



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

August 21, 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>

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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. Volunteers for the Measure RR Oversight Committee
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of June 19 & July 17, 2024
6. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
7. Chairperson's Report
8. Electrification Update (Brent Tietjen)
9. Caltrain/Bart Schedule Coordination (Ted Burgwyn)
10. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. Committee Comments
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
12. Date, Time, and Place of Next Meeting
September 18, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: **San Francisco City & County:** 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. 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 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, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 7:10 pm

DRAFT

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 JULY 17, 2024

MEMBERS PRESENT: A. Brandt, R. Jaques (Alternate), R. Kutler, A. Lohe, M. Pagee (Alternate), S. Seebart, B. Shaw (Chair)

MEMBERS ABSENT: D. Albohm, D. Hernandez (Alternate), P. Leung, R. Sarathy,

STAFF PRESENT: H. Flores, J. Hogan, M. Meader, J. Navarrete, S. Sargent

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

INTRODUCTION OF NEW CAC MEMBERS AND REAPPOINTMENTS

New CAC member

- Rohit Sarathy, San Francisco County.

Re-Appointment of CAC Members

- Amit Lohe, San Mateo County
- Melody Pagee (Alternate), San Mateo County

CONSIDERATION OF REQUESTS

There were none.

APPROVAL OF MEETING MINUTES OF JUNE 19, 2024

- Amendments were made to the June 19 meeting minutes to include the discussion with staff regarding the damaged trains.
- Due to not enough members present from the June 19 meeting, the approval of these minutes has been tabled until the next meeting on August 21, 2024.

Motion/Second: Brandt/Pagee

Ayes: Shaw

Abstain: Kutler, Lohe, Sarathy, Seebart

Absent: Albohm, Hernandez, Jaques, Leung

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter mentioned that he has written correspondence in the packet regarding the Visual Messaging Signage (VMS) displaying the incorrect information at 22ND ST station and that he is looking forward to the electric train soft launch.

CMF via Zoom commented that they signed up for the new alert system and find it not to be useful for occasional riders and suggests an alert process for real time and trip planning.

CHAIRPERSON'S REPORT

Chair Brian Shaw reported that agendas items continue to be scheduled accordingly with staff. He also mentioned the importance of quorums.

Public Comment

None

CALTRAIN STATION ACCESS POLICY UPDATE

Hannah Greenberg, Planning Analyst, Capital Planning, provided the presentation which included the following:

- Caltrain's 2010 Access Policy
- Project Overview
- Draft Station Access Policy
- Next Steps

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

The Committee and staff had a discussion regarding metrics for success in the long-term and how the program's effectiveness would be measured. Another committee member highlighted the need to consider underutilized resources, like pedestrian tunnels, for equitable access. Concerns were also raised about improving access to challenging stations, coordinating times for better connectivity, and using additional metrics beyond ridership.

Public Comment

Jeff Carter mentioned the challenges of using the 22nd Street station with a bike and noted that the parking lots at Millbrae and San Carlos station are a distance from the station. He also mentioned that the wayfinding needs to be improved.

CMF via Zoom requested an estimated budget for the access policy plan and asked Caltrain to collaborate with partner agencies. Lastly, suggested Caltrain to recommend nearby restaurants to riders.

SAFETY QUARTERLY UPDATE

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

- Safety – First and Always is Caltrain's #1 Core Value
- Safety Culture Enhancements
- Caltrain Safety Dashboard
- Grade Crossings
- Tree Policy
- Partnering/Outreach

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

The Committee and staff had a discussion regarding the presentation. They discussed the possibility of a new safety reporting system via QR code for easy access, sometime next year. They also mentioned the need for more frequent tree inspections, particularly before storm seasons, in response to increasing concerns about climate impact and severe weather events. Lastly, the tree policy was request and Mr. Meader agreed to share it with the committee.

Public Comment

Jeff Carter mentioned his concern with cars stopped at the Broadway crossing and is looking forward to increased enforcement.

MEASURE RR OVERSIGHT COMMITTEE

Sam Sargent, Director, Strategy and Policy, provided information regarding the Measure RR Oversight committee. He discussed the Measure RR audit and the role of the CAC in overseeing it. It was proposed forming a subcommittee with one member from each county to review the audit, with initial meetings planned for September and final approval in November. The subcommittee will receive the audit document and an executive summary to help educate the public on fund usage. The CAC agreed to agendize this item to appoint volunteers for the oversight committee in the next meeting to be held on August 21.

Public Comment

None.

STAFF REPORT

Sam Sargent, Director, Strategy and Policy, presented the staff report.

The Committee and staff had a discussion. Members of the Committee shared their comments regarding the new electric trains, requesting to keep their scheduled departure and their disappointment regarding the delay with Wi-Fi. Mr. Sargent agreed for staff to return to the committee with an update regarding Wi-Fi. There was a question about the significant drop in lost violations, with concerns about whether it was caused by conductor behavior or a data error. Mr. Sargent agreed have staff address this issue at the next meeting. There was a discussion regarding committee concerns regarding flat spots and Henry Flores, Director of Vehicle Maintenance responded stating that the trains were inspected and measured and did not find them condemnable and unable to bring them in. It was then recommended to improve the standards regarding flat spots. There was also mention of capital project delays.

Public Comment

Doug Delong commented on improved ridership. He then mentioned his disappointment with the capital project delays.

Jeff Carter suggested a more efficient method for fare enforcement. He also noted that the current trains are operating at full capacity and expressed hope that the introduction of electric trains next year will provide more space for larger crowds.

COMMITTEE COMMENTS

Chair Shaw went over follow-up items for next month; appoint the Measure RR Oversight Committee, and seek a detailed update on the flat spots on the EMUs. Additionally, an update on the funding situation of the capital projects mentioned in the staff report.

Public Comment

None.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

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

ADJOURNMENT

Meeting adjourned at 8:22 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) –

- **July:** The July 2024 OTP was 87.3% compared to 86.6% for July 2023.
 - **Vehicle Strike** – There was one vehicle strike on July 8th (Broadway Ave., Millbrae @ 12:35 pm), causing 1 train terminated, 5 trains delayed.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 10th (Sunnyvale Ave., Sunnyvale @ 9:13 pm), caused 9 trains delayed. The vehicle on the 18th (Mission Bay Dr., SF @ 9:59 am), caused 4 trains delayed. The vehicle on the 21st (5th Ave., San Mateo @ 2:24 am), caused no trains delayed.
 - **Mechanical Delays** – In July 2024 there were 990 minutes of delay due to mechanical issues compared to 1641 minutes in July 2023.
 - **Trespasser Strikes** – There were two trespasser strikes in July, causing no fatalities. The strike on the 18th (Redwood City @ 5:27 pm), caused 23 trains delayed. The strike on the 24th (Santa Clara @ 2:07 pm), caused 21 trains delayed.
- **June:** The June 2024 OTP was 90.8% compared to 93.6% for June 2023.
 - **Trespasser Strike** – There was one trespasser strike on June 30th (South San Francisco @ 11:43 pm), causing 4 trains delayed, resulting in a fatality.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks on June 26th (UPRR Territory @ 5:13 pm), causing 4 trains delayed.

Caltrain Runs Eight Trains Simultaneously on Newly Completed Corridor

In June, Caltrain conducted a successful test of eight trains running simultaneously on its electrified corridor, marking the final corridor wide test before the launch of electrified service in September.

Caltrain plans on launching its electric service on September 21, which will feature a San Francisco to San Jose trip in under an hour, peak hour trains every 15-20 minutes at 16 stations and trains every half hour during mid-day, evenings and weekends.

After the successful substantial completion of Electrification infrastructure on the 51-mile corridor between San Francisco and San Jose, Caltrain, Stadler and design-build contractor Balfour Beatty could safely conduct the eight-train power contingency test to stress the electrical power system and simulate real time September full EMU service schedule. The successful completion ensures that eight EMU trainsets can properly perform under various power configurations.

Customized Alerts Available to Caltrain Customers

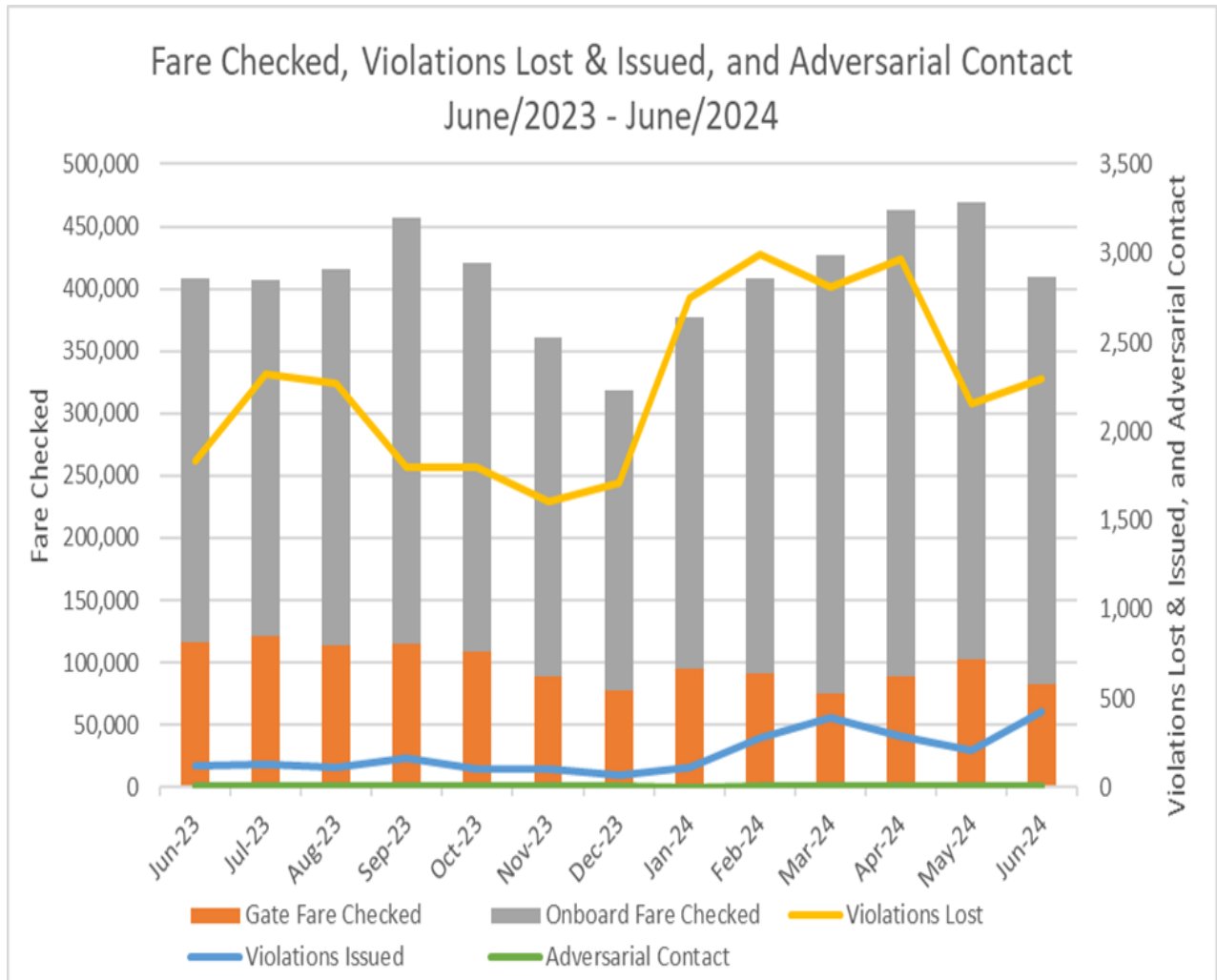
As of July 8, Caltrain is offering new and improved service alerts, allowing riders to get personalized updates regarding their commute via text and email.

Caltrain riders can sign up at www.caltrain.com/textalerts. From there, they can choose to receive alerts via phone or email, and select the train number, stops and timeframe they are interested in. Riders can personalize and save multiple alerts, making it easy to get separate notifications for their commute, trips to sports games and concerts, or any other trip they rely on Caltrain for.

Caltrain developed this new tool in partnership with SimplifyTransit, which focuses on passenger-centric transit communication tools. The automated platform pulls in real-time alerts published in Caltrain's real-time transit information system and distributes those alerts to subscribers via text and email.

Fare Enforcement Report – August 2024

In June 2024, Caltrain conductors performed a total of 409,440 fare inspections at the terminal and onboard the trains. During this period, 2,295 violations were lost because the rider didn't provide identification and 422 violations were issued. Three incidents were reported as adversarial contact.



Special Services Ridership Report (June)

San Francisco Station

- San Francisco Giants
 - 15 regular season games in June.
 - Season-to-date ridership at San Francisco station was 240,605, a 14.2% increase compared to 2023 (210,744) and a 25.4% decrease from 2019 (322,633).
- SF Pride Parade
 - Four pre-event special trains.
 - Pre-event ridership was 5,618, a 12.1% decrease compared to 2023 (6,390) and a 6.7% decrease from 2019 (6,019).

Stanford Station

- San Jose Earthquakes vs LA Galaxy
 - One California Classico game at Stanford Stadium, regular weekend service stopped at Stanford Stadium Station.
 - Gross ridership was 508, a 62.7% decrease compared to 2023 (1,363), and a 48.5% decrease from 2019 (987).

Mountain View Station

- Copa America: Ecuador vs Venezuela
 - One soccer game at Levi's Stadium.
 - Gross ridership was 543.

* 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 June 30, 2024, and is subject to change prior to the August 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.

June: Started testing the main engine, generator, and HEP engine of Locomotive 928.

July: Complete exterior painting and remaining tests of Locomotive 928 and prepare it for shipment.

A potential budget shortfall has been identified. Requested a \$622,888 supplemental funding as part of the FY25 budget amendment.

Note: The schedule and budget were re-baselined based on Management Committee approval of an updated Work Plan in June 2024.

- **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.

June: 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.

July: 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.

June: A total of 13 EMU trains have been equipped with the Broadband equipment by Stadler to date. Nomad has validated the Stadler installation for 8 trains and have commissioned 4 trains. Nomad completed the construction for all 4 segments and is done with the civil work. Completed the fiber splicing and connections for all the trackside radios. Nomad conducted the Factory Bench Test except for 3 features. The 3 features will be tested next month.

July: Complete the factory bench test for system functionalities. Perform the static and dynamic system test. Complete any punch list items from the trackside civil work.

Funding: The remaining activated funds are insufficient to cover the remaining construction phase of the project. Expecting final board action in August on the use of bond funds in place of SRA funds for the Broadband project. As a result, the "Funding" status light will remain "Red" until the remaining funds are made 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.

June: TASI work on the Grade Crossings has been suspended in the month of June while they are directed to perform work for Caltrain on other projects. Bi-Weekly progress meetings are being held with TASI to understand schedule for remaining work. SWI trackwork was completed under single tracking outages weekend of May 31st- June 2nd.

July: TASI will remobilize to complete civil work that is delaying SWI. SWI schedule has been impacted by TASI inability to complete their scope and will require a contract extension.

Delay in schedule were attributed to delays in completion of predecessor scope of work required by TASI. Additional delays are not anticipated as the TASI crews are now being committed to the project.

- **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.

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. CM Team is holding progress meetings as needed during this delay. Ongoing bi-weekly progress meetings being held with TASI for signal construction scope.

July: 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. Project team will work with SWI on a contract extension.

- **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.

June: SSWP for Option 1 and Option 2 stations are approved. VMS replacement at Palo Alto station is completed. Half of the signs from Base stations are replaced.

July: Complete base stations VMS replacement and continue the 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.

June: JPB team monitored the confirmed the adequate performance of the temporary stabilization measures.

July: due to the success of the temporary stabilization measures, JPB staff will recommend that the JPB Finance Committee consider discontinuing the emergency declaration for the San Francisquito Creek Bridge. In parallel, JPB staff will continue to coordinate with the US Army Corps of Engineers (USACE) to facilitate the issuance of a Section 404 Permit for the permanent stabilization project to be constructed in 2025.

Note: Milestone schedule was re-baselined based on Management Committee approval of an updated Work Plan in June 2024.

- **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.

June: 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) until PS is executed and funds are activated.

July: Grants team will continue to work with Caltrans to execute program supplement agreement for LPP funds. SWI will continue sound wall construction and grading will begin for setout track.

Note: 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).

- **Mini-High Platforms:** The project scope will include installation of the precast platforms and modifications as needed to the existing infrastructure as needed to accommodate the installation. Grounding and bonding will be required at all the stations within the areas that will be electrified.

Project will allow for more efficient ADA access to passenger vehicles for patrons decreasing dwell time thus improving service for all passengers and reducing operating costs.

June: Submit shop drawings for platforms and handrails.

July: Complete pre-coordination with UPRR to line up flagging. Begin pre-casting the platforms.



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



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.



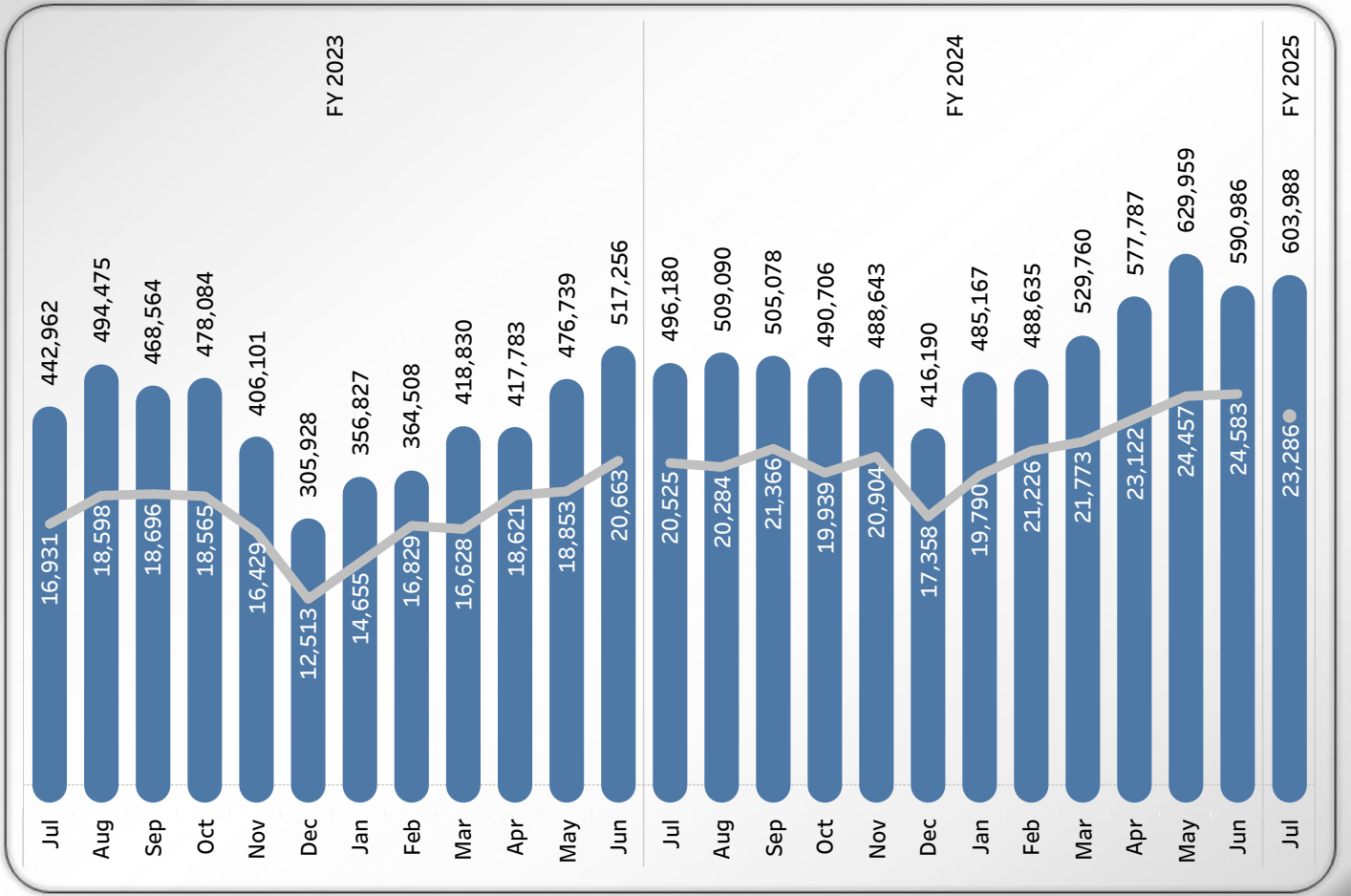
Ridership Executive Summary - Jul 2024

<u>Monthly Performance</u>	Current Year Jul 2024	Pre-Pandemic Jul 2019	Jul 2024 % of Pre-Pandemic	Last Year Jul 2023	Jul 2023 to Jul 2024 % Change
Total Ridership	603,988	1,672,672	36.1%	496,180	+ 21.7%
Average Weekday Ridership	23,286	70,493	33.0%	20,525	+ 13.5%
Average Saturday Ridership	11,139	16,060	69.4%	7,908	+ 40.8%
Average Sunday Ridership	9,579	11,518	83.2%	6,747	+ 42.0%

<u>Fiscal YTD Performance</u>	Current Year Jul 2024	Pre-Pandemic Jul 2019	Jul 2024 % of Pre-Pandemic	Last Year Jul 2023	Jul 2023 to Jul 2024 % Change
Total Ridership	603,988	1,672,672	36.1%	496,180	+ 21.7%
Average Weekday Ridership	23,286	70,493	33.0%	20,525	+ 13.5%
Average Saturday Ridership	11,139	16,060	69.4%	7,908	+ 40.8%
Average Sunday Ridership	9,579	11,518	83.2%	6,747	+ 42.0%



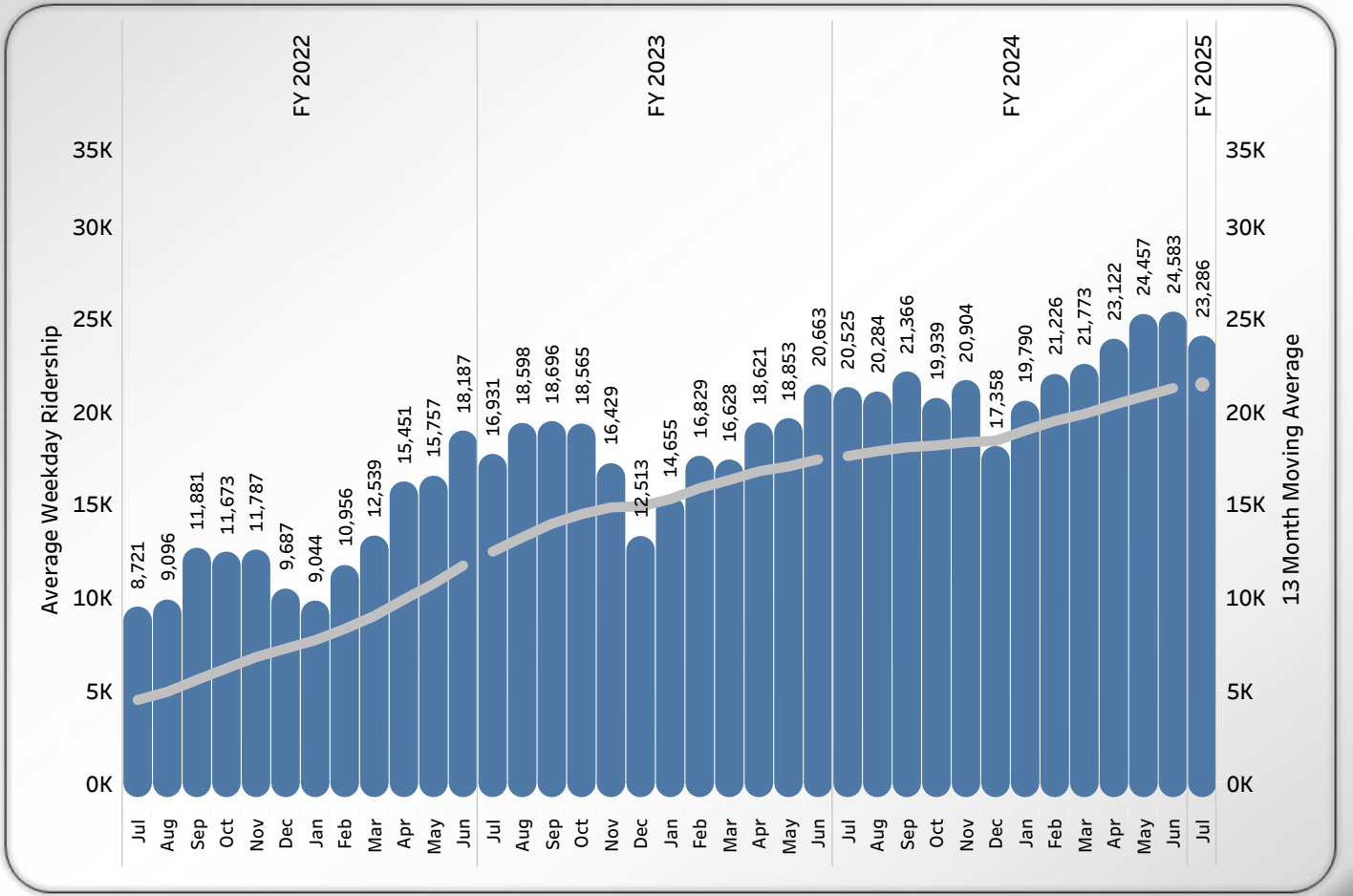
Total Ridership and Average Weekday Ridership - Jul 2024



Legend | Total Ridership | AWR



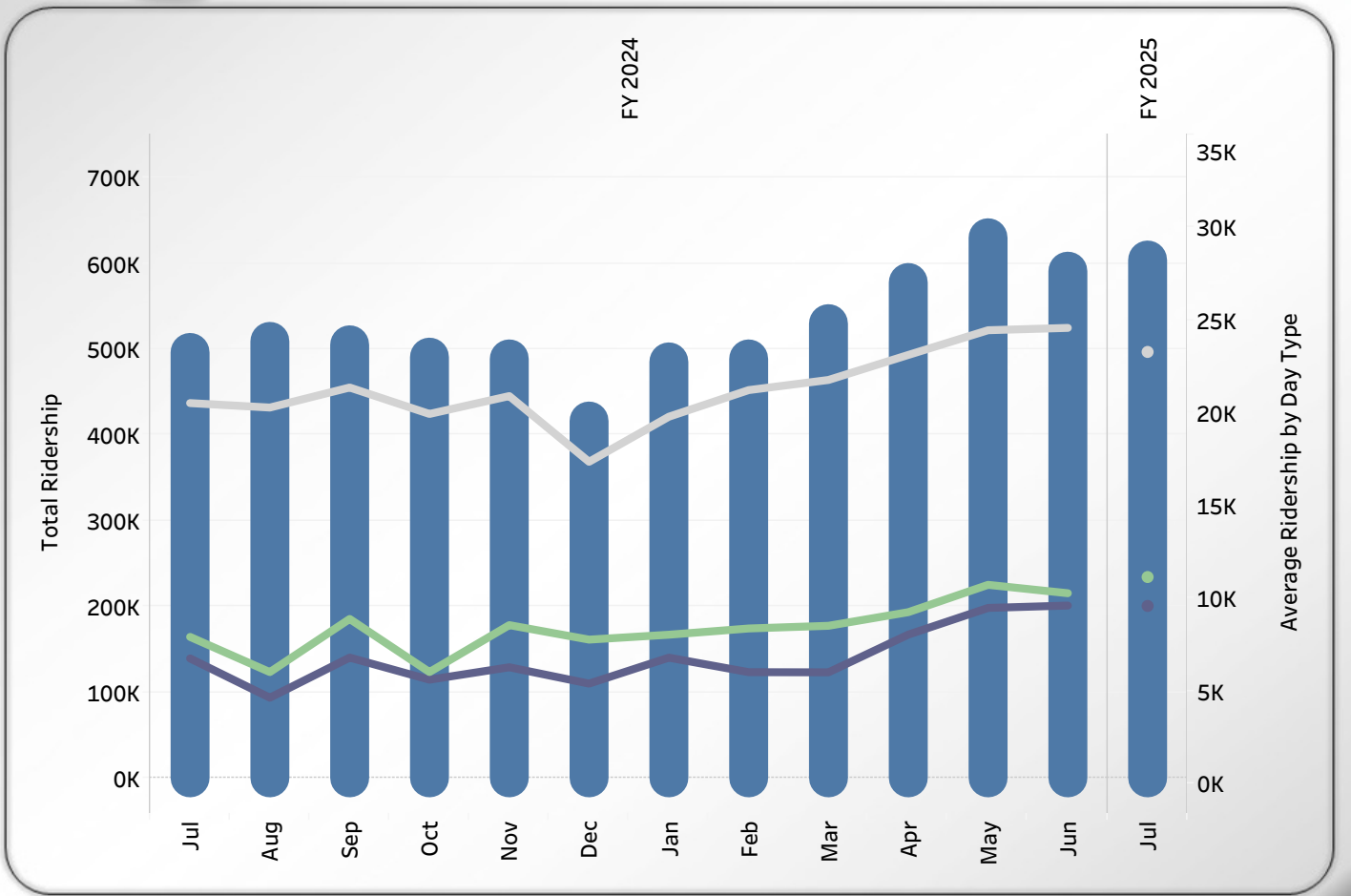
Average Weekday Ridership & 13 Month Average - Jul 2024



Legend | AWR | 13 Month Moving AWR



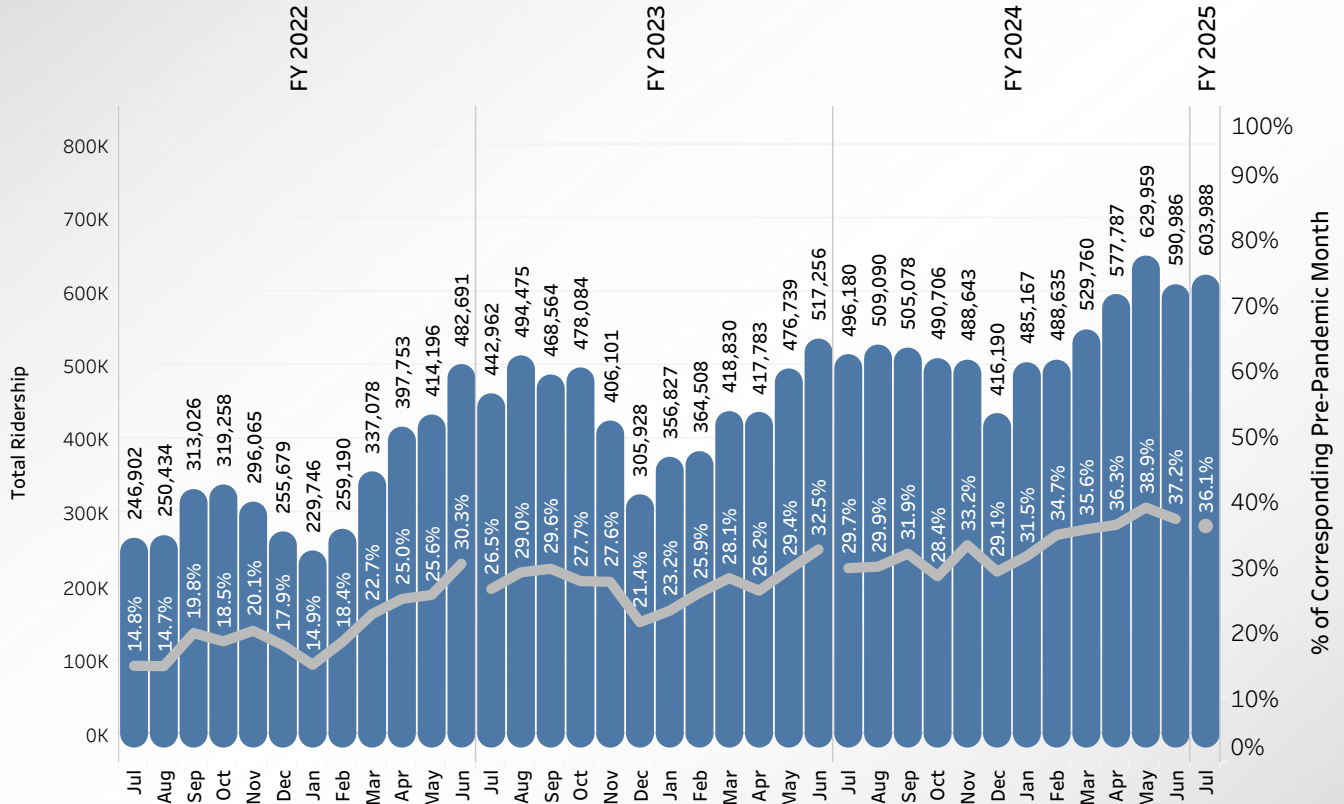
Total Ridership & Average Ridership by Day Type - Jul 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



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

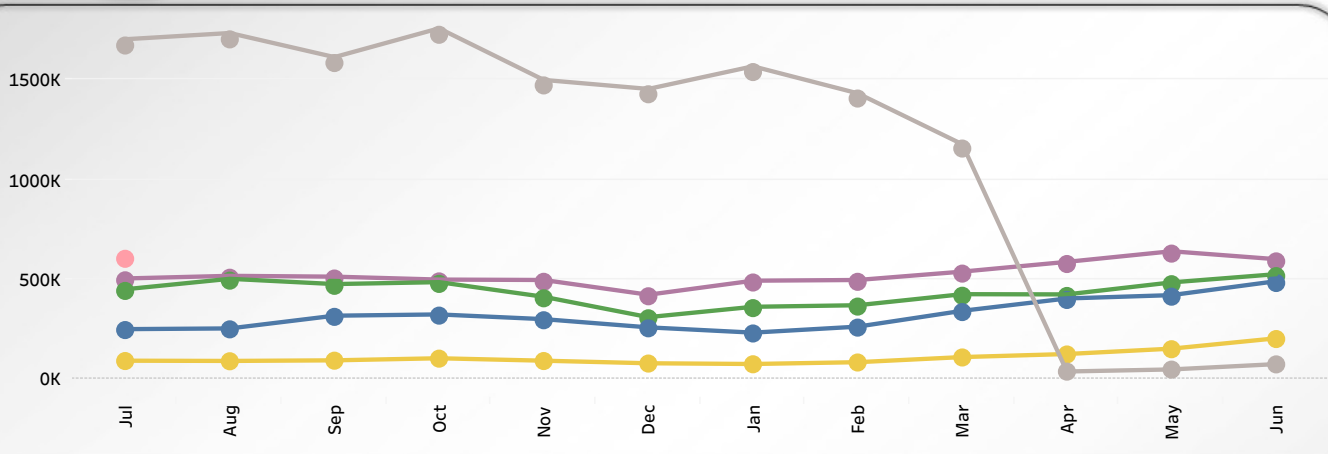


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Jul 2024

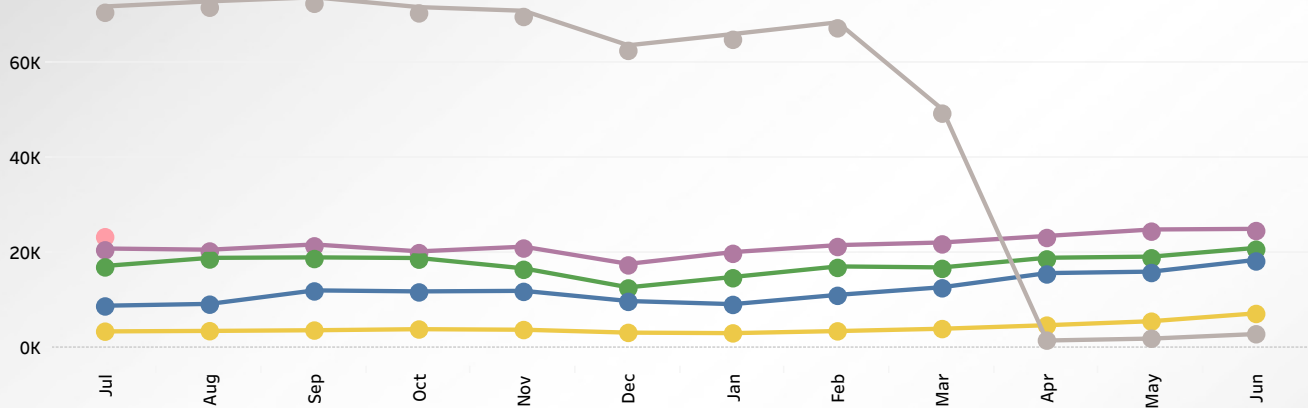


	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,672,672	91,703	246,902	442,962	496,180	603,988
Aug	1,703,334	90,538	250,434	494,475	509,090	
Sep	1,584,833	93,486	313,026	468,564	505,078	
Oct	1,726,436	103,686	319,258	478,084	490,706	
Nov	1,472,693	91,699	296,065	406,101	488,643	
Dec	1,428,363	79,078	255,679	305,928	416,190	
Jan	1,539,666	75,485	229,746	356,827	485,167	
Feb	1,406,951	84,365	259,190	364,508	488,635	
Mar	1,156,388	109,519	337,078	418,830	529,760	
Apr	38,584	124,522	397,753	417,783	577,787	
May	48,745	150,923	414,196	476,739	629,959	
Jun	74,908	201,872	482,691	517,256	590,986	

■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025



Caltrain Average Weekday Ridership - Jul 2024



	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	70,493	3,419	8,721	16,931	20,525	23,286
Aug	71,557	3,517	9,096	18,598	20,284	
Sep	72,387	3,654	11,881	18,696	21,366	
Oct	70,360	3,873	11,673	18,565	19,939	
Nov	69,607	3,760	11,787	16,429	20,904	
Dec	62,480	3,162	9,687	12,513	17,358	
Jan	64,806	3,058	9,044	14,655	19,790	
Feb	67,218	3,484	10,956	16,829	21,226	
Mar	49,276	3,965	12,539	16,628	21,773	
Apr	1,536	4,693	15,451	18,621	23,122	
May	1,935	5,521	15,757	18,853	24,457	
Jun	2,871	7,143	18,187	20,663	24,583	

■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025



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

July 2024

Total Monthly Trips*

July, 2024: 603,988

TIP:

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

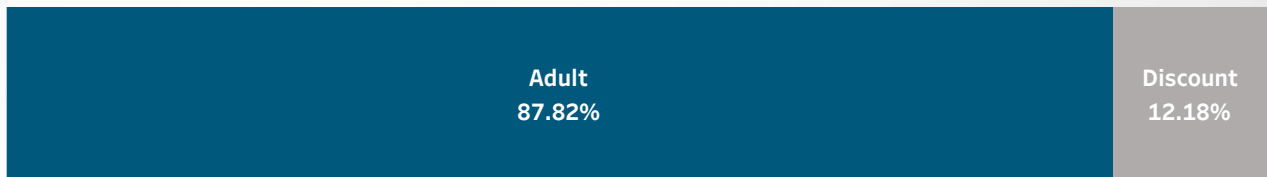
Pass Type



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

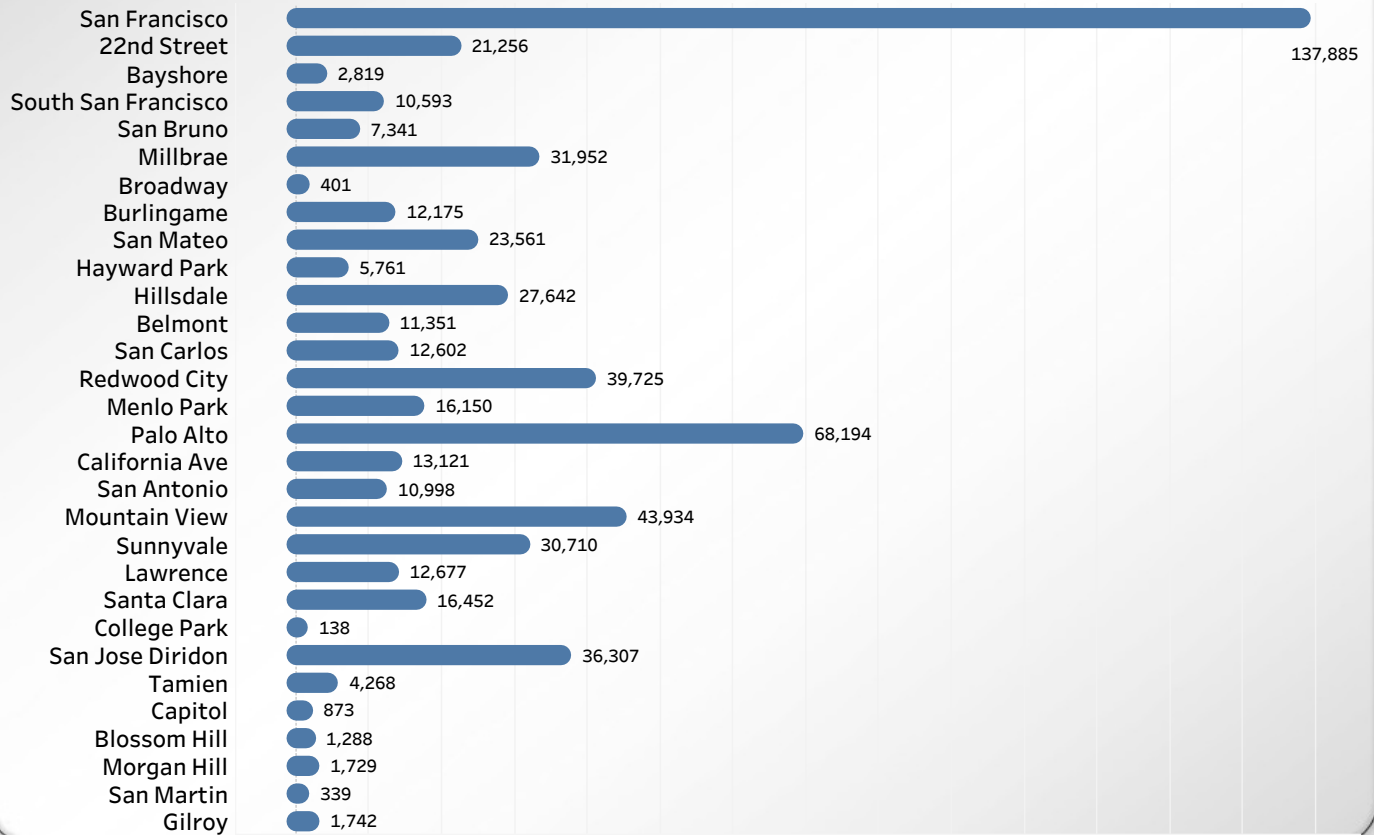
July 2024

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>

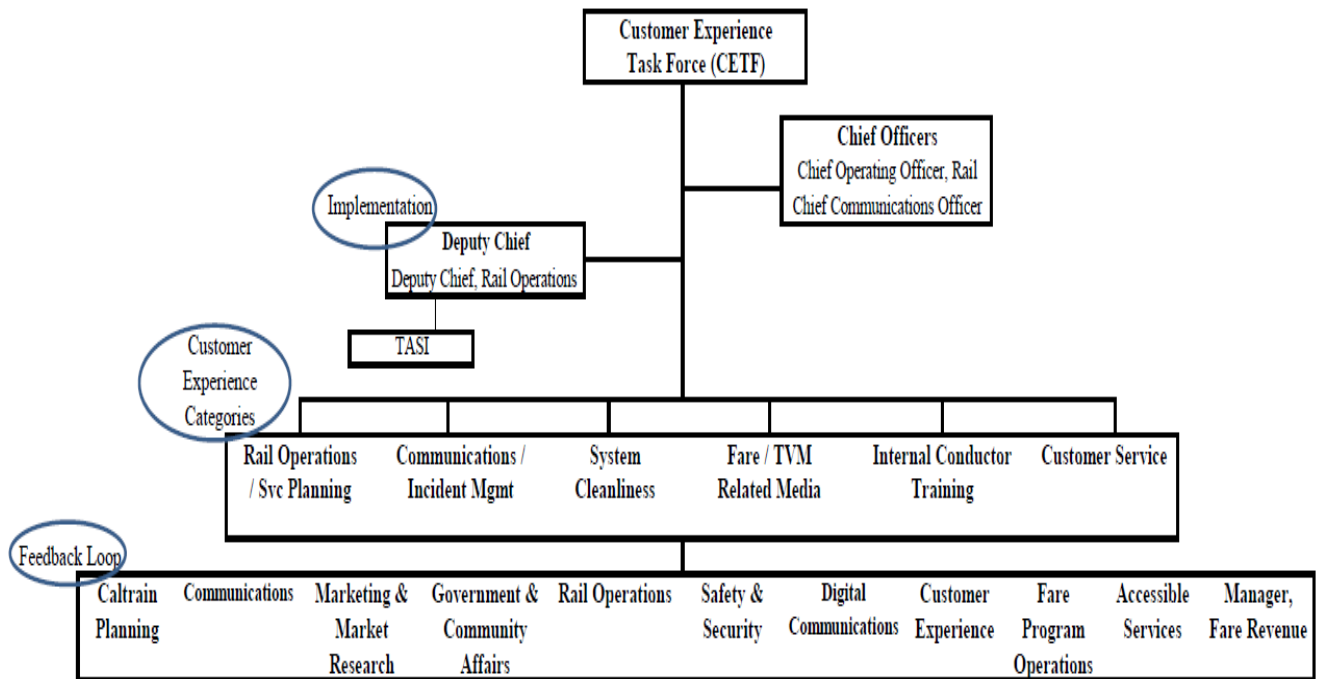
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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:
 - August 11, 2024: Introduction of 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 finalized. The new Electrification schedule will be shared with the public and posted on the website by mid-late August.
 - For more information: <https://www.caltrain.com/projects/electrification/project-benefits/Caltrain-electrified-service-plan>
 - Implementation and outreach is underway.
- 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.

Caltrain Mobile App Quarterly Update –April to June 2024

Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the fourth quarter of FY2024, Caltrain ticket sales increased by 37 percent compared to the previous quarter, while sales revenue rose by 45 percent. Compared to the same period last year, there was an increase in ticket sales by 29 percent, and revenue grew by 34 percent. Additionally, parking ticket sales increased by 10 percent, and parking revenue surged by 49 percent compared to the previous quarter. During this quarter, approximately 55 percent of all daily parking permits were sold through the Caltrain Mobile App. These gains can be attributed to the continuous rise in ridership and the return to regular fares following a previous fare promotion. The increase in parking sales corresponds with the growth in ridership.

For the entire FY2024, a total of 484,358 tickets were sold via the Caltrain Mobile App, representing an 11 percent increase compared to FY2023. The total ticket sales revenue for FY2024 was \$3,971,321, a 14 percent increase compared to FY2023. Mobile parking revenue for FY2024 reached \$692,929, marking a 20 percent increase from the previous fiscal year and accounting for approximately 53 percent of total Caltrain daily parking revenue. Overall, the Caltrain Mobile App has demonstrated a steady and gradual increase throughout FY2024, with a positive trend in ticket sales.

The table below provides a detailed overview of the results.

	Q4 FY24 Actuals	% ▲ vs. Q3 FY24	% ▲ vs. Q4 FY23
Revenue \$'s - (excluding parking)	\$ 1,265,440	45%	34%
Tickets Sold - Parking	47,579	10%	47%
Revenue \$'s - Parking	\$ 261,685	65%	47%

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

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.

- Electrification: Creating web, flyer, and signage communications for South Santa Clara County riders on what to expect.
- Launched in July, Caltrain Alerts offers improved alert communication via web, social media, and trip planning apps. You can now subscribe to alerts via text or email at caltrain.com/text-alerts.
 - Staff is continuously refining the program for better speed and accuracy. Look for signage at stations as we raise awareness.
 - Stats: 4300+ subscribers. 145k+ texts and 25k+ emails sent
- Community outreach:
 - Caltrain Alerts outreach at stations throughout July. Customers largely reported knowing of Caltrain Alerts, including some who have already signed up.
 - Electrification:

- August outreach events for soft launch of public service.
- In mid to late September, a broader outreach campaign at select stations will engage customers on the full-time rollout of electrified service, leading up to and following the September 21 launch. The campaign will include cross-platform outreach at SJD for Gilroy service customers transferring between diesel and electric trains.

Marketing Customer Communication

- Digital Marketing:
 - Electrification updates: Although not confirmed rumors started circulating about the soft launch of the electric trains, day was not communicated publicly.
 - Events: Caltrain ran weekend service on the 4th of July, Copa America at Levi's Stadium on July 2nd where Caltrain ambassadors were present at Mountain View Station to help fans get to their destination. July was Disability Pride Month, the digital communications team worked with our internal Employee Resource Groups (ERG) to communicate messaging across our social platforms, focusing on our services.
 - Communications: The new text and email alert system was officially launched on July 8th 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) on CaltrainAlerts.
- Caltrain Digital Messaging Highlights:
 - Disability Pride Month
 - Copa America – Caltrain Ambassadors at Mountain View Station
 - 4th of July Service
 - Caltrain Alerts official launch – station outreach
 - Additional service for Rolling Stones
 - Diesel Remembrance weekly posts – tapping into nostalgia
 - Finance Committee meeting – focusing on youth fare change.

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.
- 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 4th & King Station, Palo Alto, Mountain View, Santa Clara, San Jose, and Millbrae 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, or mobility device or are unable to use the train stairs. Passengers in need of mobility assistance currently use manual wayside lifts at these stations to board the train, which require ongoing maintenance and impact train schedules.
 - The 8 stations include Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, and Tamien. To date, mini-high platforms have been installed at Hayward, and Burlingame stations, and currently working to finish installation at Bayshore. The next stations scheduled for installation are 4th & King, San Antonio, Lawrence, and Tamien.
- Caltrain Electrification
 - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (caltrain.com/status)
 - 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.

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 - Completed in July 2024
 - Hayward Park - Completed in July 2024
 - Menlo Park - Completed in July 2024
 - Palo Alto - In Progress
 - Millbrae - In Progress
 - Hillsdale - In Progress
 - Belmont - Completed in July 2024
 - Burlingame - In Progress
 - San Carlos – Completed in July 2024
- Station Signage:
 - Installation of new Standard Median Directional Signage with clear platform designation using "northbound" and "southbound" verbiage is currently in progress.
- Hayward Park Parking Lot:
 - Striping and numbering of parking spaces is tentatively scheduled for September 2024.
 - New Trash Cans have been ordered. Delivery: TBD

AGENDA ITEM # 10 (b)
August 21, 2024

JPB CAC Work Plan

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Mini High Project
- Customer Experience Roadmap

March 20, 2024

- Measure RR Audit
- 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

September 18, 2024

- Capital Improvement Plan
- Fiscal Year 2024 Ridership Report
- Fare Promotions Update
- Energy Procurement (tentative)

October 16, 2024

- Safety Quarterly Update
- Grade Crossing Strategy (tentative)
-

November 20, 2024

- Brown Act Training
-

December 18, 2024

- Go Pass Pricing (tentative)
-

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
- Level Boarding