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

February 21, 2024 – Wednesday

5:40 p.m.

Members of the public may participate remotely via Zoom at <https://us02web.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>

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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:

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. Introduction of New CAC Member
 - David Hernandez (Alternate), Santa Clara County
- Re-Appointment of CAC Member
 - Patricia Leung, Santa Clara County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of January 17, 2024
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. Mini High Project (Andy Kleiber / Isabella Conferti)
9. Customer Experience Roadmap (Taylor Huckaby)
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
March 20, 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. Agendas and meeting schedules are available on the Caltrain Web site at www.caltrain.com.

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

Members of the Public may attend this meeting in person or remotely via Zoom. *Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instructions.

Public Comment

Members of the public are encouraged to participate remotely or in person. Comments received during or after an agenda item is heard will be included in 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**

DRAFT MINUTES OF JANUARY 17, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, A. Lohe (arrived at 5:46 pm), S. Seebart, J. Torres, B. Shaw (Chair), M. Pagee (Alternate – arrived at 5:47 pm)

MEMBERS VIA TELECONFERENCE: R. Kutler (arrived at 5:43 pm)

MEMBERS ABSENT: L. Klein, R. Jaques (Alternate)

STAFF PRESENT: N. Fogarty, J. Hogan, M. Johnson - TASI (TransAmerica Services, Inc), M. Louie, M. McCole - TASI, M. Meader, N. Steward-Crooks, M. Tseng

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

APPROVAL OF MEETING MINUTES OF December 20, 2023

Motion/Second: Torres/Brandt
Ayes: Albohm, Brandt, Seebart, Torres, Shaw
Noes: None
Abstain: Leung
Absent: Kutler, Lohe

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Doug DeLong commented on upcoming Electrification Project update to include updates on real estate parcel, acquisition, and generators.

Jeff Carter commented on the status of preventing bonding theft and the CAC report was not included in the January JPB Board Meeting Agenda package.

Chair Shaw commented that approved minutes from the CAC meeting may be included in the JPB Board Meeting packet.

CHAIRPERSON'S REPORT

Chair Shaw reported that the Measure RR item is scheduled for March. Go Pass Pricing, Communication Strategy, and Risk Management Strategy are on the agenda list for the future.

SAFETY QUARTERLY UPDATE

Chair Shaw requested that presentations be provided to the Committee in advance for review.

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

- Core value is safety first and always; safety at the heart of every decision
- Increase in reported injuries in the Fall; focus on training with more measurable safety program with data driven safety performance and a new safety reporting tool
- Four crossings with vehicle incursions and use technology to gather data on vehicle incursions, customer injuries; high frequency incursions to be in the next report
- Conduct full risk assessment of corridor; will prioritize projects with the highest risks
- Working with cities and California Public Utilities Commission (CPUC) on enhancements, Closed Circuit Television (CCTV) looking for funding
- Light Detection and Ranging (LIDAR) and CCTV-based pilot-testing at high-risk crossings will provide understanding of forensic behavior; potential future integration with other systems
- Partner and outreach with local jurisdictions, suicide prevention organizations, and law enforcement regarding rail safety
- Initial conversations with Global Positioning System (GPS) app companies about voice directions at grade crossings
- March meetings scheduled with CPUC, Federal Railroad Administration (FRA), Federal Highway Administration (FHWA) to discuss the potential for legislation that impact grade crossing markings; engagement with APTA (American Public Transportation Association) Commuter Rail Safety Committees
- Trespasser calls are the highest number of Transit police calls for service
- Focus on public awareness of Peninsula Corridor Electrification Project (PCEP) and new trains as revenue service gets closer

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

- Request that future presentations with graphs be displayed a larger font
- Reportable injuries, vehicle incursions, and trespasser strikes
- Efforts to track customer injuries and station signage indicating 2-1-1 as a resource
- Partnering with local jurisdictions on lighting and safety plan enhancements at crossings
- Utilize international signage and GPS rail crossing notifications
- Risk management strategy for funds recovery due to vehicle incursions
- Suicide prevention rates and measures

Public Comment

Doug Delong commented that there is no crossing at 6th Avenue; Watkins and Ravenswood crossings were not on the graph. He suggested removal of the traffic signal at Carolyn Street and the installation of reflective 'turtles' and spikes on high-traffic crossings

Jeff Carter commented that the quarterly Safety and Security Report should be included monthly with the Board report and whether there was a final report for the incident that occurred in March of 2022.

PUBLIC COMMENT PROCESS

Michelle Louie, Title VI and Social Equity Administrator, introduced Wendy Lau, Deputy Director of the Office of Civil Rights and provided the presentation which included the following:

- Public comment process updates and feedback regarding fare and service changes
- Proposed overhaul will streamline process and to increase public engagement; utilize meetings like the CAC to make it easier for public comments
- Proposed process will shift the minimum requirement of major service changes to two public meetings to satisfy the requirement of gathering of public comments and agency websites, press releases, or social media posts will satisfy public noticing requirements
- Fare changes continue to require public hearings due to Federal Law

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

- Identify alternative methods for gathering public comments that satisfy requirements
- Prioritize meeting notice distribution; publicize meetings on trains, station signage, quick response (QR) codes, partnering with community-based groups
- Alternative methods of public notices and lowering barriers for public comment

Public Comment

Doug DeLong commented about the effectiveness of station workshops presents a low barrier to public participation.

Jeff Carter commented on the importance of public comment for major and non-major service and fare changes. He supported the update to the public comment process.

Caltrain Transit-Oriented Development (TOD) Update and Overview

Nadine Fogarty, Director of Real Estate and TOD provided the presentation which included the following:

- Hope to break ground soon on Hayward Park, the first TOD project; does not meet thirty percent affordable housing requirement, but was approved prior to the TOD policy
- Lawrence Station developer to ensure direct pedestrian access to Caltrain platform
- Work with local jurisdictions as well as MTC's (Metropolitan Transportation Commission) on its Transit-Oriented Communities Policy
- Limited number of Caltrain properties can be considered for TOD projects
- Rail Corridor Use Policy (RCUP) intended for decision-making and reserving the property needed for future capital projects
- Diridon Station properties and San Francisco Railyard designated 'special study' areas for potential TOD

- Easement exchange with local developers for parking lot and access improvements
- Diridon Plaza TOD Project goal to secure project entitlement from the city in early 2024 prior to securing development partner; project could be impacted by slow office market

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

- Consider Diridon Station being completely residential given the vacancy rates of office space
- Development opportunities for unique parcels and parking lots
- Challenges of potential relocation of Redwood City station
- Incentives for Hayward Park developers to include mixed-use projects; affordability rates
- Ground Lease Revenue Model; maximize revenue stream for Diridon Station
- Potential Sequoia Station right-of-way widening for four-track train station and Pennsylvania Avenue for midline passing four-track station

Public Comment

Jeff Carter expressed concerns with TOD impacting Caltrain's ability to expand to four tracks and grade separation throughout the corridor and hope to correct the ninety-degree turn at the San Francisco railyard.

STAFF REPORT - Delay Notification

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

John Hogan, Chief Operating Officer, introduced Maureen McCole, TASI GM (General Manager), and Mike Johnson, TASI Deputy GM, Train Operations and Planning. Mr. Hogan provided the report which included the following:

- Six vehicles on the tracks and one vehicle strike in November; seven vehicles on the tracks; three trespasser strikes in December
- Moving forward with visual messaging signs (VMS) for twenty-one stations
- Standard operating procedures in development to ensure messages sent out correctly
- Staff trained to sweep train and guide riders to bus bridges during service interruptions; dispatch managers and crews to stations to assist riders with bussing situations
- Correcting issue of limited characters on VMS signs and working on developing QR codes with direct links to the website and complaints/feedback form

Mike Johnson and Maureen McCole of TASI provided the report which included the following:

- CCTVs would allow for a proactive response to platform issues; focus on customer communications, updating signs, and work on how to optimize use of the obsolete system
- Consider suspending signage that scrolls all day to real-time information and identify areas to prioritize communications around service interruptions and single tracking

- Increased audio announcements utilizing the public address system (PA)
- Actively communicate with JPB Public Information Officer on any service interruptions or if VMS messages do not appear on service alert website
- Outlined standard operating procedure for service alerts

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

- Focus on prioritizing communication in incident situations
- Have staff onsite and trained to assist customers with bus bridges during service interruptions
- Determining the best platform for real-time system updates/alerts; station signage for latest service updates
- Posters and signage on trains with QR links to Caltrain alerts
- Codified and standardized incident process for documentation and an incident commander to provide system updates across communication platforms
- Need for more frequent announcements on the PA system

Public Comment

Chris Forkowski commented on the need to consolidate construction with service alerts and suggested leveraging Caltrain mobile.

Jeff Carter commented on the need for better maps or information for people to get to buses during service interruptions.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

February 21, 2024 at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 8:54 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) –

- **January:** The January 2024 OTP was 82.2% compared to 83% for January 2023.
 - **Vehicle Strikes** – There were three vehicle strikes in January. The strike on the 3rd (Burlingame @ 5:59 am), caused 18 trains delayed, 11 trains terminated, and 11 trains annulled. The strike on the 23rd (Charleston Rd., Mountain View @ 3:09 pm), caused 39 trains delayed, 1 train terminated, and 2 trains annulled. The strike on the 29th (UPRR Territory @ 5:49 pm), caused 2 trains delayed.
 - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on the 13th (Sunnyvale Ave., Sunnyvale @ 9:50 pm), caused 2 trains delayed. The vehicle on the 18th (Whipple Ave., Atherton @ 12:08 pm), caused 4 trains delayed. The vehicle on the 20th (Alma St., Palo Alto @ 1:37 pm), caused no trains delayed. The vehicle on the 28th (San Mateo @ 2:33 am), caused no trains delayed. The vehicle on the 30th (UPRR Territory @ 6:52 am), caused 2 trains delayed, and 2 trains annulled. The vehicle on the 31st (Mission Bay Dr., San Francisco @ 9:06 pm), caused 3 trains delayed.
 - **Mechanical Delays** – In January 2024 there were 574 minutes of delay due to mechanical issues compared to 1941 minutes in January 2023.
 - **Trespasser Strikes** – There were two trespasser strikes in January, both resulting in fatalities. The strike on the 18th (Hayward Park @ 11:28 am), caused 16 trains delayed and 1 train annulled. The strike on the 26th (Palo Alto @ 7:24 am), caused 25 trains delayed and 2 trains annulled.

- **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. The vehicle on the 1st (5th Ave., San Mateo @ 11:17 pm), caused 3 trains delayed. The vehicle on the 18th (4th Ave., San Mateo @ 3:08 am), caused no trains delayed. The vehicle on the 20th (Sunnyvale Ave. @ 6:44 pm), caused 7 trains delayed. The vehicle on the 30th (Sunnyvale Ave. @ 6:39 am), caused no trains delayed.
 - **Trespasser Strikes** – There were three trespasser strikes in December. The strike on the 12th (San Francisco @ 1:44 pm), caused 13 trains delayed and was a non-fatality. The strike on the 20th (Menlo Park @ 6:45 am), caused 14 trains delayed and was a non-fatality. The strike on the 29th (Menlo Park Station @ 6:21 pm), caused 24 trains delayed, 1 train terminated and was a fatality.

Caltrain Celebrates 160 Years of Rail Service from San Francisco to San Jose

January 2024 marks the 160th anniversary of the beginning of San Francisco-San Jose passenger rail service, which began on January 16, 1864.

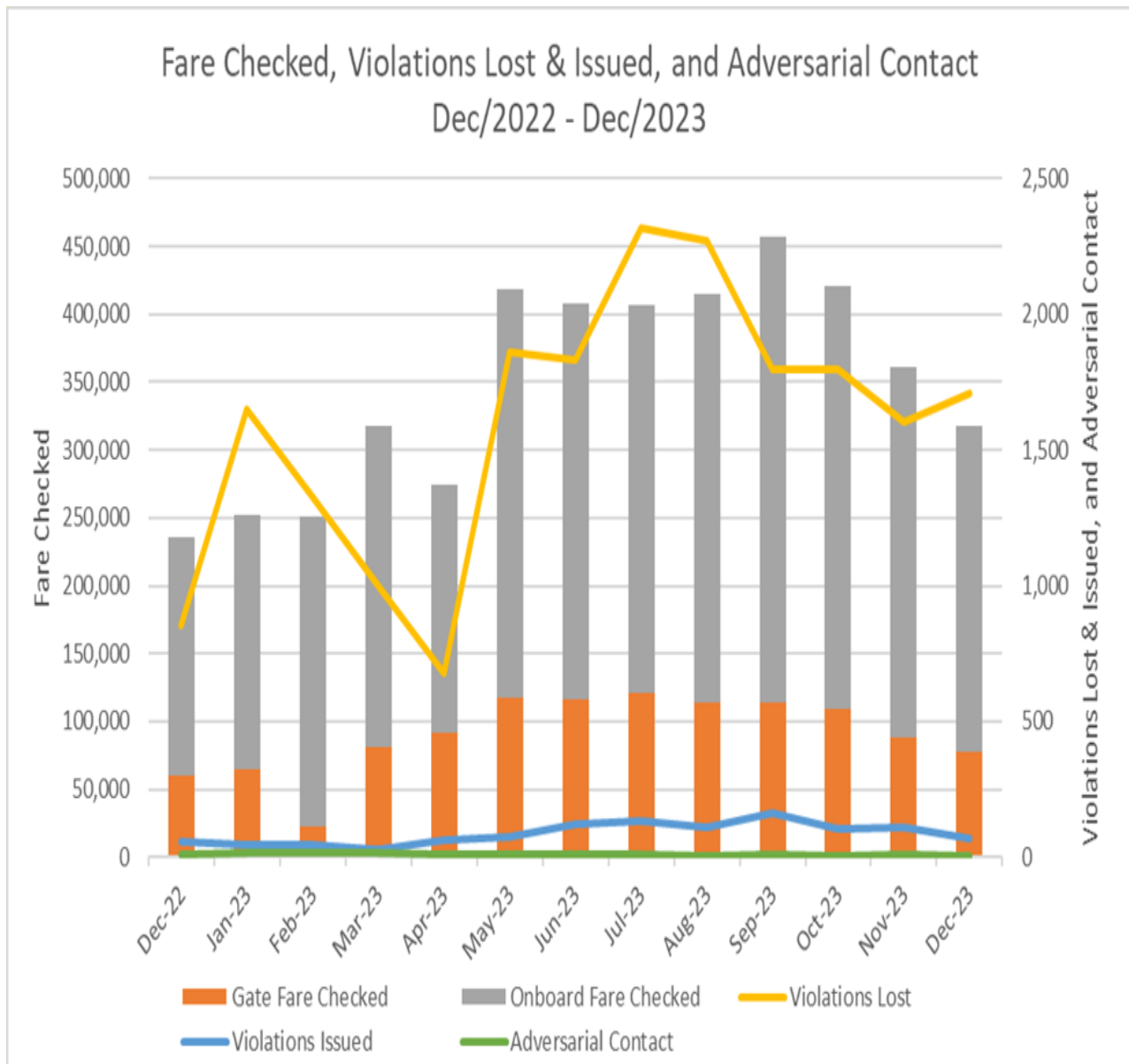
The creation of this rail corridor, which has been in constant use for the past 160 years, was central to the development of the San Francisco Peninsula and South Bay. Most of the cities that can be found along the corridor built their downtowns around the railroad, allowing communities to form and grow together. Easily accessible transportation led to economic prosperity and development, as trains could move far more people and goods than stagecoaches traveling on dirt roads, which would take between eight hours and three days depending on weather.

The idea of creating a rail line between the two cities first came about in 1851, while San Jose was still capital of California. After three failed attempts to obtain funding, the San Francisco and San Jose Railroad incorporated in 1860. Construction began in May 1861 at San Francisquito Creek, and regular service from San Francisco to Mayfield (now the California Avenue Station) began in October 1863, with San Jose-bound passengers transferring to a stagecoach for the remainder of their journey. In 1864, the line was completed.

There has been much talk of history as Caltrain's historic Electrification Project, the first undertaking in North America in a generation in which diesel trains and their infrastructure components are transitioned to an electrified system, approaches completion later this year. Electrification means faster and more frequent service, including doubling the frequency on weekends. The passenger experience will be greatly improved as well with the new trains featuring Wi-Fi, power outlets at every seat, onboard displays with digital trip information and increased storage capacities. In the spring, Caltrain will have its third public Electric Train tour and will also combine the tour with a celebration of Caltrain's 160th anniversary.

Fare Enforcement Report – February 2024

In December 2023, Caltrain conductors performed a total of 318,040 fare inspections at the terminal and onboard the trains. During this period, 1,707 violations were lost because the rider didn't provide identification and 68 violations were issued. Five incidents were reported as adversarial contact.



Special Services Ridership Report (December)

San Francisco Station

- Golden State Warriors
 - o Six regular season home games in December with post-game ridership boarding at San Francisco station of 2,803.
 - o Year-to-date ridership boarding at San Francisco station was 8,025, an 11% decrease compared to 2022 (8,980) and a 61% decrease compared to 2019 (20,489).
- New Year's Eve Fireworks
 - o Total ridership boarding and alighting at San Francisco station was 5,160, a 78% increase compared to 2022 (2,898) and a 42% decrease compared to 2019 (20,489).
 - o Additional Service: two northbound Local pre-fireworks and three southbound Local post-fireworks trains

Mountain View Station

- San Francisco 49ers
 - o Two regular season home games in December with ridership of 2,232.
 - o Year-to-date ridership at Mountain View Station is 8,699, a 3% increase compared to 2022 (8,479) and a 47% decrease compared to 2019 (16,353)

San Jose Diridon Station

- San Jose Sharks
 - o Four regular season home games in December with post-game ridership boarding at San Jose Diridon station of 978.
 - o Year-to-date post-game ridership is 3,806, a 101% increase compared to 2022 (1,891) and a 10% decrease compared to 2019 (4,211).

* Methodology Change: Prior to November 2023, special event ridership was reported in terms of "additional riders." With the rollout of a new fare media sales-based estimation methodology, special event ridership is now reported in terms of total (gross) ridership on trains before and/or after special events. Gross ridership estimates are available for special events for which additional ridership was previously reported.

Capital Projects:

The Capital Projects information is current as of December 31, 2023, and is subject to change prior to the February 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 December 2023 included progress on the completion of MT2 bridge punch list items, the installation of substantial erosion control best management practices (BMPs), the installation of a bioswale, and preparations for the installation of bird deterrent systems to prevent nesting on the MT1 bridge, which is scheduled to be demolished in mid-2024. The PCEP contractor continues with reinstallation of the OCS system. Third-party fiber optic carriers commenced work on facilities to enable the relocation of fiber optic lines from MT1 to MT2 to enable the demolition of MT1 bridge.

In January 2024, the JPB anticipates the installation of drainage system elements, the continuation of installation of permanent erosion control measures, the completion of MT2 bridge punch list items, the installation of JPB's positive train control cabling, and the continuation of third-party fiber optic utility relocations. A partnering session will be held with the construction contractor in mid-January to promote communication and collaborative planning for the upcoming demolition and reconstruction of the MT1 bridge in 2024.

The "Funding" status light will remain yellow until FY25 funding appropriated by the Board in June 2023 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.

Replaced a failed traction motor on 924 and Alstom will repair under warranty. Authorized final acceptance of 925. Unit 926 shipped from Alstom late December and in non-revenue conditional acceptance testing. Unit 928 shipped from San Jose to overhaul at Alstom.

The schedule has been delayed due to part availability. Alstom is working with multiple vendors to procure the parts needed.

A potential budget shortfall has been identified. Team is actively tracking this item and will seek supplemental funding as part of the FY25 budget amendment if needed.

- **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.

December: Stadler discovered some cables were too short and one mounting plate had to be modified during the prototype EMU installation of the Broadband equipment in Salt Lake City. Stadler ordered new cables and the modified mounting plates which should arrive on the first week of January 2024. All the trenching and installing conduits for the wayside radios in Segment 4 was completed except for going underneath the tracks in 1

location. All the trackside radios and antennas were installed at all the locations in Segment 4. Soil sampling was completed for all the segments. Tested the fiber backbone and found several issues with the fiber cables that were assigned to the Broadband project. The project will work with the contractor and Caltrain's maintenance team to fix these fiber issues together when they are encountered in the field. The Board approved a 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 approved 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.

December: Towers were opened to public on August 7th, 2023. Continued completing the final punch list item to replace window trims and panels at East and West Towers.

January: Continue to work with Construction Management team in all the administrative work to close out the contract and project. Continue to work with Project Controls team in updating Work Plan to present to Management Committee.

- **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.

December: TASI discovered a bad radar detector controller and returned it to the vendor for repair. Received the radar detector controller back and installed it but still did not work. Will need to investigate the problem with the vendor.

January: Correct the radar detector controller issue and cutover the exit gates.

Additional time is needed by the contractor to finish the project because of the delay in receiving the light poles and to complete the punch list. Project Manager to seek approval for Gate 6 & 7 at the January 2024 Management Committee meeting.

- **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 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.

- **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 has been fully executed.

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.



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



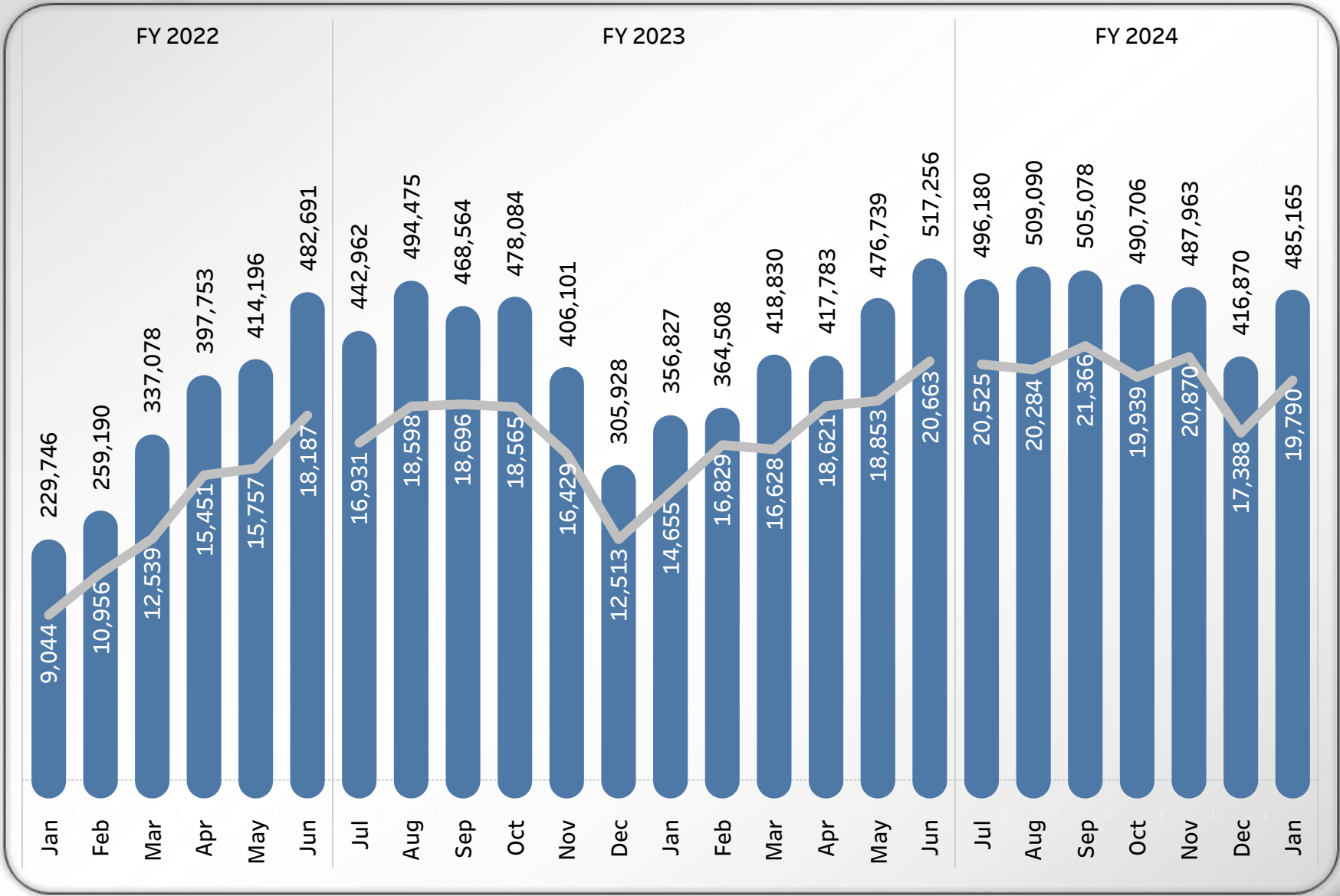
Ridership Executive Summary - Jan 2024

<u>Monthly Performance</u>	Current Year Jan 2024	Pre-Pandemic Jan 2020	Pre-Pandemic to Jan 2024 % Δ	Last Year Jan 2023	Last Year to Jan 2024 % Δ
Total Ridership	485,165	1,539,666	-68.5%	356,827	36.0%
Average Weekday Ridership	19,790	64,806	-69.5%	14,655	35.0%
Average Saturday Ridership	8,026	14,543	-44.8%	6,824	17.6%
Average Sunday Ridership	6,789	10,305	-34.1%	5,413	25.4%

<u>Fiscal YTD Performance</u>	Current Year Jan 2024	Pre-Pandemic Jan 2020	Pre-Pandemic to Jan 2024 % Δ	Last Year Jan 2023	Last Year to Jan 2024 % Δ
Total Ridership	3,391,053	11,127,997	-69.5%	2,952,941	14.8%
Average Weekday Ridership	20,026	68,802	-70.9%	16,665	20.2%
Average Saturday Ridership	7,649	15,579	-50.9%	8,121	-5.8%
Average Sunday Ridership	6,021	11,115	-45.8%	6,988	-13.8%



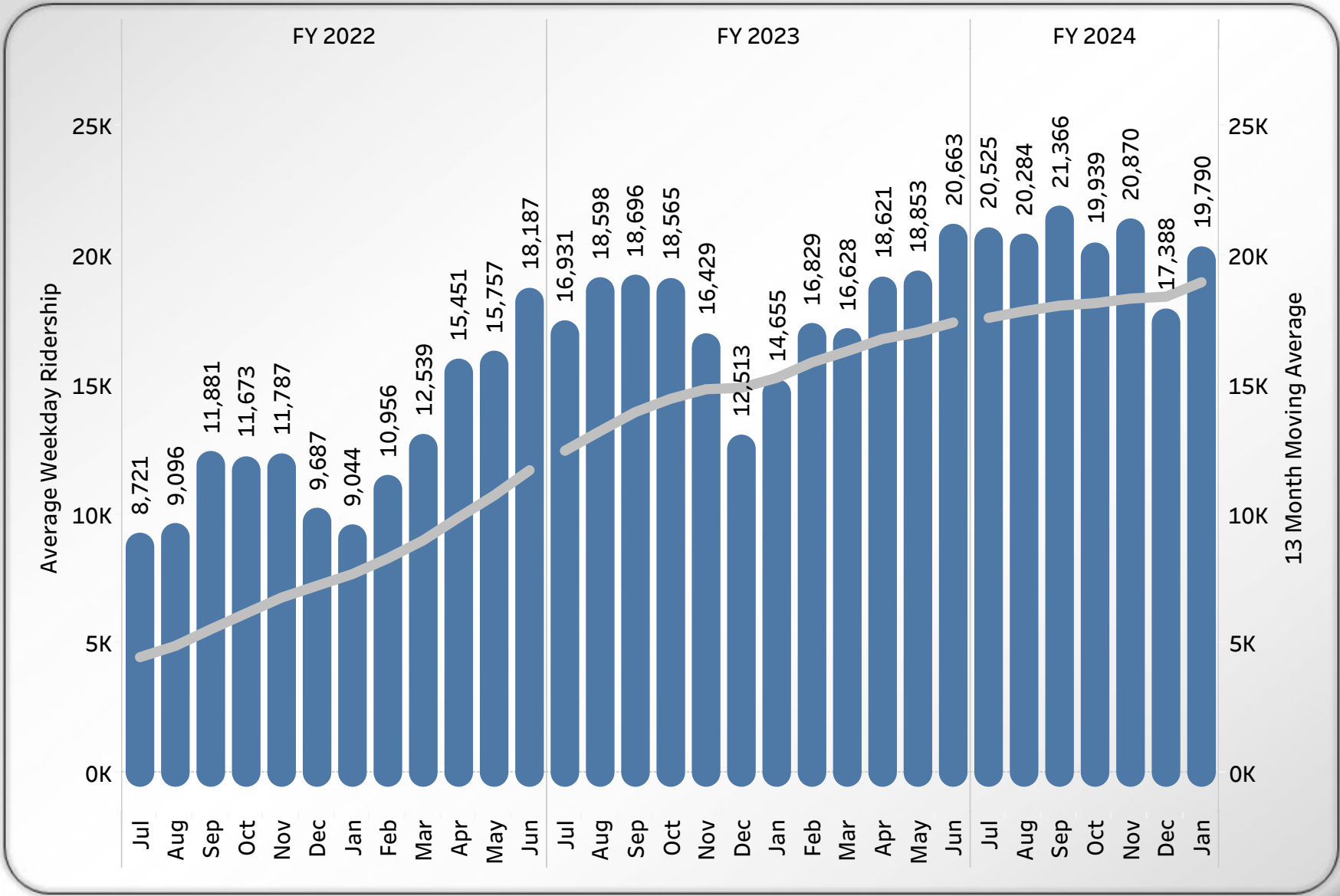
Total Ridership and Average Weekday Ridership - Jan 2024



Legend | Total Ridership | AWR



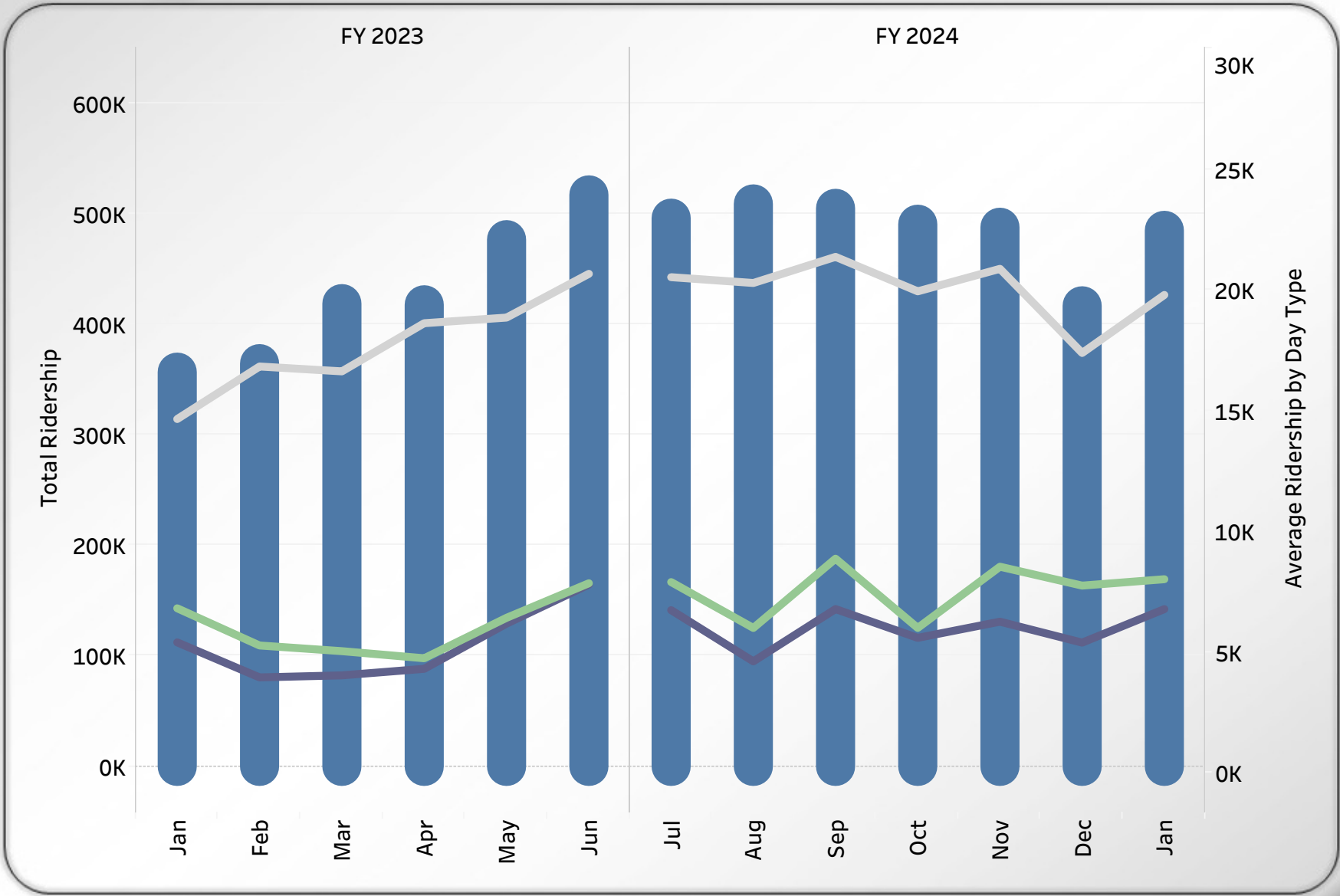
Average Weekday Ridership & 13 Month Average - Jan 2024



Legend | AWR | 13 Month Moving AWR



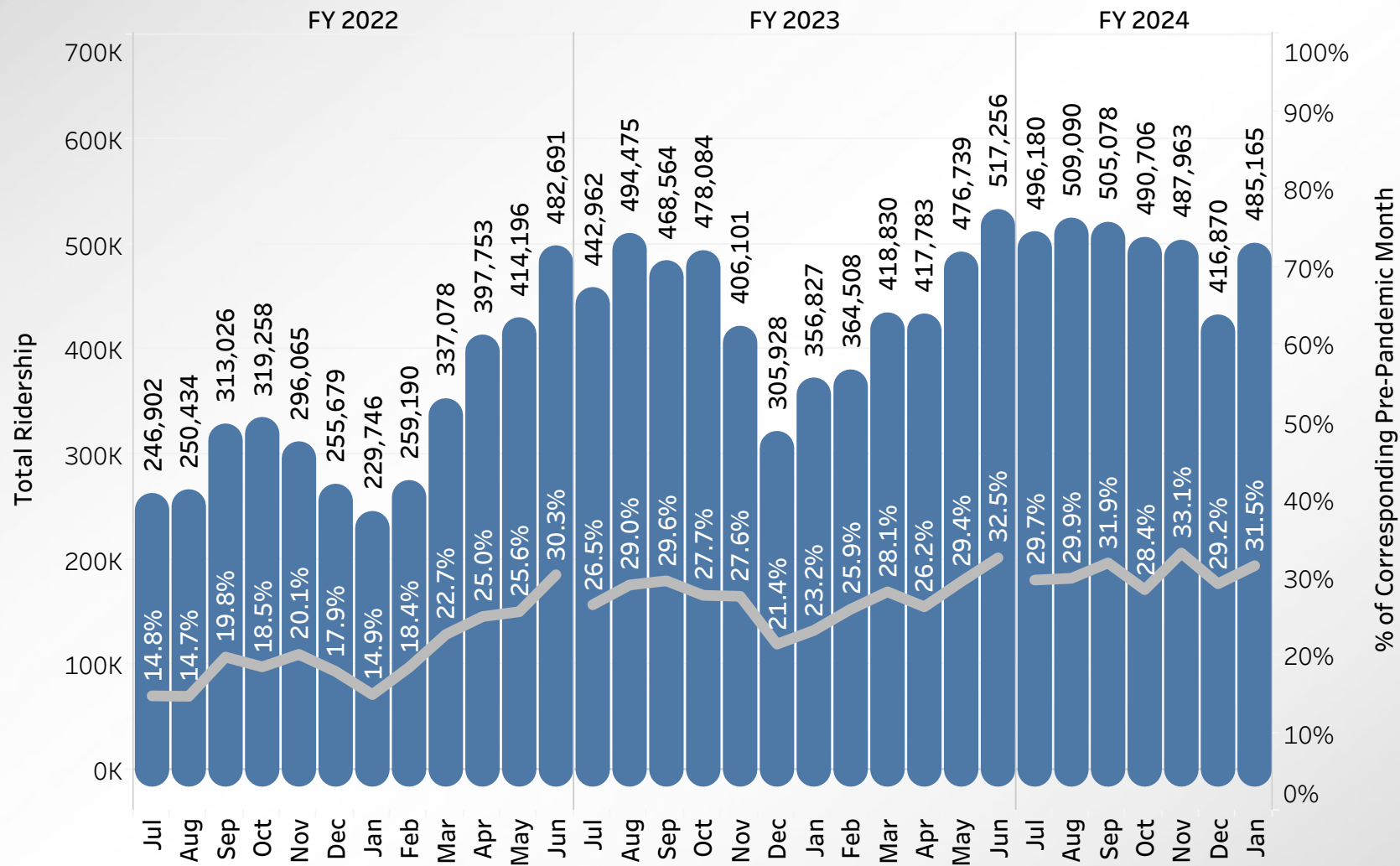
Total Ridership & Average Ridership by Day Type - Jan 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



Total Ridership & % of Pre-Covid Month Ridership - Jan 2024

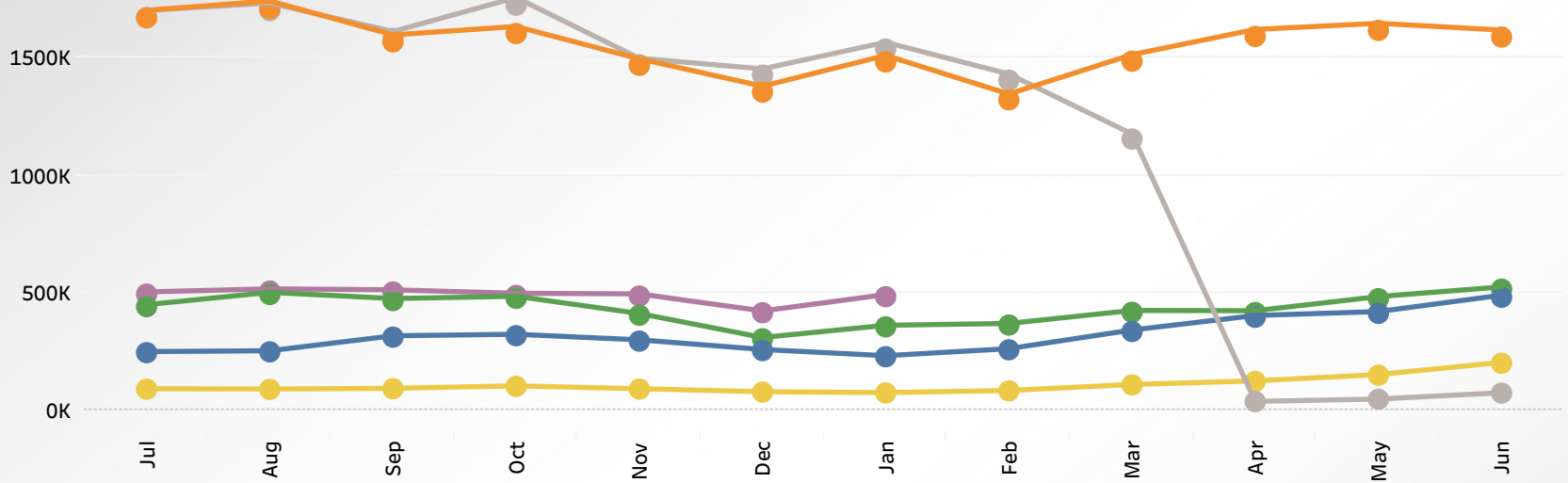


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Jan 2024

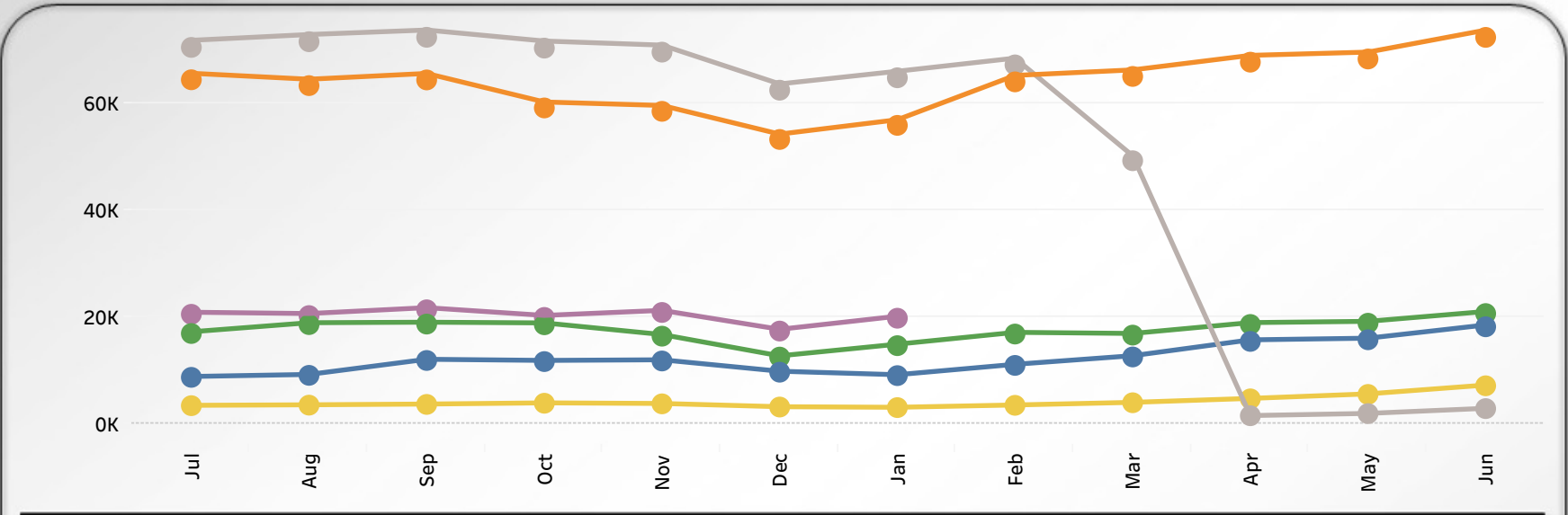


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	406,101	487,963
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,870
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,165
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 - Jan 2024



	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	20,870
Dec	53,258	62,480	3,162	9,687	12,513	17,388
Jan	55,897	64,806	3,058	9,044	14,655	19,790
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

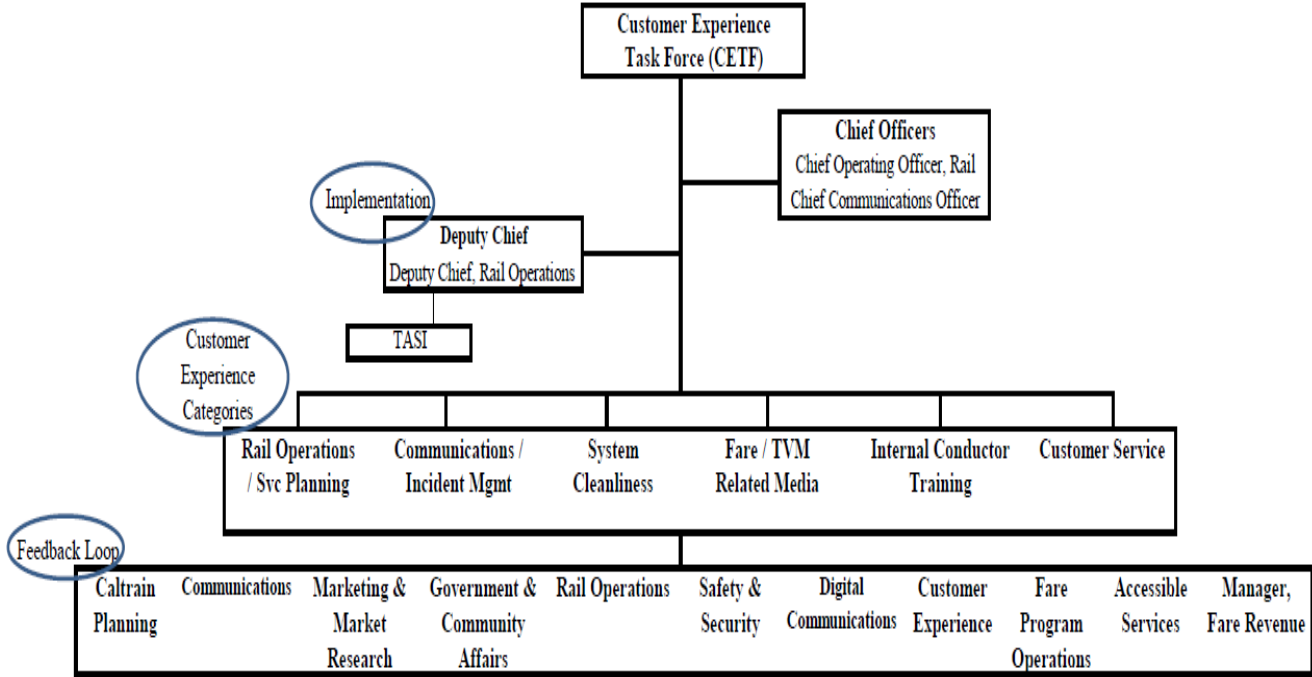
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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:

- Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Testing (caltrain.com/status):
 - February 2024: Some late-night trains will be cancelled.
- 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](http://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:
 - Provided volunteers to support Caltrain’s MLK Celebration Train. Volunteers assisted the community at the stations as well as supported customers on the Celebration Train. The Celebration Train provides free train service to the Martin Luther King Jr. Day March in San Francisco, organized in partnership with the Northern California Dr. Martin Luther King, Jr. Community Foundation.

- Customer Service:
 - Presented to Bicycle & Active Transportation Advisory committee (BATAC) on how customer feedback can be submitted, and how it is recorded as a consumer report. Staff will be working on small improvements to the online feedback form to make it easier for our customers to provide feedback.
- Caltrain Bus Bridges:
 - Partnered with Caltrain Rail Operations to ensure proactive communication and signage for Tamien - San Jose Diridon construction with VTA bus bridges. Goal was to provide clear communication and guidance to customers planning on using the last evening train or the first two trains of the day.

Marketing Customer Commination

- Digital Marketing:

The start of 2024, the year of the Electric Train. The beginning of the year/ month started with free service for New Year's Day. The start of January also brought a new Clipper fare program providing 50% off fares to qualifying riders, Caltrain is a campaign partner.

Three of Caltrain's eventual 23 electric train sets have completed a thousand miles of testing along the Caltrain corridor. Closures occurred between San Jose Diridon and Tamien stations on January 12-14, on some if its early morning and late-night train service.

Caltrain celebrated 160 years of service on January 17th, a larger celebration will be combined with the next electric train tour on May 11th.

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 may be soft launched in early 2024.

- Caltrain Digital Marketing Highlights:
 - New Year's Eve – Free Fares (after 8 PM)
 - 1st Board Meeting of the year
 - Weekly "Throwback" post leading to the 160th celebration
 - Continued promotion of the new fare rates
 - New Trains, Faster Experience – Electrification Highlights
 - MLK Celebration Train
 - 49ers Content – Playoffs
 - Menlo Park Shuttle Study

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
 - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (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
 - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
 - Caltrain has created factsheets detailing the electrified service benefits by city. Learn more at caltrain.com/servicebenefits.
- 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 (SOGR) Station of the Quarter:
 - San Antonio Station SOGR started on October 21, 2023, and the estimated completion date is March 2024. New standard trash receptacles have been replaced for easy maintenance and shelters have been newly painted at the station.
 - New standard station median directional signages have been purchased and delivered. Initial installation will start in March 2024. Median signs will clearly identify platform designation with “northbound” and “southbound” verbiage added to the signs.
 - Belmont Station’s new monument was received and installed in February 2024.
 - San Bruno will be the next SOGR station to begin in March 2024.

AGENDA ITEM # 10 (b)
February 21, 2024

JPB CAC Work Plan

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Mini High Project
- Customer Experience Roadmap

March 20, 2024

- Measure RR Audit
- Electrification Update
- Strategic Financial Plan

April 17, 2024

- Safety Quarterly Update
- Wayfinding
- Access policy update

May 15, 2024

- FY2025 Preliminary Operating & Capital Budgets
-

June 19, 2024

- Fare Enforcement Update
-

July 17, 2024

- Safety Quarterly Update
-

August 21, 2024

- Electrification Update

September 18, 2024

-
-

October 16, 2024

- Safety Quarterly Update
-

November 20, 2024

- Brown Act Training
-

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
- Go Pass Pricing (late 2024)
- Access to clipper ridership data
- Communication Strategy
- Risk Management Strategy (High Level)
- Proposal for the discussion of the grade separation priorities to be added to the agenda list for review and input by the Committee in quarter one or quarter two.
- Tree maintenance/ replacement project (impact on Caltrain property and service)
(tentative April)