



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

**August 16, 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](mailto: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. Re-Appointment of CAC Members
  - Brian Shaw, San Francisco County
  - Rob Jaques (Alternate), San Francisco County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of July 19, 2023
6. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
7. Chairperson's Report
8. Committee Comments  
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
9. Fall 2023 Schedule Change (Ted Burgwyn)
10. Burlingame Broadway Grade Separation Project (Lori Low/Alex Acenas)
11. Whistle Mics (Rick Bartholomew)

12. Staff Report (John Hogan)

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

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update

13. Date, Time, and Place of Next Meeting

September 20, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. 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](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF JULY 19, 2023**

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

**MEMBERS ABSENT:** R. Jaques (Alternate)

**STAFF PRESENT:** John Hogan, Maureen McCole (TASI), Taylor Huckaby, Melissa Jones, M. Meader, G. Rogers, D. Ryan, M. Tseng

Chair Brian Shaw called the meeting to order at 5:40 pm 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**

Member Brandt corrected his prior comment on SMART (Sonoma-Marín Area Rail Transit) ridership noting the point of his comment was they achieved pre-COVID ridership levels.

Member Kutler corrected the second to last page where it should read climate change and not changes.

Motion/Second with corrections: Klein/Brandt

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

Abstain: None

Absent: Jacques

**PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Jeff Carter commented on many delays occurring recently as reported in the correspondence. He referenced last month's meeting discussion on the Pride event where staff said trains would be running five cars, but observed in Millbrae station that ran four full car trains. He appreciated recently seeing six car trains running that may help with overcrowding.

Adina Levin, Friends with Caltrain and Seamless Bay Area, shared information regarding MTC (Metropolitan Transportation Commission) doing a series of public feedback activities starting on July 28 thru September gathering feedback on Plan Bay Area 2050 and working with agencies on a regional public transportation funding measure.

## **CHAIRPERSON'S REPORT**

Chair Brian Shaw reported the following:

- Stanford staff members noticed single-tracked trains at Redwood City Station at 5:00 pm, which is not normal practice resulting in a missing train.
- Follow-up reports to be heard later in the meeting with additional information on Stanford Station and Frost Amphitheater.

## **COMMITTEE COMMENTS**

Member Tuzman commented on his personal experience taking the bus bridge from San Carlos as an overall fine experience getting into Hillsdale Station. He said the bus arrived ten minutes early and then the bus left earlier than scheduled. He called the phone number on the signage, but representative did not have an answer and there were no real-time tracking of the buses.

Member Kline commented his experience taking the train two weeks ago from Sunnyvale to San Francisco. The number of messages with weekend closures and time updates were an issue as northbound boarding was closed and southbound was open, and the northbound riders could not make it to the southbound side before the train left. He said communication should be on the closed side only.

Member Brandt commented on his experience riding the train to the Pride event from Redwood City to San Francisco and seeing a four-car consist with standing room only or a small number of seats left in the first car. John Hogan, Chief Operating Officer, said all the train cars were being used and downsized to four-cars due to decreased ridership. Mr. Hogan noted that for the Fourth and King Station the 40 percent of ridership and fares have better a fare process allowing 100 percent fare-checking. There was single-tracking due to the need to divert around an accident with a passenger strike.

Member Brandt commented on some subset of cars going from six to four. Mr. Hogan responded that they experienced more problems going to six-car trains and they decided to have six six-car trains on weekends resulting in breaking apart four-car trains to make six.

Member Torres commented on communication for platform closures where he saw one person at the closed northbound platform in Menlo Park on July 6<sup>th</sup>. If closed, communication was needed on that side only. He also commented on the trespasser strike that occurred at Palo Alto Station and expressed appreciation for staff communication onboard in trying to provide most updated information available.

Member Kutler commented that weekend shutdown communication was better on the whole, the website status page needed a list on which stations have shut down and which have normal service, and website should be set up based on public perspective.

### Public comment

Adina Levin, Friends of Caltrain, commented on communicating as many weekend activities as possible for public to know where trains are running.

### **SAFETY QUARTERLY UPDATE**

Michael Meader, Chief Safety Officer, provided the presentation, which included the following:

- Reportable injury ratio OSHA (Occupational Safety and Health Administration) developed based upon the number of man hours and number of employees
- No reportable accidents or incidents this year (driven by the dollar amount of cost to damage, serious injury, or loss of life)
- Efficiency testing mandated by the FRA (Federal Railroad Administration) to test all employees to confirm processes and rules are followed
- Conduct walkthrough inspections of facilities and stations on a regular basis

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Clarification on the types of employee engagements, such as face-to-face conversations, events, and meetings
- Accident/Incidents slide did not include auto and pedestrian incidents which are recorded separately from trespasser strikes
- Inconsistent or lengthy gate down times tracking and transitioning to different signal system two speed check and software adjustments made during construction
- Trespasser strikes and vehicle strikes need graphs accumulated by location and to determine if there is a pattern

### **CUSTOMER ACQUISITION STRATEGY**

Taylor Huckaby, Deputy Chief of Communications, provided the presentation, which included the following:

- Robust market research group to drive creative activations of existing assets
- Completed rider and non-rider focus groups for information on what they think and need
- New fare product promotions running from September through January

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- 
- Caltrain electrification to meet customer needs and desires, such as secure Wi-Fi, power outlets at every seat, new faster and safer trains, and more frequent train scheduled
- New fare products will not be available on Clipper, but through ticket vending machines (TVM) at stations. Inequities of family pass requirements since some families have only one

adult or one child. Consider allowing children to ride free. Provide campaign talking points to CAC and Board members to help disseminate information. Promote areas along the corridor through social media and a demo video on how to purchase tickets on mobile app

- Clarification on rider and non-rider survey participant selection
- Caltrain online store goes live August 31 with items from keychains to branded scooters
- Include recreation and parks, libraries, and other education-minded groups for the electrification safety campaign and family pass. Have outreach and marketing information in different languages other than English
- Provide directional signage on platforms to make it easier to understand direction of trains
- Marketing plan in South County and recommended weekly announcements or bulletins with the City of Gilroy
- Operating trains from Tamien to Gilroy to overcome impediments for people in Gilroy and Morgan Hill
- Status of visual messaging systems (vms) at stations
- Bartable (Bay Area Rapid Transit) newsletter with helpful event information released every Thursday

#### Public comment

Jeff Carter expressed appreciation for better marketing. He said the triannual survey was in 2019 and asked when the survey data will be available online. He opined that the new cars are great, but there is only with a single bathroom for a seven-car train.

Adina Levin, Friends of Caltrain, expressed excitement hearing about marketing. She encouraged thinking about destinations and transit connections.

#### **CALTRAIN FARE CHANGES**

Melissa Jones, Deputy Director for Policy Development, provided the presentation, which included the following:

- Balanced budget for fiscal year (FY) 2024 and 2025, but anticipated fiscal cliff in FY2026
- Slated fare increases in July 2023 temporarily delayed by the Executive Director
- Next generation of Clipper will offer ability to develop and deploy changes to fare system much more quickly than existing Clipper system as well as provide detailed trip planning, real time information, and mobile fare payments

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Board is not required to take action on fare promotions if duration is six months or less. Fare promotions moving forward in September without having to go through extensive Board process
- Clarification on transfer discounts between two-hour limit transit connections



- Fare study only focused on rail and not other modes per Fare Coordination and Integration Study (FCIS) recommended in 2021
- Board Financial Workshop held in March included discussion of new electrification service and anticipated increase in operating costs leading to deficit in FY2026
- GoPass transitioning to tapping on and off of Clipper card reader to capture origin and destination data for ridership analysis

#### Public comment

Jeff Carter commented would like to see 7-day pass, an alternative to 30-day pass, bring back the 10-ride with discount with Clipper. Transfer with two-hour limit should be longer to accommodate long trips or if there is a delay.

Doug Delong, Mountain View resident, commented on the embargo on any new fare products on existing Clipper system, and therefore, impossible to implement distanced based pricing until Clipper 2.0 arrives.

Adina Levin, Friends of Caltrain, commented on a marketing opportunity in encouraging riders to use Caltrain for destinations when open payment rolls out. She spoke in support of the BayPass as a structured program that would benefit Caltrain and growth opportunity.

#### **STAFF REPORT**

John Hogan, Chief Operating Officer, and Maureen McCole, TransitAmerica Services, Inc. (TASI) General Manager, provided the report, which included the following information:

- Fourth and King Station has the new VMS signs and other stations to have them in about another year
- Stadler trains remain seven-car trains and not four-car trains
- On-time performance for June was around 94 percent
- July Fare Enforcement Report included riders who refused to provide identification when cited
- Confirmed whistle mics (microphones) are not bidirectional; chart provided with whistle mics location, functionality, and warning times
- A month behind schedule for the Guadalupe Bridge Project

Devon Ryan, Government Affairs Officer, provided a report on CARB (California Air Resources Board) In-Use Locomotive Regulation Update that included:

- CARB passed in-use locomotive regulation on April 27<sup>th</sup> and included a new alternative fleet milestone option and allows for the compliance with the transition to a fully zero emission fleet
- CalSTA (California State Transportation Agency) recently made the award for the battery equipped electric multiple unit

The Committee members had a discussion and staff provided further clarification in response to the following Committee comments and questions regarding the following:

- Status on Stadler contract, BMU (battery equipped electric multiple unit), funded 100 percent by the State through CalSTA
- Plan to recommend acquiring replacement EMUs (electric multiple unit) on the Stadler option that would include FTA (Federal Transit Administration) funds
- Clarification on the outreach meeting for overnight positive train control (PTC) testing between San Jose and Palo Alto as there were no communication or public outreach
- Extra service provided for events - 40 percent through Fourth and King Station and collecting every fare with three police officers enforcing fare collection

Public comment

Doug Delong commented on whistle mics only activated on one track. Directional mic disabled when train is not on normal track.

**DATE, TIME, AND PLACE OF NEXT MEETING**

August 16, 2023 at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

**ADJOURNMENT**

Meeting adjourned at 9:49 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) –**

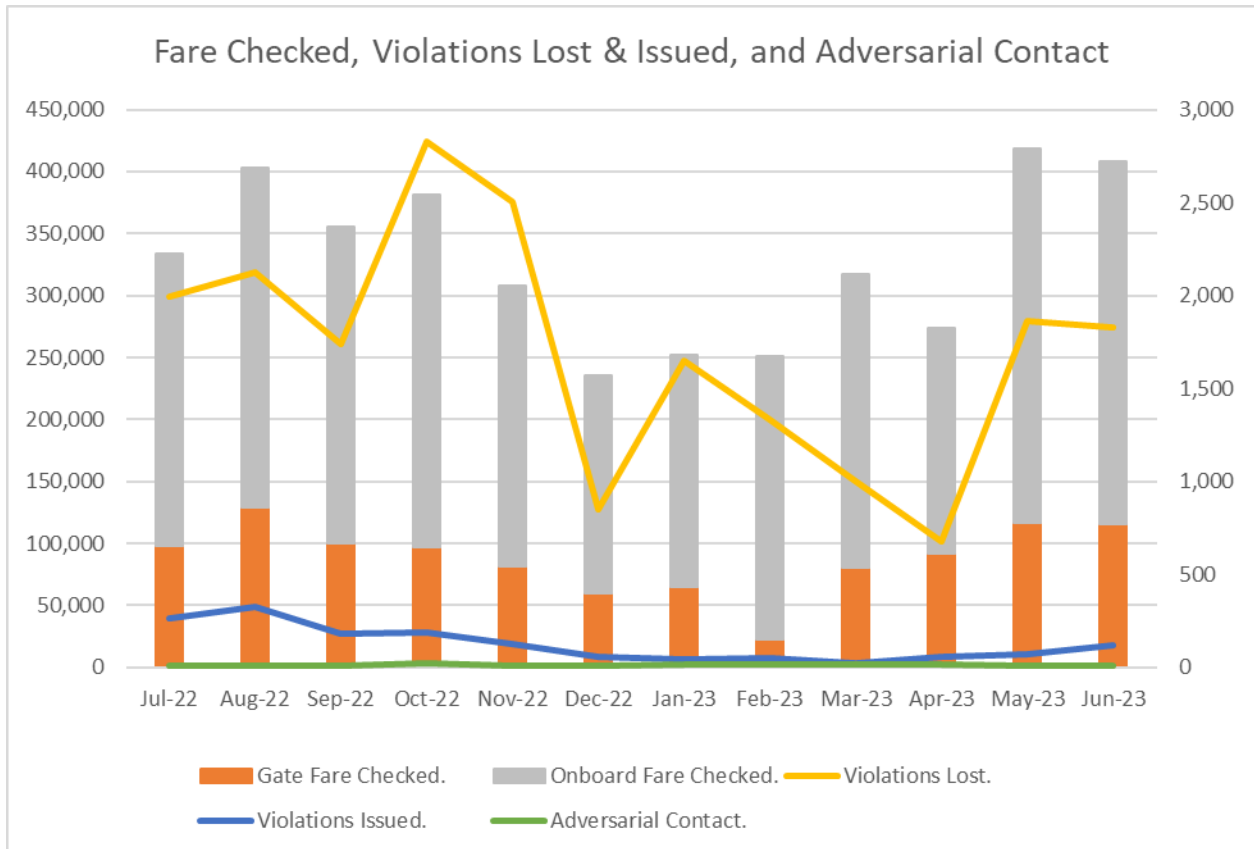
- **July:** The July 2023 OTP was 86.6% compared to 91.9% for July 2022.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on July 7 (Churchill Ave., Palo Alto @ 9:34pm.), caused 3 trains delayed. The vehicle on July 14 (Whipple Ave., Redwood City @ 12:21 pm), caused 4 trains delayed. The vehicle on July 22 (Churchill Ave., Palo Alto @ 9:24 pm), caused 4 trains delayed. The vehicle on July 28 (Sunnyvale Ave., Sunnyvale @ 9:18pm), caused 6 trains delayed.
  - **Mechanical Delays** – In July 2023 there were 1641 minutes of delay due to mechanical issues compared to 1397 minutes in July 2022.
  - **Trespasser Strikes** – There were four trespasser strikes on July 6 (two), 14, and 22, resulting in fatalities. The two strikes on the 6<sup>th</sup> (technically it was on 7/5's revenue but occurred past midnight) 1:29am – Rengstorff Ave. Mountain View, and the other strike was at 12:05pm – East Meadow Dr. Palo Alto, 1 train terminated, 2 trains annulled, 13 additional trains delayed. The strike on the 14<sup>th</sup> was at 5:42pm – Stanford Station Palo Alto, 2 trains terminated, 1 train annulled, 30 additional trains delayed. The strike on the 22<sup>nd</sup> was at 10:59am – North of Santa Clara Station, Santa Clara, 1 train terminated, 2 trains annulled, 3 additional trains delayed.

- **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.

Fare Enforcement Report August - 2023

In June 2023, Caltrain conductors performed a total of 408,493 fare inspections at the terminal and onboard the trains. During this period, 1,831 violations were lost because the rider didn't provide an identification and 122 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.



## Temporary Service Reductions for Electrification Construction

From August 7-25 Caltrain will run reduced weekday service of 90 trains per day and no Baby Bullet trips in order to accommodate further construction.

## CalSTA Delivers \$350 Million in Grade Separation Funding

The California State Transportation Agency (CalSTA) announced \$350 million in grade separation funding on July 5, which will help to pay for projects along the Caltrain corridor in Burlingame, Palo Alto and Mountain View.

## Caltrain Delays Fare Increases

Caltrain has extended the 20% monthly pass discount through the end of calendar year 2023 to encourage more riders to return to the system. The agency has also implemented a promotional fare discount to keep fares at their current levels until December 31, 2023. A new recommended fare structure will be presented for adoption at the September Board meeting, following public outreach that will be held in August 2023.

## Summer of Caltrain Continues

From June 1 through August 31, we are celebrating the “Summer of Caltrain” by offering a variety of customer appreciation activities on board and at stations. An event calendar is available at [www.Caltrain.com/summer](http://www.Caltrain.com/summer).

## Special Services Ridership Report (June)

### Giants

- Thirteen regular season home games in June.
- Total additional ridership boarding and alighting at San Francisco station was 58,562.
- Year-to-date additional ridership is 144,624, a 10% decrease compared to 2022 (159,806) and a 4% increase compared to 2019 (139,262).
- *Please note, a bus bridge was in effect for the 6/10 & 6/11 games.*

### Other Special Events

- SF LGBTQ+ Pride Celebrations (6/24)
  - Total additional ridership was 2,928.
  - Average ridership per train was 209, a 12% increase compared to 2022(187).
  - Special Trains: None
  
- SF LGBTQ+ Pride Celebrations and Parade(6/25)
  - Total additional ridership was 9,453, a 10% decrease compared to 2022 (10,458).
  - Special Trains:
    - 3 Pre-Special Trains
    - 3 Post Special Trains

**Capital Projects:**

The Capital Projects information is current as of June 30, 2023, and is subject to change prior to the August 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 June 2023 included the installation of sheet piling, the completion of all necessary demolition of MT2 foundations, the commencement of construction of 7-foot diameter cast-in-drilled-hole pile foundations for MT2, and the installation of a temporary river diversion system.

In July 2023, JPB anticipates the relocation of any fish on the project site, dewatering of the river, continuation of MT2 foundation construction, and the construction of piers 5 and 6.

Funding status light yellow until planned FY25 funding appropriated by the Board in May 2024 is activated. Schedule status light yellow from mutual agreement with Contractor to delay NTP seven days plus recent

- **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 is procuring all the materials for the final phase of the TVM upgrade program. 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. Received the Intermediate design package and provided comments to the contractor Nomad Digital. Continued discussions to Stadler to support the Broadband project and the installation of the Wi-Fi equipment in the EMU.

Receive the final 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 and June, which now may be resolved. Loco only ran limited days in revenue service. Repair of Aux Gen has proven effective. Unit 925 is at Mare Island. Accident repairs due to jack failure causing locomotive to drop. Repairs are underway at contractor cost. Traction motors and air compressor are on-site for installation. Unit 926 is 65% complete and progressing.

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

- **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 need 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 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 the Contractor Top Line Engineers to expedite the painting operations at both the East and West Towers. Worked with Grants and Project Controls Team to identify remaining LPP matching funds.

Continue to work with Project Controls staff in updating the Work Plan.

- **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 installed the retaining walls and concrete track panels.

Finish construction and obtain substantial completion.





# Caltrain Executive Summary-Jul 2024

## Monthly Performance

Pre-Pandemic Jul FY 2020	Last Year Jul 2023	Current Year Jul 2024	Jul 2023 to Jul 2024% ▲	Pre-Pandemic Jul FY 2020 to Jul 2024% ▲
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Total Ridership	1,672,672	439,697	492,381	12.0%	-70.6%
Average Weekday Ridership	70,493	16,767	20,334	21.3%	-71.2%
On Time Performance	93.8%	91.9%	86.6%	-5.7%	-7.6%

## Fiscal YTD Performance

Pre-Pandemic Jul FY 2020	Last Year Jul 2023	Current Year Jul 2024	Jul 2023 to Jul 2024% ▲	Pre-Pandemic Jul FY 2020 to Jul 2024% ▲
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Total Ridership	1,672,672	439,697	492,381	12.0%	-70.6%
Average Weekday Ridership	70,493	16,767	20,334	21.3%	-71.2%
On Time Performance	93.8%	91.9%	86.6%	-5.7%	-7.6%

### 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)

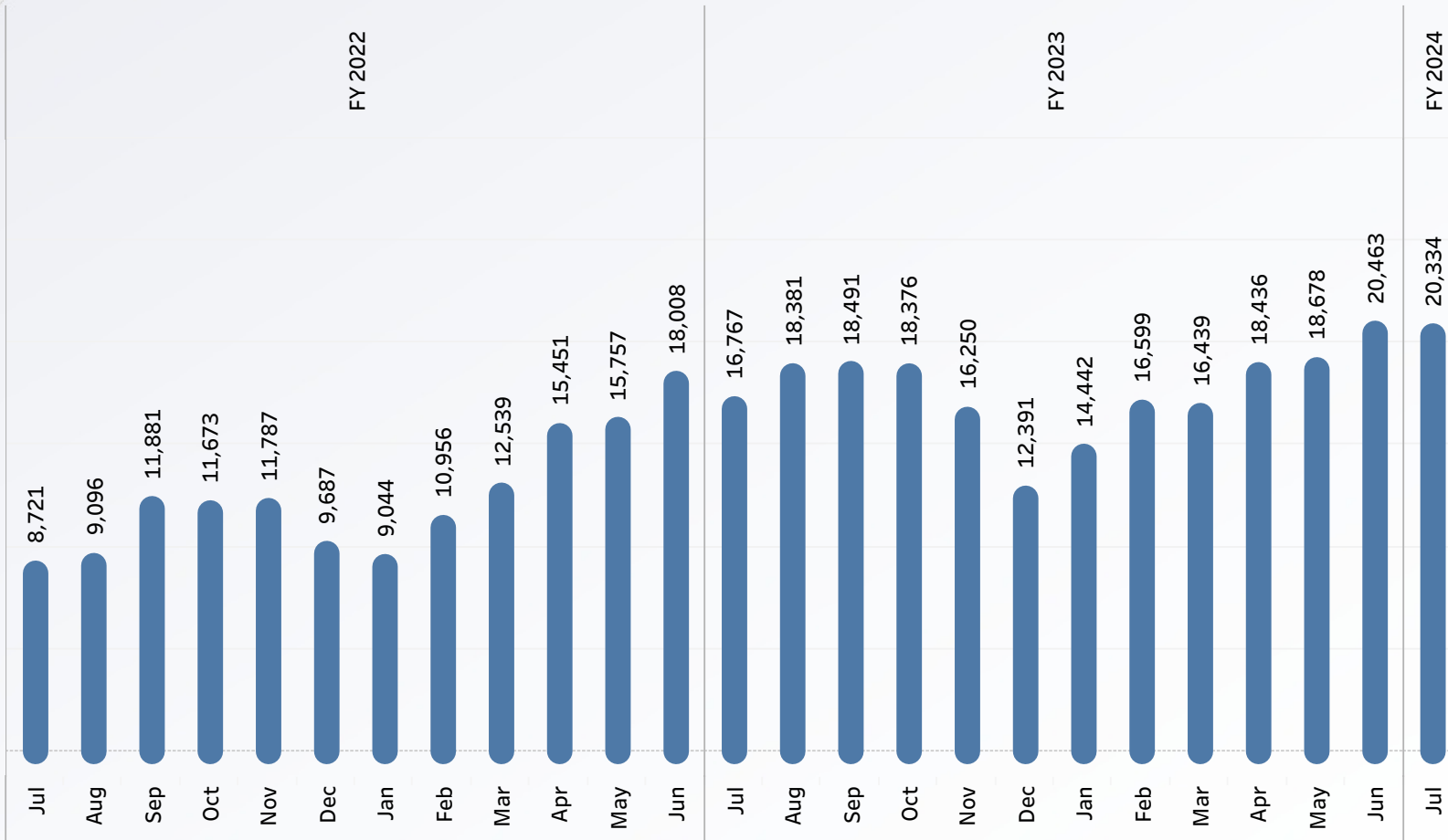
-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-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)-Jul 2024



### Key Ridership Methodology Notes:

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



# Caltrain Total Ridership & AWR - Jul 2024



**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 - Jul 2024

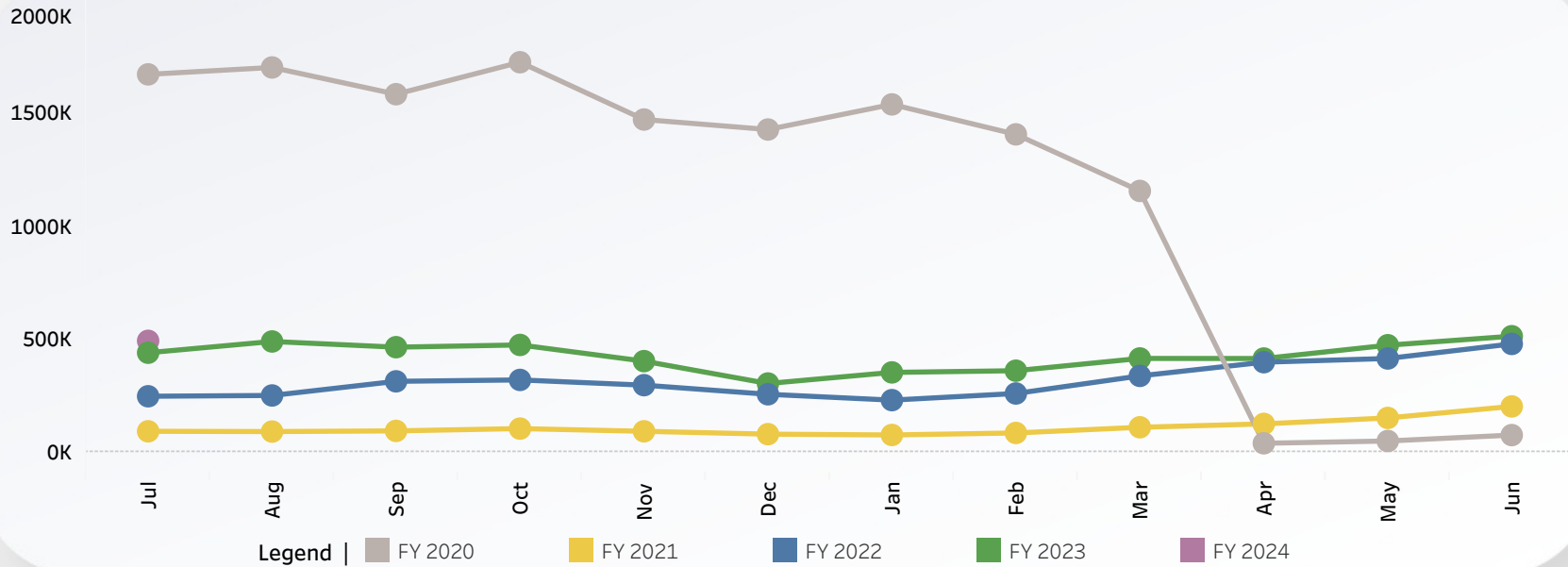


**Key Ridership Methodology Notes:**

- 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-Jul 2024



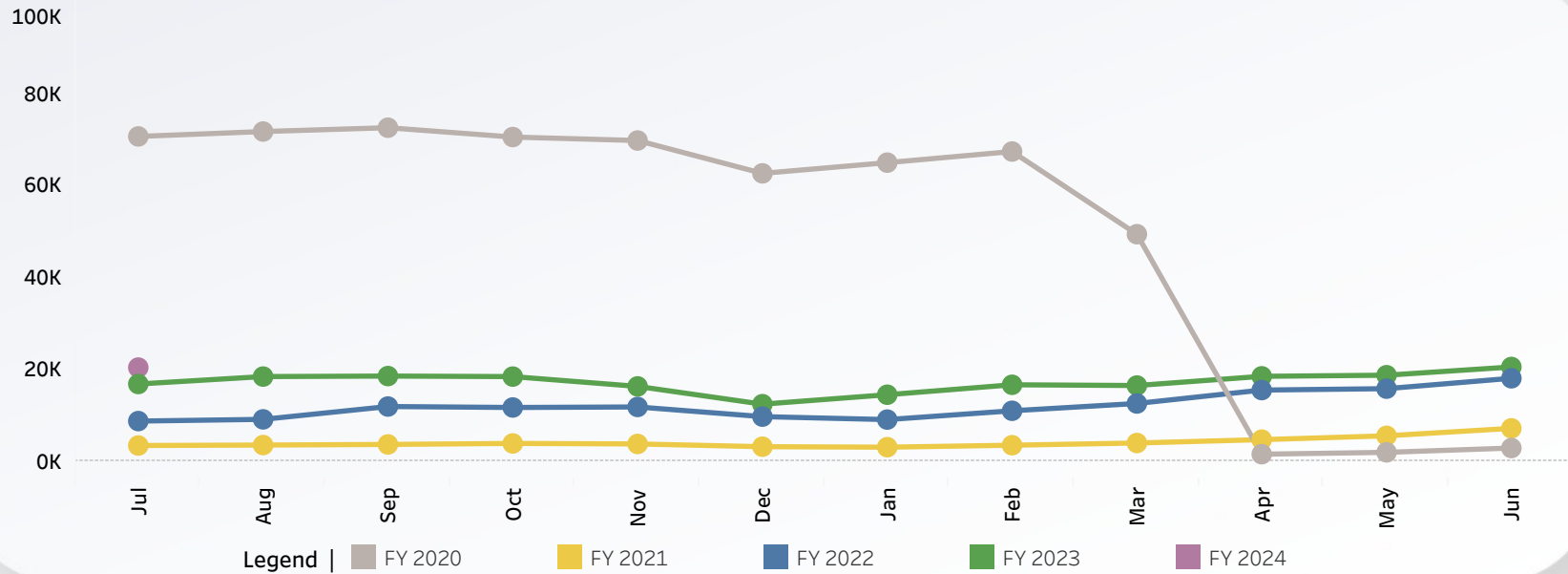
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,672,672	91,703	246,902	439,697	492,381
Aug	1,703,334	90,538	250,434	489,563	
Sep	1,584,833	93,486	313,026	464,278	
Oct	1,726,436	103,686	319,258	474,220	
Nov	1,472,693	91,699	296,065	402,467	
Dec	1,428,363	79,078	255,679	303,430	
Jan	1,539,666	75,485	229,746	352,573	
Feb	1,406,951	84,365	259,190	360,098	
Mar	1,156,388	109,519	337,078	414,405	
Apr	38,584	124,522	397,753	414,074	
May	48,745	150,923	414,196	472,978	
Jun	74,908	201,872	478,720	512,887	

**Key Ridership Methodology Notes:**

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# Caltrain Average Weekday Ridership (AWR) - Jul 2024



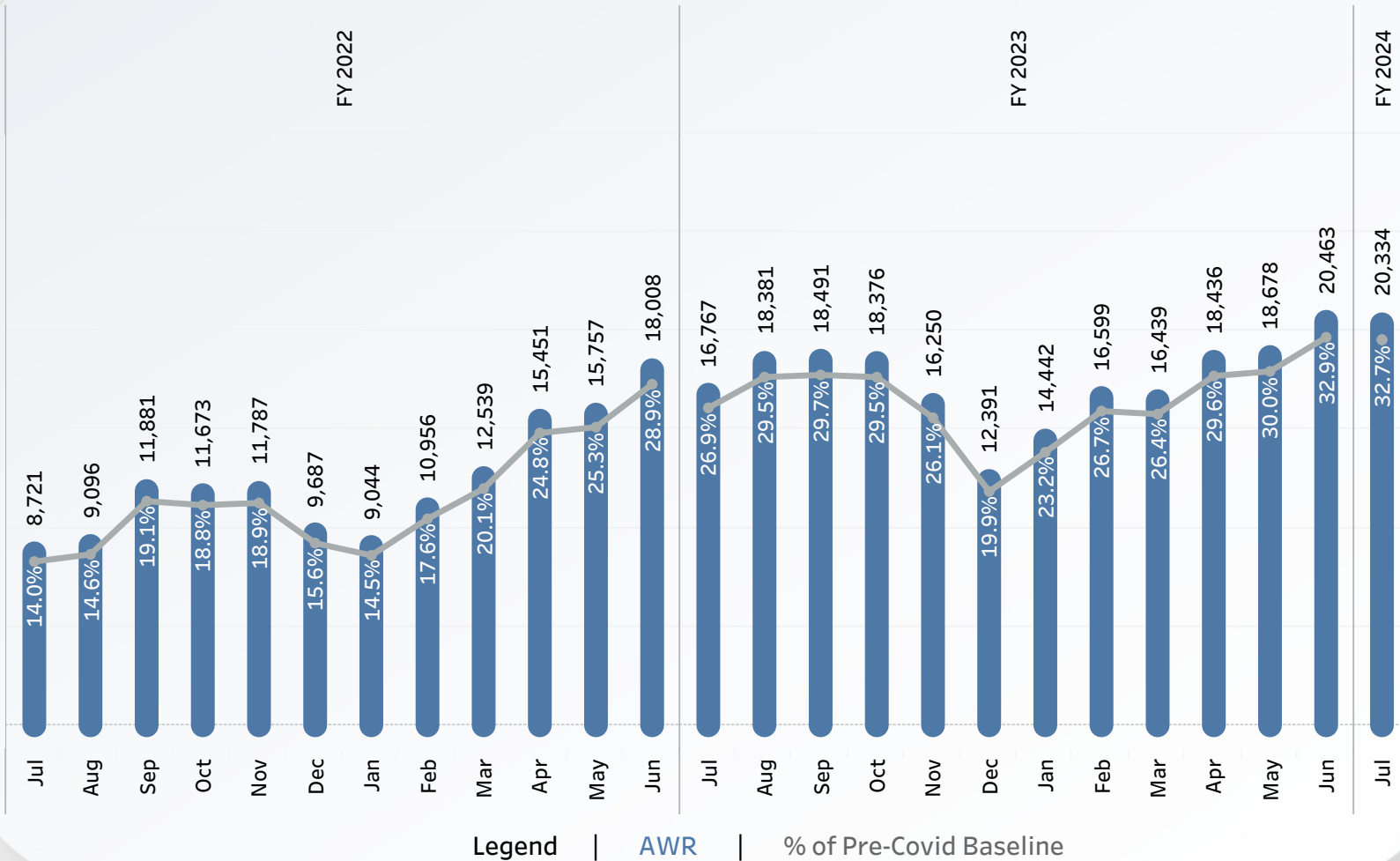
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	70,493	3,419	8,721	16,767	20,334
Aug	71,557	3,517	9,096	18,381	
Sep	72,387	3,654	11,881	18,491	
Oct	70,360	3,873	11,673	18,376	
Nov	69,607	3,760	11,787	16,250	
Dec	62,480	3,162	9,687	12,391	
Jan	64,806	3,058	9,044	14,442	
Feb	67,218	3,484	10,956	16,599	
Mar	49,276	3,965	12,539	16,439	
Apr	1,536	4,693	15,451	18,436	
May	1,935	5,521	15,757	18,678	
Jun	2,871	7,143	18,008	20,463	

**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-Jul 2024



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

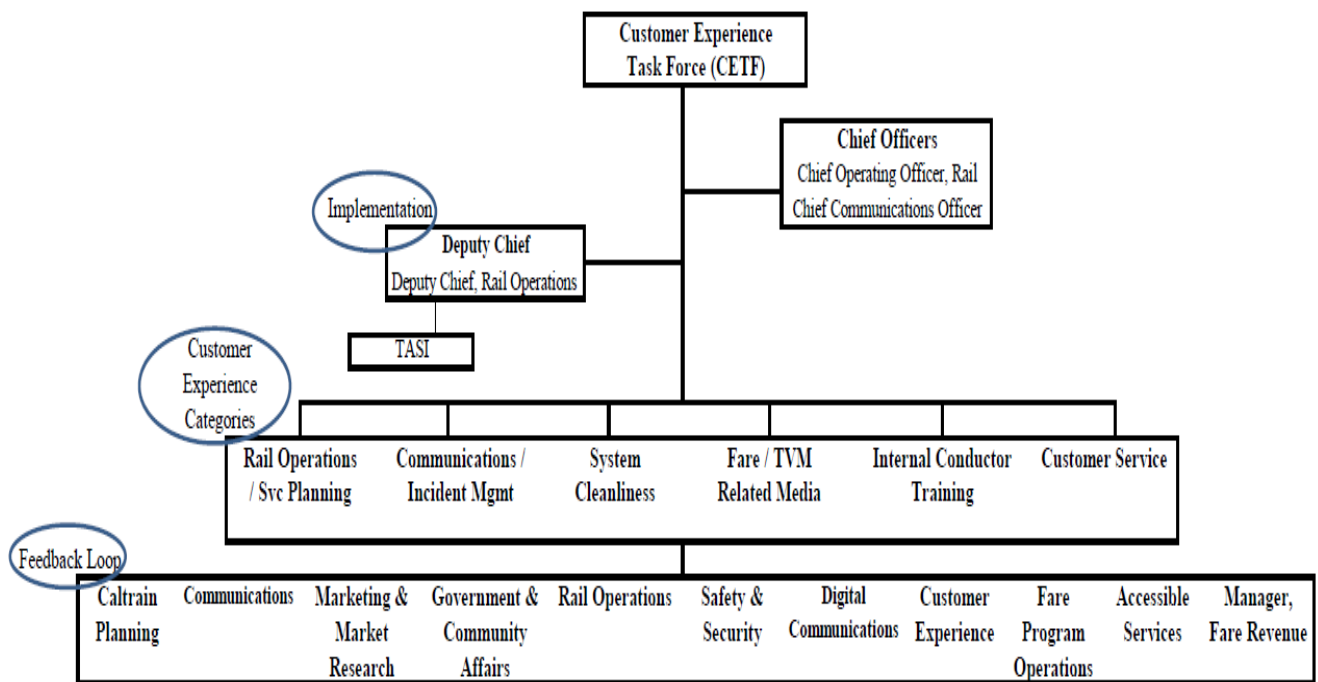
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**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 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](http://caltrain.com/status)):
  - 31 weekend area shutdowns in 2023 to complete required testing and address top risks
  - Phase 7
    - Millbrae to 4<sup>th</sup> & King: 8/12-8/13; 8/19-8/20; 8/26-8/27
  - Normal weekend service anticipated during September
  - Additional weekend shutdowns October – December
- Fall 2023 Schedule Change
  - A new regular weekday schedule goes into effect September 25, 2023
  - Same level of service (104 trains per day) but departure times for all trains (except 301 and 145) will be shifted at least 2 minutes **earlier** to optimize transfers with BART at Millbrae station.
  - In the evening, local trains will run faster with improved runtimes
    - *Trains impacted: 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, and 144*
  - A 4th roundtrip train serving Gilroy will be added to the schedule:
    - *Train 305 in the morning departing Gilroy at 7:29a*
    - *Train 410 in the afternoon arriving at Gilroy at 6:17p*
  - Temporary service adjustments to/from Tamien accommodate midday work on the Guadalupe Bridge Rehabilitation Project
    - *Trains impacted: 108, 112, 113, 116, 117, 120, 121, and 125*
- Bayshore Station Overpass Rehab Project:
  - The overpass, stairs, and elevators were temporarily closed for rehabilitation work and have reopened to provide passengers' access. Shuttle service between the platforms has ended. For more information visit [Caltrain.com/Bayshore](http://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 engaged with customers over the weekends of July 15 and July 22 between Palo Alto and Hillsdale as part of the Phase 6 weekend bus bridge outreach. Outreach ambassadors will be at stations impacted by the weekend bus bridge, the last three weekends of this month, between San Francisco station and Millbrae station for the Phase 7 outreach. Also, there was a limited set of in-house staff conducting outreach to inform the public of the weekday temporary service change throughout the corridor from San Francisco Station to San Jose Diridon station. These are all part of the Ambassador Program ongoing commitment to have outreach staff inform the riding public on impacts to Caltrain service.

### **Caltrain Digital Marketing**

- Digital Marketing:
 

July messaging pivoted from weekend closures and focused largely on events such as Electrification, the first Public Tour, Summer of Caltrain Events, and additional service for events in the peninsula like Taylor Swift and additional concerts.

Shutdowns did continue between Hillsdale and Palo Alto. 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 first public tour was held at San Jose Diridon on July 29th with over 4,200 attendees.

Summer of Caltrain which will continue running through August held onboard Triva, and social media giveaways leading up to the public Electric train tour. Both digital and onsite interactions are planned for the month of August.

- Caltrain Digital Marketing Highlights:
  - Cali Classico – Chartered Train
  - 4th of July, extra service, and fireworks
  - Grade Separations received additional funding
  - Summer of Caltrain Campaign
  - Caltrain Social Media Giveaway
  - Bay Area Transit Wayfinding Survey
  - Weekend Closures
  - Taylor Swift at Levis Stadium – Extra Service
  - First Public Train Tour – July 29
  - Caltrain Reduces Train Service Announced July 31 in effect all of August

### **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](http://www.bikelink.org).

- Bike Parking Vendor
  - At the August Board meeting, the Board approved a resolution for the JPB to move forward with BikeHub as the operator of the bike valet at 4th and King Station. BikeHub has been providing the free bike valet service for Caltrain customers since 2013 and offers bike repairs and parts for sale. The contract includes options that will allow BikeHub to operate up to 8 unstaffed bike rooms at other Caltrain stations in the future. More plans on unstaffed bike room plans will be announced later in 2023 and 2024.
- Caltrain Electrification
  - 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](https://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](https://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](https://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

- Whistle Mics
- Fall 2023 Schedule Change
- Burlingame Broadway Grade Separation Project

### September 20, 2023

- Electrified Service
- Rail Safety Education & Suicide Prevention Update
- Transit Oriented Development opportunities

### October 18, 2023

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

### November 15, 2023

- Corridor Crossing Strategy (tentative)
- 2024 Draft Legislative Program
- Brown Act Training

### December 20, 2023

- Visit to Stadler plant
- 

### **Suggested Items:**

- 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