



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

**July 17, 2024 – Wednesday**

**5:40 p.m.**

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVF0ekISWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>

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

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

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

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial \*67 if you do not want your telephone number to appear on the live broadcast. Callers may dial \*9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial \*6 to unmute themselves when recognized to speak. Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

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

1. Pledge of Allegiance
2. Roll Call
3. Introduction of New CAC Members
  - Rohit Sarathy, San Francisco County
- Re-Appointment of CAC Members
  - Amit Lohe, San Mateo County
  - Melody Pagee (Alternate), San Mateo County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of June 19, 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. Access Policy Update (David Pape)
9. Safety Quarterly Update (Mike Meader)
10. Measure RR Oversight Committee (Sam Sargent)
11. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
12. 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.
13. Date, Time, and Place of Next Meeting  
August 17, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
14. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Rohit Sarathy, Rosalind Kutler, Brian Shaw (Chair),  
**San Mateo County:** Davis Albohm, Amit Lohe, Adrian Brandt (Vice Chair)  
**Santa Clara County:** Patricia Leung, Steven Seebart

**INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas and meeting schedules are available on the Caltrain Web site at [www.caltrain.com](http://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](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 or TTY 650-508-6448

**Availability of Public Records**

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

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

**DRAFT MINUTES OF JUNE 19, 2024**

**MEMBERS PRESENT:** D. Albohm, A. Brandt, R. Jaques (Alternate), J. Torres, M. Pagee (Alternate), B. Shaw (Chair)

**MEMBERS ABSENT:** D. Hernandez (Alternate), R. Kutler, P. Leung, A. Lohe, S. Seebart

**STAFF PRESENT:** J. Hogan, J. Navarrete, B. Thompson

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

**CONSIDERATION OF REQUESTS**

There were none.

**APPROVAL OF MEETING MINUTES OF MAY 15, 2024**

Amendments to the May 15 meeting minutes were reviewed and approved.

Motion/Second: Jaques/ Torres

Ayes: Albohm, Brandt

Abstain: Pagee, Shaw

Absent: Hernandez, Kutler, Leung, Lohe, Seebart

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

Jeff Carter shared his comments during the public comment portion of the meeting.

Doug DeLong shared his comments during the public comment portion of the meeting.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw reported that the Fare Promotions topic has been moved to August in the proposed agenda topics.

Public Comment

None

**2024 FARE CHANGE RECOMMENDATIONS – YOUTH FARE DISCOUNTS**

Bruce Thompson, Manager, Fare Program Operations, provided the presentation which included the following:

- The Fare Structure Change Recommendations.
- Financial Investment Analysis
- Fare Policy Impacts

The full Power Point presentation can be found on caltrain.com.

Mr. Thompson reported that in September 2023, Caltrain introduced four promotional products to provide enhanced value and promote additional ridership. While the 3-Day Pass, Family Day Pass, and Group Day Pass saw modest adoption, the \$1 One-way all zone youth fare, available only on Youth Clipper cards, resulted in a 43% year-over-year increase in Youth Clipper utilization compared to overall ticket sales growth of 18%.

He also reported to build on this success and promote further ridership increases, staff recommends providing an expanded permanent discounted fare program for Youth. This program will provide Youth the opportunity to purchase \$1 one-way fares through Caltrain TVMs, Caltrain Mobile, and Youth Clipper cards; \$2 Day passes at TVMs and Caltrain mobile; and \$24 monthly passes on Youth Clipper cards upon Clipper Next Generation execution. This expanded program with multiple purchase options makes youth ridership much more affordable, easy to understand, and without barriers to purchase, promoting current and future ridership growth and frequency.

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions. Committee suggested marketing improvements regarding marketing for the promotional products and would like to see additional focus on ensuring the youth fares received more effort.

#### Public Comment

Jeff Carter shared comments regarding fare changes during this portion of the meeting.

#### **FARE ENFORCEMENT UPDATE**

John Hogan, Chief Rail Operations Officer provided a fare enforcement update.

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions. It was confirmed that passengers found without fare, may purchase fare on their mobile devices in lieu of being asked to alight the train.

#### Public Comment

Jeff Carter shared comments regarding fare enforcement during this portion of the meeting.

Doug Delong shared comments regarding fare enforcement during this portion of the meeting.

#### **STAFF REPORT**

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

John Hogan, Chief Rail Operations Officer, presented the staff report.

**COMMITTEE COMMENTS**

Members of the Committee shared their comments during this portion of the meeting.

Public Comment

Doug Delong shared comments regarding ridership during this portion of the meeting.

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

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

**ADJOURNMENT**

Meeting adjourned at 7:10 pm

DRAFT

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

TO: JPB CAC

FROM: John Hogan  
Chief Operating Officer

SUBJECT: **STAFF REPORT**

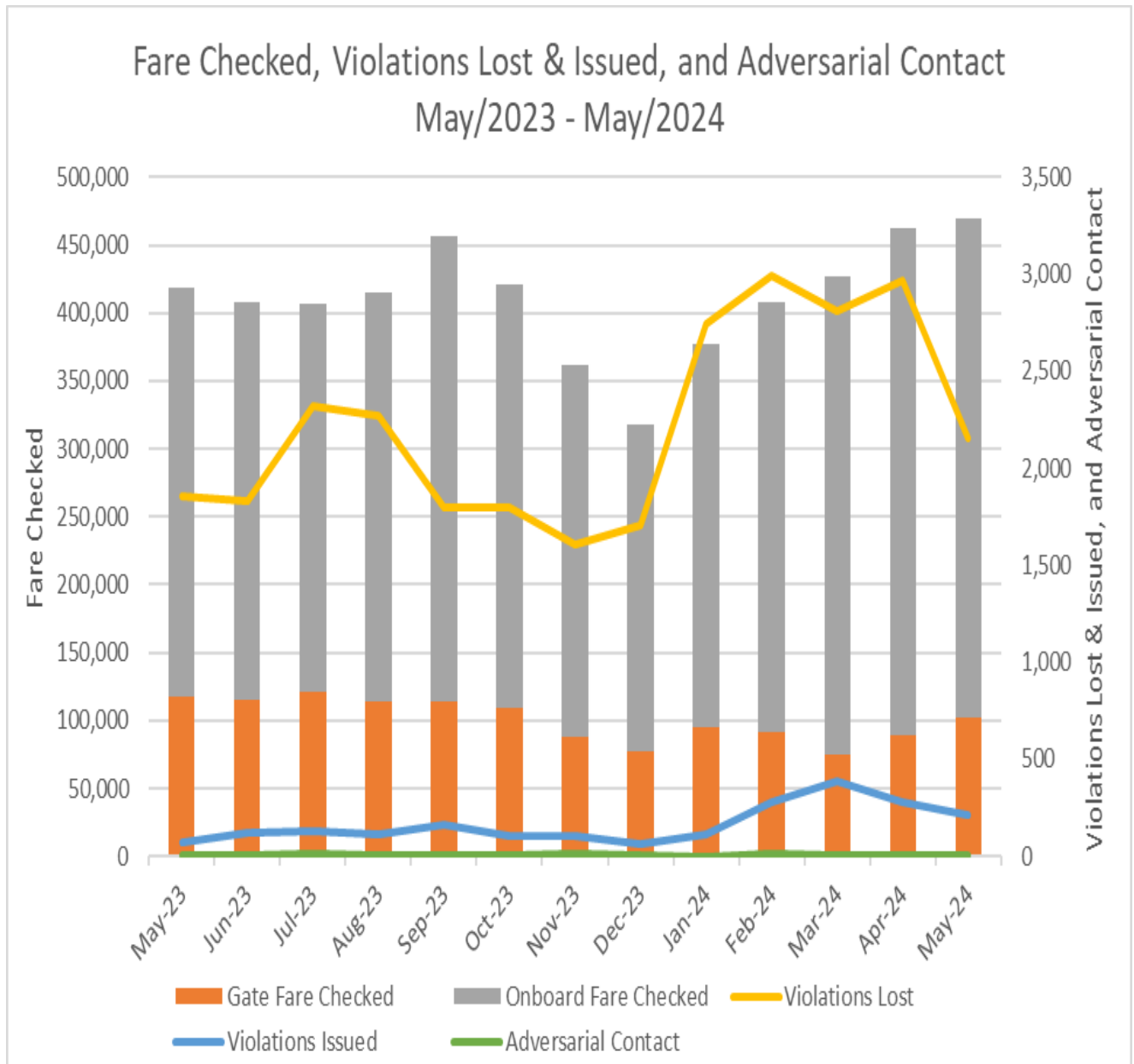
**On-time Performance (OTP) –**

- **June:** The June 2024 OTP was 90.8% compared to 93.6% for June 2023.
  - **Vehicle on Tracks** – There was one day with a vehicle on the tracks on June 26<sup>th</sup> (UPRR Territory @ 5:13 pm), causing 4 trains delayed.
  - **Mechanical Delays** – In June 2024 there were 1021 minutes of delay due to mechanical issues compared to 1107 minutes in June 2023.
  - **Trespasser Strike** – There was one trespasser strike on June 30<sup>th</sup> (South San Francisco @ 11:43 pm), causing 4 trains delayed, resulting in a fatality.
- **May:** The May 2024 OTP was 92.2% compared to 93.8% for May 2023.
  - **Vehicle Strike** – There was one vehicle strike on April 25<sup>th</sup> (San Francisco @ 5:19 pm), causing 1 train terminated, 1 train annulled, and 24 trains delayed.
  - **Trespasser Strike** – There was one trespasser strike on May 12<sup>th</sup> (Hillsdale @ 10:10 am), causing 3 trains delayed, resulting in a fatality.
  - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 4<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 9:45 pm), caused 0 trains delayed. The vehicle on the 8<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 8:51 pm), caused 10 trains delayed. The vehicle on the 24<sup>th</sup> (South San Francisco @ 11:50 pm), caused 2 trains delayed.



## Fare Enforcement Report – July 2024

In May 2024, Caltrain conductors performed a total of 469,185 fare inspections at the terminal and onboard the trains. During this period, 2,153 violations were lost because the rider didn't provide identification and 210 violations were issued. Six incidents were reported as adversarial contact.



## Special Services Ridership Report (May)

### **San Francisco Station**

- San Francisco Giants
  - 13 regular season games in May.
  - Season-to-date ridership at San Francisco station was 152,374, a 15.6% increase compared to 2023 (131,788) and a 29.7% decrease from 2019 (216,620).
- Bay to Breakers
  - Two pre-race special event trains.
  - Pre-race ridership at San Francisco station was 3,035, a 9.3% increase compared to 2023 (2,778) and a 58.6% increase from 2019 (1,914).

### **Santa Clara Station**

- San Jose Earthquakes
  - Three regular season games in May
  - Season-to-date ridership at Santa Clara station was 1,369.
- Bay FC
  - Two regular season games in May.
  - Season-to-date ridership at Santa Clara station was 2,243.

\* 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 May 31, 2024, and is subject to change prior to the July 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.

In June 2024, to prepare for demolition, the JPB installed bird nesting deterrent measures on the old MT-1 bridge, continued fabrication of precast girders for the new MT-1 bridge, and continued discussions with environmental permitting authorities to achieve consistency between environmental permits.

In July 2024, JPB staff will continue discussions with environmental permitting authorities to enable the start of MT-1 bridge demolition in 2024 and permit amendments for construction in 2025 and 2026. Based on these discussions, JPB staff will prepare an updated project schedule and estimated cost projections.

Schedule - To adapt the project's construction approach to align with new environmental permits, prior environmental permits must be amended for consistency. The resulting construction approach, allowable work hours, and resulting project schedule are the subject of ongoing discussions with environmental permitting authorities. JPB staff will continue to work with environmental permitting authorities to determine the revised project approach and will provide an updated schedule to the Board.

Budget – Preliminary forecasts indicate that environmental permitting challenges are likely to increase project costs above the approved project budget. Anticipated cost drivers are construction delays and extended overhead, including JPB's costs for environmental and construction oversight.

Funding - The approved funding plan for the project relies on multiple sources including State of Good Repair (SOG) Federal grants. The projected timing for receipt and availability of funds from each source is anticipated to support the ongoing progress and timely completion of the project. The "Funding" status light will remain "Red" until FY24 funding appropriated by the Board in June 2023 is made available to 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.

May: Installed Main engine, HEP engine, HEP hatch, air equipment for locomotive 928. 923 hatch have been blasted and primer applied. Rust repairs were nearly completed.

June: Start the main engine water piping for 928. Unit will then go in for interior and exterior painting. Paint hatches and install HEP.

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. Requested supplemental funding as part of the FY25 budget amendment.

- **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.

May: 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.

June: 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.

- **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.

May: A total of 11 EMU trains have been equipped with the Broadband equipment to date. Continued construction in Segments 1 and 2. Continued the fiber splicing for the Control Points and wayside radios. Work is 90% completed with the Wayside radio installations. Conducted a segment test in Segment 3 with an EMU train. The result of

the segment test showed that the train roof antennas required adjustments. After adjustments, re-ran the segment test and results were positive.

June: Complete the construction in Segment 2 and Segment 1. Complete fiber splicing and testing of the fiber network. Conduct the factory bench test for system functionalities.

Delay in availability of remaining funds: The remaining activated funds are insufficient to cover the entire construction phase. The "Funding" status light will remain "Red" until the remaining funds are available to the project.

- **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.

In May 2024, TASI continued site work required for Stacy and Witbeck (SWI) to remobilize. TASI progress has been impacted by unforeseen site conditions and other high priorities on the railroad. Bi-Weekly progress meetings are being held with TASI. Construction Management staff continue to support the project on an as-needed basis and continue to hold weekly progress meetings with SWI in preparation for remaining construction activities.

In June 2024, TASI and SWI will coordinate work and continue construction activities. SWI will perform trackwork under single tracking outages weekend of May 31st- June 2nd. 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.

May: Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Construction Management staff is holding progress meetings as needed during this delay. Ongoing bi-weekly progress meetings being held with TASI for signal construction scope.

June: 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 late July or early August of 2024, pending further updates from the City of Palo Alto.

- **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.

May: Site Specific Work Plan (SSWP) for Option 1 and Option 2 stations are in progress. Bench test for VMS has been completed. VMS replacement has started from Palo Alto station.

June: Complete base stations and gain approval for 4th & King station isolation and SSWP approval for option 1 and option 2 stations.

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

- **San Francisquito Creek Emergency Bank Stabilization:** Stabilize and protect the northern bank of the San Francisquito Creek to prevent erosion from undermining the northern abutment of Caltrain's existing San Francisquito Creek Bridge, the northern foundations of the Alma Street Bicycle Bridge owned by the City of Palo Alto, and an existing drainage outfall owned by the City of Menlo Park.

During the month of May 2024, the JPB team monitored the performance of the temporary stabilization measures, submitted archaeological coring results to the US Army Corps of Engineers (USACE), and received confirmation that the USACE now has sufficient information to begin reviewing the project's Section 404 permit application.

During the month of June 2024, the JPB team will continue to monitor the performance of the temporary stabilization measures and continue to pursue a Section 404 Permit from the US Army Corps of Engineers (USACE). The potential need for a formal Section 7 consultation has increased the risk that the Section 404 Permit will not be obtained in time to construct the permanent stabilization during the 2024 dry season. Therefore, JPB staff is evaluating adjustments to the project schedule, emergency status, contracts, and budget to reflect the likelihood of the permanent stabilization being postponed to 2025.

The project continues to pursue a Section 404 permit from the US Army Corps of Engineers (USACE) for the implementation of permanent stabilization measures. At this time, it appears highly unlikely that the permit will be received in time to implement the permanent stabilization measures during the 2024 dry season. Therefore, this report forecasts that the permanent stabilization will be postponed to the 2025 dry season, as reflected in the red "Schedule" light above. Preliminary assessments indicate that the temporary stabilization measures implemented in late 2023 are sufficient to protect the bridge during the 2024-2025 winter.

- **San Mateo Replacement Parking Track:** The project involves the preparation of an amendment to the previously obtained environmental clearance report and final design of a "set out track" to replace the one that was removed in the Bay Meadows area to facilitate the construction of the 25th Ave. Grade Separation Project. The track, which will be located between 10th and 14th Aves., will be accessed from 9th Ave., approximately 1,000 feet in length and have a single switch. Electrification is not part of the base funding plan. Supplemental funding will be needed to electrify the replacement parking track.

May: SWI Continues with construction activities. Budgets/Grants continues to work with Caltrans on Program Supplement (PS) for \$3.77M in LPP funds, will proceed with requesting Pre-approval spending authority (PASA) if PS is not executed.

June: In June 2024, Grants team will continue to work with Caltrans to execute program supplement agreement for LPP funds. SWI will complete grading activities and begin sound wall construction.

Additional funding is required to be activated to cover construction phase of the project. \$3.77M in LPP funds still need to be activated. Grants staff are working on the Program Supplement with Caltrans, will proceed with requesting Pre-approval Spending Authority (PASA).



# 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 10<sup>th</sup> of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10<sup>th</sup>, 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





# Caltrain Ridership Estimates Download

[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
1. Caltrain Monthly Ridership Estimates	Monthly estimates of total system-wide ridership (beginning July 2017).
2. Caltrain Monthly AWR Estimates	Monthly estimates of system-wide AWR (beginning July 2017).
3. Caltrain Monthly Ridership Estimates – Fare Media Detail	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
4. Caltrain Monthly Ridership Estimates – Origin Station Detail	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
5. Caltrain Calendar	Caltrain day type assignments used to calculate averages.



## Ridership Executive Summary - Jun 2024

<u>Monthly Performance</u>	Current Year Jun 2024	Pre-Pandemic Jun 2019	Jun 2024 % of Pre-Pandemic	Last Year Jun 2023	Jun 2023 to Jun 2024 % Change
Total Ridership	590,986	1,590,653	37.2%	517,256	+ 14.3%
Average Weekday Ridership	24,583	72,370	34.0%	20,663	+ 19.0%
Average Saturday Ridership	10,266	16,637	61.7%	7,859	+ 30.6%
Average Sunday Ridership	9,600	12,012	79.9%	7,806	+ 23.0%

<u>Fiscal YTD Performance</u>	Current Year Jun 2024	Pre-Pandemic Jun 2019	Jun 2024 % of Pre-Pandemic	Last Year Jun 2023	Jun 2023 to Jun 2024 % Change
Total Ridership	6,208,182	18,486,473	33.6%	5,148,057	+ 20.6%
Average Weekday Ridership	21,291	63,029	33.8%	17,366	+ 22.6%
Average Saturday Ridership	8,382	23,865	35.1%	7,193	+ 16.5%
Average Sunday Ridership	6,766	22,063	30.7%	6,274	+ 7.8%

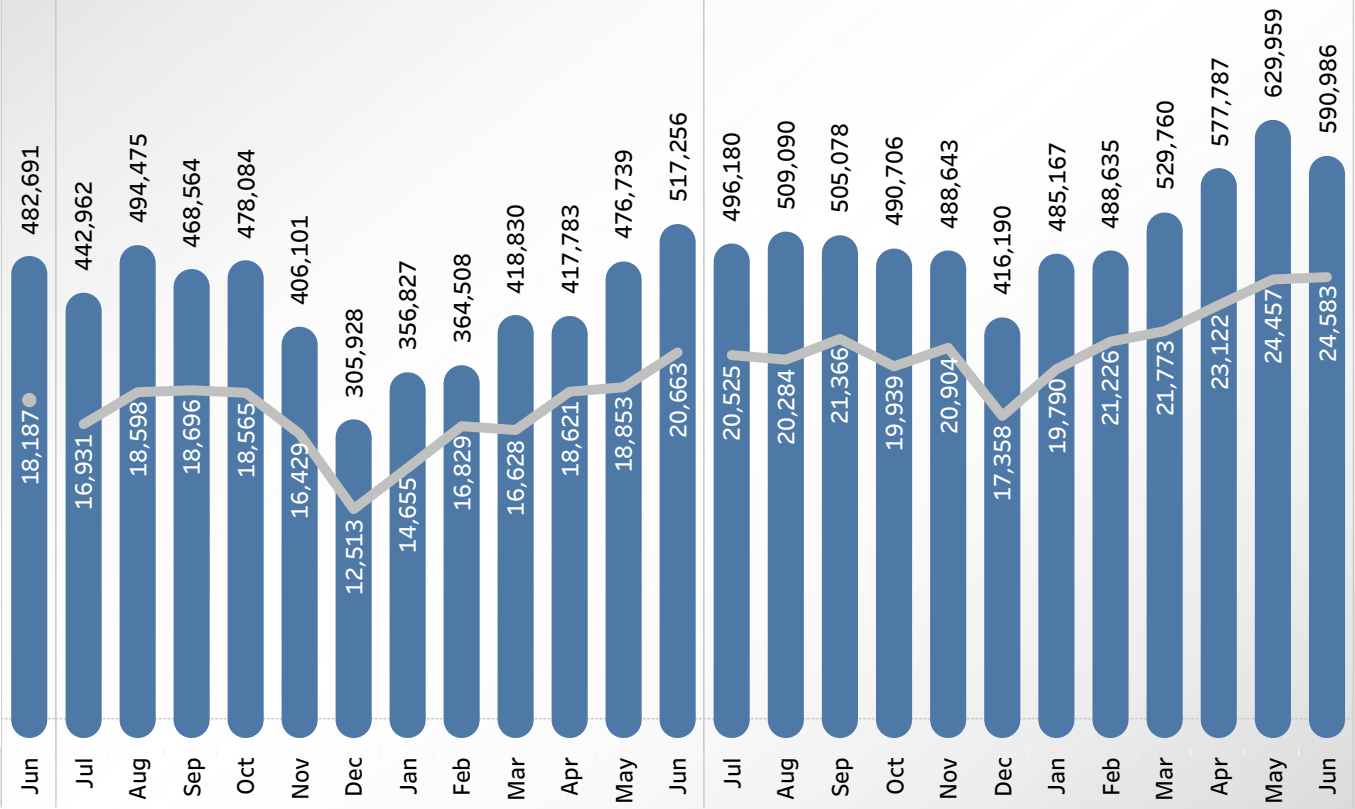


# Total Ridership and Average Weekday Ridership - Jun 2024

FY ..

FY 2023

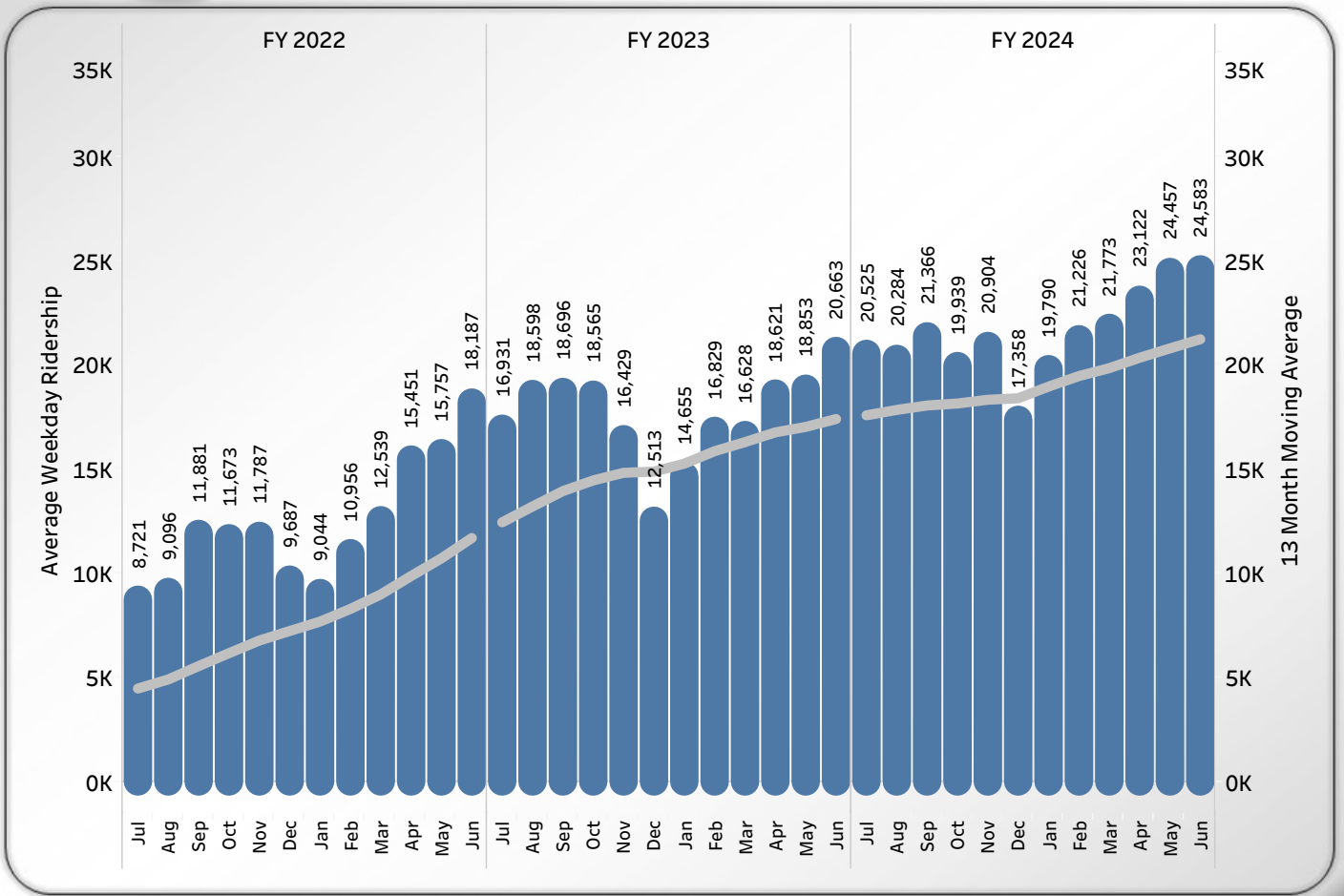
FY 2024



Legend | Total Ridership | AWR



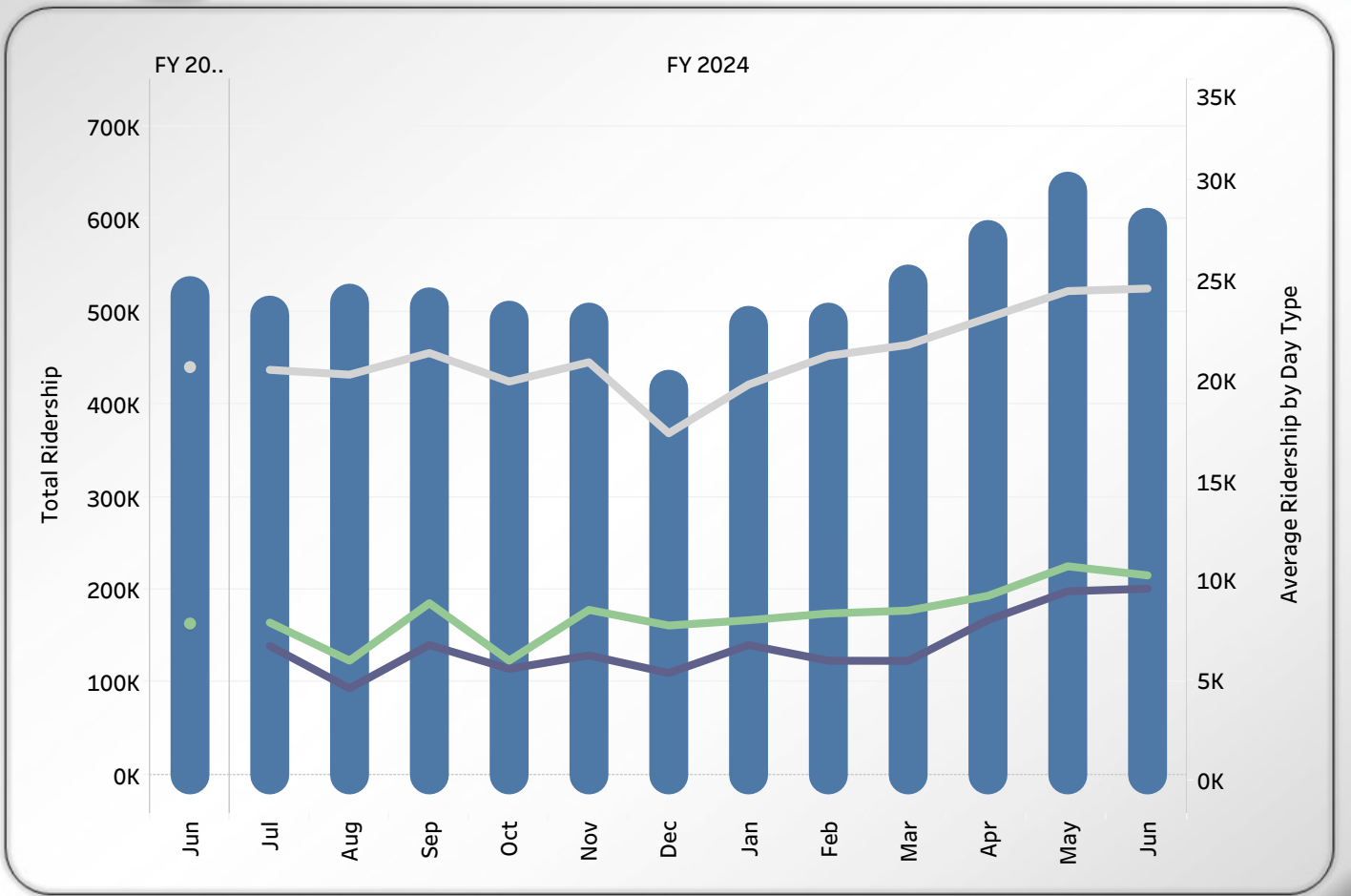
# Average Weekday Ridership & 13 Month Average - Jun 2024



Legend | AWR | 13 Month Moving AWR



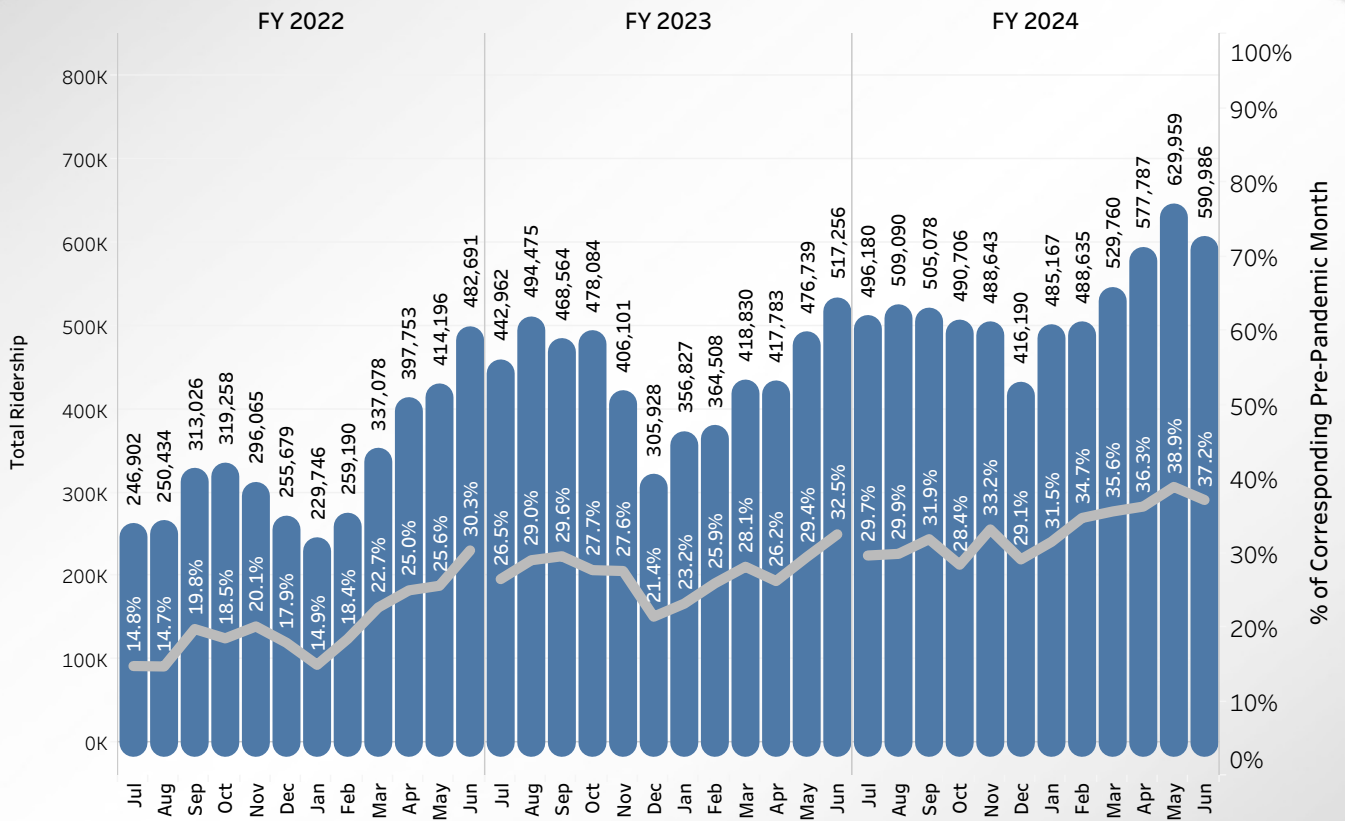
# Total Ridership & Average Ridership by Day Type - Jun 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



# Total Ridership & % of Pre-Covid Month Ridership - Jun 2024

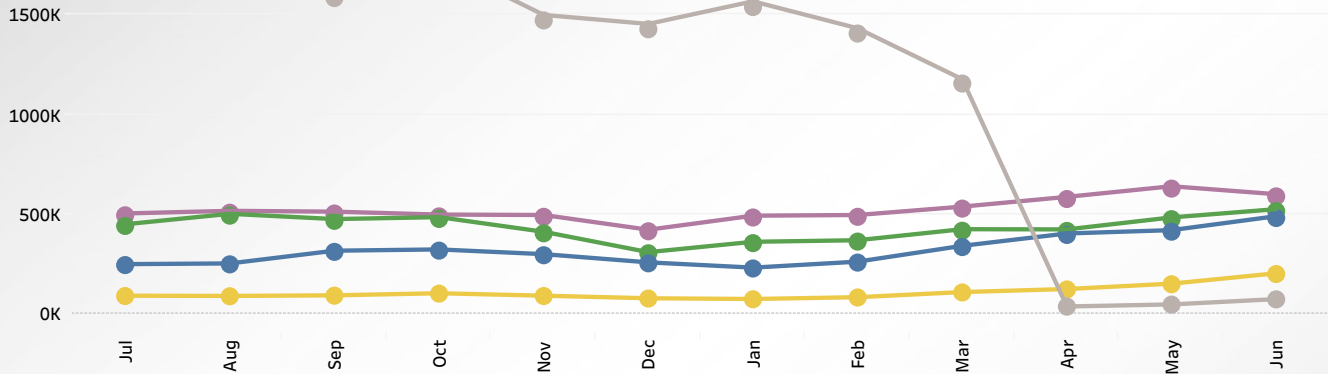


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



# Caltrain Total Ridership - Jun 2024

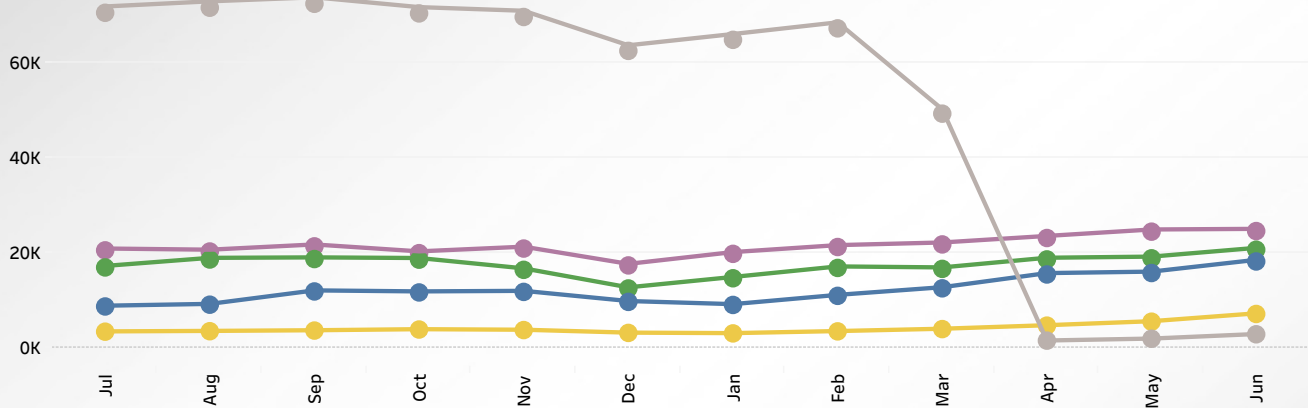


	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>
<b>Jul</b>	1,672,672	91,703	246,902	442,962	496,180
<b>Aug</b>	1,703,334	90,538	250,434	494,475	509,090
<b>Sep</b>	1,584,833	93,486	313,026	468,564	505,078
<b>Oct</b>	1,726,436	103,686	319,258	478,084	490,706
<b>Nov</b>	1,472,693	91,699	296,065	406,101	488,643
<b>Dec</b>	1,428,363	79,078	255,679	305,928	416,190
<b>Jan</b>	1,539,666	75,485	229,746	356,827	485,167
<b>Feb</b>	1,406,951	84,365	259,190	364,508	488,635
<b>Mar</b>	1,156,388	109,519	337,078	418,830	529,760
<b>Apr</b>	38,584	124,522	397,753	417,783	577,787
<b>May</b>	48,745	150,923	414,196	476,739	629,959
<b>Jun</b>	74,908	201,872	482,691	517,256	590,986

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



# Caltrain Average Weekday Ridership - Jun 2024



	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
<b>Jul</b>	70,493	3,419	8,721	16,931	20,525
<b>Aug</b>	71,557	3,517	9,096	18,598	20,284
<b>Sep</b>	72,387	3,654	11,881	18,696	21,366
<b>Oct</b>	70,360	3,873	11,673	18,565	19,939
<b>Nov</b>	69,607	3,760	11,787	16,429	20,904
<b>Dec</b>	62,480	3,162	9,687	12,513	17,358
<b>Jan</b>	64,806	3,058	9,044	14,655	19,790
<b>Feb</b>	67,218	3,484	10,956	16,829	21,226
<b>Mar</b>	49,276	3,965	12,539	16,628	21,773
<b>Apr</b>	1,536	4,693	15,451	18,621	23,122
<b>May</b>	1,935	5,521	15,757	18,853	24,457
<b>Jun</b>	2,871	7,143	18,187	20,663	24,583

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





# Ridership Type Trip Distribution

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

## Select Month

June 2024

## Total Monthly Trips\*

June, 2024: 590,986

## TIP:

Click an item below to filter the dashboard.  
Press "esc" to clear filter.

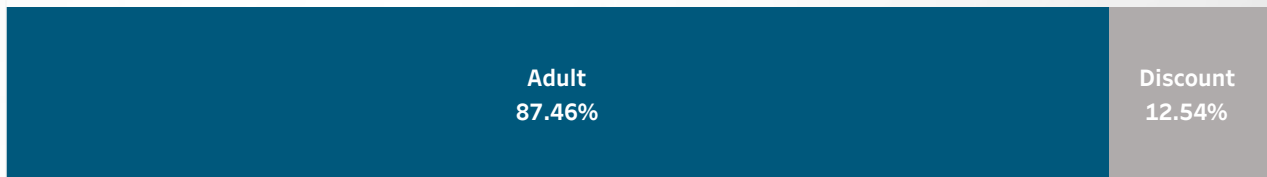
### Pass Type



### Fare Media Channel



### Fare Type



\*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



# Caltrain Total Ridership by Origin Station

Select Month

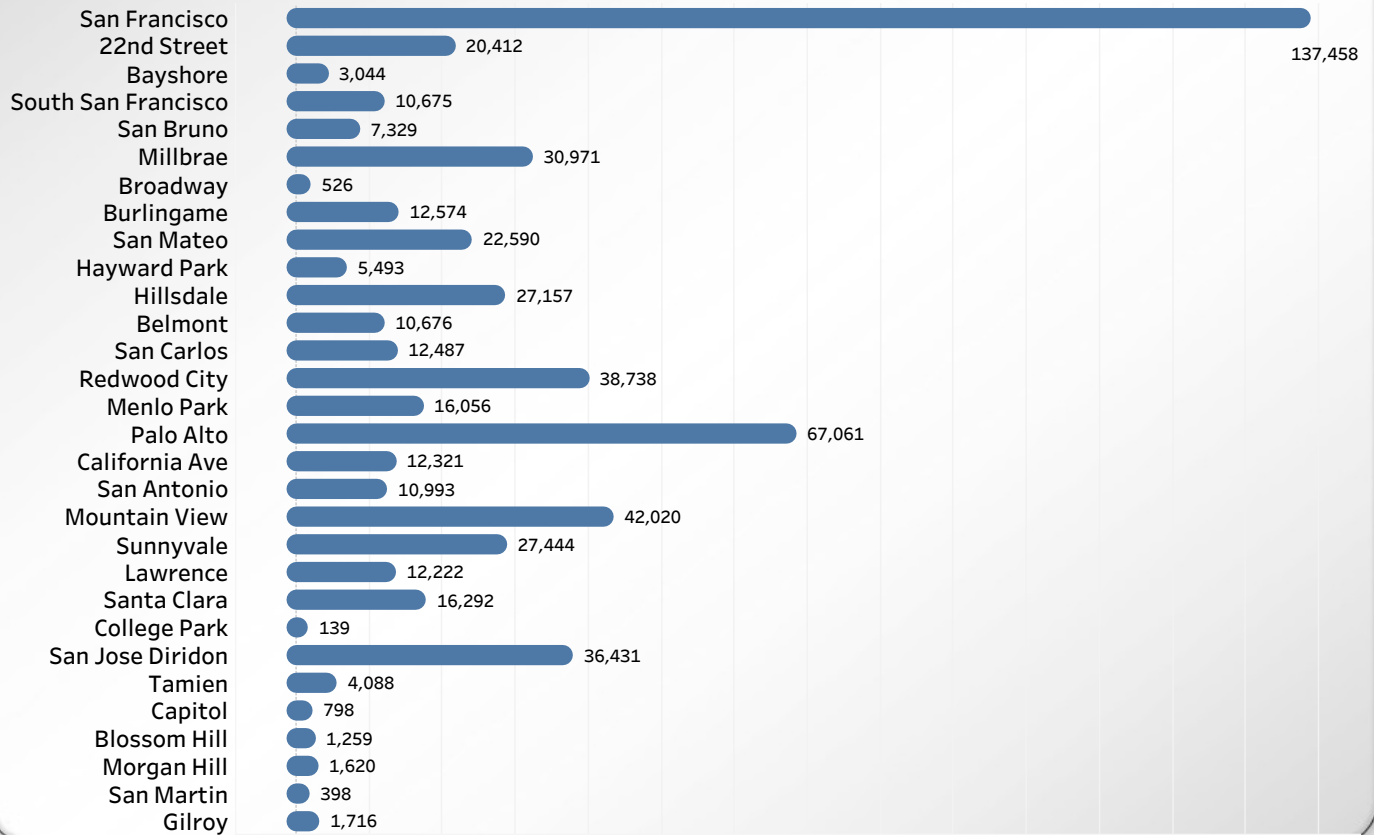
June 2024

Select Origin Stations

All

Sort By

Geography



Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



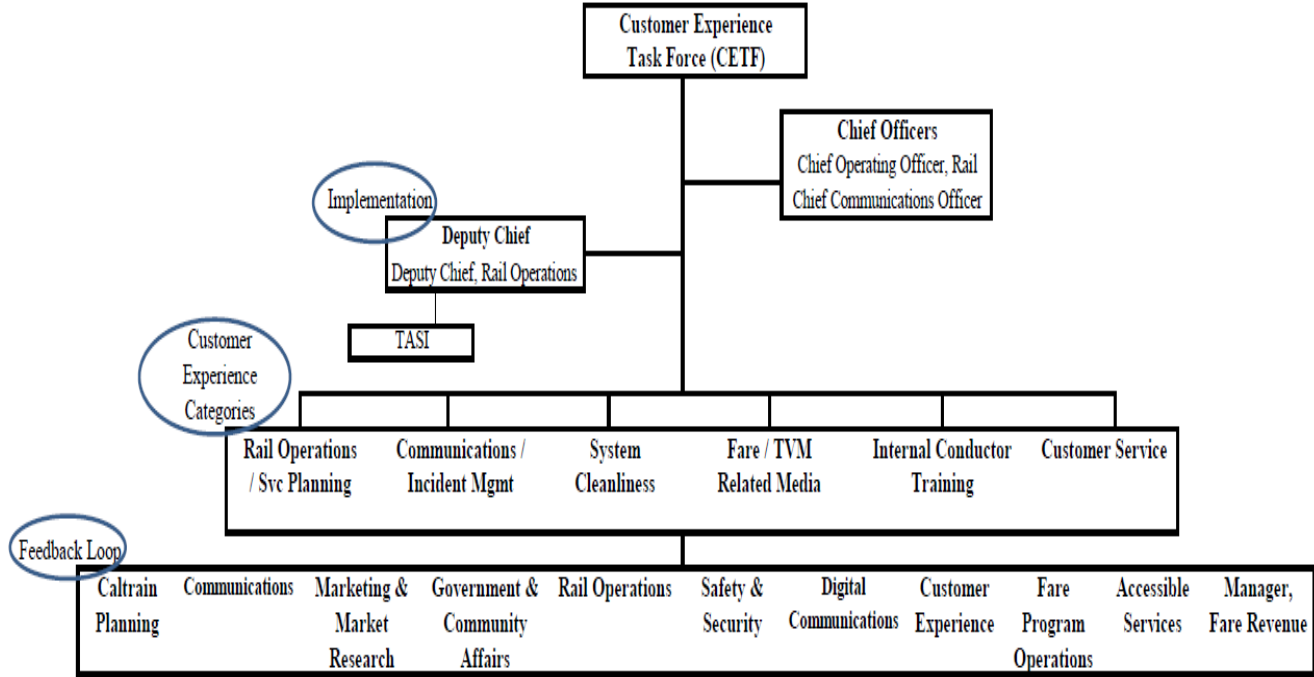
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

**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:

- Soft Launch Electric Trains:
  - Mid-August 2024: Introduce first electric trains into existing service schedule
  - Gradually introduce additional electric trains into service each week
  - Gradually ramp up electric train service over a 4-to-6-week period leading up to electrified service
  - Benefits:
    - Alleviates Storage Constraints
    - Improved Reliability
    - Staggered Maintenance
    - Service Demonstration
    - Ensure Smooth Transition
- Caltrain Electrified Service:
  - The new Electrification Schedule will go into effect on September 21, 2024.
  - The weekday and weekend timetables are being finalized.
  - For more information: <https://www.caltrain.com/projects/electrification/project-benefits/Caltrain-electrified-service-plan>
  - Implementation is underway and the outreach plan is in development.
- 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](#).

## **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

## **Customer Experience**

The taskforce is spearheading efforts to partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer’s experience.

- New text & email alerts for service changes is live! [Visit Caltrain.com/alerts](https://www.caltrain.com/alerts) for the latest service updates or [caltrain.com/textalerts](https://www.caltrain.com/textalerts) to subscribe to our new alerts feature. This new service lets you sign up to receive text or email alerts for your selected trains and stations. To subscribe, visit [caltrain.com/textalerts](https://www.caltrain.com/textalerts), enter your phone number or email, and follow the prompts.
- New LED boards are installed at San Jose Diridon tunnel for Caltrain service information.
- The Ambassador team supported riders going to Mountain View to attend Copa America's final soccer matches and provided additional wayfinding signage for Caltrain customers to find their way to VTA line.
- Ambassador outreach wrapped up the final Caltrain weekend bus bridge. Outreach staff engaged a few hundred customers to inform them of the temporary impacts to service.

### **Marketing Customer Communication**

- Digital Marketing:
  - Electrification updates: The full corridor shutdown was completed on June 8 and 9, the closure was completed seamlessly proving all marketing efforts were successful. This shutdown marked the final closure before electrification begins in September. It was announced during the June Board meeting that electric trains will be launched on September 21, with a soft launch in August.
  - Events: Pride was our largest customer facing event in the month of June. The theme was Love, it's electrifying created by members of the communication team. Celebration occurred on June 30, staff members joined onboard joined by Drag Queens aboard the first special train leading to a celebration at 4th and King station. Staff gave out swag like fans, stickers, and shirts.
  - Communication: A new text and email alert system was soft launched to riders, providing direct access to their trains, their commute their way. Previously this work had been completed manually from 7 am to 7 pm by members of the Digital Media team, providing updates on Twitter (x).
- Caltrain Digital Messaging Highlights:
  - Full weekend service interruption
  - Pride
  - Giants Baseball
  - Text and email alerts were soft launched mid-June
  - Juneteenth
  - New digital signs were placed in Diridon
  - Social Giveaway with Stanford Live for Dom Dolla Event
  - Copa America at Levis Stadium
  - Electric train vs Diesel video was shared to show difference of both vehicles
  - CaliClasico
  - Dodgers vs. Giants, back to the Bay.

### **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 and at station e-locker marketing in Summer of 2024. We will continue to monitor use with an eye toward adding more lockers as needed. More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Bike Parking Vendor
  - Station visits and site analysis related to unstaffed bike rooms has begun. Concept ideas for priority stations should be available in late 2024.
- Caltrain Next Generation Visual Message Signs
  - The Next Generation Visual Messaging Signs (VMS) Project is upgrading the VMS at 22 Caltrain stations, including San Francisco, 22nd Street, Bayshore, San Bruno, and others. These signs provide critical information to riders, such as train arrivals, delays, and platform changes. The new signs will feature color capability, improved resolution, better pixel density, enhanced maintainability, easier troubleshooting, and modular repair options. Construction began on May 13, 2024, and will continue through Fall 2024, enhancing the overall experience for Caltrain riders. So far, we have installed new VMS at Palo Alto, Mountain View, Santa Clara, and San Jose stations.
- Mini-High Platform Project
  - The Mini-High Platform Project will install 14 new accessible ramps (known as mini-highs) at 8 stations to provide reliable and accessible service to individuals who use a wheelchair, mobility device or are unable to use the train stairs.
  - The 13 stations include: Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence and Tamien. Passengers in need of mobility assistance currently use manual wayside lifts at these stations to board the train. These current lifts require ongoing maintenance and impact train schedules.
- Caltrain Electrification
  - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](http://caltrain.com/status))
  - A section of the new website is dedicated to Caltrain Electrification with project information. [www.Caltrain.com/electrification](http://www.Caltrain.com/electrification)

- Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
- Caltrain has created factsheets detailing the electrified service benefits by city. Learn more at [caltrain.com/servicebenefits](https://caltrain.com/servicebenefits).

### **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):
  - Mini SOGR projects are currently underway at various stations to prepare for the Electric Train Launch in September 2024:
    - San Mateo
    - Hayward Park
    - Menlo Park
    - Palo Alto
    - Millbrae
    - Hillsdale
    - Belmont
    - Burlingame
    - San Carlos
- Station Signage:
  - Installation of new Standard Median Directional Signage with clear platform designation using "northbound" and "southbound" verbiage is currently in progress.
- Hayward Parking Lot:
  - Striping and numbering of parking spaces is tentatively scheduled for August 2024.



**AGENDA ITEM # 11 (b)**  
**July 17, 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
- Legislation Update (tentative)
- Wayfinding

June 19, 2024

- Fare Enforcement update
- Fare Changes effective September 1

July 17, 2024

- Safety Quarterly Update
- Measure RR Oversight Committee
- Access Policy update

August 21, 2024

- Electrification Update
- Fare Promotions update (tentative)

September 18, 2024

- Distance Based Fares (tentative)
- Energy Procurement (tentative)
- Grade Crossing Strategy (tentative)

October 16, 2024

- Safety Quarterly Update
- Go Pass Pricing

November 20, 2024

- Brown Act Training
- 

December 18, 2024

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**Requested items for future meetings:**

- Service expansion
  - Service and ridership south of San Jose, including blended corridor
  - Downtown Extension
- Communication Strategy
- Electrified Service Risk Management Strategy