



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

December 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. Report of Nominating Committee (Brandt, Leung, Torres)
 - a) Election of the 2024 Chair & Vice Chair
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of November 15, 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. Corridor Crossing Strategy (Vanessa Peers, Kimley-Horn)
9. Caltrain Ridership Reporting Methodology Changes (Ted Burgwyn)
10. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. 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.
12. Date, Time, and Place of Next Meeting
January 17, 2024 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: Davis Albohm, Adrian Brandt, Amit Lohe
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 NOVEMBER 15, 2023

MEMBERS PRESENT: D. Albohm, A. Brandt, L. Klein (arrived at 6:04 pm), P. Leung, A. Lohe, S. Seebart, JP. Torres, B. Shaw (Chair), R. Jaques (Alternate), M. Pagee (Alternate)

MEMBERS ABSENT: R. Kutler, P. Joshi (Alternate)

STAFF PRESENT: T. Burgwyn, J. Hogan, D. Pape, D. Ryan, B. Tietjen, M. Tseng

Chair Brian Shaw called the meeting to order at 5:41 p.m. and led the Pledge of Allegiance.

INTRODUCTION OF NEW CAC MEMBERS

- Davis Albohm, San Mateo County
- Amit Lohe, San Mateo County

Member Albohm commented on being from Redwood City and commutes to work at Stanford Graduate School of Business (GSB) , and has been a daily commuter for over ten years.

Member Lohe commented on being a San Mateo resident and has been in the Bay Area for around six years. He rides Caltrain three to four times a week to work in San Francisco, does not own a car, and uses Caltrain heavily on weekends.

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

There were none.

APPOINTMENT OF NOMINATING COMMITTEE

- a) 2024 Chair
- b) 2024 Vice Chair

Chair Shaw explained the process for appointing a nominating committee to recommend a Chair and Vice Chair. He said one member from each county is needed and asked for volunteers.

San Francisco County: To be determined as Member Torres declined.

San Mateo County: Member Brandt accepted.

Santa Clara County: Member Leung accepted.

Chair Shaw mentioned that staff will reach out to schedule a call to discuss the nomination process.

APPROVAL TO AMEND THE CAC BY-LAWS

Chair Shaw reiterated that the amendment would allow more latitude on the order of the agenda.

Anna Myles-Primakoff, Legal Counsel, introduced Quentin Barbosa, Legal Associate, to provide the overview of changes. Mr. Barbosa reported the following:

- Proposed amendment would allow the adoption of changes to the order of business indefinitely unless there is a motion to change the order of business at a later date
- Provides flexibility so Members could specify the change to the order of business that would last for a number of meetings or until a new motion is adopted

Ms. Myles-Primakoff mentioned that the revision of the provision would allow a Committee Member or the Chair to put forward a motion that allows the Committee to do either to structure the meeting.

Chair Shaw explained the purpose of the item to the new Committee members and the voting process.

Motion/Second: Seebart/Brandt

Ayes: Albohm, Brandt, Leung, Lohe, Seebart, Shaw, Torres, Jaques, Pagee

Abstain: None

Absent: Klein, Kutler, Joshi

APPROVAL OF MINUTES OF OCTOBER 18, 2023

Member Torres noted a correction to the draft meeting minutes of the September 20, 2023 minutes for his abstention since he was absent for that meeting.

Motion/Second as amended by Member Torres: Torres, Seebart

Ayes: Albohm, Brandt, Leung, Lohe, Seebart, Shaw, Torres, Jaques, Pagee

Abstain: None

Absent: Kutler, Klein, Joshi

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Doug Delong, Mountain View resident, commented on getting into routine electrified service and the San Jose depot incident, which can happen under routine electrified operation.

Jeff Carter welcomed the two new Members. He commented that train 126 at Hillsdale had door problems and the need for better wayfinding at the Millbrae station.

CHAIRPERSON'S REPORT

Chair Shaw thanked the new San Mateo members and Vice Chair Tuzman who stepped down and he noted that there will be no Vice Chair for the next six weeks until nominating committee work is done.

COMMITTEE COMMENTS

Chair Shaw explained the item's purpose to new Committee Members.

Member Seebart commented on a complaint from a rider from San Martin; three train failures on three separate weeks; San Martin station has no electronic signboard or any way to get a message out and has train service before Caltrain Customer Service hours start; experience with the Mayor of Gilroy trying to email him and requested Caltrain or official correspondence email for all Members.

Member Torres commented about misunderstanding item 5 and said he would be happy to volunteer; met a doctor in San Jose who was very enthusiastic about the expanded Gilroy service but would miss the last train to Gilroy due to his long shifts at work and would love to see weekend service to Gilroy; requested adding wayfinding to work plan to receive updates.

Member Kline arrived at 6:04 pm

Member Jaques commented that the digital displays currently display train numbers only, which do not convey a lot of helpful information. Most transit systems provide more descriptive information. He also commented about not hearing an announcement on the Hillsdale train that was on hold for about 10 minutes or so, which was concerning.

Member Brandt commented that odd train numbers are northbound and even train numbers are southbound; noticed riders are missing trains with single tracking at night and the need for clearer messaging; Monday night Redwood City Council meeting had an overview of ongoing grade separation study; San Jose Mercury News column, "Road Show", had two Caltrain related things covered in it - complaint from rider regarding non-bicycle riders to board non-bicycle cars and excessive downed gate times; in staff report, counted 10 out of 11 track incursions were all after dark and need for better lighting.

Member Leung commented riding a little more and seeing trains filling up with more riders wearing masks; Bikes Board First policy was very useful and should be brought back; observed interaction between the conductor and rider where the conductor was condescending and suggested training for conductors on interactions with customers; couple of people who went to the electric train event did not feel comfortable with bike trains being on a different level; possibility of a monitor showing bikes in car below. New service starting in conjunction with Santa Clara City, Silicon Valley Power, and the City of Cupertino. Low-cost shuttle service available on the app and discounted fares available for those who are eligible.

Member Brandt commented that Bikes Board First policy never went away but needs enforcement.

Member Kline commented on hearing from multiple residents about the gate downed issues; saw a vehicle incursion, but unsure if it impacted service; and whether all grade crossing have implemented solar turtles.

Member Albohm commented on feedback from friends and colleagues about interrupted operations – the timeliness and content of information; unaware of Caltrain alerts on Twitter and unsure where to find information on delays. Noticed recent inaccurate arrival information at Redwood City station.

Member Lohe commented trains are filling up, especially on Mondays and Tuesdays; noticed a few bike bumps last week at Hillsdale station; looked at Twitter and saw Caltrain response with bike bump form, but not many are aware of the form. Recommended a QR code at stations leading to an online customer comment form and most riders do not know about the train number and refer to the time the train departed.

Chair Shaw commented on housekeeping items – TOD (Transit Oriented Development) item slated for January, Measure RR work slated for Q1 (first quarter), and Go Pass pricing item will be added to the work plan; thanked Caltrain for providing service for Stanford football on Saturday. Regarding Member Leung’s observation about the interaction, the conductor should use a Clipper handheld device to tag rider’s Clipper card and referenced the University of California, Davis issuing invoices instead of citations so riders have five days to pay or have riders use the mobile app to pay fare.

Member Brandt commented on the need to track riders who purposely avoid paying fares. He also commented on a Facebook post of an uncut video with gate downed for four minutes at Castro Street in Mountain View.

Public comments

Jeff Carter commented on wayfinding issue at Millbrae station and would like to see Clipper data on the work plan too.

Doug Delong commented on possibly reversing direction of EMUs (electric multiple unit) at San Antonio station so they would fit in with the flow of the revenue trains.

Adina Levin supported having an email address for Members and ways to contact the CAC members; referenced BART (Bay Area Rapid Transit) and MTC (Metropolitan Transportation Commission) working on a regional wayfinding project to improve multi-agency wayfinding.

DRAFT 2024 CALTRAIN LEGISLATIVE PROGRAM

Devon Ryan, Government Affairs Officer, provided highlights, which included the following:

- Some additions to the 2024 program, such as the extension of the State’s Cap and Trade program with a sunset date of 2030
- Monitoring ACA-1 (Assembly Constitutional Amendment), a constitutional amendment that if passed by the Legislature would lower the threshold to approve local taxes for

infrastructure projects from a two-thirds vote to 55 percent and to be on the November 2024 ballot

- Participate in State and regional efforts to establish authorizing legislation for a regional funding measure
- Work with the California Air Resources Board (CARB) to ensure approval of in-use locomotive compliance plan
- AFMO (alternative fleet milestone option) regulation - ensure in compliance with CARB

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

- Clarification of ACA-1 threshold to pass measure
- Update annotations on report page 3 and 7 as it shows farebox revenue to increase and need to plan for riders to not come back
- Interplay between alternative fleet milestone option and the need to run diesel to Gilroy
- Funding from State's Cap and Trade Program for electrification to help reduce emissions
- Clarification on State's Cap and Trade Program 2030 sunset date
- Clarification on ACA-1, California Business Round Table Proposition, and ACA-13 thresholds

Public comments

Adina Levin commented serving on MTC's (Metropolitan Transportation Commission) advisory council and MTC is proposing a high-level framework.

FINAL FALL 2024 ELECTRIFIED SERVICE PLAN

David Pape, Policy and Programming Manager, provided the presentation that included the following:

- Electrification service planning process incorporates principles outlined in the railroad's equity, connectivity, recovery, and growth policy
- Set out to achieve outcomes of more frequent service, tailoring station frequency to market demand and equity goals, offering competitive travel times, enhancing off-peak service, building ridership markets outside of typical commute trips, enhancing connections with other transit operators, and providing a simplified schedule
- Significant constraints include infrastructure. operating a mixed fleet of diesel trains that are running to the Gilroy segment; operating budget still remains constrained with lower ridership and farebox revenue will delay further service expansion until ridership recovers and the fiscal situation improves

Member Brandt commented on slide 11 with a typographical error showing San Jose having four trains. Mr. Pape stated it should be two.

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

- Reason for eliminating the second bathroom on trains. Brent Tietjen, External Affairs Manager, responded that in 2016-2017, public input on bathrooms decreased to one, but bathrooms are more spacious, cleaner, and very accessible
- List of functioning restrooms at stations posted on website
- Reason for increased costs associated for service running every half-hour. Theodore Burgwyn, Director of Rail Network and Operations Planning, provided clarification on the increased operating costs for half-hour weekend service
- End-to-end electric train testing timeline. John Hogan, Chief Operating Officer, clarified end-to-end testing to occur in April 2024
- Justification for the inability to run shorter trainsets during late night service with sparse ridership
- In constant communication with FTA (Federal Transit Administration) regarding waiver, but no indication of when it will come through
- Holiday service plan continues to run 30-minute service
- Consider scheduling impacts due to flat spots on train wheels
- Possibility of using a clock-face type of approach with scheduling

Public comments

Jeff Carter commented on his appreciation for the weekend plan presentation; distance-based fares would give great data on riders; encouraged Caltrain to run every 20 minutes off-peak and on weekends.

Andy Chow commented that Gilroy crews have Union Pacific certification; run diesel trains further to require fewer trains, such as riders to Palo Alto can ride on diesel trains rather than having to switch to electric in the middle of route.

Adina Levin commented that 30-minute off-peak frequency is better, but still short of world-class; encouraged tightening up connections at Millbrae station; open payment occurring next Fall allowing riders to pay for transit with credit or debit card.

Chair Shaw asked staff to respond to prospects of improving the Bart transfer for pre-electrification and post-electrification. Mr. Hogan responded BART just changed their schedule and working with them on a weekly basis.

STAFF REPORT

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

John Hogan, Chief Operating Officer, reported the following:

- Mike Meader, Chief Safety Officer, and Mr. Hogan will be attending FRA's (Federal Railroad Administration) Rail Share event in Kansas City, Missouri

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

- Look into crossing gates that work in reverse, which would solve most issues
- Process when a train fails to start in Gilroy
- Weekday ridership average data does not match on various pages of report
- Provide \$1 coins in ticket vending machines
- Look into a 24/7 phone number for riders to call to check train schedules

DATE, TIME, AND PLACE OF NEXT MEETING

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

Chair Shaw noted agenda will have corridor crossing strategy, public comment process, and ridership reporting methodology changes. He asked members to bring two to three items to add to the 2024 work plan and will be expecting those in January.

ADJOURNMENT

Meeting adjourned at 8:27 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) –

- **November:** The November 2023 OTP was 86.9% compared to 83.2% for November 2022.
 - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. There were 3 separate incidents on November 10 (Mission Bay, San Francisco @ 5:40 pm), caused 11 trains delayed, (Broadway, Burlingame @ 6:58 pm), caused 1 train annulled, 1 train terminated and 12 trains delayed, (Mary Ave., Sunnyvale @ 7:18 pm), caused 1 train delayed. The vehicle on November 11 (Ravenswood Ave., Menlo Park @ 8:07 pm), caused 1 train delayed. The vehicle on November 15 (Mary Ave., Sunnyvale @ 7:09 pm), caused 4 trains delayed. The vehicle on November 20 (Churchill Ave., Palo Alto @ 8:10 pm), caused 3 trains delayed. The vehicle on November 30 (Scott St., San Bruno @ 8:26 pm), caused 3 trains delayed.
 - **Mechanical Delays** – In November 2023 there were 2642 minutes of delay due to mechanical issues compared to 1721 minutes in November 2022.
 - **Vehicle Strike** – There was one vehicle strike on November 8 (Broadway Ave., Burlingame @ 4:36 pm), caused 1 train terminated, 1 train annulled, and 20 trains delayed and resulting in a non-fatality
 - **Trespasser Strikes** – There were two trespasser strikes on November 24 (Brewster Ave., RWC @ 2:53 pm), caused 1 train terminated and 4 trains delayed. The other strike was on November 25 (Brisbane @ 1:15 pm), caused 3 trains delayed. Both strikes resulted in fatalities.

- **October:** The October 2023 OTP was 89.9% compared to 90.8% for October 2022.
 - **Vehicle on Tracks** – There were five days with a vehicle on the tracks. The vehicle on October 2 (Mission Bay Dr., San Francisco @ 8:55 pm), caused 3 trains delayed. The vehicle on October 5 (East Meadow Dr., Palo Alto @ 9:02 pm), caused 2 trains delayed. The vehicle on October 20 (Ravenswood Dr., Menlo Park @ 3:42 am), caused no trains delayed. The vehicle on October 24 (Bellevue Ave., San Mateo @ 10:24 am), caused 2 trains delayed. Another vehicle on October 24 (16th St., San Francisco @ 10:28 pm), caused 3 trains delayed.
 - **Trespasser Strike** – There was one trespasser strike on October 10th (San Jose, on UPRR territory @ 6:29 am), resulting in a fatality

Holiday Train Made Stops Along the Peninsula on December 2-3

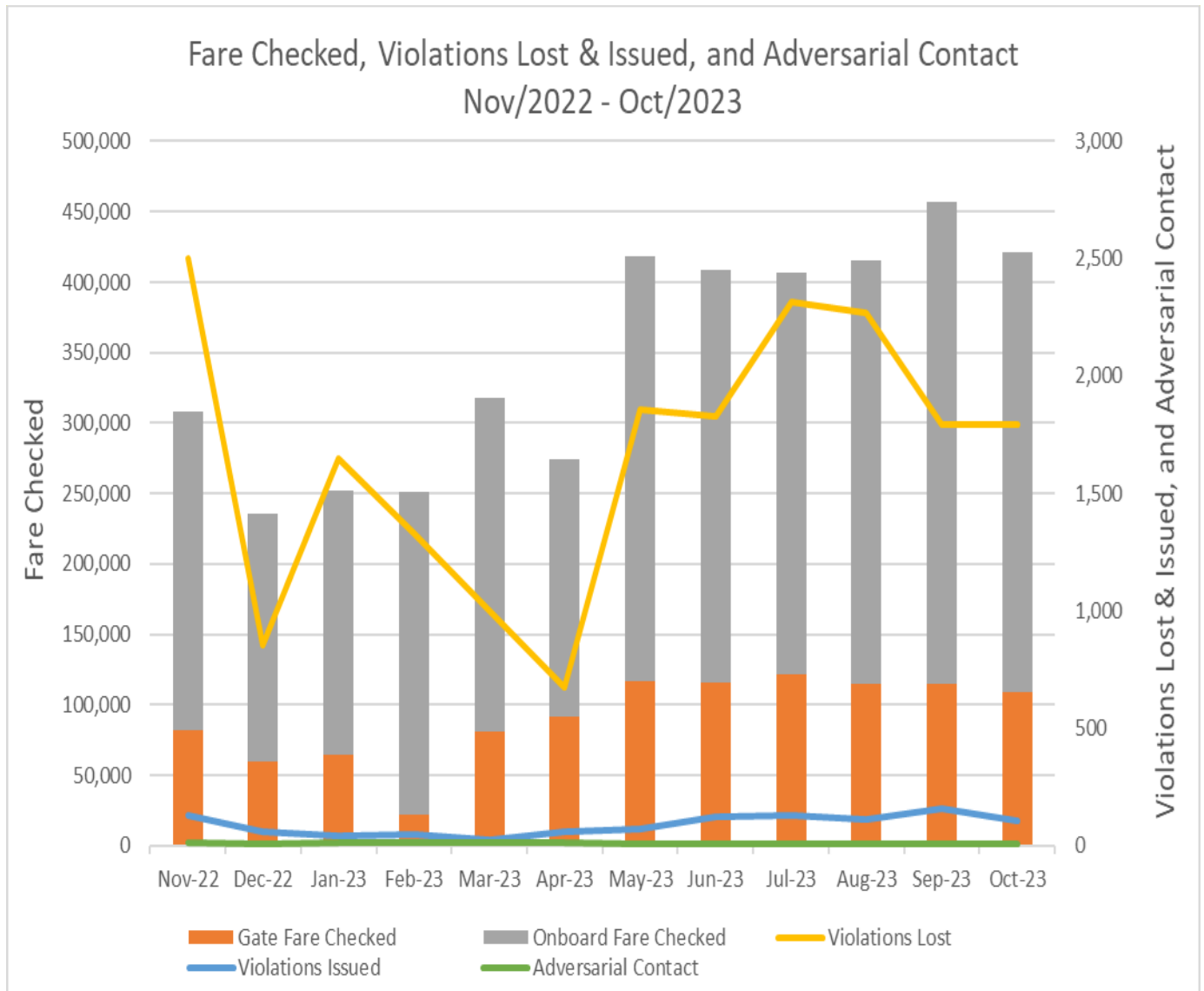
On Saturday, December 2, and Sunday, December 3, the Holiday Train visited nine Caltrain stations in San Francisco, San Mateo, and Santa Clara counties. Caltrain was proud to once again partner with the U.S. Marine Corps Reserve Toys for Tots program and The Salvation Army on this annual toy drive. At each of the train's 20-minute station stops, people joined in singing with onboard carolers and the Salvation Army Christmas Brass Ensemble. Prior to the arrival of the train, families enjoyed free entertainment at each of the Holiday Train station stops. Holiday Train ambassadors were onsite to help direct people to the donation bins and had special giveaways for those in attendance.

Caltrain Temporarily Suspended Train Service Between San Jose Diridon and Tamien to Expedite Electrification Project

Caltrain suspended some of its train service between San Jose Diridon and Tamien stations from Monday, November 27, to Sunday, December 3, to accommodate Caltrain electrification construction. From November 27 to December 1, the last southbound train 146 terminated at San Jose Diridon. On Saturday and Sunday, December 2 & 3, the first northbound train 221 departed from San Jose Diridon, and on Saturday, December 2, the last southbound train 284 terminated at San Jose Diridon. Free VTA bus service replaced service for those trains between San Jose and Tamien stations. Bus stations schedules and bus stop locations were available on the Caltrain website.

Fare Enforcement Report – December 2023

In October 2023, Caltrain conductors performed a total of 421,130 fare inspections at the terminal and onboard the trains. During this period, 1,796 violations were lost because the rider didn't provide identification and 105 violations were issued. Six incidents were reported as adversarial contact due to lack of proof-of-payment.



Special Services Ridership Report (October)

49ers

- Three regular home games in October.
- Total additional ridership was 2,546.
- Year-to-date additional ridership is 5,238, a 17% decrease compared to 2022 (6,320) and a 52% decrease compared to 2019 (10,928)
- Special trains:
 - No special trains provided.
- *Please note, a bus bridge was in effect for the 10/8 game.*

Giants

- One regular season home game in October.
- Total additional ridership boarding and alighting at San Francisco station for October was 4,628.
- Special trains:
 - Two post-game special trains.
 - One pre-game special train.
- Season total additional ridership was 288,428, a 6% decrease compared to 2022 (308,118) and a 6% decrease compared to 2019 (307,378).

Sharks

- Four regular season home games in October.
- Total additional ridership boarding at San Jose Diridon station was 498.
- Year-to-date additional ridership is 668, a 114% increase compared to 2022 (312) and a 52% decrease compared to 2019 (1,381).
- Special trains:
 - No special trains provided.
- *Please note, a bus bridge was in effect for the 10/14 game.*

Stanford Football

- Two home games in October.
- Total additional ridership boarding at Palo Alto station was 885.
- Average ridership per game was 443, a 29% increase compared to 2022 average ridership (342) and a 20% decrease compared to the 2019 average ridership (555).
- Special trains:
 - No special trains provided.
- *Please note, a bus bridge was in effect for the 10/21 game.*

Warriors

- Three pre-season and one regular home season game in October.
- Total additional post-game ridership boarding at San Francisco station was 629, a 31% decrease compared to 2022 (917) and an 80% decrease compared to 2019 (3,162).
- Special Trains:
 - No special trains provided.
- *Please note, a bus bridge was in effect for the 10/7 game.*

Other San Francisco Events

- Fleet Week/ Air Show (10/7-10/8).
 - Total additional ridership boarding and alighting at San Francisco station was 851, a 78% decrease compared to 2022 (3,787) and an 84% decrease compared to 2019 (5,429).
 - Special trains:
 - No special trains provided.
 - *Please note, a bus bridge was in effect for both 10/7 & 10/8 days.*
- SF Portola Music Festival Day 2
 - Total additional ridership was **137**.
 - Special trains:
 - No special trains provided.

Capital Projects:

The Capital Projects information is current as of October 31, 2023, and is subject to change prior to the December 2023 Board meeting.

- **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.

23 out of 27 TVMs have been upgraded for this last phase of the TVM Upgrade project. An issue with the new printers was discovered where the printer will go off-line for unknown reasons. The old printers were kept in place until the problem is resolved. Resolve the printer issue and complete the final phase of the TVM upgrades

- **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 October 2023 include the surfacing and lining of the recently installed MT2 track, installation of permanent sheet piles around piers 3 and 4, the installation of rip rap erosion control, the removal of the river diversion system, construction of an OCS guy anchor, and the installation of conduits and vaults for use by JPB signals, third-party fiber optics, and the Broadband project. The PCEP contractor commenced grounding and bonding work for the reinstallation of the OCS. In November 2023, the JPB anticipates rough grading outside the river channel, the completion of conduits and vaults, and the completion of multiple MT2 punch list items. The PCEP contractor is anticipated to begin installing OCS poles.

The "Funding" status light will remain yellow until FY25 funding appropriated by the Board in May 2024 is activated. Safety: On 10/26/23, a 40-foot tree fell across the tracks during a tree felling operation due to inadequate controls. There were no injuries or impacts to operations. However, handrails on both sides of the Guadalupe River Bridge were damaged. Investigation, reporting, and lessons learned are in progress.

- **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 weekly meetings with the contractor Nomad Digital. The Stadler Change Order for the installation of the Wi-Fi equipment in the EMU was signed and executed. The Final Design was approved. The Site-Specific Work Plan (SSWP) for Segment 4 was approved and the contractor began work by trenching and installing conduits for the wayside radios. The Soil Management Plan was approved by the Water Board. The Management Committee approved the revised project budget and funding plan. The Team worked on the Staff Report and Resolution for the December Board to increase the project budget. Complete the construction in Segment 4. Receive Board approval for revised project budget.

The current activated funds are insufficient to cover the entire construction phase. The "Funding" status light will remain yellow until the remaining funds are activated.

- **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 925 was delivered to CEMOF, commissioning Tests completed and is now in revenue service. Conditional acceptance expected. Unit 926 was painted and began static testing. Authorize Conditional Acceptance of 925. Authorize Release for Shipment of unit 926 from Alstom. Ship unit 928 to overhaul.

Safety: While lifting locomotive 925 - 2 jacks failed which caused some damage to the lifting pad, ladders, and paint. The lifting pad was repaired, subsequent lift found no further damage. Funding: A budget shortfall was discovered last year. Due to the low contingency in the contract the funding was not adequate to cover all the change orders. The expenditures were approximately \$300K for 3 locomotives in change orders. The expectation is a \$600K in change orders and funding request was made. The requested fund was not approved by the Board.

- **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 and Contractor Top Line Engineers in conducting pre-substantial inspections at the both the East and West Towers. Towers have been opened as of August 7th, 2023 to the public and the project is approaching the substantial completion phase. Continued to work with the team in completing final punch list items: replace window trims and panels at East and West Towers.

Continue to work with the Construction Management team and Contractor Top Line Engineers in conducting pre-substantial inspections at the both the East and West Towers. Continue to work with the Team in proceeding with final inspections and acceptance for the month of November 2023. Continue to work with Construction Management team in all the administrative work to close out the contract and project.

- **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 new light poles and was tested. A punch list was generated and given to the contractor. TASI is still waiting on the exit gate mechanism from the manufacturer. Obtain substantial completion for the contractor. TASI to install the exit gates and test it.

- **San Mateo Grade Crossing Improvements:** This project will design and implement safety improvements including quad gates or exit gates at the 4th and 5th Ave grade crossings in San Mateo. This project will make the two grade crossings safer for the train, motorist, and pedestrians.

Stacy and Witbeck, Inc completed all requirements of the administrative planning period under the LNTP. NTP was issued for Construction start on October 27th. Resident Engineer, Office Engineer and field inspector continue to support project through the construction management support contract with TRC. PM and Government and Community affairs staff continue to coordinate community outreach efforts between City of San Mateo and JPB. Ongoing monthly progress meetings being held with TASI for signal construction scope.

Stacy and Witbeck construction work will be on pause from November 20th through January 1st due to City of San Mateo's downtown district Holiday Construction Moratorium. Will continue to meet with contractor to work through administrative items during Holiday Moratorium. Continuing to meet with TASI to coordinate construction needs.



Caltrain Ridership Dashboard Introduction

Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Estimation Methodology

-Prior to April 2020:

Ridership was estimated with a model that used a combination of Annual Count and ticket sales data (Note: Values may have been adjusted after thorough review of data)

-April 2020 through October 2023:

Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts

-November 2023 and on:

Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation

Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10th of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10th, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



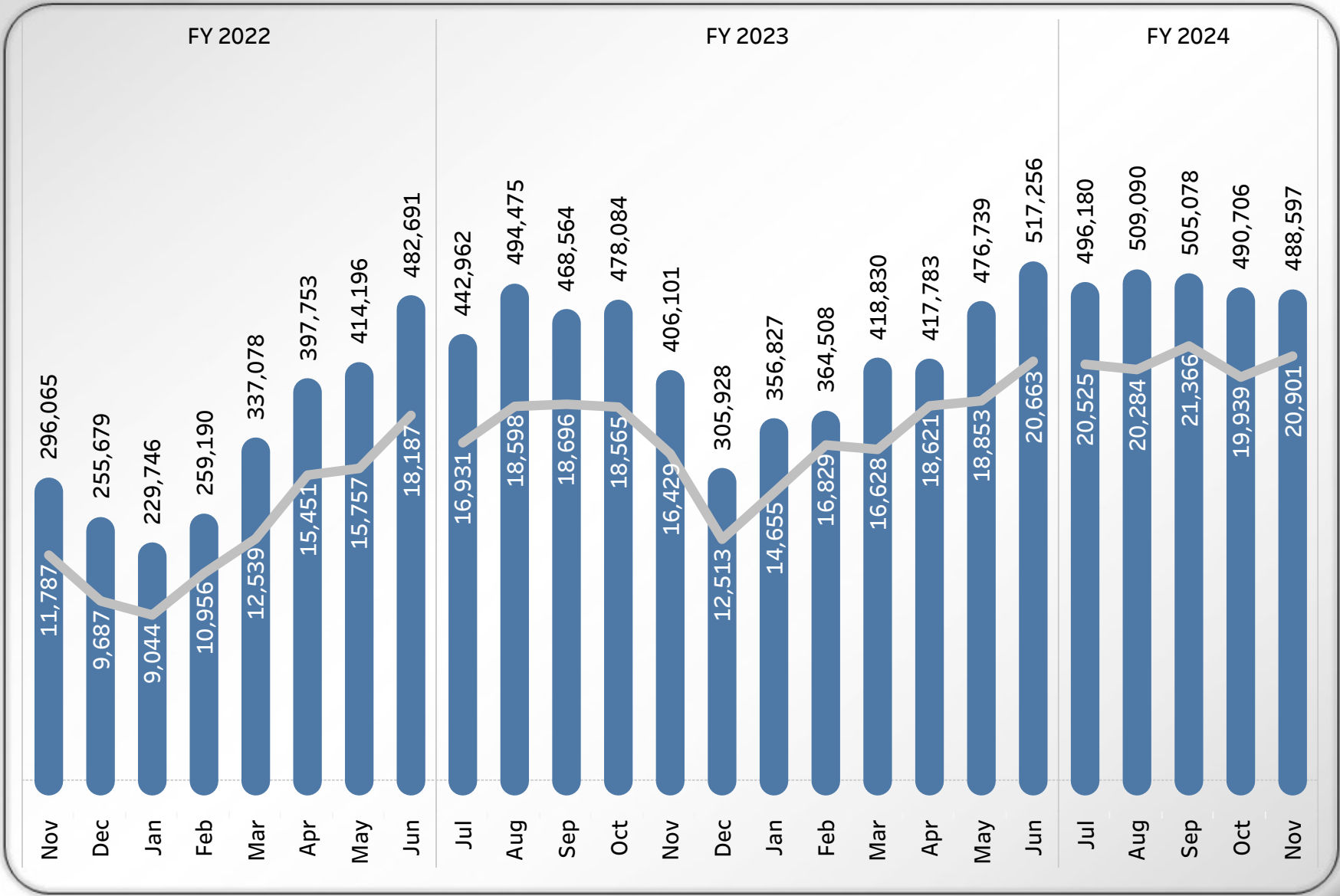
Ridership Executive Summary - Nov 2023

<u>Monthly Performance</u>	Current Year Nov 2023	Pre-Pandemic Nov 2019	Pre-Pandemic to Nov 2023 % Δ	Last Year Nov 2022	Last Year to Nov 2023 % Δ
Total Ridership	488,597	1,472,693	-66.8%	406,101	20.3%
Average Weekday Ridership	20,901	69,607	-70.0%	16,429	27.2%
Average Saturday Ridership	8,546	15,703	-45.6%	7,338	16.5%
Average Sunday Ridership	6,272	11,188	-43.9%	6,782	-7.5%

<u>Fiscal YTD Performance</u>	Current Year Nov 2023	Pre-Pandemic Nov 2019	Pre-Pandemic to Nov 2023 % Δ	Last Year Nov 2022	Last Year to Nov 2023 % Δ
Total Ridership	2,489,651	8,159,969	-69.5%	2,290,186	8.7%
Average Weekday Ridership	20,581	70,884	-71.0%	17,867	15.2%
Average Saturday Ridership	7,554	16,071	-53.0%	9,172	-17.6%
Average Sunday Ridership	6,023	11,530	-47.8%	7,942	-24.2%



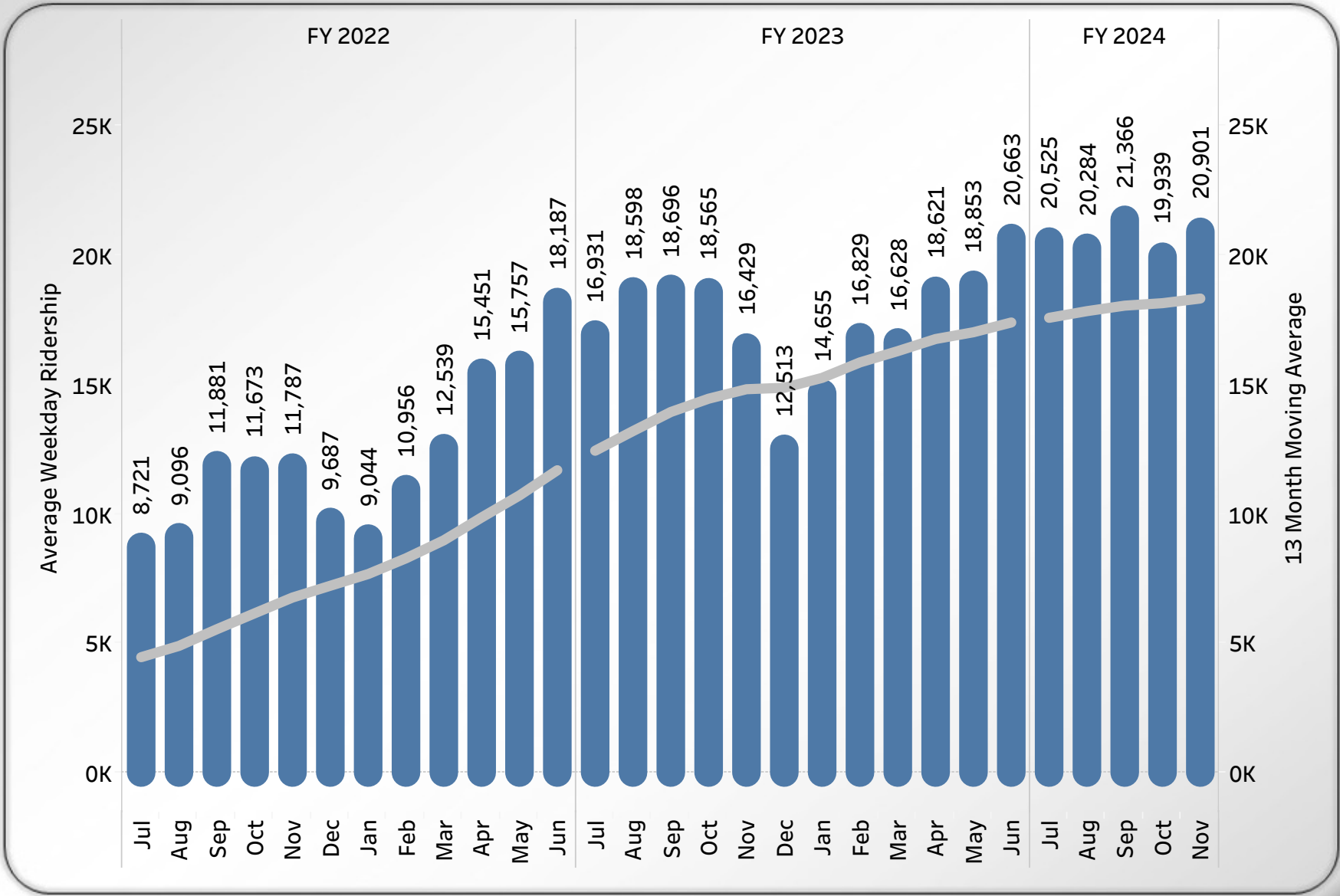
Total Ridership and Average Weekday Ridership - Nov 2023



Legend | Total Ridership | AWR



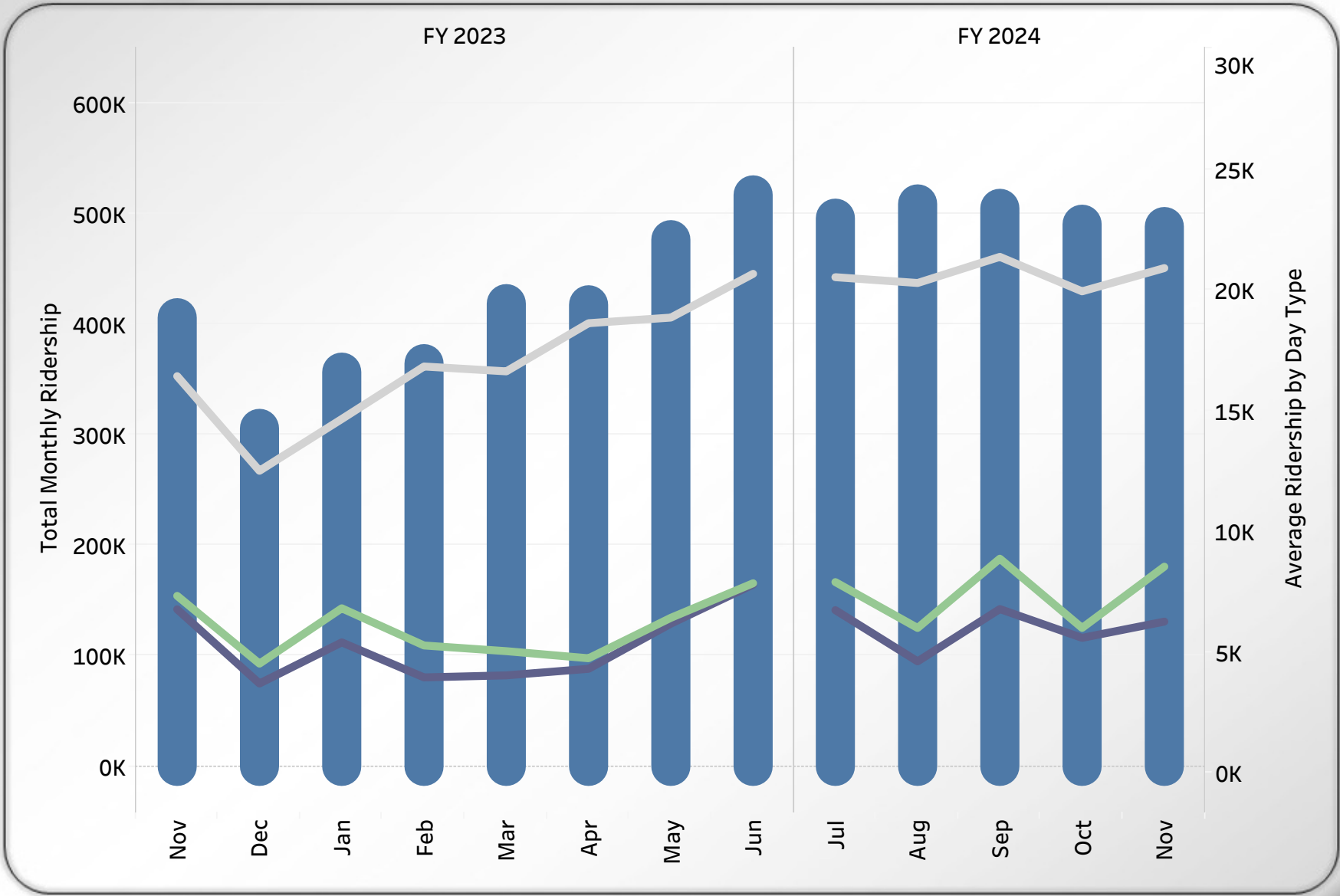
Average Weekday Ridership & 13 Month Average - Nov 2023



Legend | AWR | 13 Month Moving AWR



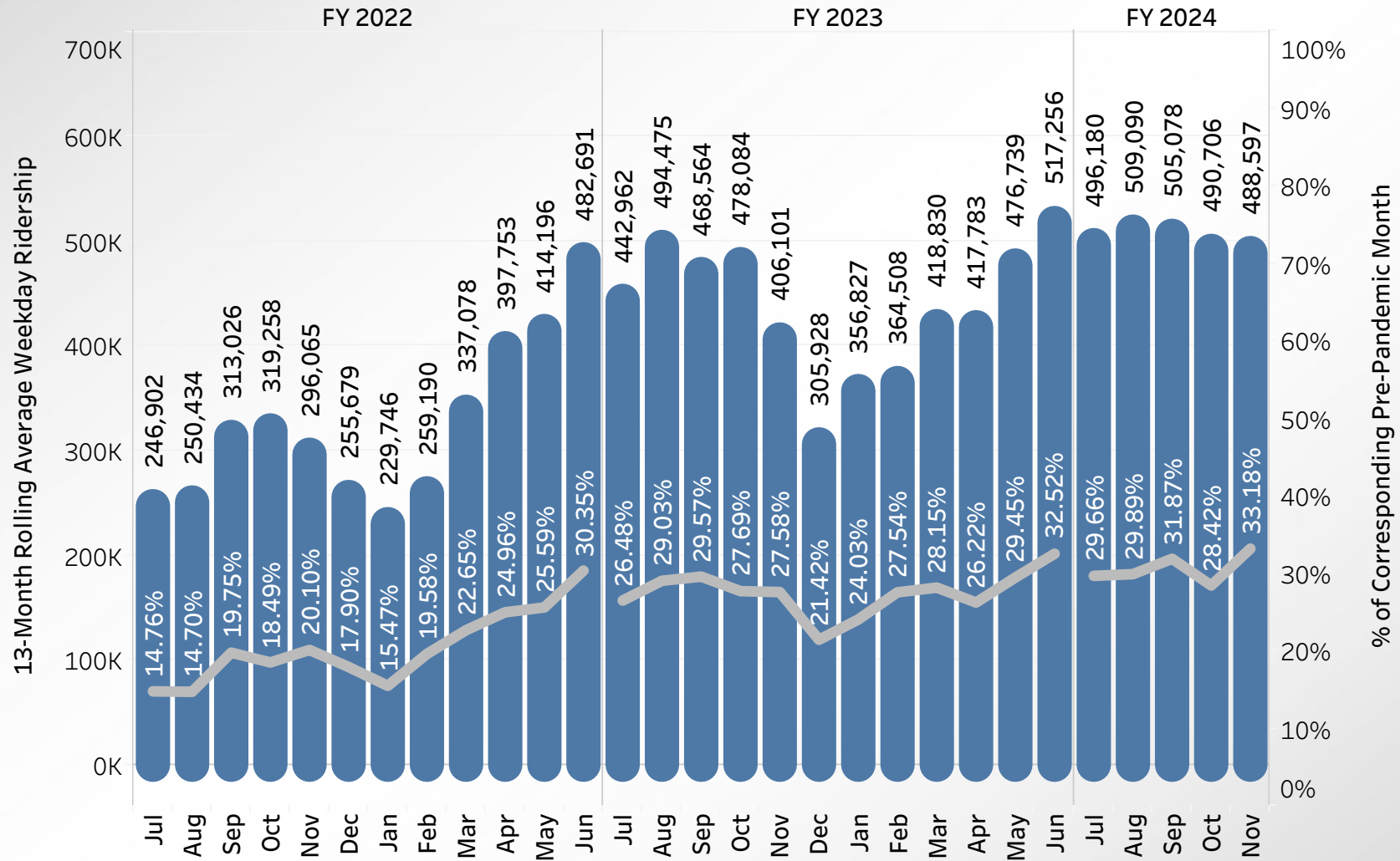
Total Ridership & Average Ridership by Day Type - Nov 2023



Legend | Ridership | Weekday | Saturday | Sunday



Total Ridership & % of Pre-Covid Month Ridership - Nov 2023

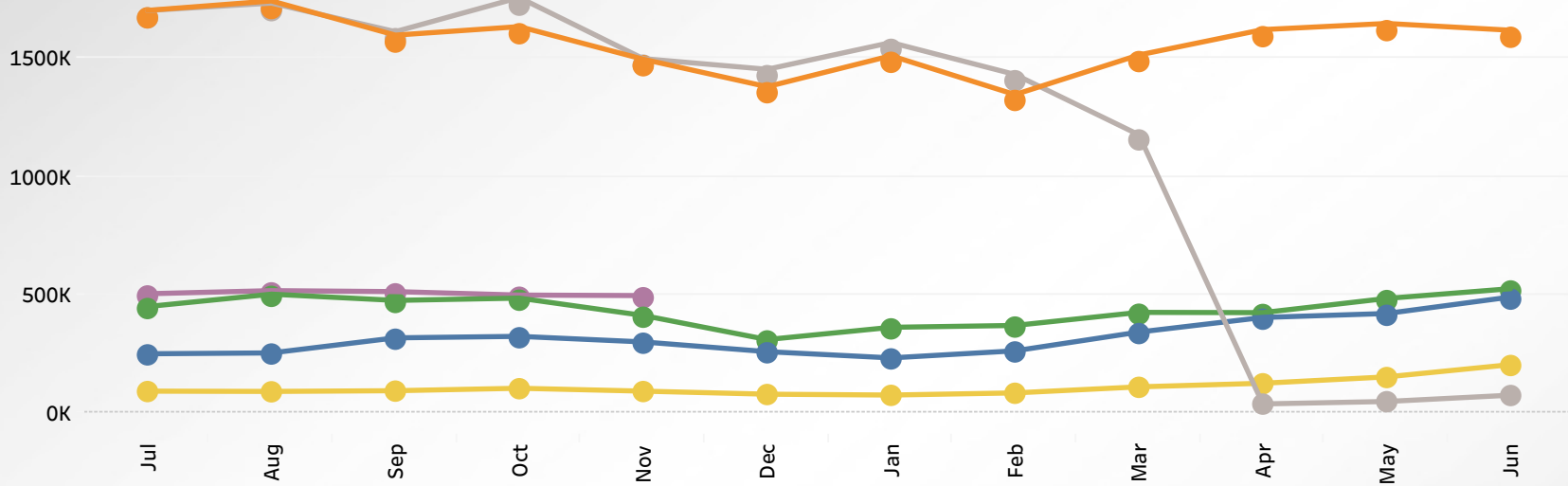


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

Legend | Total Ridership | % of Corresponding Pre-Pandemic Month



Caltrain Total Ridership - Nov 2023

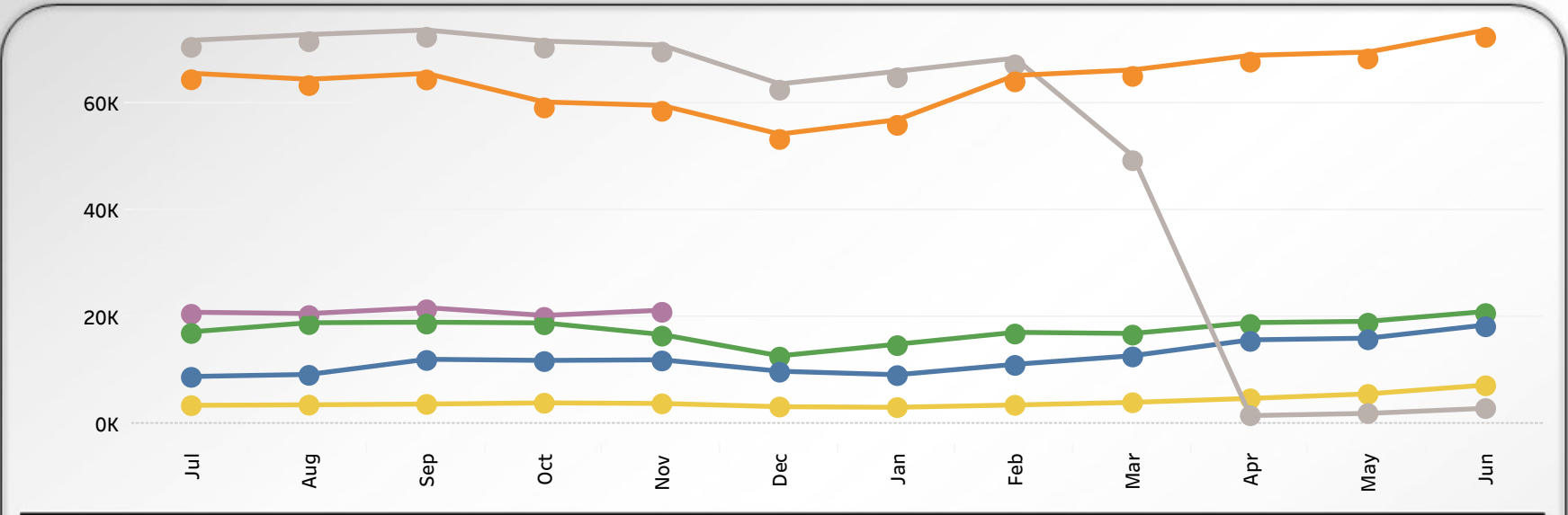


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,597
Dec	1,356,071	1,428,363	79,078	255,679	305,928	
Jan	1,484,727	1,539,666	75,485	229,746	356,827	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	
Apr	1,593,266	38,584	124,522	397,753	417,783	
May	1,618,825	48,745	150,923	414,196	476,739	
Jun	1,590,653	74,908	201,872	482,691	517,256	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024



Caltrain Average Weekday Ridership - Nov 2023



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	64,435	70,493	3,419	8,721	16,931	20,525
Aug	63,340	71,557	3,517	9,096	18,598	20,284
Sep	64,405	72,387	3,654	11,881	18,696	21,366
Oct	59,159	70,360	3,873	11,673	18,565	19,939
Nov	58,523	69,607	3,760	11,787	16,429	20,901
Dec	53,258	62,480	3,162	9,687	12,513	
Jan	55,897	64,806	3,058	9,044	14,655	
Feb	64,041	67,218	3,484	10,956	16,829	
Mar	65,057	49,276	3,965	12,539	16,628	
Apr	67,728	1,536	4,693	15,451	18,621	
May	68,326	1,935	5,521	15,757	18,853	
Jun	72,370	2,871	7,143	18,187	20,663	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024

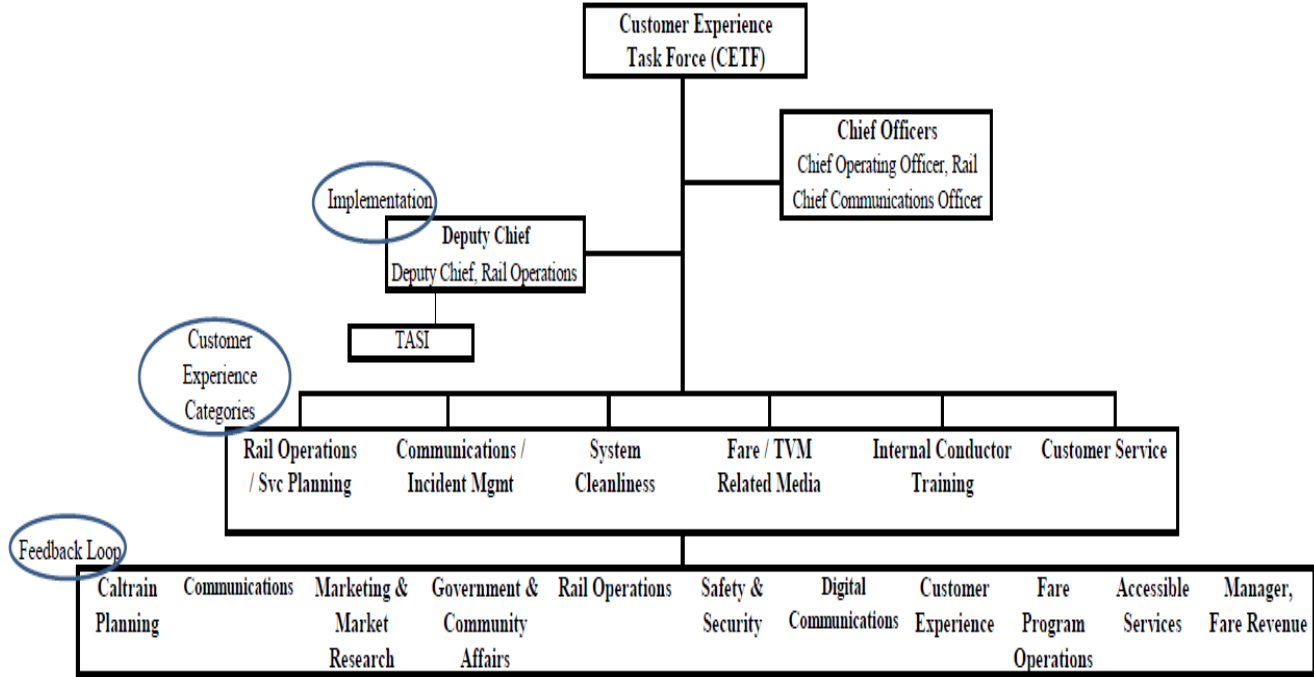
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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):
 - 22 weekend area shutdowns were completed in 2023 to accelerate construction and address top risks; no more bus bridges are scheduled for the remainder of the year.
 - November-December 2023: Some late night and early morning train service suspended between San Jose Diridon and Tamien, replaced by free VTA shuttle buses.
- Several additional shutdowns and other service adjustments will be required in early 2024 to finish construction.
- 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.

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.
- Caltrain Service Alerts

- In December, Customer Experience is starting training on our new alert tool, with hopes to launch live in approximately early 2024 for all Caltrain riders.
- **Holiday Train:**
 - The 2023 Holiday Train rolled into town over Dec. 2 and Dec. 3. 42 station ambassadors across nine stations from SFK to SCL fanned out to engage the communities and spread holiday cheer while promoting the concurrent toy donation drive hosted by our partners at Salvation Army and U.S. Marine Corps. Many of the stations saw large turnouts. We are grateful to all staff, volunteers, and community partners up and down the corridor for delighting the public with this festive annual event.

Caltrain Digital Marketing

- **Digital Marketing:**
Weekend closures were suspended for the rest of the year with the exception of a bus bridge between San Jose Diridon and Tamien the last week of November. There will be some additional weekend closures in early 2024 as we finish testing for Caltrain Electrification.

As social platforms continue to change the communication team along with operations is working to build a better connection with riders with the help of a third-party source. New forms of communication should be implemented by early 2024.

On October 17th, approximately 160 years ago, the first steam train operated freight and passenger service from San Francisco to Mayfield, now known as Palo Alto. Weekly the digital team is highlighting things from the past, photos, facts, to share with riders on social platforms. Leading up to the 160th anniversary in January.

Caltrain Holiday Train took place on December 2nd and 3rd.

- **Caltrain Digital Marketing Highlights:**
 - New Electric Trains 5/6 arrived
 - Weekly “Throwback” post leading to the 160th celebration
 - Continued promotion of the new fare rates
 - Stormwater Weekly Campaign
 - APEC arrived in SF
 - World Public Transport
 - Veteran’s Day
 - Stanford “Big Game” – Stanford Football
 - Thanksgiving Holiday
 - Holiday Train 2023 Announcement
 - Holiday Travel
 - Congresswoman Anna Eshoo announced retirement

Government and Community Affairs - 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 be doing some on board marketing about the e-lockers at the beginning of 2024. 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 in 2024.
- Caltrain Electrification
 - 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (caltrain.com/status)
 - 22 weekend area shutdowns in 2023 to complete required testing and address top risks
 - Additional weekend area shutdowns planned for spring 2024
 - 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.
 - 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:
 - San Antonio Station SOGR started on October 21, 2023, and the Estimated Completion Date will be in December 2023.
- On-Going Projects:
 - New Standard Station Median Directional Signages have been purchased and will be Installed in all Stations (Estimated Delivery: TBD)
 - Belmont Station Signages have been ordered (Estimated Delivery: TBD)
 - New Standard Trash Receptacles have been purchased and will be shipped on December 12, 2023. Initial Installation will be at the Hayward Park Station (Estimated Date of Installation: January 2024)

JPB CAC Work Plan

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Strategic Financial Plan
- Mini High Project
-

March 20, 2024

- Wayfinding
- Electrification Update

April 17, 2024

- Safety Quarterly Update
-

May 15, 2024

-
-

June 19, 2024

-
-

July 17, 2024

- Safety Quarterly Update
-

August 21, 2024

-



September 18, 2024



October 16, 2024

- Safety Quarterly Update



November 20, 2024



December 18, 2024



Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Locomotive car regulation
- Customer communications
 - Conductor tools and communication during major incidents
 - Regional trip planning
- Broadband Wireless
- Measure RR update (approval process)
- Go Pass Pricing
- Access to clipper ridership data
- Customer Experience Roadmap