



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

**January 17, 2024 – 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>**

**IMPORTANT REMINDER FOR ZOOM USERS:** Please update the Zoom app on your computer/devices by February 3, 2024 (PST) as Zoom will be enforcing minimum versions for all products and services. For more information, see [https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0061900](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061900)

Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Ave., San Carlos, CA, or any other noticed location provided they comply with the following safety protocols:

***Please Note the Following COVID-19 Protocols for In-person Attendance:***

Visitors who have been exposed to the COVID-19 virus, who have received a positive COVID-19 test results, or who are experiencing any of the following COVID-19 related symptoms should refrain from participating in person:

- Cough
- Shortness of Breath
- Fatigue
- Nausea or vomiting
- Fever or Chills
- Sore Throat
- Muscle or body aches
- Loss of taste or smell
- Headache
- Diarrhea
- Congestion or runny nose

**Public Comments:** Public comments may be submitted to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) prior to the meeting’s call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial \*67 if you do not want your telephone number to appear on the live broadcast. Callers may dial \*9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial \*6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Items in bold are CAC member-requested presentations.**

1. Pledge of Allegiance
2. Roll Call
3. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of December 20, 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. Safety Quarterly Update (Mike Meader)
8. Public Comment Process (Michelle Louie)
9. TOD (Nadine Fogarty)
10. Staff Report (John Hogan)
  - **Delay Notification (Maureen McCole & Mike Johnson, (TASI))**
    - 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

February 21, 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, Amit Lohe, Adrian Brandt (Vice Chair)  
**Santa Clara County:** Larry Klein, Patricia Leung, Steven Seebart

**INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

**Date and Time of Regular Meetings**

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

**Location of Meeting**

**Due to COVID-19, the meeting will be conducted as a hybrid teleconference and in person as per the information provided at the top of the agenda. The Public may attend this meeting in person.**

**Public Comment**

Members of the public are encouraged to participate remotely. Comments received during or after an agenda item is heard will be included into the correspondence and posted online.

Oral public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Accessible Public Meetings/Translation**

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting

or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email [titlevi@samtrans.com](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 or TTY 650-508-6448

**Availability of Public Records**

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**CITIZENS ADVISORY COMMITTEE (CAC)  
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
SAN MATEO COUNTY TRANSIT DISTRICT ADMINISTRATIVE BUILDING  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**MINUTES OF DECEMBER 20, 2023**

**MEMBERS PRESENT:** D. Albohm, A. Brandt, R. Kutler, A. Lohe, S. Seebart, JP. Torres, B. Shaw (Chair), R. Jaques (Alternate)

**MEMBERS VIA  
TELECONFERENCE:** L. Klein

**MEMBERS ABSENT:** P. Leung, M. Pagee (Alternate), P. Joshi (Alternate)

**STAFF PRESENT:** N. Atchison, T. Burgwyn, J. Hogan, N. Steward-Crooks, B. Thompson, M. Tseng, V. Peers – Kimley-Horn

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

**REPORT OF NOMINATING COMMITTEE**

Election of the 2024 Chair & Vice Chair

Member Torres reported that the Nominating Committee recommended Brian Shaw for Chair and Adrian Brandt for Vice Chair.

Motion/Second: Kutler/Klein

Ayes: Albohm, Brandt, Klein, Kutler, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Leung

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

There were none.

**APPROVAL OF MEETING MINUTES OF NOVEMBER 15, 2023**

Member Brandt clarified that he was speaking about gate downed times when he spoke about the crossing gates being down too long.

Motion/Second as amended: Seebart/Brandt

Ayes: Albohm, Brandt, Klein, Lohe, Seebart, Torres, Shaw

Noes: None

Abstain: Kutler

Absent: Leung

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

Jeff Carter commented that the SamTrans Board approved the lease of a building at the Gateway at Millbrae and hopes that Caltrain moves into the new building as well to reduce costs for both agencies.

### **CHAIRPERSON'S REPORT**

Chair Shaw reported needing to move items around. Public comment process item and Transit Oriented Development (TOD) presentation rescheduled for next month and working with staff to schedule Go Pass Pricing, Clipper Ridership Data, and Measure RR for first quarter in 2024, Customer Experience Roadmap rescheduled to next year – originally for this month

Member Seebart commented that Measure RR was initially presented last February with two-month delay for revisions and urged for a chance to review by February to be able to write a decent report. Chair Shaw commented that it will be a part of his meeting with staff in January.

### **CORRIDOR CROSSING STRATEGY**

Vanessa Peers, Transit Planner, Kimley-Horn, provided the presentation which included the following:

- Crossings Delivery Guide will be publicly available in January 2024
- Goal is to have an endorsement from JPB (Joint Powers Board) on the Program Strategy in April
- Program Strategy Progress - Moving into selection phase with cities to develop shared strategy
- Corridor Crossing Delivery Guide's purpose is to help corridor partners and communities navigate the process for implementing grade separation projects
- Project Partner Group (PPG) conceptualized the Corridor Crossings Investment Plan
- November workshops feedback included: Caltrain to lead program development with corridor partner involvement; prioritize funding in tiers in a systematic way

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

- Surrounding the implementation project and decision-making process between cities
- Priority list of individual grade separation projects based on statistics/safety
- Crossings Project Study should address Caltrain's consideration of revisiting the maximum grade standard to shrink the project limits; share the criteria and how to accomplish it with surrounding jurisdictions to increase the number of feasible alternatives
- List detailing which agency is responsible for funding projects
- High Speed Rail Authority's involvement in the November workshops and the proposal for the discussion of the grade separation priorities be added to the agenda list for review
- List backed by grade separation statistics as government funding can shift to draw on funding sources, ongoing statistical tracking
- Record keeping practices as they relate to climate-related rail line work and repair projects

- Data concerning high-speed rail factored into the prioritization process and having a high-level funding strategy should be a key component; could mitigate conflicts; and help position for grant opportunities
- State and Metropolitan Transportation Commission's (MTC) role in process
- Data should be a stand-alone component of the study and Caltrain's responsibility to evaluate engineering design standards

### Public Comment

Jeff Carter commented that grade separation funding should come from highway or road improvement [funding]. He is hopeful to see more funding for these grade separations, quiet zone options.

Doug DeLong, resident of Mountain View, commented that legislative action at the State and Federal level could increase the amount of funding available for grade separations.

### **CALTRAIN RIDERSHIP REPORTING METHODOLOGY CHANGES**

Theodore Burgwyn, Director of Rail Network and Operations Planning, introduced Nick Atchison, Senior Operations Planner and Bruce Thompson, Manager, Fare Program Operations

Mr. Atchison provided the presentation which included the following:

- Difficult to ascertain ridership data due to the proof of payment system, there are no fare gates, trains are not equipped with automated passenger counters, and there is a variety of ticket types
- Annual passenger and onboard counts were discontinued due to the Pandemic in 2020; switched to a temporary methodology of random sampling conducted by a consultant
- Began in November, riders have access to view dashboards containing estimated ridership data

Ted Burgwyn commented about the new opportunity to calculate ridership recovery and the alternative method.

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

- Barriers regarding the issuance of stickers as opposed to being added to Clipper cards
- Origin station chart skewed toward morning boardings and ignoring evening boardings
- Data does not indicate ridership recovery; referencing data and ridership based on a Pre-Pandemic baseline
- Transitional process from one methodology to a different methodology and the impact on the running of the railroad

- Need for the new methodology once the roll out of automatic control units (APC) – APCs will provide a different data source and catch fare evaders
- Parking data is separate

Public Comment:

Jeff Carter commented being hopeful that the dashboard will have the breakdown of tickets sold between zones and point-to-point data.

**STAFF REPORT**

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

John Hogan, Chief Operations Officer, reported the following:

- Vehicle incursion dashboard for each crossing will be forwarded to the Committee
- Discussed crossing incursion detection and prevention methods

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

- Data for vehicle incursions in the Corridor in comparison to Metropolitan Rail, Metro Link, Southeastern Pennsylvania Transportation Authority
- Number of vehicle incursions were primarily due to the use of technology
- Federal Railroad Association (FRA) and the National Transportation Safety Board (NTSB) administrators indicated that railroad crossings are one of their top priorities
- Number of grade separations have solar turtles and their impact
- SFMTA – Muni (San Francisco Municipal Transportation Agency) signals and train-specific lighting have been effective
- Number of delays have on riders and data should be included in the grade separations crossings report
- Strategy in place at Caltrans (California Department of Transportation) about preventive measures such as reflective lights or signage to warn wrong-way drivers getting on the freeway
- New fare inspection regime
- People who have had vehicle incursions are interviewed by Caltrain and if Caltrain had access to those records
- Plan for the holiday train once electrification happens



### Public Comments

Doug DeLong commented that it would be useful to gather data on the issue of vehicle incursions as a basis for a lawsuit by American Association of Railroads and American Public Transportation Association (APTA) against navigation providers.

Andy Chow commented that the use of lasers could prevent vehicle incursions.

### **COMMITTEE COMMENTS**

Member Seebart commented that additional verbiage on the website would better to enable his constituents to reach him by email; website needs to be updated.

Member Albohm commented about the accuracy of alerts and reporting; are alerts automated or manually computed; and if there is a better way to report delay information to passengers in real time.

Member Lohe commented that Caltrain alerts failed to notify riders of a passenger intrusion alert on the 704 train.

Member Kutler commented about the service delay that occurred on November 30<sup>th</sup> and how full the 22<sup>nd</sup> Station was. The platform could not adequately accommodate the large number of buses. Note that three or four buses is sufficient. Member Kutler further commented that there should be a standard of clearing the messages at stations.

Member Brandt inquired as to why the entire Caltrain system was shut down at 4<sup>th</sup> and King station on November 30<sup>th</sup> due to an intruder incident; commented that the Sonoma-Marín Area Rail Transit (SMART) announced free transportation to riders eighteen and under and over the age of 65 from April 2024 to June 2025. He further commented that action should be taken to address the possibility of there being a bike chop shop located on the Dumbarton Line bridge over Highway 101.

Member Lohe commented on the CAC webpage not being accessible, revisiting website and discussing in the new year. He further commented that the Caltrain 3-Day Pass is not compatible for riders that work hybrid work schedules with three inconsecutive days in office.

### **DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING**

January 17, 2024 at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

### **ADJOURNMENT**

Meeting adjourned at 8:03 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) –**

- **December:** The December 2023 OTP was 90.2% compared to 80.6% for December 2022.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks in December. The vehicle on the 1<sup>st</sup> (5<sup>th</sup> Ave., San Mateo @ 11:17 pm), caused 3 trains delayed. The vehicle on the 18<sup>th</sup> (4<sup>th</sup> Ave., San Mateo @ 3:08 am), caused no trains delayed. The vehicle on the 20<sup>th</sup> (Sunnyvale Ave. @ 6:44 pm), caused 7 trains delayed. The vehicle on the 30<sup>th</sup> (Sunnyvale Ave. @ 6:39 am), caused no trains delayed.
  - **Mechanical Delays** – In December 2023 there were 1430 minutes of delay due to mechanical issues compared to 1225 minutes in December 2022.
  - **Trespasser Strikes** – There were three trespasser strikes in December. The strike on the 12<sup>th</sup> (San Francisco @ 1:44 pm), caused 13 trains delayed and was a non-fatality. The strike on the 20<sup>th</sup> (Menlo Park @ 6:45 am), caused 14 trains delayed and was a non-fatality. The strike on the 29<sup>th</sup> (Menlo Park Station @ 6:21 pm), caused 24 trains delayed, 1 train terminated and was a fatality.
- **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.

- **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 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.

### Caltrain Announces New Electrification Service Schedule & Amenities

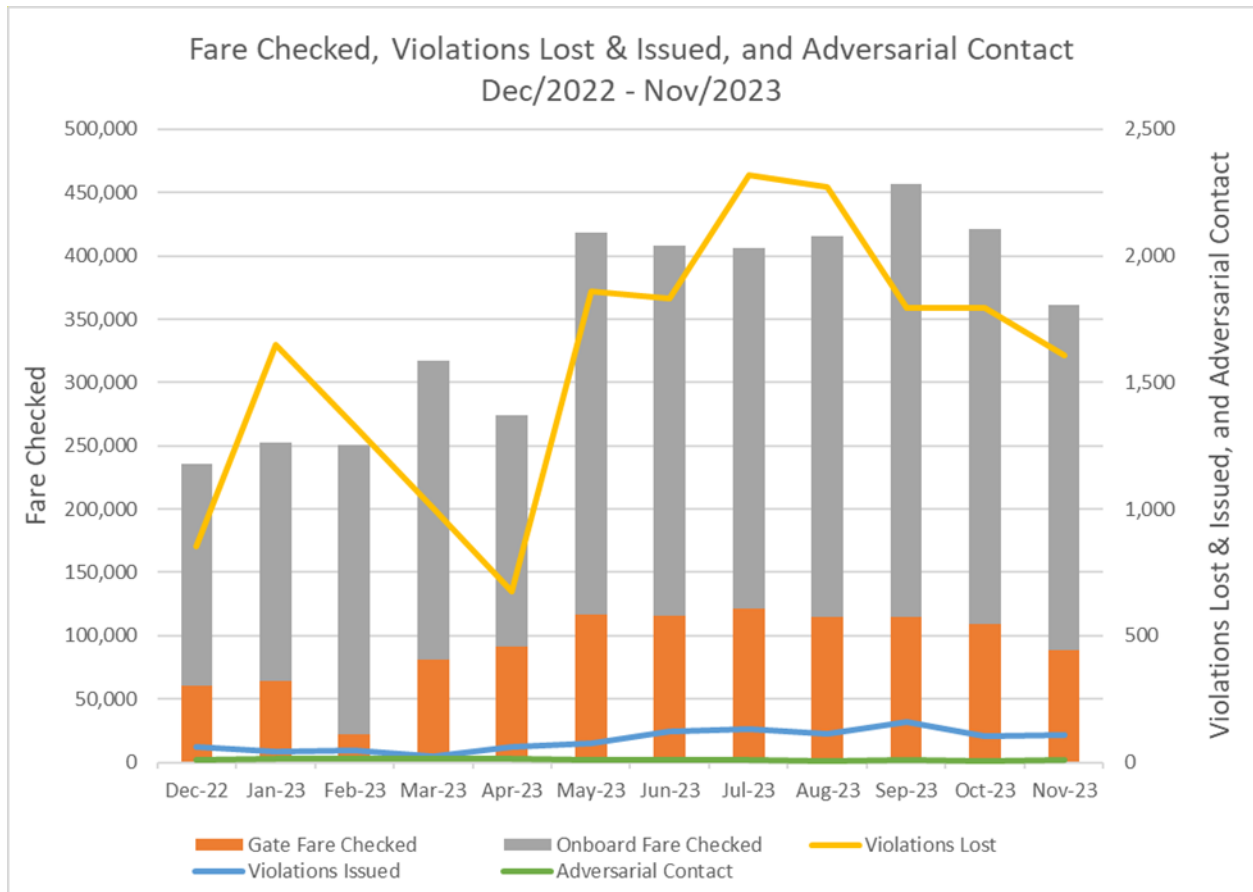
Caltrain recently unveiled its new plan for electrified service, which includes faster transit times, more frequent weekend service, and increased amenities like on-board Wi-Fi and electrical outlets at every seat. The finalized service plan reflects community input on the proposed service plan announced in October and survey responses from Caltrain’s customer survey and general population study. The new service schedule is slated to begin with the completion of the Electrification Project in fall 2024.

### Ongoing Fare Promotions & Parking Fee Reductions

Caltrain continues to offer four new temporary fare products designed to give riders more travel options and opportunities to save money. 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%. Caltrain is also offering half-price daily and monthly parking fees of \$2.75 and \$41.25, respectively. These promotional products will be available through the end of February 2024.

## Fare Enforcement Report – January 2024

In November 2023, Caltrain conductors performed a total of 361,320 fare inspections at the terminal and onboard the trains. During this period, 1,606 violations were lost because the rider didn't provide identification and 107 violations were issued. 10 incidents were reported as adversarial contact.



## Special Services Ridership Report (November)

### San Jose Diridon Station

- Events held
  - Sharks: Nine regular home games in November
- Total November gross ridership at San Jose Diridon station was 1,850

### Mountain View Station

- Events held
  - 49ers: One regular home game in November
- Total November gross ridership at Mountain View Station was 1,229

### Palo Alto & Stanford Stations

- Events held
  - Stanford Football: Two home games in November
- Total November gross ridership at Palo Alto & Stanford Stations was 2,358

### San Francisco Station

- Events held
  - Warriors: Eight home games in November
- Total November gross ridership at San Francisco Station was 2,991

### Capital Projects:

The Capital Projects information is current as of November 30, 2023, and is subject to change prior to the January 2024 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 November 2023 included minor corrections to the MT2 track alignment, the turnover of MT2 track for the reinstallation of the OCS system, progress on punch-list items for the MT2 bridge, rough grading outside the river channel, the installation of permanent erosion control measures, the completion of conduits and vaults for use by JPB signals, third-party fiber optics, and the Broadband project. The PCEP contractor commenced installation of OCS poles, cantilever arms, and

lines. Addressing contractor permit compliance issues with resource agencies and contractor and their senior management to implement changes.

In December 2023, the JPB anticipates the installation of drainage system elements, the installation of permanent erosion control measures, the installation of a bioswale, the completion of MT2 bridge punch-list items, and the start of third-party fiber optic utility relocations from the MT1 bridge.

The "Funding" status light will remain yellow until FY25 funding appropriated by the Board in May 2024 is activated.

- **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 issue with the new printers was resolved and all the TVM printers in Phase 5 were replaced. All 27 TVMs at the stations for Phase 5 have been upgraded for Clipper and the vendor obtained Substantial Completion for the project.

Receive the spare parts and begin to close out the project.

Schedule: Phase 5 completion date has been extended due to contemplating a change order to reduce the number of TVMs to be upgraded to replace the chips in the TVMs that were upgraded in Phase 2 & 3. Project Manager to seek approval for Gate 6 & 7 at the January 2024 Management Committee meeting.

- **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 tested and conditionally accepted, now in revenue service. Unit 926 was finished with portions of static testing and was awaiting a brake part. Final painting repairs almost complete.

Authorize Final Acceptance of 925. Authorize Release for Shipment of unit 926 from Alstom.

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.

- **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. Stadler began the prototype EMU installation of the Broadband equipment in Salt Lake City. All the trenching and installing conduits for the wayside radios in Segment 4 was completed except for going underneath the tracks in 2 locations. The trackside radios and antenna were installed at 2 locations. Soil sampling was collected and tested in Segments 2-4. The Team finalized the Staff Report and Resolution and presented it to the TOPS committee 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.

- **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 Team in proceeding with final inspections and acceptance for the month of December 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.

Substantial completion was granted, and the punch list was completed by the contractor. TASI installed the exit gates and radar detector.

Project team found a bad vehicle radar detector which had to return. Waiting for a new radar detector to be delivered by the end of December before team can install it and test it.

TASI to test the exit gates and cutover to the new grade crossing system.

- **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 work has been suspended as planned during the City of San Mateo Holiday Moratorium which continues until January 1, 2024. Weekly progress meetings are being held as needed during this suspension of work. 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 bi-weekly progress meetings being held with TASI for signal construction scope.

During December will continue to meet with contractor to work through administrative items during Holiday Moratorium. Continuing to meet with TASI to coordinate construction needs.



- **Churchill Avenue Grade Crossing:** The scope includes the widening of the sidewalk to accommodate heavy bike and pedestrian traffic from local schools; relocate the pedestrian crossing gates due to the widened sidewalk; install new pavement marking and markers for vehicular traffic at the Churchill Avenue grade crossing in Palo Alto. Implement a total of 17 seconds of advance signal preemption time.

Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Resident Engineer, Office Engineer and field inspector continue to support project through the construction management support contract with TRC. CM Team is holding weekly progress meetings as needed during this delay. PM and Government and Community affairs staff continue to coordinate community outreach efforts between City of Palo Alto and JPB. Ongoing bi-weekly progress meetings being held with TASI for signal construction scope. PM worked with Caltrans to request funding extension from December 2023 to December of 2024, which Caltrans has informally approved.

Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Work is not likely to resume until March or April 2024, awaiting updates from the City of Palo Alto. Continuing to work with Caltrans on requested documentation. Execute funding extension with Caltrans prior to end of December 2023.

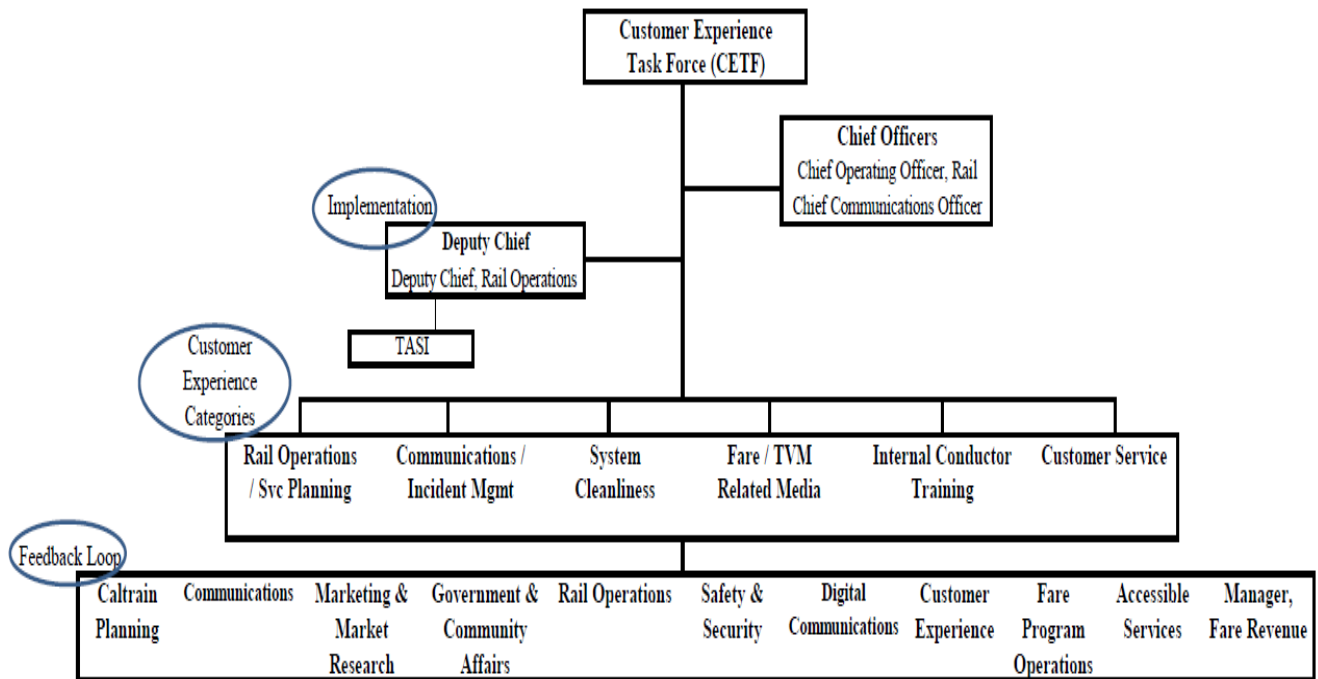
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**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:

- Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](https://caltrain.com/status)):
  - January 2024: 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 and live run testing.
- 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.
- Global Positioning System application is available for train tracking on [Caltrain website](https://www.caltrain.com).

## **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

## **Customer Experience**

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 Community:
  - 2023 Holiday Train in December - Covering select stations between San Francisco and Santa Clara, station ambassadors greeted communities along the Caltrain corridor to help spread holiday cheer and promote our partners at the Salvation Army and the U.S. Marine Corps Toys for Tots.

- Customer Service:
  - Customer Service team partnered with Treasury to reduce the time a customer waits for a Caltrain Mobile purchase refund.
  - Customer Service was also trained on our Rail Operations Control System (“ROCS”) so that Customer Service team can provide faster & more accurate information to our Caltrain customers by allowing us to monitor train movement.
- Caltrain Service Alerts:
  - We understand how our riders depend on Caltrain to quickly share information about any changes in their normal service. Working with Rail Operations and Maintenance, Customer Experience will be presenting a solution for approval in February. After approval, staff will have a pilot that includes ability for riders to receive text or email alerts on their selected trains and stations to better plan their day.

### **Marketing Customer Commination**

- 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 weekend of December 16th. There will be additional closures in early 2024 as we finish testing for Caltrain Electrification, with weekend closures resuming in early Spring.

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.

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 on January 16th.

Another successful Holiday Train took place the first weekend of December bringing large crowds to some new stops this year!

Soft launched the Caltrain Merchandise store on December 15th.

- Caltrain Digital Marketing Highlights:
  - Weekly “Throwback” post leading to the 160th celebration
  - Continued promotion of the new fare rates
  - Holiday Train
  - New Trains, Faster Experience
  - Caltrain Merch – Soft Launch
  - Holiday Travel
  - Retirement of Mr. Richie – Engineer
  - Free New Years Eve Service

## 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](http://www.bikelink.org).
- Bike Parking Vendor
  - At the August Board meeting, the Board approved a resolution for the JPB to move forward with BikeHub as the operator of the bike valet at 4th and King Station. BikeHub has been providing the free bike valet service for Caltrain customers since 2013 and offers bike repairs and parts for sale. The contract includes options that will allow BikeHub to operate up to 8 unstaffed bike rooms at other Caltrain stations in the future. More plans on unstaffed bike room plans will be announced in 2024.
- Caltrain Electrification
  - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](http://caltrain.com/status))
    - No weekend shutdowns planned for January or February 2024
    - 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](http://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](http://Caltrain.com/Bayshore).

## Fare Systems

The taskforce is spearheading efforts to:

- Caltrain Mobile App Quarterly Update –October to December 2023:

- Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the second quarter of FY2024, there was a 17 percent decrease in the number of Caltrain tickets sold and a 16 percent decrease in sales revenue compared to the previous quarter. However, when compared to the same period last year, the quantity of Caltrain tickets sold increased by 2 percent, and sales revenue saw a 6 percent increase. In comparison to the last quarter, the quantity of Caltrain parking tickets increased by approximately 6 percent, while parking sales revenue experienced a decline of 36 percent. This decline in both ticket and parking sales revenue can be attributed to the Caltrain fare promotion that started in September 2023. During this quarter, approximately 54% of the total daily parking permits were sold through the Caltrain Mobile App. The table below provides a detailed overview of the results.

	Q2 FY24 Actuals	% ▲ vs. Q1 FY24	% ▲ vs. Q2 FY23
Revenue \$'s - (excluding parking)	\$ 835,890	-16%	6%
Tickets Sold - Parking	38,841	6%	77%
Revenue \$'s - Parking	\$ 106,813	-36%	-12%

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

### 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 (SOGR) Station of the Quarter:
  - San Antonio Station SOGR started on October 21, 2023, and the Estimated Completion Date: January 2024.
  - San Bruno will be the next SOGR Station in February 2024.

- 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 received on 12/21/23. Estimated Installation will be in January 2024 at the Hayward Park Station.

**JPB CAC Work Plan**

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Strategic Financial Plan
- Mini High Project
- Customer Experience Roadmap

March 20, 2024

- Measure RR Audit
- Access policy update
- Electrification Update

April 17, 2024

- Safety Quarterly Update
- Wayfinding

May 15, 2024

- FY2025 Preliminary Operating & Capital Budgets
- 

June 19, 2024

- 
- 

July 17, 2024

- Safety Quarterly Update
-



August 21, 2024

- Electrification Update
- 

September 18, 2024

- 
- 

October 16, 2024

- Safety Quarterly Update
- 

November 20, 2024

- 
- 

December 18, 2024

- 
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**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
- Go Pass Pricing (late 2024)
- Access to clipper ridership data
- Communication Strategy
- Risk Management Strategy (High Level)