

FY 2023 Year in Review

August 3rd, 2023



Safety, First and Always

- Ongoing safety culture emphasis:
 - Communication
 - Reporting
 - Recognition
 - Training
- Established Chief Safety Officer position dedicated to Railroad
- **Safety is everyone's responsibility**



Caltrain Debuts New Electric Trains

- September 2022: First public **viewing** of new electric train cars
- Public **tours** planned for each county – San Jose kickoff last weekend
- EMUs = faster, cleaner, quieter, more reliable



Key PCEP Milestones

- Summer 2022: EMUs complete initial rounds of clearance testing
- August 2022: PG&E energizes the San Jose traction power substation
- June 2023: Electric trains run under their own power for the first time
- Thanks to riders and ambassadors for accommodating temporary service disruptions to expedite construction



Electrification Project Funding Gap Closed

Combination of state and federal funds fills \$410 million funding gap to complete the PCEP project

- \$43 million in federal funding
- \$367 million from the Transit and Intercity Rail Capital Program



Financial Health: Managing Fiscal Cliff

- April 2023 special workshop on Caltrain finances outlined:
 - Magnitude of projected operating and capital deficits
 - Key levers available to increase revenue or decrease costs
 - Balanced approach to managing fiscal cliff
- First two-year budget approved by the Board in June, which assumes:
 - No fare increases for the next two years
 - Expanded service to South County
 - Funding of electrified service O&M costs
- Emphasis on ridership growth and identification of new funding sources

Customer Acquisition and Ridership Growth



- Summer of Caltrain launched with customer appreciation events in all 3 counties
- Planning additional giveaways, community events, and service-based campaigns
- Focused on expanding community partnerships, improving customer experience, and generating excitement for electrification



Organizational Health and Stability

- Advancement of Governance Resolution
 - Unanimous approval of MOU and additional management positions
- Caltrain reorganization focus areas:
 - Recruitment
 - Retention
 - Training
 - Succession planning
 - Shared services agreement
- Focus on supporting and promoting Diversity, Equity and Inclusion through updated policies, practices, and work environment

Core Values



Caltrain Planning: Major Projects

- Caltrain Business Plan Summary Report & Long-Range Service Vision
- Downtown Rail Extension
- Launch of Corridor Crossing Strategy and Capital Improvement Plan projects
- Diridon Plaza TOD and Business Case



Ops Planning: Focus Areas & Project Support

- September 2022: Introduced new weekday schedule featuring improved connections at Millbrae Transit Center
- Implementation of weekend shutdown plans to accelerate PCEP construction
- Developing new service plan for electrified operations
- Managing Battery EMU pilot project



Go Pass Donation Program Expands

- **Goal:** Diversify ridership and increase access to Caltrain
- More than **1,000** passes distributed to community orgs so far in 2023
- **60%** of 2023 participants have an annual household income under \$50K
- Weekly ridership of **1,700 to 1,900** in recent months



Taking the train is a safer way to commute... Instead of driving home in traffic when I'm tired, I get to relax on the train.

- Oscar Gonzalez, The Westin

Design and Construction: Major Developments

- Focus on customer experience, State of Good Repair, and resiliency
- Strategic use of Construction Manager General Contractor delivery method to enhance cost and schedule certainty
- Enhanced fiscal management of projects with new tracking and reporting tools
- Strengthened community partnerships
- Risk allocation and incentives



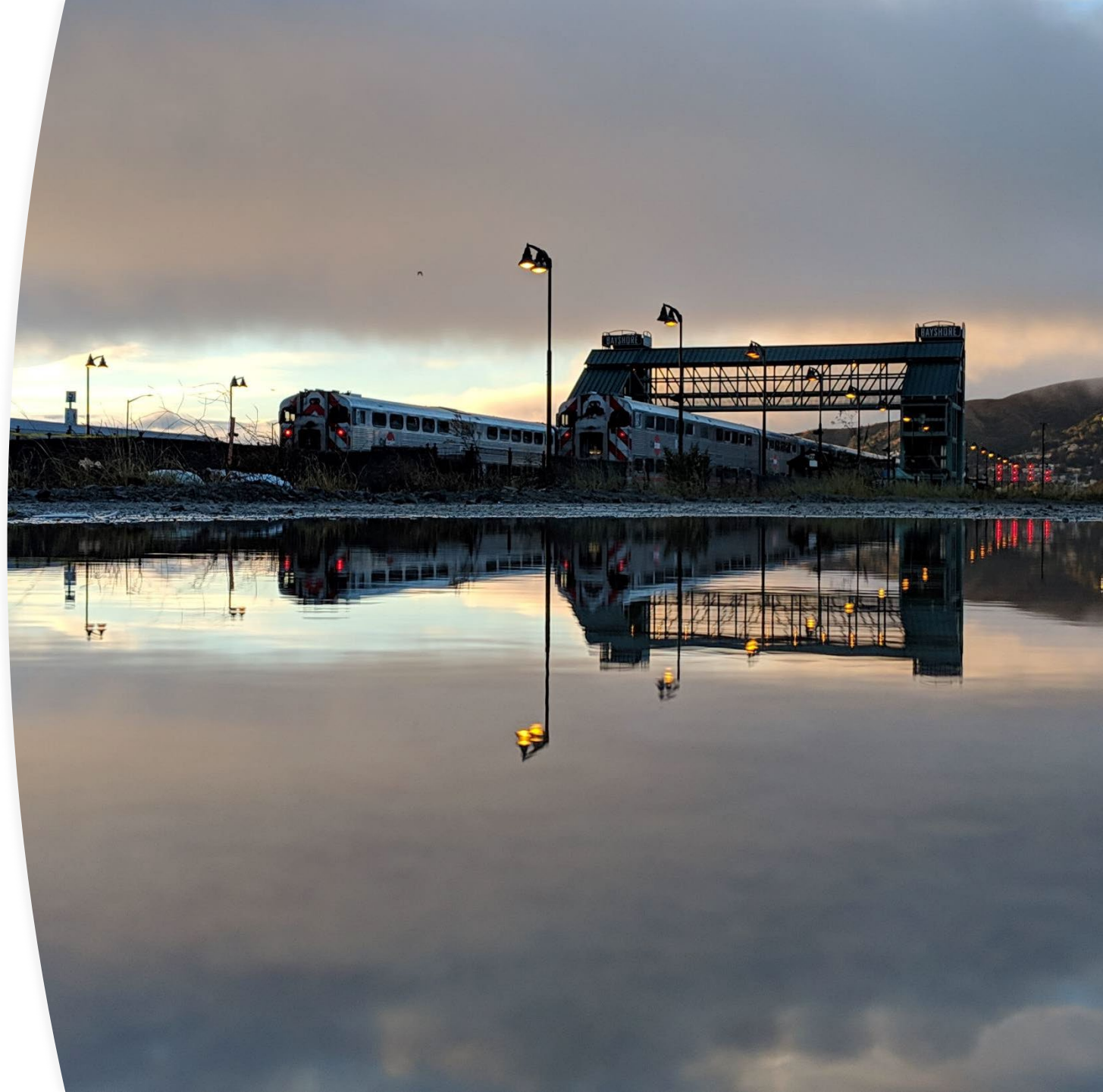
Capital Program Highlights: Safety Improvements

- Awarded **Watkins Ave Grade Crossing** project to help make the alignment safer for our communities
- Additional contracts bid for improvements at **4th and 5th Avenues in San Mateo** and **Churchill Ave in Palo Alto**
- Emergency **embankment restoration** at the San Francisquito Creek Bridge



Capital Program Highlights: State of Good Repair

- Launched construction of the **Bayshore Station Overpass** rehabilitation project
- Awarded **Guadalupe River Bridge** project to make system more resilient
- Part of Caltrain's emphasis on maintaining a state of good repair across system



Capital Program Highlights: Customer Amenities

- Completed phase 4 of the **Ticket Vending Machine rehabilitation** project, adding Clipper functionality and improving ease of use
- Awarded **Broadband Wireless Communication** system contract
- Issued solicitation for Next Generation **Visual Messaging Signs**



FOR MORE THAN
150 YEARS



OPENING NEW
FRONTIERS



CONNECTING
THE PENINSULA



SERVING THE
COMMUNITY



CHANGE IS
COMING



Caltrain is Transforming

FOR MORE INFORMATION

WWW.CALTRAIN.COM

