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

March 20, 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. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of February 21, 2024
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. Public Hearing on the Annual Audit of Measure RR Tax Revenue and Expenditures for Fiscal Year Ended June 30, 2023
 - a) Open Public Hearing
 - b) Staff Report
 - c) Public Comment
 - d) Close Public Hearing
 - e) Board Discussion
8. Strategic Financial Plan (Alex Burnett – Bell, Burnett & Associates)
9. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
 - Tree Policy
 - HSR Update (Sam Sargent)
10. 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.

11. Date, Time, and Place of Next Meeting

April 17, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

12. 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 FEBRUARY 21, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, R. Kutler, P. Leung, A. Lohe, S. Seebart, J. Torres, B. Shaw (Chair), D. Hernandez (Alternate), R. Jaques (Alternate) M. Pagee (Alternate)

MEMBERS ABSENT: L. Klein

STAFF PRESENT: I. Conferti, J. Hogan, T. Huckaby, A. Kleiber, L. Peabody, S. Sargent, N. Steward-Crooks, M. Tseng

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

INTRODUCTION OF NEW CAC MEMBER

Chair Shaw introduced David Hernandez, alternate member for Santa Clara County. Member Hernandez is a native of Gilroy and works in Sunnyvale as a social worker for a nonprofit organization. He takes Caltrain Monday, through Friday, from Morgan Hill to Lawrence.

RE-APPOINTMENT OF CAC MEMBER

Chair Shaw thanked Member Leung for her continued service as the representative of Santa Clara County.

CONSIDERATION OF REQUESTS

There were none.

APPROVAL OF MEETING MINUTES OF JANUARY 14, 2024

Member Seebart noted a change in the minutes. Chair Shaw requested the section for the change. Member Seebart said he would look for it.

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented about his correspondence and response regarding the visual messaging signs (VMS) at 22nd Street Station, frequent train delays, and the proof of payment system on the trains.

Ryan Globis requested that the platform screens at the Diridon Station be repaired.

CHAIRPERSON'S REPORT

Chair Shaw reported that the Measure RR update and audit review are scheduled for March meeting, working to agendize the Caltrain tree maintenance and removal process, and the Brown Act training is in November. He instructed Members to email him for items not listed in work plan.

MINI HIGH PROJECT

Isabella Conferti, Public Affairs Specialist, and Andrew Kleiber, Mini High Platform Project Manager, provided the presentation which included the following:

- Notice to Proceed was issued to the contractor. Field construction slated for April and scheduled for completion in the Fall.
- There will be signage and barricades on the platforms to prevent public access to construction areas.
- Dedicated project webpage with weekly construction notices updates and on Nextdoor app

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

- Funding request for Gilroy Station mini high platform option submitted
- Station locations of mini high platforms and those that will feature platforms and be Americans with Disabilities Act (ADA) accessible
- Include illustrative photographs of the platforms for better understanding

Public Comment

Jeff Carter commented on the importance of station ADA accessibility and 22nd Street Station improvements.

CUSTOMER EXPERIENCE ROADMAP

Taylor Huckaby, Deputy Chief of Communications, introduced Lisa Peabody, Director of Customer Experience and provided the presentation which included the following:

- Customer experience at the heart of business decisions and strategy
- Customer focus continues to move towards how Caltrain utilizes digital and technology to connect and communicate
- VMS signage replacement project slated by the end of the year
- Customer experience team and Rail Operations will conduct daily station assessments throughout the year to address safety, cleanliness, and other potential improvements
- Working with vendor to integrate third party application notifications

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

- Organizational strategy of the communications team is to simplify, improve accuracy, speed and disbursement of information

- Consistent information across all technology platforms. Better communication with customers about types and causes of delays for informed decision making,
- VMS signage improvements, content, and message prioritization. The importance of consistent on-time train service, station cleanliness, safety, seating, and access to restrooms
- Revamped incentives for the Go Pass Program for corridor employers

John Hogan, Chief Rail Operations Officer provided the following information:

- In June, teams will visit each station twice daily to create punch lists of repairs, address graffiti, blight and other safety issues
- Working with Legal to design a Caltrain tree policy to identify responsible agency

Public Comment

Jeff Carter commented on wayfinding, distance-based fares, customer seating at stations and accessibility to restrooms.

Doug Delong, resident of Mountain View commented on station activation, the Menlo Park Caltrain Station, and the design of the systems used by dispatchers.

STAFF REPORT

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

Sam Sargent, Director of Strategy and Policy, reported on the following:

- Pedestrian strikes, vehicle incursions, and vehicle strikes pertaining to on-time performance decreased customer satisfaction from ninety percent in December to eighty-two percent in January
- Mechanical delays decreased from previous year
- The impact of increased fare enforcement efforts at platforms and on trains
- Pre-pandemic ridership recovery remains at thirty-two percent

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

- Fare enforcement and collection options, consequences for non-paying riders, and the use of law enforcement
- Tree removal at the Menlo Park Train Station
- Circumstances surrounding the high number of potentially intentional deaths on train tracks
- The impact that grade separation projects will have on vehicle incursions and accidents
- Investment of resources to address conditions at train stations

Public Comment

Jeff Carter commented on his experience with fare inspections in the recent weeks and the availability of the ridership dashboard.

Doug DeLong commented on the elimination of tickets sales on the train and fare inspections.

COMMITTEE COMMENTS

Member Brandt apologized and conveyed his regrets for his remarks made during last meeting regarding suicide and comparison to different countries.

Member Seebart commented finding agenda item from last meeting. He proposed to amend the minutes by deleting the third bullet from the top on page 5 that reads outlined Standard Operating Procedure for events as it was not delivered.

Motion to amend the minutes to strike third bullet point from the top of page five and to receive the outlined Standard Operating Procedures at some point/Second: Kutler/Brandt

Ayes: Albhom, Brandt, Kutler, Leung, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein

Motion/Second: Seebart/Torres

Ayes: Albhom, Brandt, Kutler, Leung, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein

Member Seebart requested a High-Speed Rail update. Mr. Sargent commented that Caltrain is working to provide formal comment on the 2024 High Speed Rail Business Plan and working closely with high-speed rail (HSR) on several issues in the South Bay.

Chair Shaw commented about the future of HSR and how it will work in the southern portion of the rail corridor.

Member Jaques requested for continued updates on All Stations Access Grant Program application and that Caltrain is one of eight entities in California that is eligible to apply for this grant.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

March 20, 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 8:17 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) –

- **February:** The February 2024 OTP was 85.9% compared to 93.1% for February 2023.
 - **Vehicle Strike** – There was one vehicle strike on February 28 (Scott St., San Bruno @ 8:45 pm), causing 1 train annulled, 1 train terminated, and 13 trains delayed.
 - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on the 5th (UPRR Territory @ 4:39 pm), caused 3 trains delayed. The vehicle on the 12th (Churchill Ave., Palo Alto @ 7:58 pm), caused 4 trains delayed. The vehicle on the 17th (Linden Ave., South SF @ 9:47 pm), caused 3 trains delayed. The vehicle on the 18th (Mission Bay Dr., San Francisco @ 11:32 pm), caused 2 trains delayed. The vehicle on the 27th (1st Ave., San Mateo @ 12:55 am), caused 1 train delayed. The vehicle on the 28th (Charleston Rd., Mountain View @ 6:57 pm), caused 1 train delayed.
 - **Mechanical Delays** – In February 2024 there were 526 minutes of delay due to mechanical issues compared to 805 minutes in February 2023.
 - **Trespasser Strikes** – There were two trespasser strikes in February, both resulting in fatalities. The strike on the 13th (Hillsdale Station @ 6:25 pm), caused 23 trains delayed, 1 train terminated, and 3 trains annulled. The strike on the 20th (East Meadow Dr., Palo Alto @ 11:49 am), caused 16 trains delayed, and 1 train terminated.
- **January:** The January 2024 OTP was 82.2% compared to 83% for January 2023.

- **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.
- **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.

Caltrain Suspended Early Morning and Late-Night Train Service on Weekend of March 9-10 to Expedite Electrification Project

On the weekend of March 9-10, Caltrain suspended early morning and late-night trains to accommodate the testing of the new electric fleet.

The first four northbound trains (#221, 225, 229, 233) and the first three southbound trains (#224, 228, 232) between San Francisco to Mountain View were replaced by bus service. The last northbound (#281) and southbound (#284) trains were cancelled, and the southbound #280 was renumbered as #680 and departed San Francisco a half hour early at 10:28 p.m.

Limited capacity replacement bus service stopped at selected stations: San Francisco, Millbrae, Hillsdale, Redwood City, Palo Alto, and Mountain View. There was no replacement bus or train service at other stations between San Francisco and Mountain View during these times.

Buses had limited capacity for luggage and bikes. Riders used bike parking options, which were available at most stations. Buses had ADA accessible vans available for each route.

[Continuation of Fare Promotions](#)

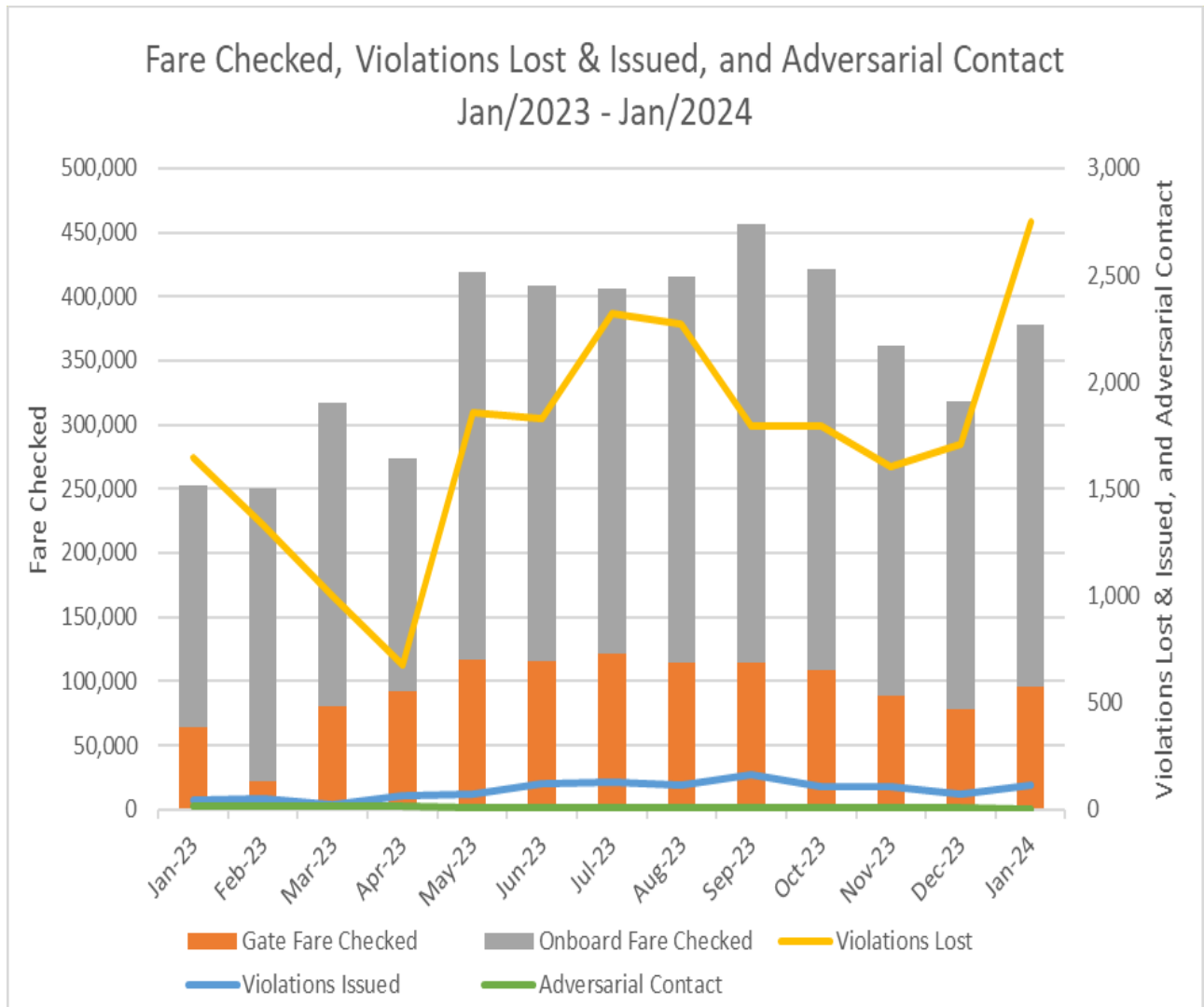
Caltrain is extending its temporary fare promotions for another six months through the end of August 2024. These new fare products provide discounted travel options for families, groups, youth, and hybrid commuters. More information can be found at www.caltrain.com/fares/promos.

[Ridership Webpage](#)

A new ridership estimates page is now live on the Caltrain website. This page includes visualizations and summary statistics from the board-reported monthly ridership estimates, including the charts that are reported to the CAC. These estimates include data from the new Fare Media Sales Ridership Model, which was presented to the CAC in December 2023. The new webpage also gives users the ability to download the ridership estimates in CSV or excel format. The new page can be found at <https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

Fare Enforcement Report – March 2024

In January 2024, Caltrain conductors performed a total of 377,625 fare inspections at the terminal and onboard the trains. During this period, 2,746 violations were lost because the rider didn't provide identification and 113 violations were issued. One incident was reported as adversarial contact.



Special Services Ridership Report (January)

San Francisco Station

- Golden State Warriors

- Nine regular season home games in January with post-game ridership boarding at San Francisco station of 3,788.
- Season-to-date ridership boarding at San Francisco station was 11,813, a 4% increase compared to 2022 (11,323) and a 55% decrease compared to 2019 (26,235).

Mountain View Station

- San Francisco 49ers

- One regular season and Two Post-season home games in January with ridership of 2,578.
- Final regular season ridership at Mountain View Station is 9,467, a 14% decrease compared to 2022 (10,966) and a 42% decrease compared to 2019 (16,353)
- Playoff ridership was 1,628, a 40% decrease compared to 2022 (2,737) and a 67% decrease compared to 2019 (5,008)

San Jose Diridon Station

- San Jose Sharks

- Seven regular season home games in January with post-game ridership boarding at San Jose Diridon station of 1,348.
- Season-to-date post-game ridership is 5,154, a 113% increase compared to 2022 (2,421) and a 37% decrease compared to 2019 (8,269).

* 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 January 31, 2024, and is subject to change prior to the March 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.

Project activities in the month of January 2024, included putting the newly constructed MT2 bridge into service and taking the aging MT1 bridge out of service in preparation for its demolition. Work continued the installation conduits and vaults for fiber optic utility relocations. A partnering session was held between JPB and Walsh Construction to prepare for 2024 construction.

In February 2024, the relocation of third-party fiber optic lines from MT1 to MT2, the relocation of positive train control cabling from MT1 to MT2, the fabrication of MT1 bridge precast girders, all in preparation for the demolition and replacement of the MT1 bridge in the coming months.

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.

January: Received approval from the Management Committee for Substantial Completion, Turnover and re-baselined project schedule for closeout.

February: Continue the Close-Out of the Project

- **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. Ship 923 (final locomotive) for overhaul.

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.

January: Stadler completed the installation of the Wi-Fi equipment in the prototype installation. Nomad Digital performed verification and tested all the components which passed all the tests. All the trenching and antenna installation was completed in Segment 4. Began the trenching and antenna installation in Segment 3. TASI found the issue with the fiber cable in San Francisco and will start work on the repair.

February: Complete the construction in Segment 3.

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.

January: Continued to work with the team in completing final punch list items. In addition, continued to work with legal team to identify next steps and schedule for close-out phase. Continued to work with Project Controls team in updating Work Plan to present to Management Committee.

February: Continue to work with the team in completing final punch list items. In addition, continue to work with legal team to identify next steps and schedule for close-out phase. Seek approval with Management Committee to proceed with Gate 6 (Substantial Completion).

- **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.

January: TASI received the new radar detector and installed it. Tested the whole system and it works as intended. The exit gates were cut over and turned over to Rail Operations. Went to the Management Committee and received approval for Substantial Completion, Turnover and re-baselined project schedule.

February: Begin the project close-out.

- **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.

January: Stacy and Witbeck, Inc (SWI) is not scheduled to resume work until March 2024 to allow for TASI installation work to be performed that is predecessor to remaining SWI work. Bi-weekly progress meetings are being held as needed. Resident Engineer, Office Engineer and field inspector continue, on an as-needed basis, to support project through the construction management support contract with TRC. Project manager and Government and Community affairs staff continue to coordinate community outreach efforts between City of San Mateo and JPB. TASI has mobilized on site to begin installation of signal scope.

February: Will continue to meet with contractor to plan future work and coordinate work plan submittals. Continuing to meet bi-weekly with TASI to discuss status of the signal 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. Construction management team is holding bi-weekly progress meetings as needed during this delay. Project manager 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.

Work is not likely to resume until May of 2024, pending further updates from the City of Palo Alto.

The “Schedule” status light is yellow as the schedule has been delayed due to delays with City of Palo Alto work, which is impacting JPB's contractor from completing work as initially scheduled. The Project Manager will request approval of a revised schedule from the Management Committee in May 2024.

- **Next Generation Visual Messaging Signs (VMS):** Full replacement of existing obsolete VMS at 22 selected stations between San Francisco and Tamien. The current VMS signs are no longer supported by the manufacturer and the predictive arrival and departure system (PADS) is becoming obsolete. Research will be done to determine whether it's best to replace the signs that will work with the current predictive arrival and departure system (PADS) or replace signs for the next generation passenger information system.

January: Workshop for Site Specific Work Plan (SSWP) and detail work plan is hold. Site visit is planned for San Francisco Station and Palo Alto Station.

February: Approval for SSWP for first station and preparing SSWP for Palo Alto station.

The “Funding” status light is yellow as there are insufficient activated funds to cover the entire construction phase. Activate the FY24 and FY25 approved budget.



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



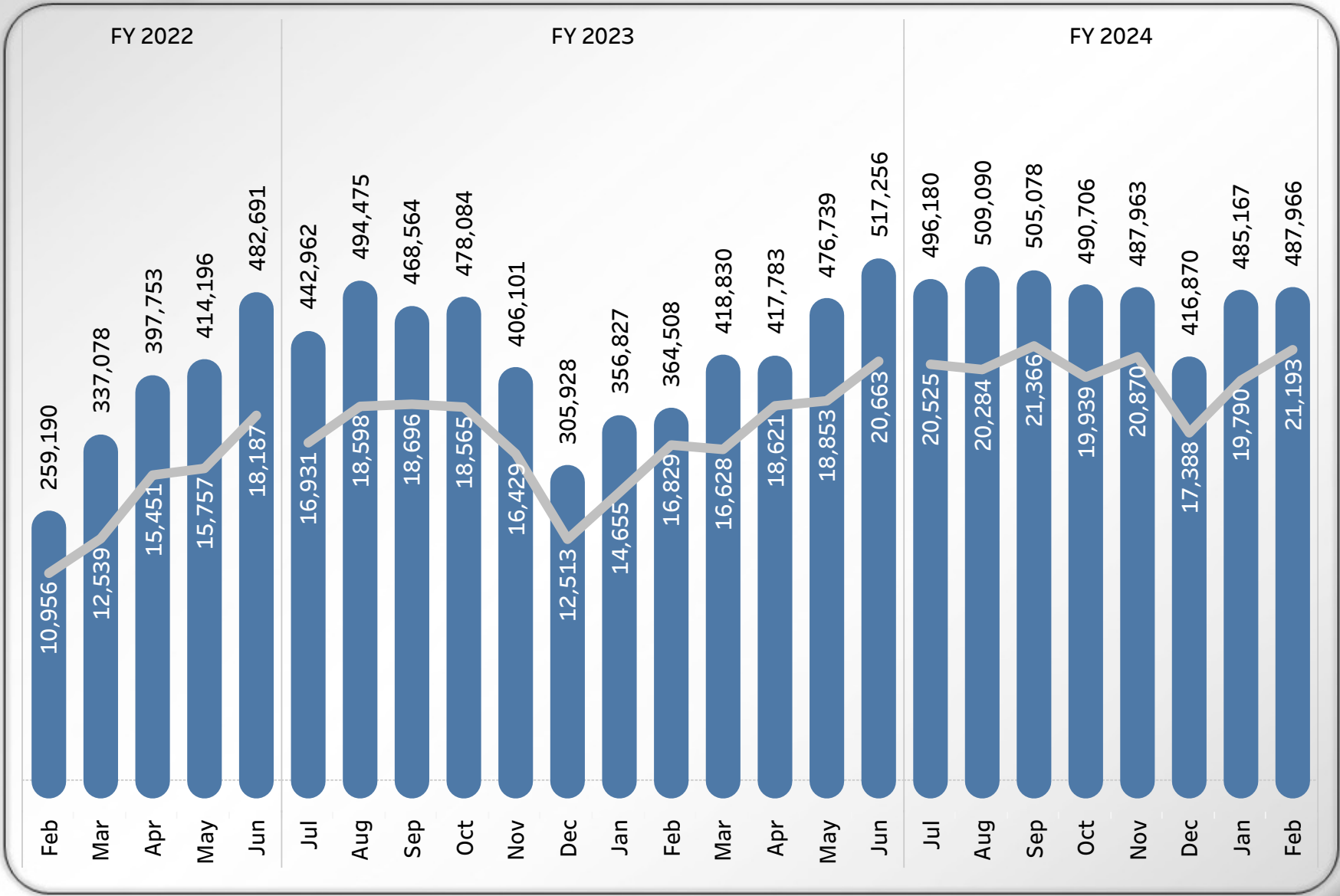
Ridership Executive Summary - Feb 2024

<u>Monthly Performance</u>	Current Year Feb 2024	Pre-Pandemic Feb 2020	Pre-Pandemic to Feb 2024 % Δ	Last Year Feb 2023	Last Year to Feb 2024 % Δ
Total Ridership	487,966	1,406,951	-65.3%	364,508	33.9%
Average Weekday Ridership	21,193	67,218	-68.5%	16,829	25.9%
Average Saturday Ridership	8,363	15,164	-44.9%	5,285	58.2%
Average Sunday Ridership	6,005	10,797	-44.4%	3,964	51.5%

<u>Fiscal YTD Performance</u>	Current Year Feb 2024	Pre-Pandemic Feb 2020	Pre-Pandemic to Feb 2024 % Δ	Last Year Feb 2023	Last Year to Feb 2024 % Δ
Total Ridership	3,879,021	12,534,948	-69.1%	3,317,449	16.9%
Average Weekday Ridership	20,166	68,623	-70.6%	16,684	20.9%
Average Saturday Ridership	7,730	15,523	-50.2%	7,797	-0.9%
Average Sunday Ridership	6,019	11,077	-45.7%	6,642	-9.4%



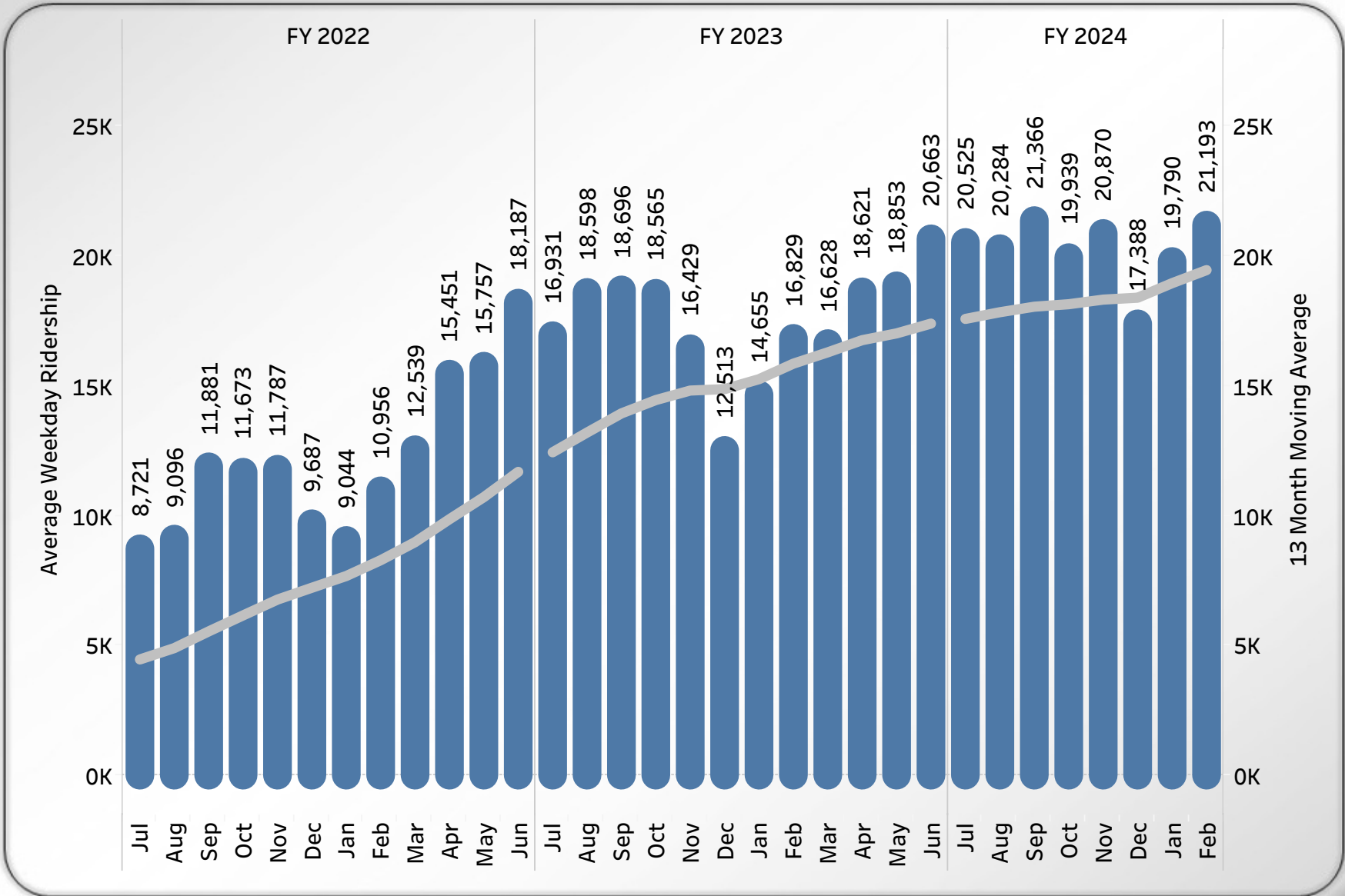
Total Ridership and Average Weekday Ridership - Feb 2024



Legend | Total Ridership | AWR



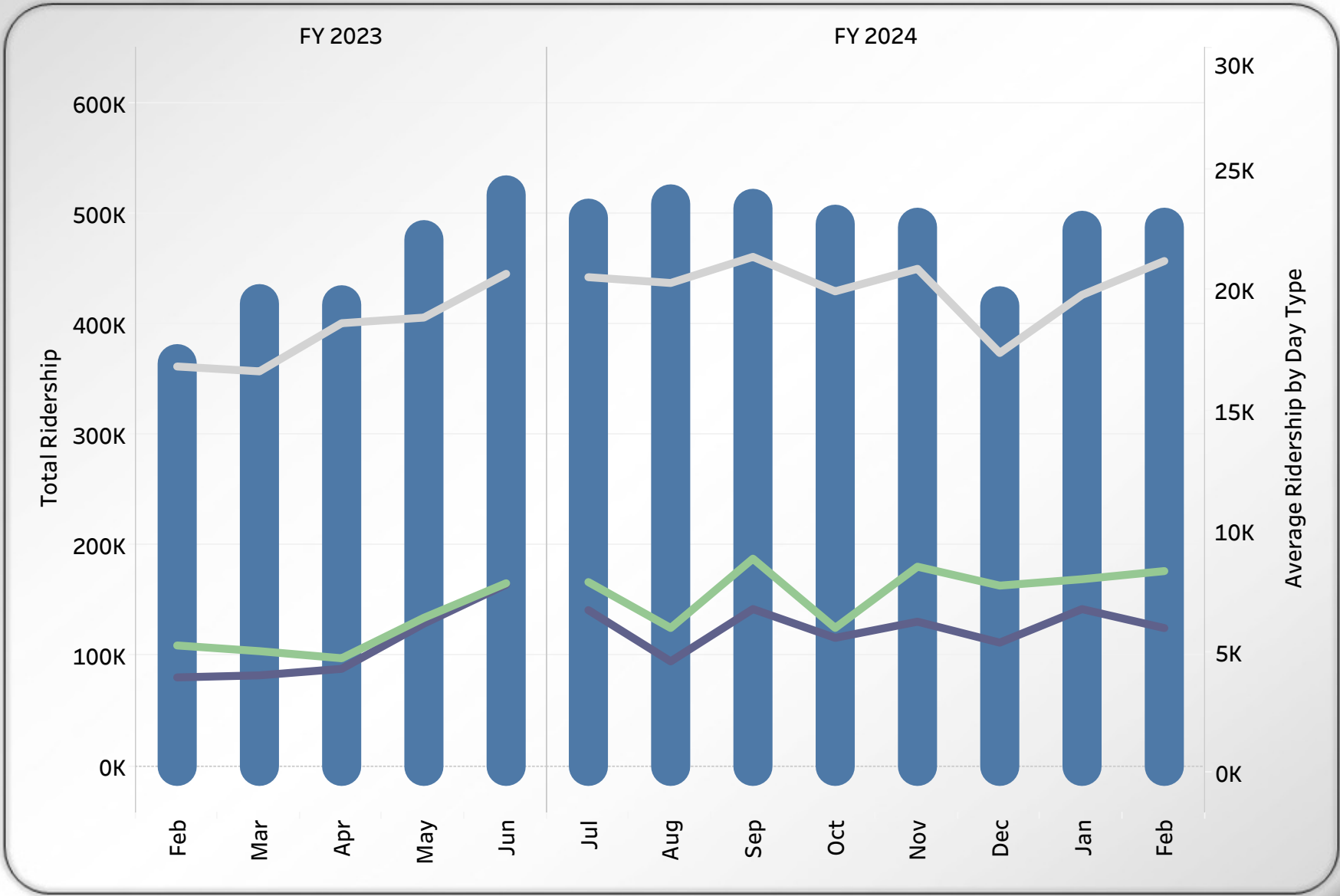
Average Weekday Ridership & 13 Month Average - Feb 2024



Legend | AWR | 13 Month Moving AWR



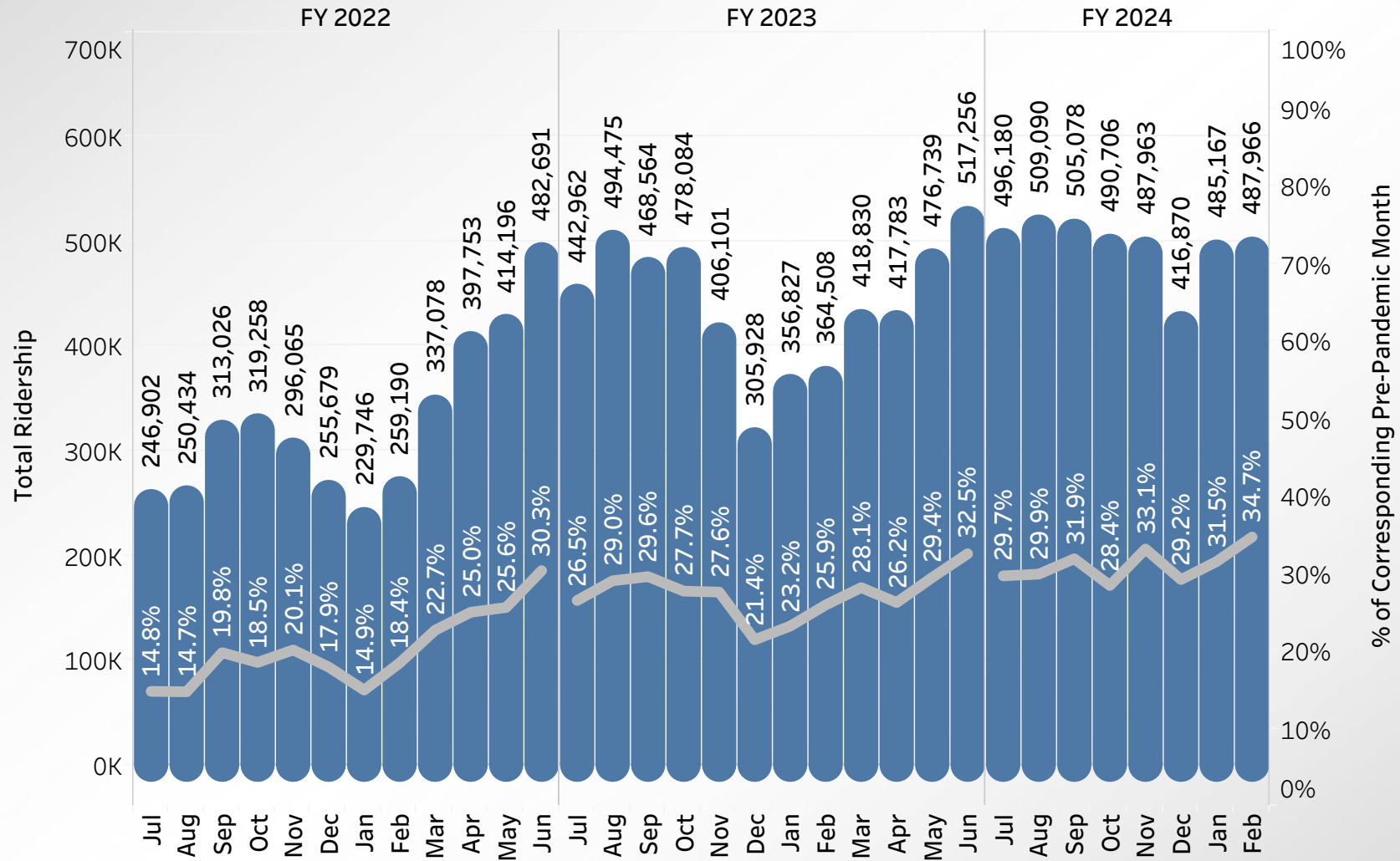
Total Ridership & Average Ridership by Day Type - Feb 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



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

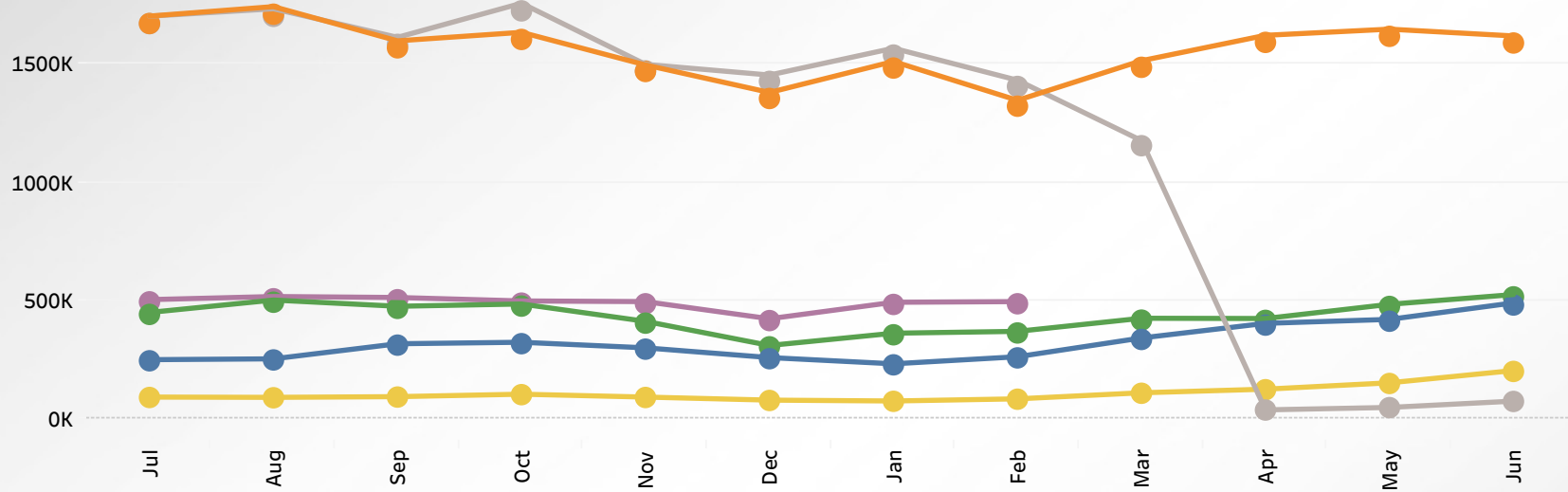


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Feb 2024

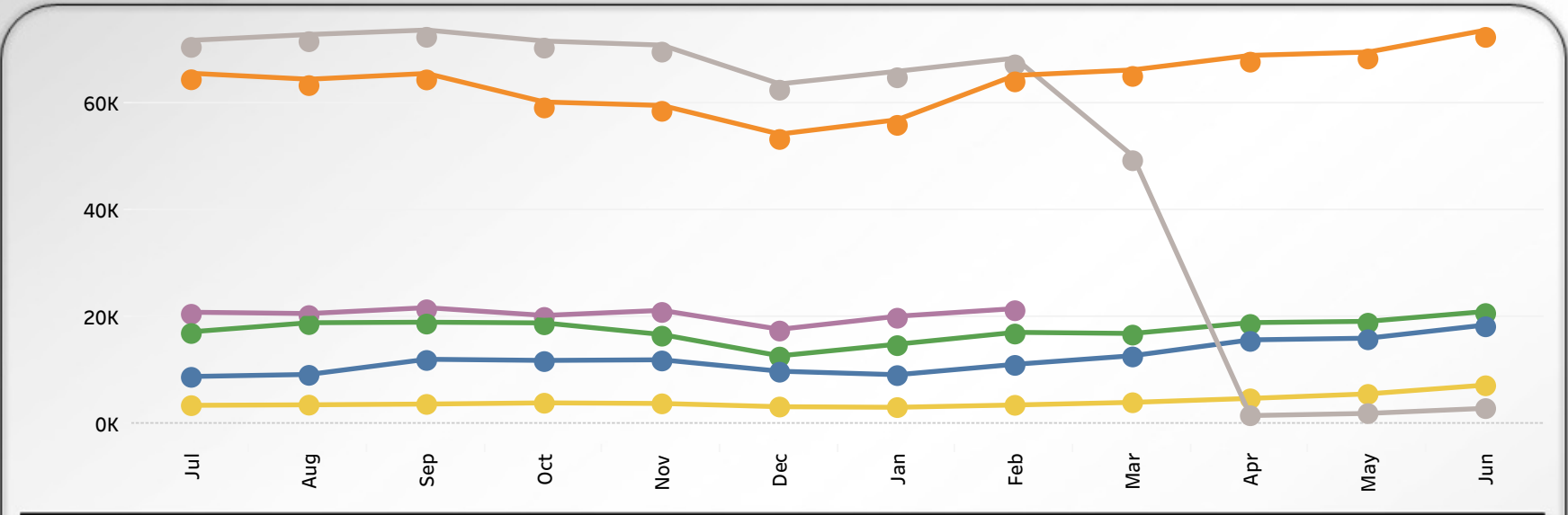


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	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	485,167
Feb	1,323,427	1,406,951	84,365	259,190	364,508	487,966
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 - Feb 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	21,193
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

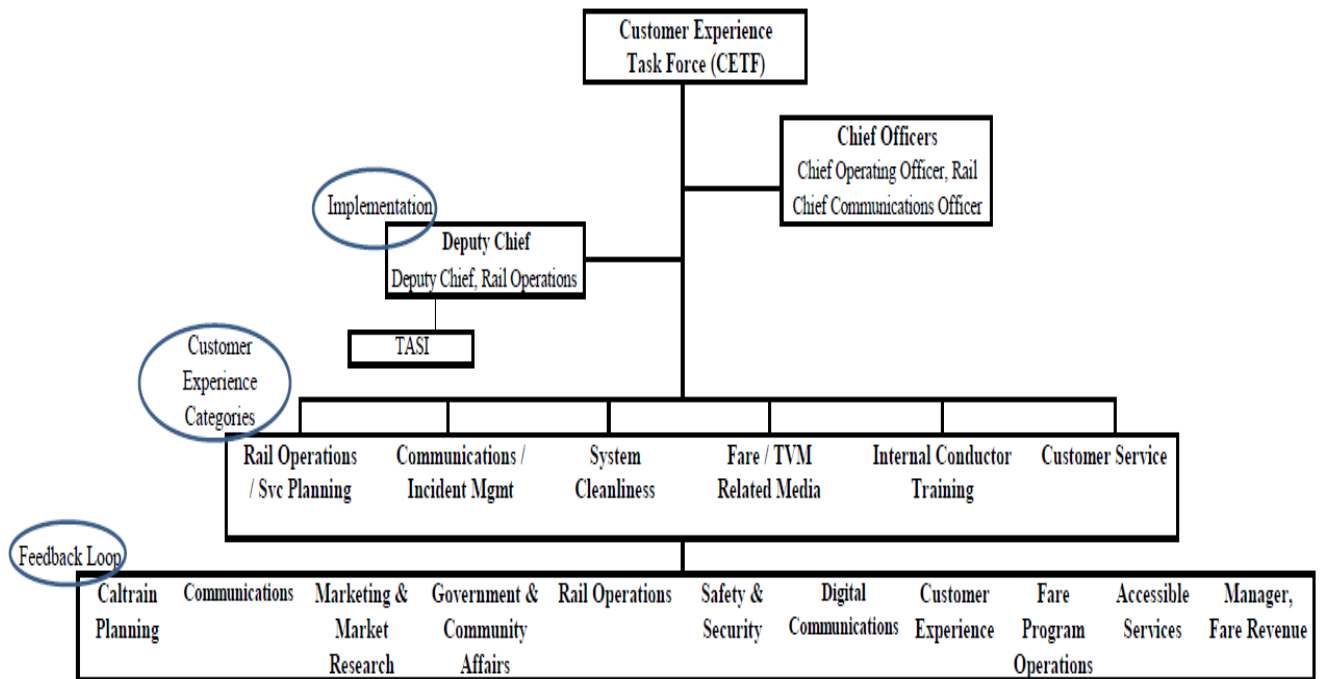
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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:

- Additional weekend shutdowns and service adjustments will be required in 2024 to support the Peninsula Corridor Electrification Project (PCEP) testing.
 - Next weekend shutdowns are targeted for April 2024
 - Service Changes: www.caltrain.com/status
- Platform Signage:
 - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
 - Please visit <http://calmod.org/construction/> for further work segment and construction details.

Communications/Incident Management (CICS)

The taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.
- Global Positioning System application is available for train tracking on [Caltrain website](http://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.
- Fastrak:
 - The ticket booth at San Carlos HQ is now selling Fastrak. Enjoy convenient, fast and cost-effective travel on Bay Area bridges and express lanes. Pay tolls electronically and can use on Bay Area Bridges & Express Lanes.
- Station Experience:
 - Customer Experience Team is starting to walk stations throughout the year, and reporting any needs for safety & cleanliness, as well as assessing what are key stations for any potential improvements for beautification, or making the station feel more welcoming.

- San Jose Diridon:
 - The existing digital signage equipment proved to be beyond repair due to unavailable parts and technical limitations. Operations team is currently in the process of acquiring new test equipment to address the problem effectively. Once we successfully complete the testing phase with one sign to ensure compatibility with our systems and station requirements, staff will proceed order and install the remaining new signs.
- Coming this Spring:
 - Caltrain is enhancing its real-time service alerts to keep passengers informed about train status through text and email notifications. With this upgrade, passengers will have more control over alerts, tailored to their preferred trains and stations. Caltrain is ramping up the speed and precision of all service alerts, ensuring passengers stay in the know every step of the way. This includes seamless integration with third-party trip planning apps and easy access on [Caltrain.com/alerts](https://www.caltrain.com/alerts) (also accessible via the Caltrain app).
- Ambassador Program:
 - Ongoing outreach efforts for the upcoming weekend shutdowns, scheduled over the second and third weekends in April 2024. Ongoing virtual training and sign-ups continue through the end of March. Staff looks forward to supporting Caltrain and Peninsula Corridor Electrification Project PCEP on other outreach needs as the start of electrified service nears.

Marketing Customer Commination

- Digital Marketing:

February celebrated Black History Month, as well as Rosa Parks' Day which is also nationally observed as Transit Equity Day.

Electrification updates: Business Electric Train tour was hosted at San Jose Diridon, Trainsets 7 and 8 arrived, and a March bus bridge was announced.

Caltrain partnered with SF Beer Week as the official transit partner. This opportunity led to cross promotional content, informing attendees not to drink and drive.

The Digital Marketing Team hosted a Valentine's Day Customer Appreciation Activation from San Carlos to Palo Alto giving riders customized Valentine's Day cards and flowers.

At the annual APTA AdWheel Awards Caltrain was awarded first place Best Print Media Educational Initiative and Best Special Event Educational Initiative.
- Caltrain Digital Marketing Highlights:
 - New Black History Month
 - Rosa Parks' Day – Transit Equity Day

- Business Electric Train – San Jose Diridon
- SF Beer Week - Caltrain Official Transit Partner
- 49ers Superbowl Content
- Valentine’s Day Customer Appreciation Activation
- Caltrain awarded Best Print Media Educational Initiative and Best Special Event Educational Initiative at the APTA AdWheel Awards.
- Train sets 7 and 8 arrived
- META HQ marketing activation
- March weekend bus bridge announced
- 2nd Board Meeting of the year
- Weekly “Throwback” post leading to the 160th celebration
- Continued promotion of the new fare rates – Extended
- New Trains, Faster Experience – Electrification Highlights
 - Next Electric Train Tour: May 11th San Carlos
- 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)
 - 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 April 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 will be installed at the San Carlos and San Antonio Stations. Median signs will clearly identify platform designation with “northbound” and “southbound” verbiage added to the signs.
 - San Bruno will be the next SOGR station to begin in April 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
- Strategic Financial Plan

April 17, 2024

- Safety Quarterly Update (tree maintenance)
- Wayfinding
- Access policy update

May 15, 2024

- Electrification Update / Broadband Wireless
-

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
- Go Pass Pricing

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
- Communication Strategy
- Electrified Service Risk Management Strategy
- Distance Based Fares