



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

September 20, 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 August 16, 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. Rail Safety Education & Suicide Prevention (Tasha Bartholomew)
9. Transit Oriented Development Opportunities (Nadine Fogarty)
10. Electrified Service (Ted Burgwyn/Melissa Jones)
11. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
12. Date, Time, and Place of Next Meeting
October 18, 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 AUGUST 16, 2023

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

MEMBERS ABSENT: JP. Torres

STAFF PRESENT: A. Acenas, R. Bartholomew, T. Burgwyn, J. Hogan, M. Tseng

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

RE-APPOINTMENT OF CAC MEMBERS

- Brian Shaw, San Francisco County
- Rob Jaques (Alternate), San Francisco County

Chair Shaw announced the reappointment of two San Francisco County members and others still needed appointment or reappointment.

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

There were none.

APPROVAL OF MINUTES OF JULY 19, 2023

Motion/Second: Kutler/Klein

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

Abstain: None

Absent: Torres

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented on being late to the meeting because train 126 was late. He mentioned that the open house for the new trains was a spectacular event with over 4,400 RSVPs.

CHAIRPERSON'S REPORT

Chair Shaw noted items on the work plan.

COMMITTEE COMMENTS

Member Leung complimented the open house event and looked forward to more of these events. John Hogan, Chief Operating Officer, announced the next event is scheduled on September 23rd in San Francisco.

Member Tuzman commented on disappointment in the delay in appointing new members, new retail businesses opened near San Carlos station, friend's trip experience on August 8th at San

Mateo station that had arrival board sign errors, interest in a presentation on video content information displays, and the electric train dry run miles were 10,000 miles.

Mr. Hogan clarified that every train set has to have 1,000 miles per FRA (Federal Railroad Administration) regulation to be put into service.

Member Brandt commented on weekday ridership being up 28.8 percent in July, but total was 29.4 percent and the need to continue tracking ridership metrics; long downed gate times since crossing circuits were installed at Whipple Avenue crossing; two fatal pedestrian strikes since the last meeting and recommended three-digit numbers to call or text be added to suicide hotline signs; trespasser strike in tunnel four that required train shut off. Passengers were stuck in the train for four hours.

Mr. Hogan explained how the train was not fully shut down, which drained the train's battery. Then another incident occurred that involved the South San Francisco Police and caused additional delays.

Member Jaques noted that the Millbrae Station signs for previous weekend shutdowns were still posted as if still active and they should be replaced with the correct weekend shutdown signs.

Member Kutler thanked staff for making the weekend shutdowns work. She said wayfinding can be challenging especially when transferring and having printed temporary schedules works.

Member Joshi commented on better communication about shutdowns during the Outside Lands Music Festival.

Member Seebart commented on his experience riding the 505 from San Jose, which was full with no air conditioning in his train car and air conditioning would be a good idea to be a part of emergency maintenance.

Chair Shaw disclosed being asked to sign a letter of support for the TJPA (Transbay Joint Powers Authority) mega application, which is a Federal grant program, and indicated his position on the JPB CAC. He also commented on noise from the PA (public address) system at Redwood City station.

Member Brandt commented on the correspondence regarding the volume for the new Clipper terminals for visually impaired riders.

Mr. Hogan noted staff is working with the community to look into appropriate volume for the terminals.

Public comment

Doug Delong, Mountain View resident, commented on San Mateo station visual messaging signs malfunctioning or are disabled, weekend shut down signs hanging down for several weeks and the need for clean-up.

Jeff Carter appreciated the marketing for the open house event, suggested an evacuation plan to get people out of the tunnel, and noticed the Millbrae station's PA system sounding weird.

Due to technical difficulties, the Committee was unable to hear Dan Morae's comments. Ms. Tseng advised Mr. Morae to email his comment to the Committee.

FALL 2023 SCHEDULE CHANGE

Theodore Burgwyn, Director of Rail Network and Operations Planning, provided the presentation, which included the following:

- BART (Bay Area Rapid Transit) to change its weekday and weekend schedules on all its lines system-wide. Millbrae service will improve on weekends, but will be reduced on weekdays
- The tracks between Gilroy and Tamien are owned by Union Pacific Railroad (UP), which limits the amount of service provided
- All trains will be scheduled 2 minutes earlier

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

- Timing with SFO (San Francisco International Airport)
- Ongoing discussions with UP regarding more service or long-term plans as part of the electrification update
- Survey results projected ridership increase

Public comment

Jeff Carter commented on no trains in the middle of the day with Gilroy service and limiting potential ridership; poorly designed Millbrae station with stairs, no ramps, and slow elevators; have schedule to show transfer connections.

Mr. Hogan commented on the downed visual messaging signs, discussion with approximately 100 people at the open house with about 75 being under the age of 30 mentioning frequency of trains would increase ridership.

BURLINGAME BROADWAY GRADE SEPARATION PROJECT

Alexander Acenas, Senior Project Manager, provided the presentation, which included current and potential views of the existing area and conditions.

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

- 15.5 feet clearance under Broadway to the tracks
- Platform furnished with standard shelters and the need for shaded shelters
- Cost estimates were from December 2020 at 65 percent design and will continue to change as the design is refined
- Close Broadway while the grade separation project is underway and how service is kept running
- Rendering showed multi-modal pedestrian bike lanes along California Drive and connections underneath Broadway bridge connected to other side of Caroline Street

- Multi-use path connects to the future plans for North of Broadway and extends about 300 feet North of Broadway
- Plans to maintain parking to support the use of station and lighting on platform

Public comment

Jeff Carter commented on ridership at Broadway, Burlingame, and Atherton stations; interested in hearing more about multi-use path; and possible expansion to four tracks after completion, which will allow mix use of local and express trains.

Doug DeLong opined that the project may result in demise of some local businesses.

WHISTLE MICS

John Hogan, Chief Operating Officer noted that the presentation was provided at the last meeting and introduced Rick Bartholomew, Engineering Manager, who provided further clarification, which included the following:

- Currently still single-tracking due to Balfour Beatty working on the tracks with completion anticipated next weekend
- Process when reports of abnormal downed gate times are received
- Only Burlingame station has bi-directional whistle mics
- Cross activation is to track trains coming through crossings; the intent of system is to always drop the gates when trains approach and is an interim situation until a more permanent modern solution can be implemented when fully electric

Public comment

Doug DeLong commented on the need to better inform the public. He commented on the experience at Mountain View station with gate activations due to train movement so whistle mic did not override the timeout.

STAFF REPORT

- What Caltrain can do to avoid flooding (verbal) - Mr. Hogan reported not many flooding issues. Standard Operating Procedures (SOP) developed and within 24 hours of predicted rain, will ensure pumps are working. He noted that underpass maintenance is the responsibility of the cities and towns in which they are located.

Member Kutler commented that Bayshore station was required to dig out tracks in 2023. Mr. Hogan clarified that there was no flooding that delayed trains.

- Non-service animals on Caltrain with a travel carrier (verbal) - Mr. Hogan reported speaking with Legal Counsel and the recommendation to not allow non-service animals for liability reasons.

Member Tuzman mentioned that all other transit agencies have clear language and policy allowing pets in carriers.

Member Brandt Adrian commented on whether there was a distinction of carrier versus leash and mentioned BART allowing in carriers.

Member Brandt commented on the disappointing number of flat spots on trains hammering loudly on tracks. Mr. Hogan stated there were no reports from crews and maintenance staff to check for flat spots, but maintenance is dependent upon the condemnable rate.

Member Brandt commented on station issues, such as cockroaches at platforms.

Member Kutler thanked Frank and Grossman Landscape Contractors for steam cleaning the platforms.

- a) Customer Experience Task Force Update - Mr. Hogan commented that the information was in the agenda packet.
- b) JPB CAC Work Plan Update - Mr. Hogan commented the information was in the agenda packet.

Member Jaques commented on having \$350 billion for grade separations for CalSTA (California State Transportation Agency) and a list of stations that included Burlingame.

Member Brandt commented on quad gates at San Mateo crossings, but not at Churchill. Mr. Hogan stated he will discuss with Capital Projects to determine why all crossings do not have quad gates.

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.

ADJOURNMENT

Meeting adjourned at 8:31 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) –

- **August:** The August 2023 OTP was 82% compared to 89.1% for August 2022.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on August 3 (Churchill Ave., Palo Alto @ 9:49pm), caused 7 trains delayed. The vehicle on August 21 (E. Meadow Dr., Palo Alto @ 8:31 pm), caused 1 train delayed. The vehicle on August 23 (Mission Bay Dr., San Francisco @ 12:05 am), caused 2 trains delayed. The vehicle on August 28 (North Lane, Burlingame @ 5:15 pm), caused 1 train terminated, 2 trains annulled, 27 trains delayed.
 - **Mechanical Delays** – In August 2023 there were 1939 minutes of delay due to mechanical issues compared to 1615 minutes in August 2022.
 - **Trespasser Strikes** – There were five trespasser strikes on August 4, 8, 21, 23 & 26, resulting in three fatalities. The strike on the 4th (San Francisco @ 7:29 pm), caused 6 trains terminated, 6 trains annulled or partially annulled, 5 trains delayed, resulting in a fatality. The strike on the 8th (Redwood City @ 12:29 pm), caused 1 train terminated, 13 trains delayed, resulting in a fatality. The strike on the 21st (BEL Station, Belmont @ 11:05 pm), caused 1 train terminated, 3 trains delayed, resulting in a fatality. The strike on the 23rd (TWE Station, San Francisco @ 3:40 pm), caused 2 trains terminated, 1 train annulled, 17 trains delayed. The strike on the 26th (MPK Station, Menlo Park @ 11:07 pm), caused 3 trains delayed.

- **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.
 - **Trespasser Strikes** – There were four trespasser strikes on July 6 (two), 14, and 22, resulting in fatalities. The two strikes on the 6th (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 14th was at 5:42pm – Stanford Station Palo Alto, 2 trains terminated, 1 train annulled, 30 additional trains delayed. The strike on the 22nd was at 10:59am – North of Santa Clara Station, Santa Clara, 1 train terminated, 2 trains annulled, 3 additional trains delayed.

Fall 2023 Schedule Change:

- A new regular weekday schedule goes into effect September 25, 2023
- Same level of service (104 trains per day)
- The weekday schedule will be adjusted to better align Caltrain/BART transfers at Millbrae with BART's schedule change effective Sept. 11, 2023.
- Evening Local trains will operate with improved runtimes.
- A fourth Gilroy daily round trip and adjusted Gilroy service on weekdays based on feedback received from the South County Survey conducted in June 2023:
 - Train 305 in the morning departing Gilroy at 7:29 a.m.
 - Train 308 and 410 in the afternoon arriving at Gilroy at 5:40 p.m. and 6:17 p.m.
 - Train 412 will end at San Jose Diridon at 6:27 p.m.
 - Train 310 will be the last train of the day serving stops between Capitol and Gilroy.
- Trains 107, 108, 112, 113, 116, 117, 120, 121, 125 and 313 will temporarily not serve Tamien Station to accommodate work on the Guadalupe Bridge Rehabilitation Project.
- Northbound Train 143 will depart San Jose Diridon station later at 10:30 p.m. to improve evening post-event service from the South Bay.
- Communications Outreach:
 - VMS/PA/Conductor Announcements
 - Take Ones, Seat Drop
 - Print/Digital Ads
 - Station Info Boards
 - Train Cards

- Pocket Timetable
- Web Banners
- Timetable & Webpage: caltrain.com/status
- BART/Caltrain Millbrae Connection tables
- Press Release
- Social Media: Instagram, Twitter, Facebook, Nextdoor
- Caltrain Mobile: Announcements
- South County Marketing Campaign
 - caltrain.com/southcounty
 - Press Release
 - Station Signage
 - Collaboration with Santa Clara Valley Transportation Authority (VTA), and the Cities of Gilroy and Morgan Hill
 - Press Event at Gilroy Station on 9/25/23
- Notification to Schools
- Notifications to Cities/Chambers of Commerce
- Sept E-news
- Notification to Go Pass & Commuter Benefit Customers
- Shuttle distribution
- Ambassador outreach: Sept. 19 to Sept. 21 (Tuesday through Thursday)
 - Stations: San Francisco, Millbrae, Redwood City, Palo Alto, Mountain View, San Jose Diridon, Tamien, Morgan Hill, Gilroy

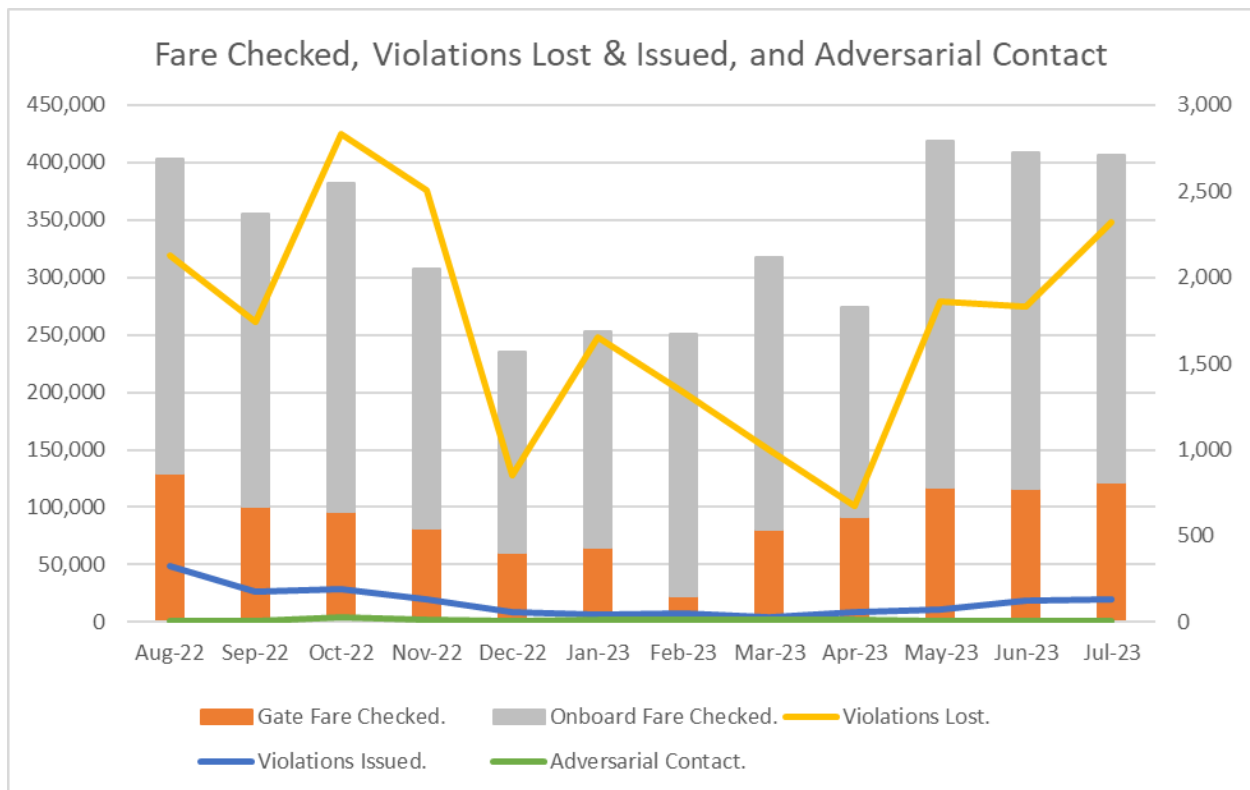
2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (caltrain.com/status):

- 31 weekend area shutdowns in 2023 to complete required testing and address top risks
- Normal weekend service during September
- Phase 8
 - Millbrae to San Francisco 4th & King: 10/7-10/8; 10/14-10/15
 - Revised Train/Bus Schedule to improve Millbrae BART transfers due to BART schedule change effective 9/11/23
- Phase 9
 - Menlo Park to Millbrae: 10/21-10/22
- Future shutdowns to be determined

Fare Enforcement Report – September 2023

In July 2023, Caltrain conductors performed a total of 406,621 fare inspections at the terminal and onboard the trains. During this period, 2,318 violations were lost because the rider didn't provide an identification and 131 violations were issued. 10 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.



Caltrain to Pilot First-in-the-Nation Bi-Level Dual Electric and Battery Powered Train to Expand Zero-Emission Service

The California Transportation Commission has approved the allocation of funds from an \$80 million award from the California State Transportation Agency for one Stadler battery-equipped electric multiple train unit (BEMU) and related maintenance, as well as charging infrastructure upgrades necessary for its service. The BEMU will operate on the portion of the Caltrain corridor owned by Union Pacific and play a major role in allowing Caltrain to transition to fully electrified, zero emission service. The demonstration of the BEMU in-service will be the first time this bi-level technology is in operation on a commuter train anywhere in the United States.

Caltrain Introduces New Fare Product Promotions

Caltrain is introducing four new temporary fare products on September 1st, designed to appeal to the needs of potential riders. These products include the \$1 Youth Pass aimed at providing those 18 and under with affordable one-way rides, the Three-Day Pass allowing unlimited rides for 3 days immediately upon purchase, the Group Day Pass which provides eligible parties of 4-6 with 15% discounts, and the Family Day Pass which can reduce the cost of travel for a family of 6 by 50%. Also starting September 1st, Caltrain is reducing daily and monthly parking fees by 50% to \$2.75 and \$41.25 respectively.

Special Services Ridership Report (July)

Giants

- Twelve regular season home games in July.
- Total additional ridership boarding and alighting at San Francisco station was 59,222.
- Year-to-date additional ridership is 203,852, a 3% decrease compared to 2022 (211,072) and a 5% increase compared to 2019 (194,606).
- Special trains:
 - One post-game special train for 11 games.
 - One pre-game special train for five games.

SJ Earthquakes vs LA Galaxy at Stanford Stadium

- Regular northbound and southbound service stopped at Stanford Stadium.
 - Four pre-game trains.
 - Four post-game trains.
- Total ridership boarding and alighting at Stanford station was 1,363, a 38% increase compared to 2019 (987).
- Special trains:
 - Two charter trains for SJ Earthquakes ticket holders.

4th of July Fireworks

- This event occurred on a weekday (Tuesday), with weekend service in operation.
- Total additional ridership boarding and alighting at San Francisco station was 1,279, a 21% decrease compared to 2022 (1,609).
- Special trains:
 - One pre-event special train.
 - One post-event special train.

Dead & Company - The Final Tour at Oracle Park

- Three concerts in July.
- Total additional ridership boarding and alighting at San Francisco station was 3,503.
- Special trains:
 - One post-event special train (7/14).
- *Please note, a bus bridge was in effect for the 7/15 & 7/16 concerts.*

Taylor Swift, The Eras Tour at Levi's Stadium

- Two concerts in July.
- Total additional ridership boarding and alighting at Mountain View station was 5,788.
- Special trains:
 - One post-event special train (7/28).
 - One post-event special train (7/29).

Capital Projects:

The Capital Projects information is current as of July 31, 2023, and is subject to change prior to the September 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 July 2023 included the completion of a temporary river diversion system, the relocation of fish from within the project site, the dewatering of the construction area, and the commencement of construction of 2-foot diameter cast-in-steel-shell (CISS) pile foundations supporting piers 4 and 5.

In August 2023, JPB anticipates the completion of 2-foot diameter CISS piles and pier caps for piers 4 and 5, the construction of 7-foot diameter cast-in-drilled-hole (CIDH) pile foundations for abutment 6, and the start of construction of columns for piers 5 and 6.

Funding status light will remain yellow until FY25 funding appropriated by the Board in May 2024 is activated. Schedule status light is yellow from mutual agreement with

Contractor to delay NTP seven days plus recent challenges with bridge demolition, drilling, and installation of temporary river diversion system.

- **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 sent the TVM doors to the metal shop to have them retrofitted. The metal shop indicated the doors won't be ready until September 2023.

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 Stadler proposal for the installation of the Wi-Fi equipment in the EMU and the proposal is being reviewed and began negotiations. The final design package from Nomad has been delayed because of numerous comments on the intermediate design which need to be worked out before the final design.

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 is unreliable and shuts down. Locomotive only ran limited days in revenue service. Repair of Auxiliary Generator has proven effective. Unit 925 is at Mare Island. Accident repairs due to jack failure causing locomotive to drop. Repairs are underway. 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 Grants and Project Controls Team and resolved the LPP matching funds issue. Continued to work with the Contractor Top Line Engineers to expedite the painting operations at both the East and West Towers for anticipated reopening to the general public on August 7th, 2023.

Continue to work with Project Controls staff in updating the Work Plan for FY24-25 reconciliation.

- **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 began the electrical work by trenching and installing conduits across the road on Watkins for the new light poles.

Finish construction and obtain substantial completion.



Caltrain Executive Summary-Aug 2023

Monthly Performance

Pre-Pandemic Aug FY 2020	Last Year Aug 2022	Current Year Aug 2023	Aug 2022 to Aug 2023% ▲	Pre-Pandemic Aug FY 2020 to Aug 2023% ▲
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Total Ridership	1,703,334	494,475	509,081	3.0%	-70.1%
Average Weekday Ridership	71,557	18,598	20,284	9.1%	-71.7%
On Time Performance	93.8%	89.0%	82.1%	-7.8%	-12.6%

Fiscal YTD Performance

Pre-Pandemic Aug FY 2020	Last Year Aug 2022	Current Year Aug 2023	Aug 2022 to Aug 2023% ▲	Pre-Pandemic Aug FY 2020 to Aug 2023% ▲
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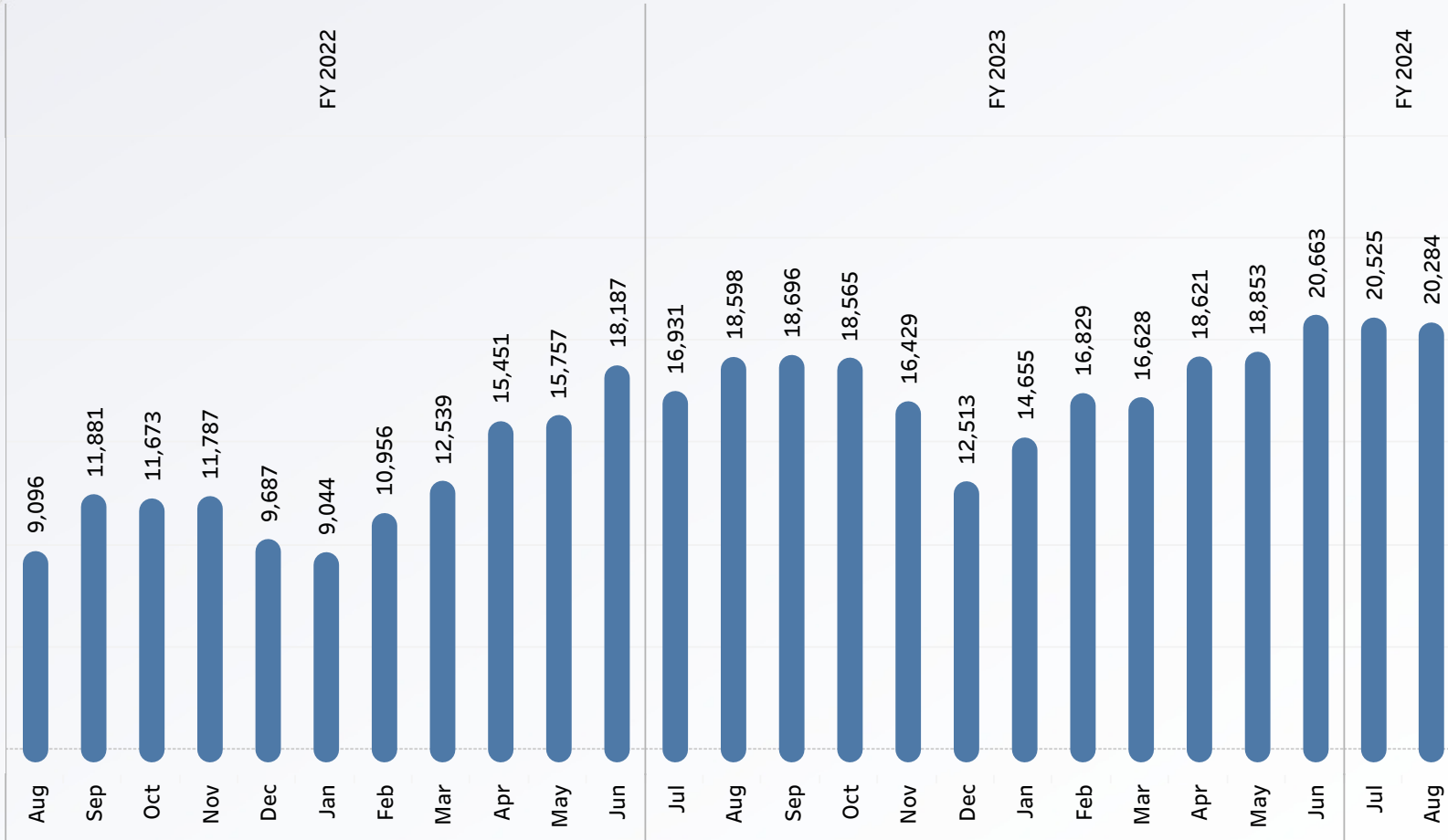
Total Ridership	3,376,007	937,437	1,005,261	7.2%	-70.2%
Average Weekday Ridership	71,025	17,823	20,396	14.4%	-71.3%
On Time Performance	93.8%	90.4%	84.4%	-6.6%	-10.0%

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)-Aug 2023

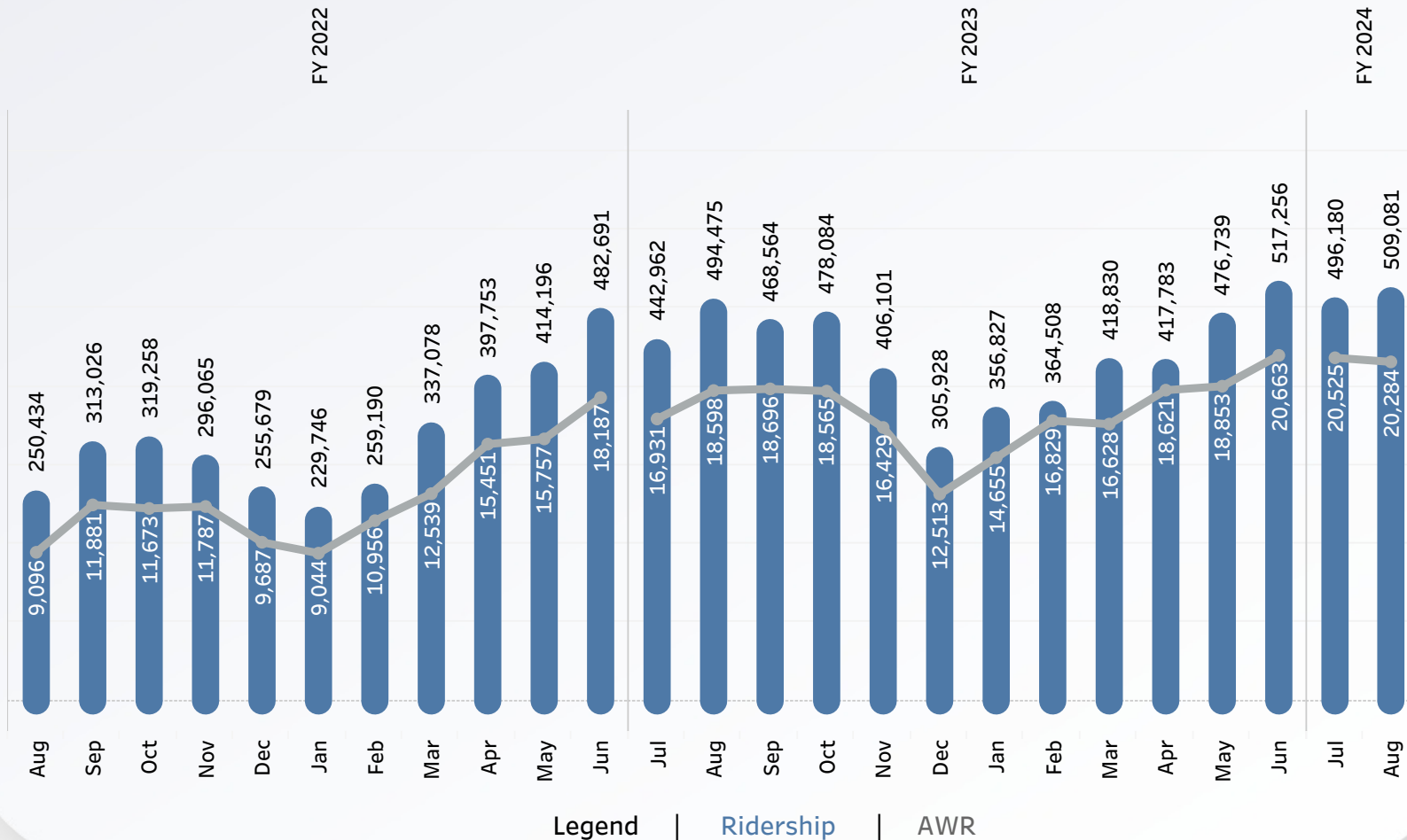


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Caltrain Total Ridership & AWR -Aug 2023

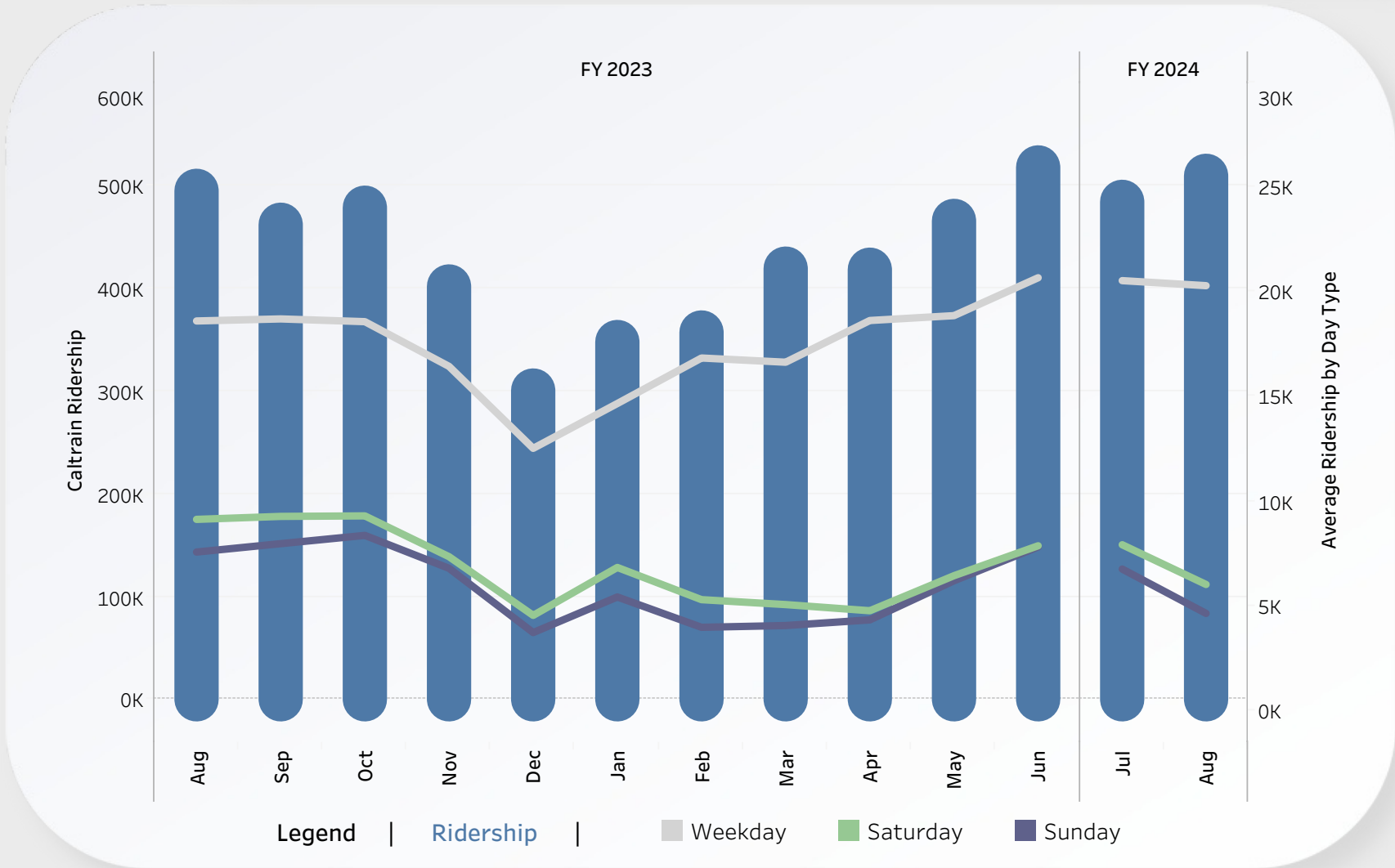


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Caltrain Total Ridership & Average Ridership by Day Type -Aug 2023

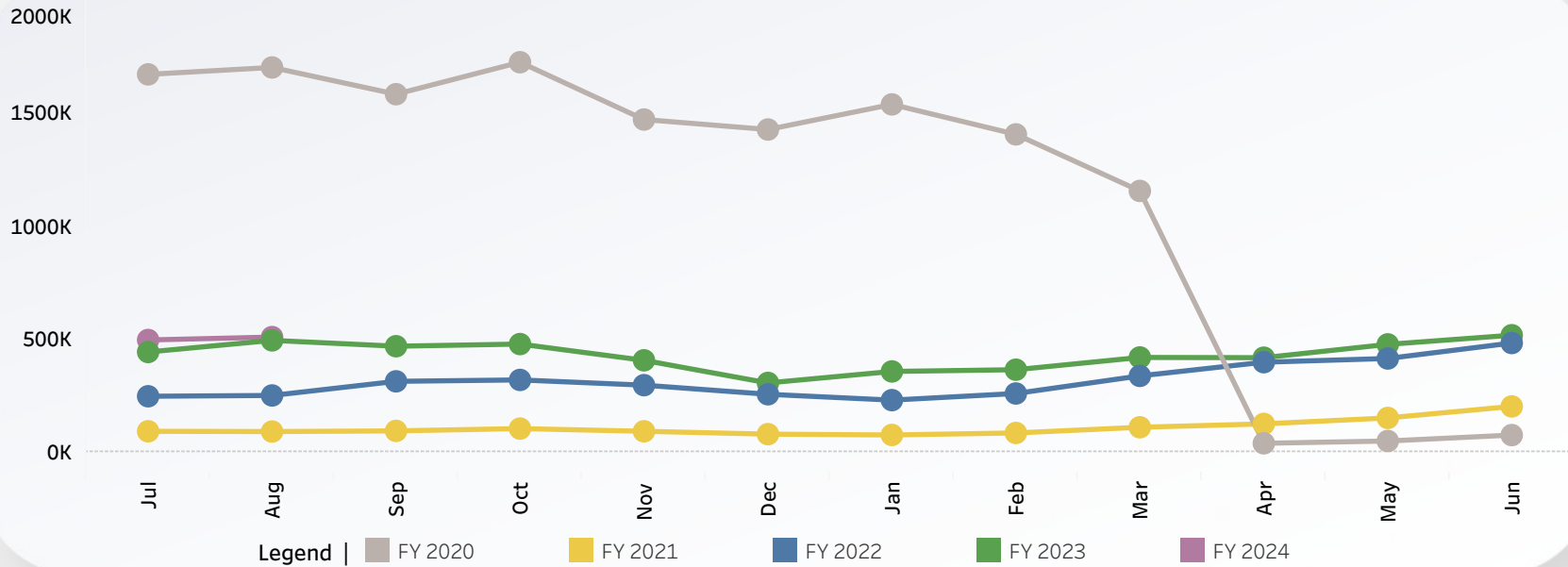


Key Ridership Methodology Notes:

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Caltrain Total Ridership-Aug 2023



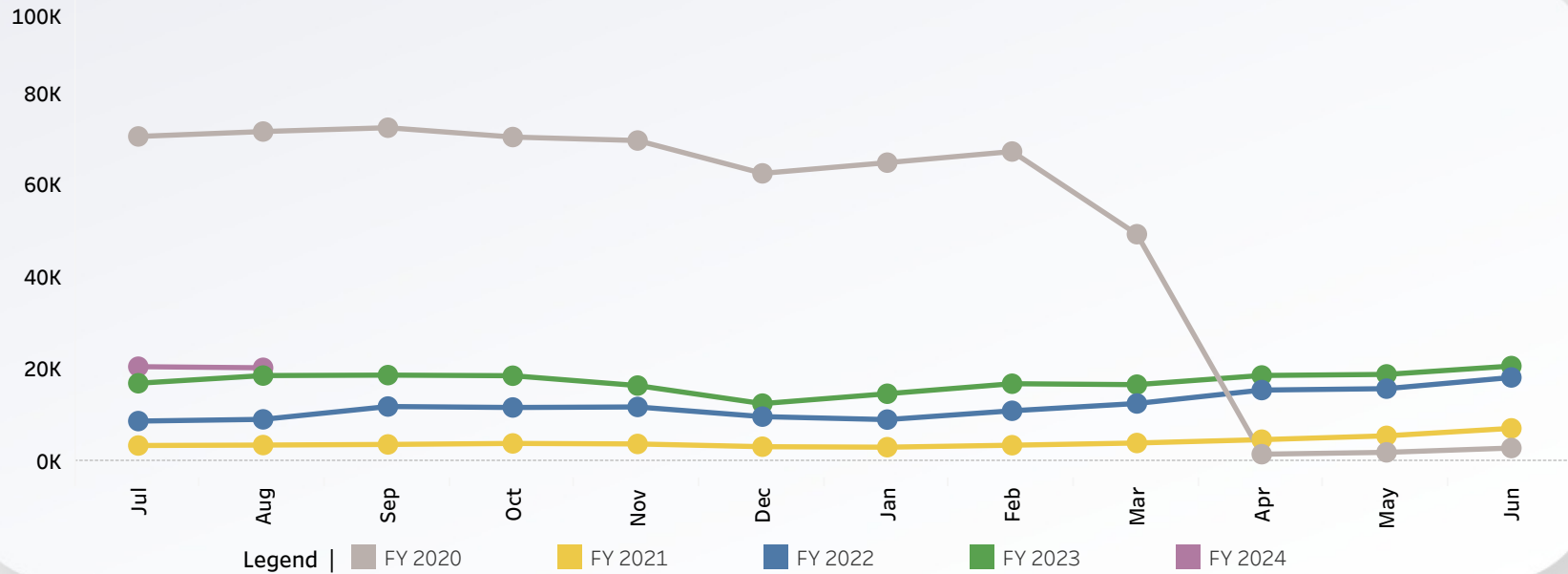
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,672,672	91,703	246,902	442,962	496,180
Aug	1,703,334	90,538	250,434	494,475	509,081
Sep	1,584,833	93,486	313,026	468,564	
Oct	1,726,436	103,686	319,258	478,084	
Nov	1,472,693	91,699	296,065	406,101	
Dec	1,428,363	79,078	255,679	305,928	
Jan	1,539,666	75,485	229,746	356,827	
Feb	1,406,951	84,365	259,190	364,508	
Mar	1,156,388	109,519	337,078	418,830	
Apr	38,584	124,522	397,753	417,783	
May	48,745	150,923	414,196	476,739	
Jun	74,908	201,872	482,691	517,256	

Key Ridership Methodology Notes:

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Caltrain Average Weekday Ridership (AWR) -Aug 2023



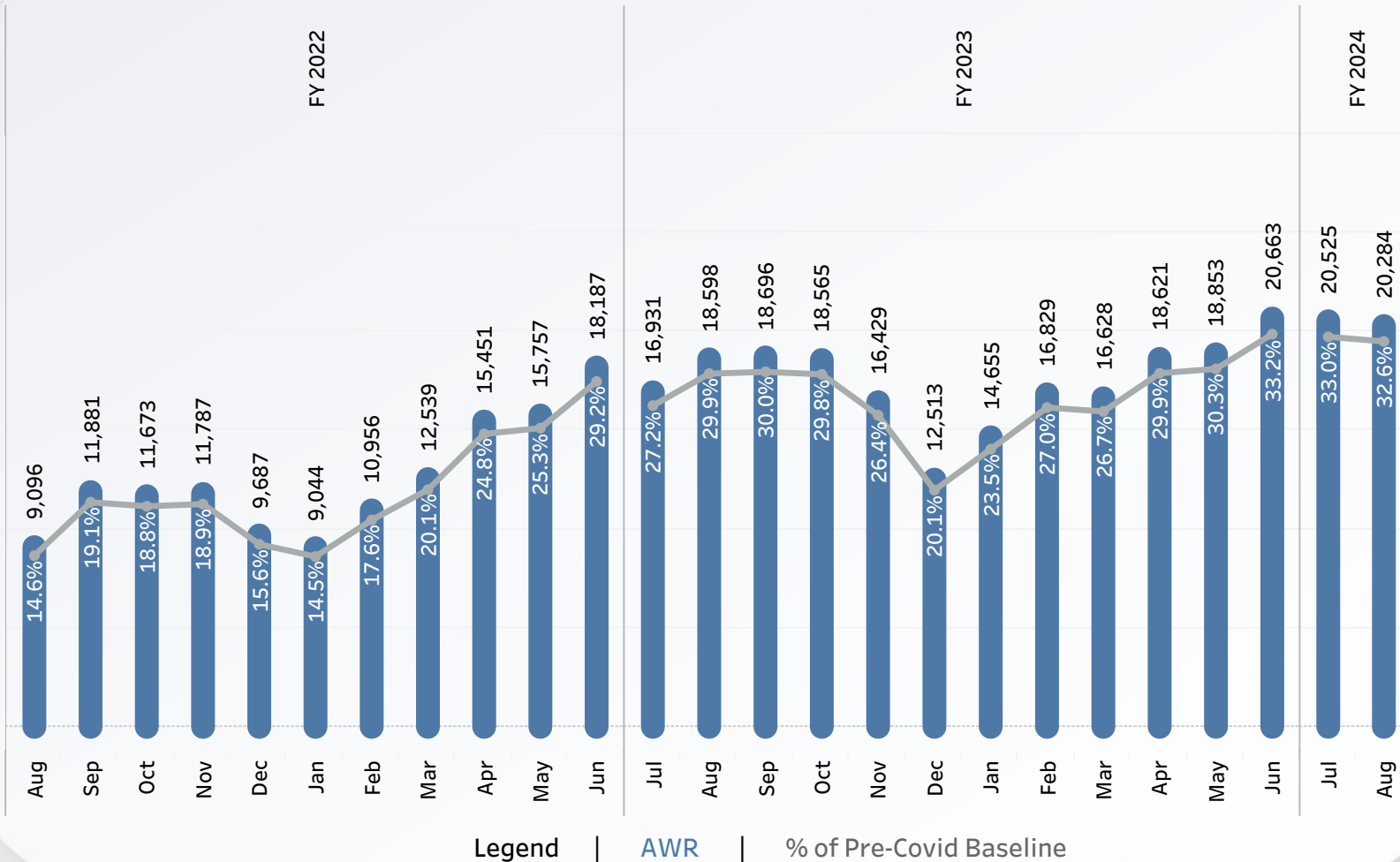
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	70,493	3,419	8,721	16,931	20,525
Aug	71,557	3,517	9,096	18,598	20,284
Sep	72,387	3,654	11,881	18,696	
Oct	70,360	3,873	11,673	18,565	
Nov	69,607	3,760	11,787	16,429	
Dec	62,480	3,162	9,687	12,513	
Jan	64,806	3,058	9,044	14,655	
Feb	67,218	3,484	10,956	16,829	
Mar	49,276	3,965	12,539	16,628	
Apr	1,536	4,693	15,451	18,621	
May	1,935	5,521	15,757	18,853	
Jun	2,871	7,143	18,187	20,663	

Key Ridership Methodology Notes:

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Caltrain Average Weekday Ridership (AWR) and % of Pre-Covid Baseline-Aug 2023



Key Ridership Methodology Notes:

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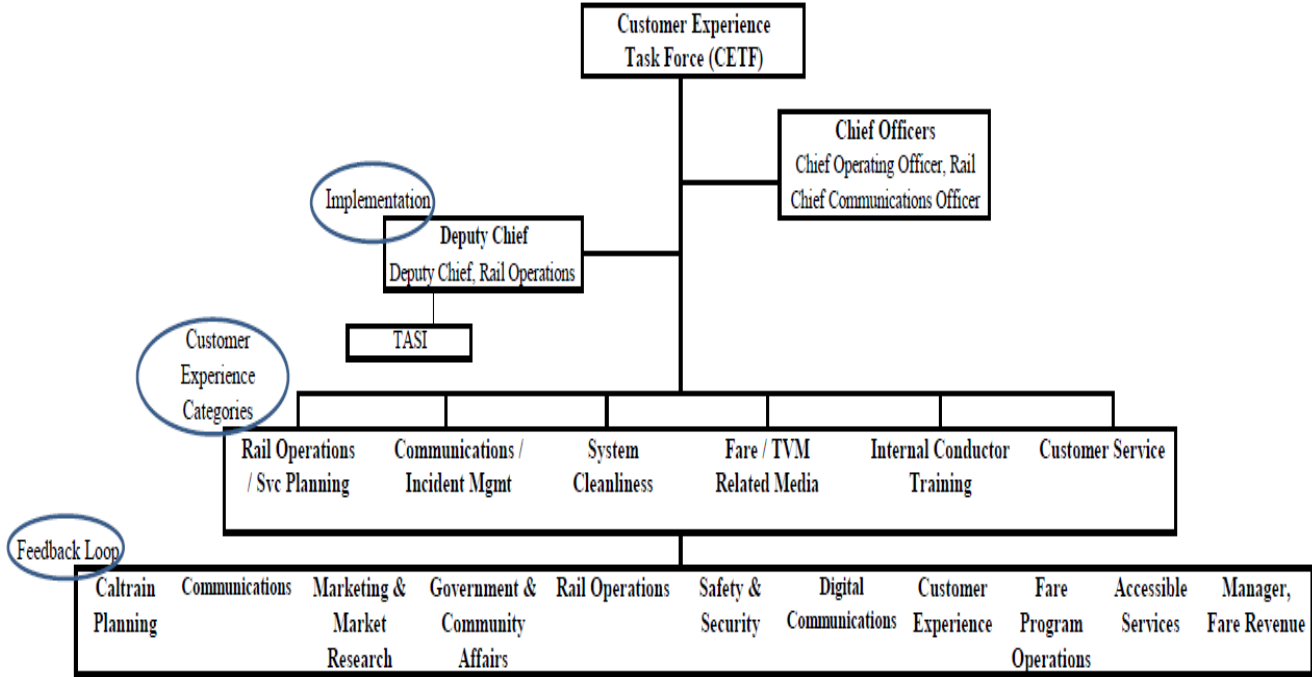
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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
 - Normal weekend service during September
 - Phase 8
 - Millbrae to 4th & King: 10/7-10/8; 10/14-10/15
 - Revised Train/Bus Schedule to improve Millbrae BART transfers due to BART schedule change effective 9/11/23
 - Phase 9
 - Menlo Park to Millbrae: 10/21-10/22
 - Schedule in development
 - Additional weekend shutdowns through December
- Fall 2023 Schedule Change
 - A new regular weekday schedule goes into effect September 25, 2023
 - Same level of service (104 trains per day)
 - The weekday schedule will be adjusted to better align Caltrain/BART transfers at Millbrae with BART's schedule change effective Sept. 11, 2023.
 - Evening Local trains will operate with improved runtimes.
 - A fourth Gilroy daily round trip and adjusted Gilroy service on weekdays based on feedback received from the South County Survey conducted in June 2023:
 - Train 305 in the morning departing Gilroy at 7:29 a.m.
 - Train 308 and 410 in the afternoon arriving at Gilroy at 5:40 p.m. and 6:17 p.m.
 - Train 412 will end at San Jose Diridon at 6:27 p.m.
 - Train 310 will be the last train of the day serving stops between Capitol and Gilroy.
 - Trains 107, 108, 112, 113, 116, 117, 120, 121, 125 and 313 will temporarily not serve Tamien Station to accommodate work on the Guadalupe Bridge Rehabilitation Project.
 - Northbound Train 143 will depart San Jose Diridon station later at 10:30 p.m. to improve evening post-event service from the South Bay.
 - Learn more at caltrain.com/status
- 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 improvements initiative began implementation in September.

Customer Service/Experience Department

The taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer experience.
- Systematize customer feedback assessments and then consistently prioritize new initiatives that enhance the customers' experience.
- Customer Service Team is ready to assist riders regarding the fall 2023 service changes, and there is a pre-recorded announcement on our 800# service number.
- Lead outreach activities through Caltrain Ambassador Program.
 - Outreach ambassadors engaged customers over the Phase 7 weekend bus bridge weekends of August 12th and August 13th, August 19th and August 20th; and August 26th and August 27th at San Francisco and Millbrae stations along with the first and third weekends at South San Francisco and San Bruno stations. This was helpful to the community for transit needs, especially during the Giants games where ambassadors provided information on alternative transport methods with BART + Muni. For August, 672 hours of outreach were performed across approximately 50 ambassadors.
 - Community outreach continues in October when the weekend bus bridge starts up again. We aim to continue informing customers and accommodating everyone as much as possible with clear, visible wayfinding and information with ambassadors at key impacted stations.

Caltrain Digital Marketing

- Digital Marketing:

August messaging focused largely on weekend and weekday closures. Weekday closures ran from August 7th through August 25th due to Electrification work. Weekend Shutdowns continued between San Francisco and Millbrae. This service change continues touching every aspect of communications including

social, web, mobile, etc. Despite closures, additional service for events in the peninsula, Blackpink and Beyonce, was provided.

Summer of Caltrain Campaign concluded after hosting both in real life and virtual events all summer concluding with a Trivia Night in San Francisco hosted at Spark Social SF. Summer of Caltrain was positively received amongst riders, further reporting will be provided in the September report.

The second public electric train was announced, occurring on September 23rd. Following the announcement of the next tour, Caltrain received funding to pilot first-in-the-nation bi-level dual electric and battery powered train to expand Zero-Emission Service.

Caltrain introduced four new temporary fare products designed to give riders more options to ride while making it easier to save money! Fares were implemented on September 1st.

- Caltrain Digital Marketing Highlights:
 - Summer of Caltrain Campaign Concluded
 - Rep. Jimmy Panetta visited Caltrain to tour the new EMUs.
 - Burlingame Paint Party
 - Mr. Softee at San Jose Diridon
 - Caltrain Social Media Giveaway
 - Weekend Closures
 - Beyonce at Levi's Stadium – Extra Service
 - Second Public Train Announcement
 - Caltrain Reduced Weekday Service in effect all of August
 - Caltrain Trivia Night x Spark Social SF
 - Announced New Fares

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.
- Caltrain Mobile App Quarterly Update –April to June 2023
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in December 2019. During the fourth quarter of FY2023, Caltrain ticket sold quantity increased by about 30 percent while sales revenue increased about 36 percent compared to last quarter. The ticket sales revenue in this quarter was about the same as the fourth quarter of FY2022. In this quarter,

about 43 percent of the total daily parking permits were sold via the Caltrain Mobile App.

- For the entire FY 2023, the total ticket sales (excluding parking) increased by 27 percent compared to FY 2022. The total parking ticket sales for FY 2023 was a 63 percent increase compared to FY 2022. For FY 2023, the Caltrain mobile app parking revenue was approximately 40 percent of total Caltrain daily parking revenue.

The table below highlights app's performance for the fourth quarter of FY 2023.

	Q4 FY23 Actuals	% ▲ vs. Q3 FY23	% ▲ vs. Q4 FY22
Revenue \$'s - (excluding parking)	\$ 946,115	36%	-0.2%
Tickets Sold - Parking	32,455	16%	35%
Revenue \$'s - Parking	\$ 178,502	16%	35%

Data source: Moovel monthly reports, BI Caltrain Parking Qty and Revenue Reports

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
 - 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)

- 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 had been boarding and alighting on the northernmost cars; passengers are now able to use all train cars to board and alight the train.
 - 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 Station of the Quarter:
 - Belmont – Start Date: September 01, 2023. Estimated Completion Date: December 2023
 - San Carlos Station – Completed in July 2023
 - Lawrence Station – Completed in July 2023
- On-Going Projects:
 - New Standard Station Center Median Signages have been purchased and will be Installed in all Stations (Estimated Delivery: TBD)

- New Standard Trash Receptacles have been purchased. Initial Installation will be at the Hayward Park Station (Estimated Delivery: TBD)

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
- Proposal to amend the CAC by-laws
- Brown Act Training
- Broadband Wireless (tentative)

November 15, 2023

- Corridor Crossing Strategy
- 2024 Draft Legislative Program

December 20, 2023

- Visit to Stadler plant
- Mini-High Project

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