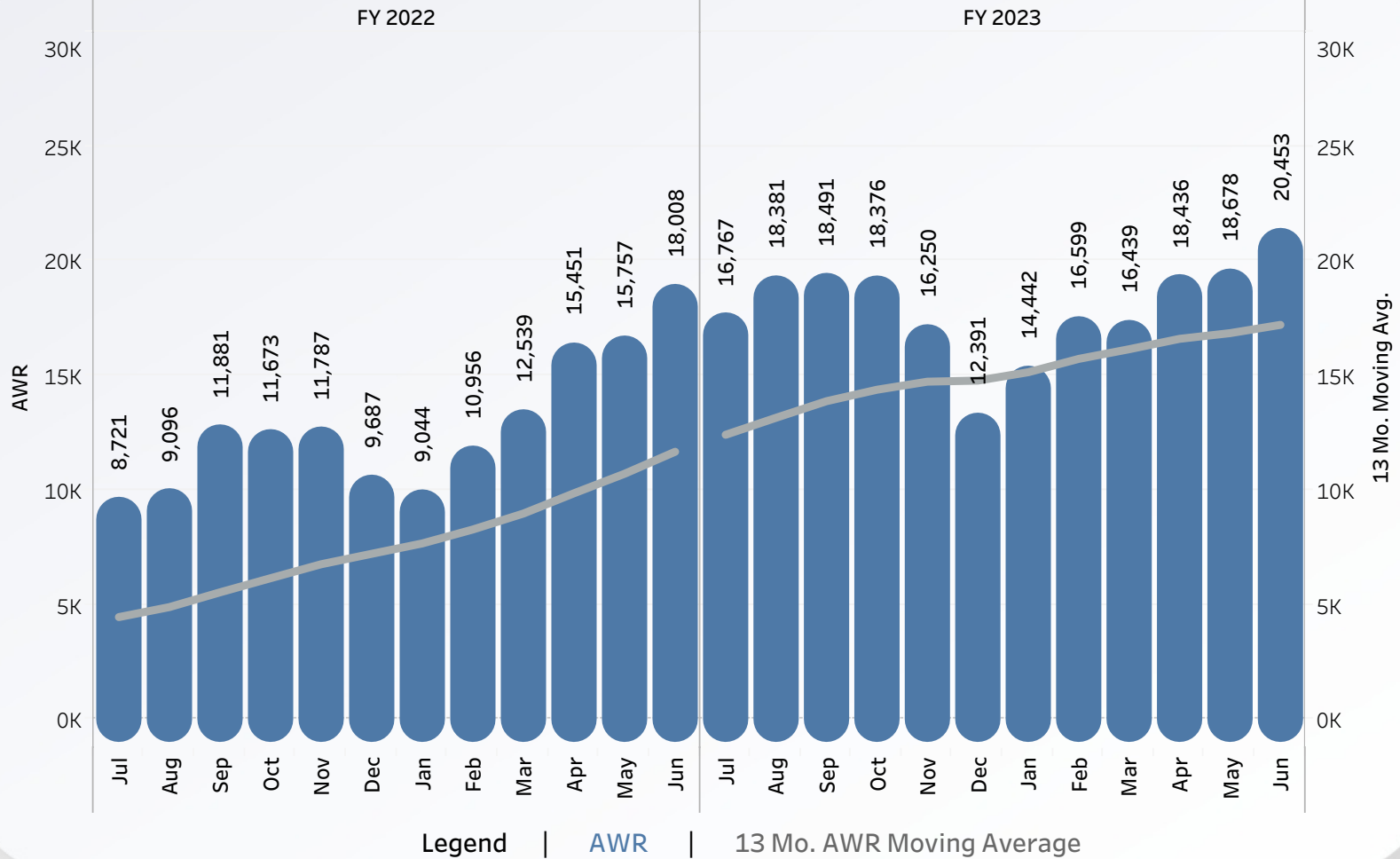
-Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)

-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)-Jun 2023

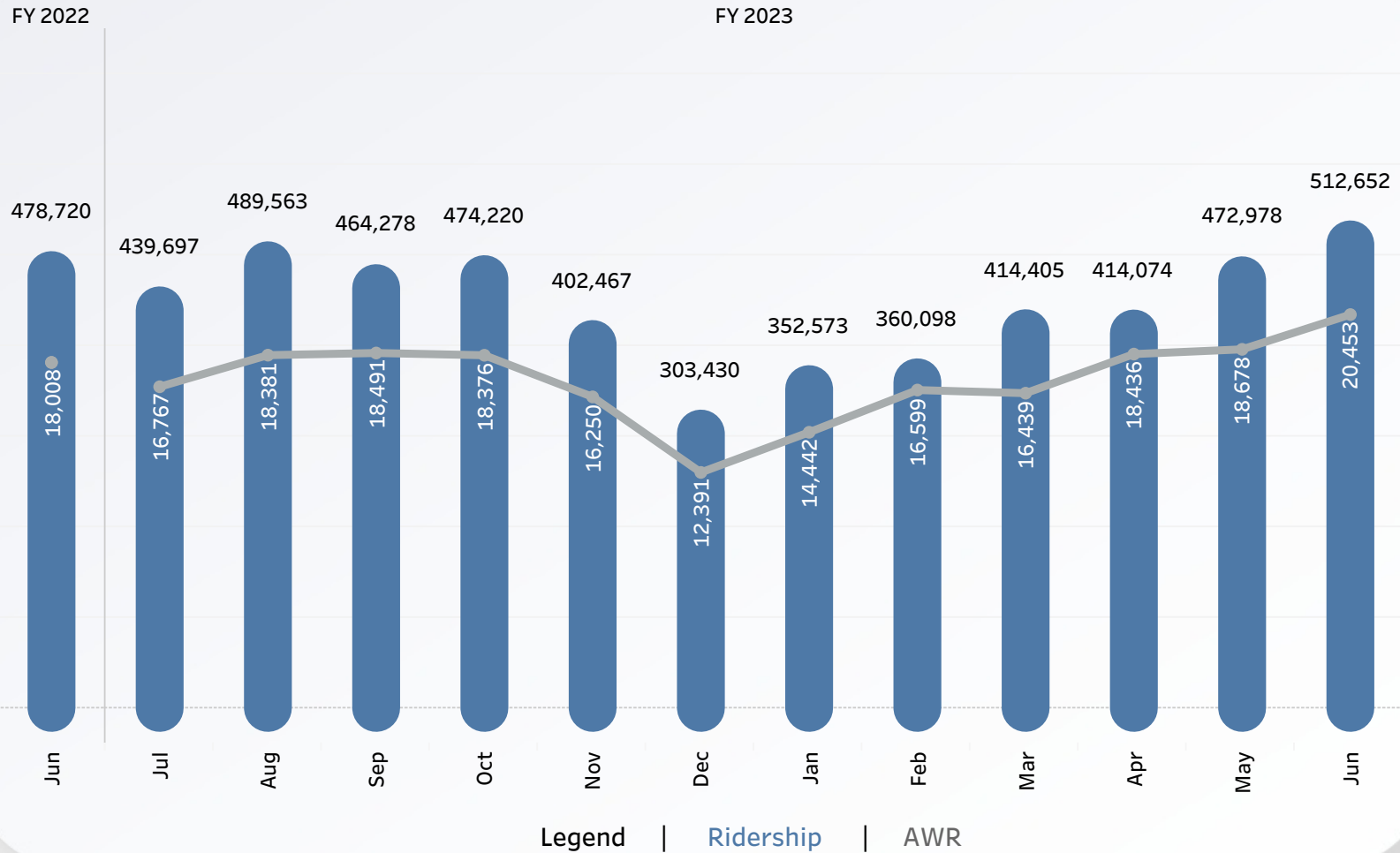


Key Ridership Methodology Notes:

- 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.



Caltrain Total Ridership & AWR - Jun 2023

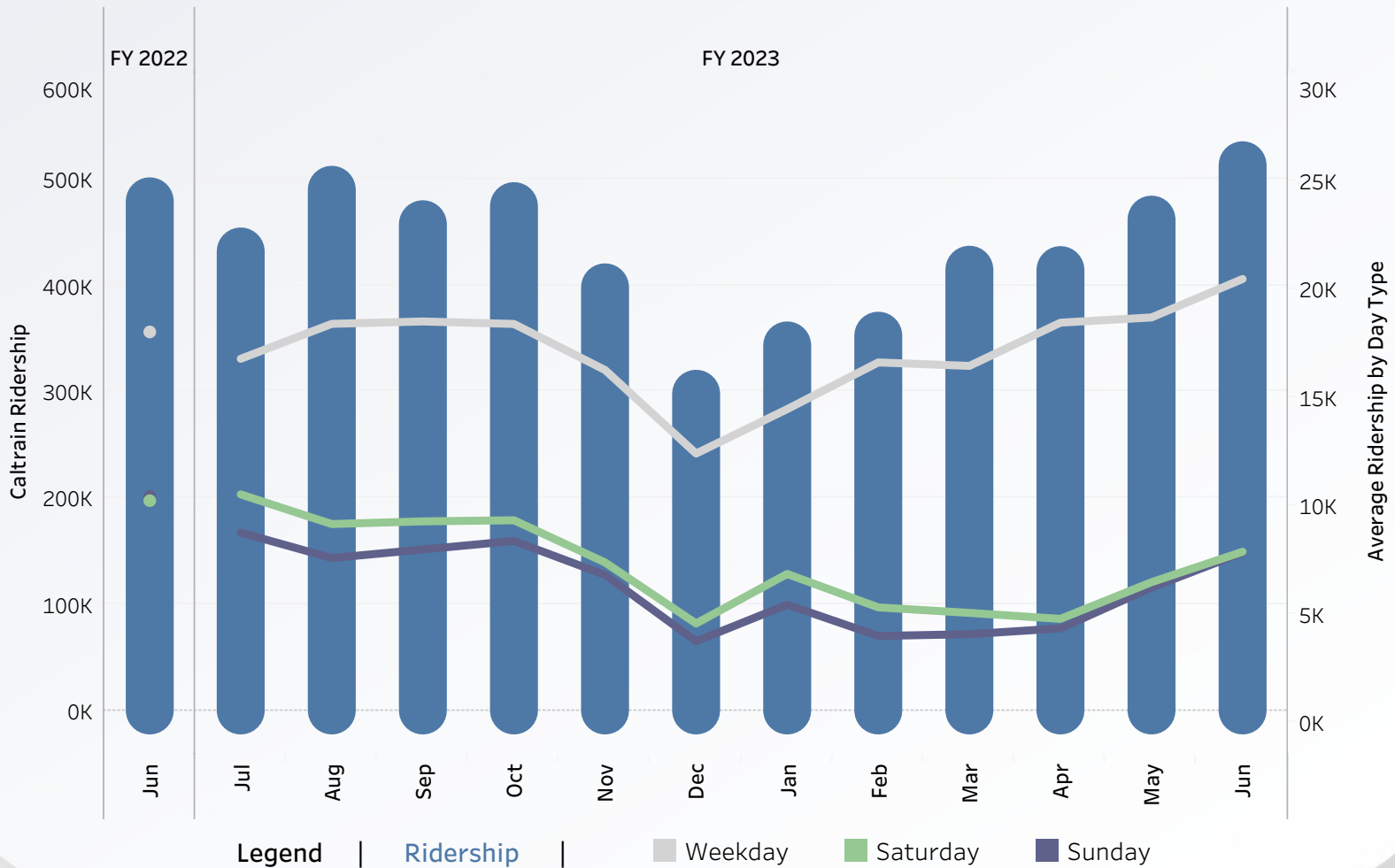


Key Ridership Methodology Notes:

- 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.



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

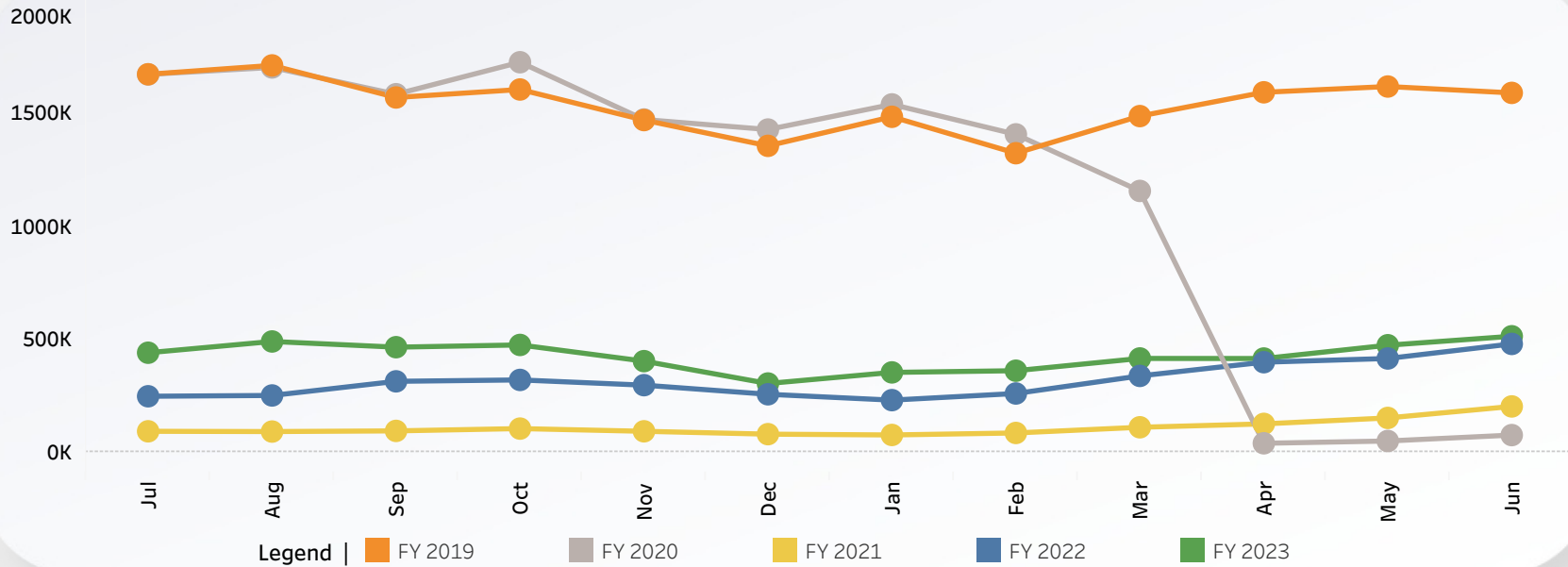


Key Ridership Methodology Notes:

- 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.



Caltrain Total Ridership-Jun 2023



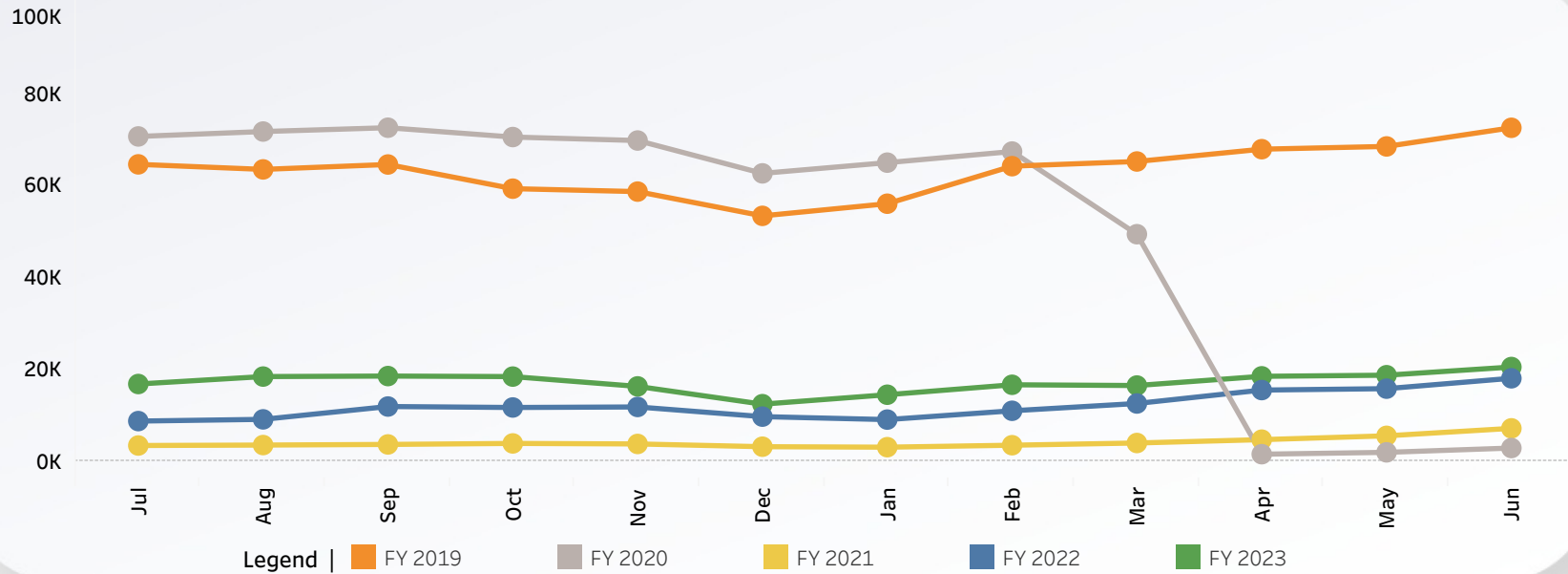
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	1,673,035	1,672,672	91,703	246,902	439,697
Aug	1,712,362	1,703,334	90,538	250,434	489,563
Sep	1,570,308	1,584,833	93,486	313,026	464,278
Oct	1,605,671	1,726,436	103,686	319,258	474,220
Nov	1,470,239	1,472,693	91,699	296,065	402,467
Dec	1,356,071	1,428,363	79,078	255,679	303,430
Jan	1,484,727	1,539,666	75,485	229,746	352,573
Feb	1,323,427	1,406,951	84,365	259,190	360,098
Mar	1,487,889	1,156,388	109,519	337,078	414,405
Apr	1,593,266	38,584	124,522	397,753	414,074
May	1,618,825	48,745	150,923	414,196	472,978
Jun	1,590,653	74,908	201,872	478,720	512,652

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) - Jun 2023



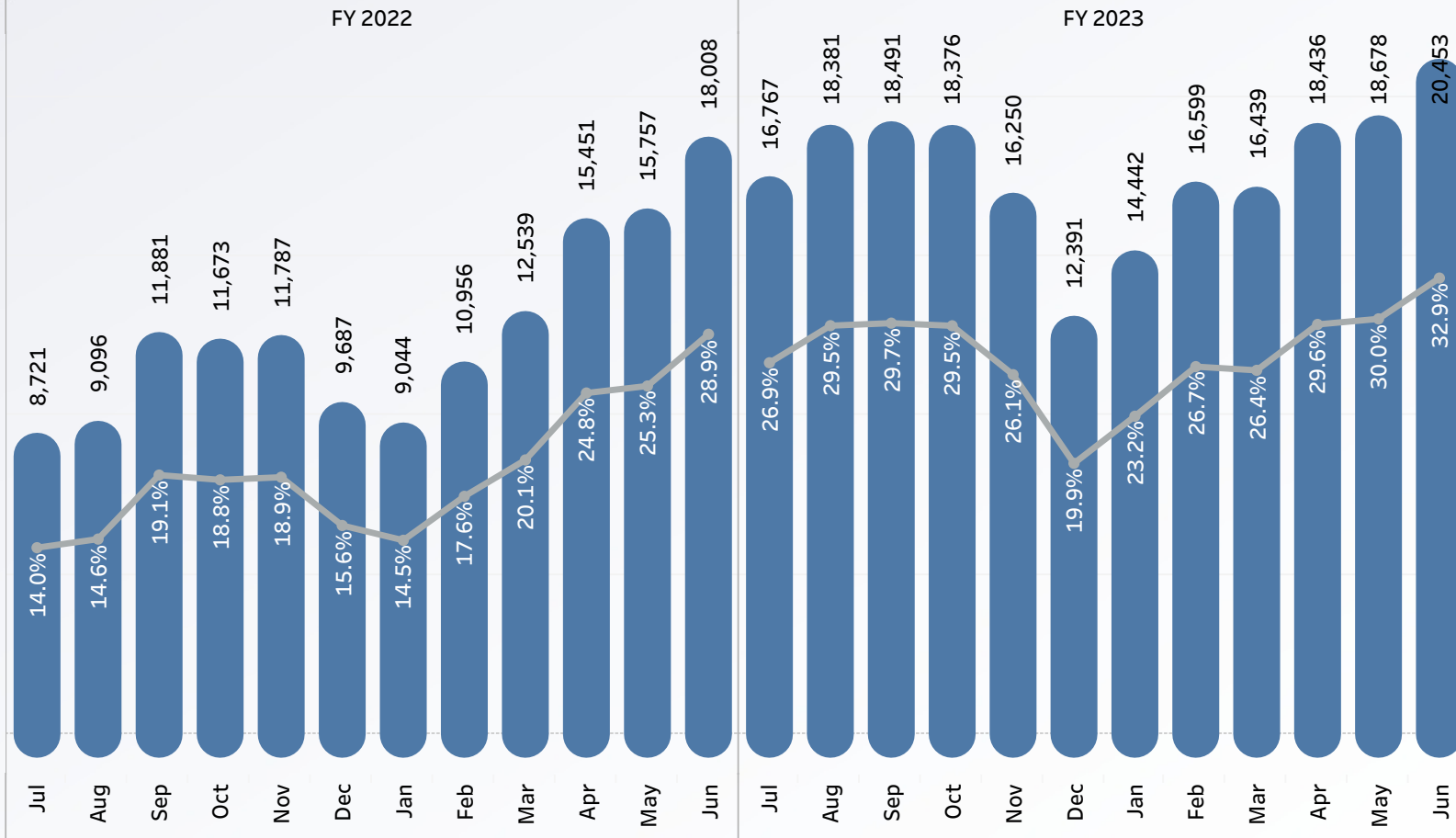
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Jul	64,435	70,493	3,419	8,721	16,767
Aug	63,340	71,557	3,517	9,096	18,381
Sep	64,405	72,387	3,654	11,881	18,491
Oct	59,159	70,360	3,873	11,673	18,376
Nov	58,523	69,607	3,760	11,787	16,250
Dec	53,258	62,480	3,162	9,687	12,391
Jan	55,897	64,806	3,058	9,044	14,442
Feb	64,041	67,218	3,484	10,956	16,599
Mar	65,057	49,276	3,965	12,539	16,439
Apr	67,728	1,536	4,693	15,451	18,436
May	68,326	1,935	5,521	15,757	18,678
Jun	72,370	2,871	7,143	18,008	20,453

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-Jun 2023



Legend | AWR | % of Pre-Covid Baseline

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.

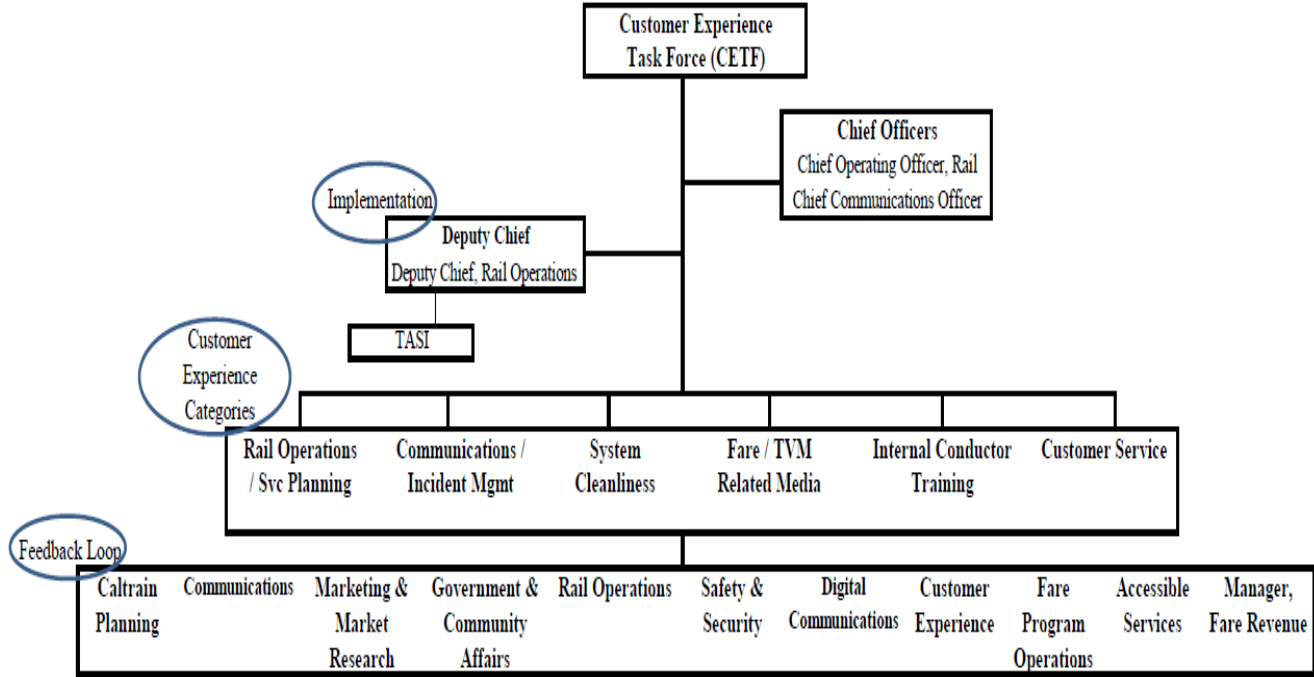
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 6
 - Palo Alto to Hillsdale: 7/15-7/16; 7/22-7/23
 - Phase 7
 - Millbrae to 4th & King: 8/12-8/13; 8/19-8/20; 8/26-8/27
 - Additional weekends October – December
- Segment 1 Signal Cutover (PCEP): Temporary Reduced Weekday Schedule
 - Requires 24x7 single-tracking between 4th & King and 22nd ST
 - Effective August 7-25, 2023
 - Service reduced from 104 to 90 trains per day
 - Peak hour service reduced from 4 trains per hour to 3 trains per hour
 - No Baby Bullet Service
 - Trains 501 and 502 temporarily removed from the schedule
 - Departure and arrival times for some L1, L3, L4, and L5 trains will be adjusted by a few minutes
 - Span of service remains the same
 - Minimal impact on midday and evening service
- 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 placed at select stations over the second and third weekends of June 2023 as part of the Phase 5 weekend bus bridge outreach. Best estimates based on submitted survey data show ambassadors from those two weekends engaged a total of at least 500 people. General sentiments from customers being unaware of the bus bridge, which is to be expected during outreach.
 - Staff is gearing up to have outreach ambassadors present for the two weekends of Phase 6.

Caltrain Digital Marketing

- Digital Marketing:

June messaging pivoted from weekend closures and focused largely on events such as the Summer of Caltrain Campaign, Electrification announcements, and Pride Month.

Shutdowns did continue between 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 continued.

Electrification milestone, the trains operated under their own power during various test runs.

Summer of Caltrain, which will run through August, combine both digital and onsite interactions to interact with Caltrain riders, more to follow.

- Caltrain Digital Marketing Highlights:
 - Pride Month
 - Summer of Caltrain Campaign
 - Customer Appreciation Day
 - Solo Violinist at 4th and King
 - Weeklong Caltrain Giveaway
 - San Mateo County Fair
 - Weekend Closures
 - Pride Day Celebration at 4th and King
 - Public Train Tour was announced
 - South Santa Clara County Survey
 - Caltrain extended 20% off discount
 - Caltrain partnered with SJ Earthquakes for chartered train for the Cali Clasico

Fare Systems

The taskforce is spearheading efforts to:

- TVM Upgrade update:
 - Phase 4 of the TVM (Ticket Vending Machine) upgrade project has been completed.
 - The final phase, (phase 5) is scheduled to begin in September and to be completed by the end of 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. The existing lockers are still meeting demand. We will continue to monitor use with an eye toward adding more lockers as needed. More about the e-lockers is available at www.bikelink.org.
- Bike Parking Vendor
 - The process to select a bike parking vendor to continue operation of the 4th and King bike valet is proceeding on schedule.
- 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.
- State of Good Repair:
 - San Jose Diridon – On hold (Crew returned on June 26th and catching up with other Stations SOGR work)
 - Tamien - On hold (Crew returned on June 26th and catching up with other Station SOGRs work)
 - San Carlos - In Progress (Final Walk-Thru TBD)
 - Lawrence - In Progress (Final Walk-Thru TBD)

- Belmont – On Hold (Focus has shifted to Hayward Park’s New Shelter Replacements)
- On-Going Projects:
 - Hayward Park Shelter Replacements (Completed on July 1st, 2023, Walk-Thru TBD)
 - Station Shelter Glass Panels Replacements (Metal Mesh)
 - Display Cases to be replaced with Plexi-Glass (Station Varies)
- BBII is working on reworking/replacing Tactiles at the following Stations:
 - Tamien
 - Santa Clara
 - Lawrence
 - Sunnyvale
 - Mountain View
 - San Antonio
 - Stanford
 - Menlo Park
 - Redwood City
 - San Carlos
 - Belmont
 - Hayward Park
 - San Mateo
 - Broadway
 - Millbrae
 - Bayshore
 - 22nd street
 - San Francisco

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

- Distance Based Fares
- Fall 2023 Schedule Change
- Broadband Wireless (tentative)

- Burlingame Broadway Grade Separation Project

September 20, 2023

- Electrified Service
- 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
- Brown Act Training

December 20, 2023

-
-

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:

August 16:

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