



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

**September 18, 2024 – Wednesday**

**5:40 p.m.**

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVF0eklSWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>

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

**Public Comments:** Public comments may be submitted to [cacsecretary@caltrain.com](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. Appointment of CAC Member
  - Peter Wickman (Alternate), San Francisco County
4. Volunteers for the Measure RR Oversight Committee
5. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
6. Approval of Meeting Minutes of August 21, 2024
7. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
8. Chairperson's Report
9. Fare Promotions Update (Taylor Huckaby)
10. Fiscal Year 2024 Ridership Report (Nick Atchison)
11. Capital Improvement Plan (Lyne-Marie Bouvet)
12. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
13. 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.
14. Date, Time, and Place of Next Meeting  
October 16, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
15. 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

## **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 AUGUST 21, 2024**

**MEMBERS PRESENT:** D. Albohm, R. Kutler, P. Leung, A. Lohe, M. Pagee (Alternate), R. Sarathy, A. Brandt (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** D. Hernandez (Alternate), S. Seebart

**STAFF PRESENT:** T. Burgwyn, J. Hogan, J. Navarrete, B. Tietjen

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

**VOLUNTEERS FOR THE MEASURE RR OVERSIGHT COMMITTEE APPOINTMENT**

Vice Chair Brandt and Members Sarathy and Seebart were nominated to participate in the Measure RR Oversight Committee.

**CONSIDERATION OF REQUESTS**

There were none.

**APPROVAL OF MEETING MINUTES OF JUNE 19, 2024, AND JULY 17, 2024**

June 19, 2024

Motion/Second: Brandt/Pagee

Ayes: Albohm, Pagee, Brandt, Shaw

Abstain: Kutler, Sarathy, Leung, Lohe

Absent: Hernandez, Seebart

July 17, 2024

Motion/Second: Kutler/Pagee

Ayes: Kutler, Lohe, Pagee, Sarathy, Brandt, Shaw

Abstain: Albohm, Leung

Absent: Hernandez, Seebart

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

Steve Ferrari, San Jose, former CAC member, expressed his satisfaction with the new electric train service and commented about unclear signage at the San Jose station, specifically on tracks 6 through 9, going down the ramp, and the importance of adhering to the new aggressive train schedules to help increase ridership.

Jeff Carter commented on his positive experience riding the new EMU (Electric Multiple Unit) train, a potential issue where the door closure announcement repeats twice, and inquired about the upcoming schedule and the automatic passenger counters.

CMF expressed appreciation for the Citizens Advisory Committee's oversight and emphasized the need to partner with staff as the electrification project concludes and efforts to rebuild ridership begins.

Aleta Dupree expressed her enjoyment of the electric train tour and recent rides on the new electric trains. She raised concerns about two emergency stops, confusion with repeating door announcements, and the accessibility of the power outlets.

### **CHAIRPERSON'S REPORT**

Chair Shaw reported that next month's agenda may change in an effort to keep the agendas to three items.

### **ELECTRIFICATION UPDATE**

Brent Tietjen, External Affairs Manager, provided the presentation which included the following:

- Electric train testing
- Public outreach safety campaign
- Electrified service plan benefits
- Soft launch and project celebration

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

- Equity priority stations are low-income or minority areas
- Concerns about crossings staying down too long when long trains arrive and the visibility of outlets on the trains, with suggestions for better signage

### Public Comment

Jeff Carter inquired about the status and location of automatic passenger counters on the trains.

Aleta Dupree suggested using language onboard the trains to reduce confusion with door announcements.

CMF commented about the echo on the trains when using non-automated announcements, restroom cleaning schedule, the confusion with the bike capacity alert as riders are unsure which bike car is at capacity, and where to queue for boarding.

Doug DeLong commented about the attendance of elected officials and expressed concerns regarding single restrooms on each train and shared a negative experience.

### **CALTRAIN-BART SCHEDULE COORDINATION**

Theodore Burgwyn, Director, Rail Network and Operations Planning, provided the presentation which included the following:

- Electrification service plan overview

- BART (Bay Area Rapid Transit) service changes
- Millbrae transfer optimization and other regional agency connections

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

- Transit connectivity and scheduling
- Concerns about the impact of reducing limited midday trains and the need for better coordination with other transit services and the ongoing efforts to improve transfer efficiency
- Benefits of frequent service

#### Public Comment

Jeff Carter acknowledged improved cooperation between BART and Caltrain, commented on the challenges with transferring between platforms at Millbrae, and recommended running additional trains for special events like Giants games.

Adina Levin thanked staff at Caltrain and other agencies for their efforts to improve transfers and regional connections, suggested providing more information on bus improvements, as lower-income riders often use buses for first and last mile connections, and commented on the need for a coordinated schedule between Caltrain and BART and a clear funding plan to enhance service levels and connections.

Aleta Dupree supported clock face scheduling and regional rail formats and commented about challenges with transfers at the Millbrae station between Caltrain and BART.

#### **STAFF REPORT**

John Hogan, Chief Operating Officer and Theodore Burgwyn, Director, Rail Network and Operations Planning, provided the report that included the following:

- Automatic Passenger Counting (APC) System – visual counting and validation
- Restroom issues – Ensure restroom availability and location at stations
- PTC (positive train control) initializing and station rehabilitation completion

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

- Reason for one restroom on trains
- Information displays from Diridon to Gilroy
- Flat spots on trains
- Mini high platforms and train step deployment

#### Public Comment

Aleta Dupree commented concerns regarding the lack of restrooms on trains and the importance of proper maintenance.

Doug DeLong suggested staff to continue to use Bombardier sets for special events.

CMF commented about Clipper machines not functioning at Bayshore station and suggested staff use a reporting app which allows passengers to report issues directly by submitting photos and location details.

Kris Linqvist commented on the automatic passenger counting systems, suggesting that modern, secure methods exist to route network traffic through different Wi-Fi networks.

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

September 18, 2024, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

**ADJOURNMENT**

Meeting adjourned at 8:23 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) –**

- **August:** The August 2024 OTP was 91.3% compared to 82% for August 2023.
  - **Vehicle on Tracks** – There were eight days with a vehicle on the tracks. The vehicle on the 3<sup>rd</sup> (16<sup>th</sup> St., SF @ 10:54 pm), caused 1 train delayed. The vehicle on the 7<sup>th</sup> (Mission Bay Dr., SF @ 10:49 pm), caused 3 trains delayed. The vehicle on the 10<sup>th</sup> (Charleston Rd., Palo Alto @ 9:35 pm), caused 2 trains delayed. The vehicle on the 12<sup>th</sup> (Churchill Ave., Palo Alto @ 9:35 pm), caused 3 trains delayed. The vehicle on the 13<sup>th</sup> (Churchill Ave., Palo Alto @ 8:36 pm), caused 4 trains delayed. The vehicle on the 20<sup>th</sup> (Oak Grove Ave., Menlo Park @ 6:47 pm), caused 7 trains delayed. The vehicle on the 22<sup>nd</sup> (Mission Bay Dr., SF @ 10:21 pm), caused 3 trains delayed. The vehicle on the 26<sup>th</sup> (Churchill Ave., Palo Alto @ 9:11 pm), caused 3 trains delayed.
  - **Mechanical Delays** – In August 2024 there were 521 minutes of delay due to mechanical issues compared to 1939 minutes in August 2023.
  - **Trespasser Strikes** – There were three trespasser strikes in August, all resulting in fatalities. The strike on the 6<sup>th</sup> (Mountain View @ 6:05 am), caused 25 trains delayed, and 5 trains annulled. The strike on the 11<sup>th</sup> (Atherton @ 9:03 pm), caused 6 trains delayed. The strike on the 28<sup>th</sup> (San Carlos @ 9:52 pm), caused 8 trains delayed, and 1 train terminated.



- **July:** The July 2024 OTP was 87.3% compared to 86.6% for July 2023.
  - **Trespasser Strikes** – There were two trespasser strikes in July, causing no fatalities. The strike on the 18<sup>th</sup> (Redwood City @ 5:27 pm), caused 23 trains delayed. The strike on the 24<sup>th</sup> (Santa Clara @ 2:07 pm), caused 21 trains delayed.
  - **Vehicle Strike** – There was one vehicle strike on July 8<sup>th</sup> (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 10<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 9:13 pm), caused 9 trains delayed. The vehicle on the 18<sup>th</sup> (Mission Bay Dr., SF @ 9:59 am), caused 4 trains delayed. The vehicle on the 21<sup>st</sup> (5<sup>th</sup> Ave., San Mateo @ 2:24 am), caused no trains delayed.

### Caltrain Welcomes First Passengers on New Electric Trains

On August 10, Caltrain debuted its cutting-edge electric fleet, hosting a VIP tour where participants boarded one of the new trains for its historical inaugural service. On August 11, a limited number of electric trains operated as part of regular passenger service. Additional electric trains are being introduced every week until the launch of the new schedule and full electrified service between San Francisco and San Jose beginning on Saturday, September 21.

### Caltrain Releases Electrified Schedule

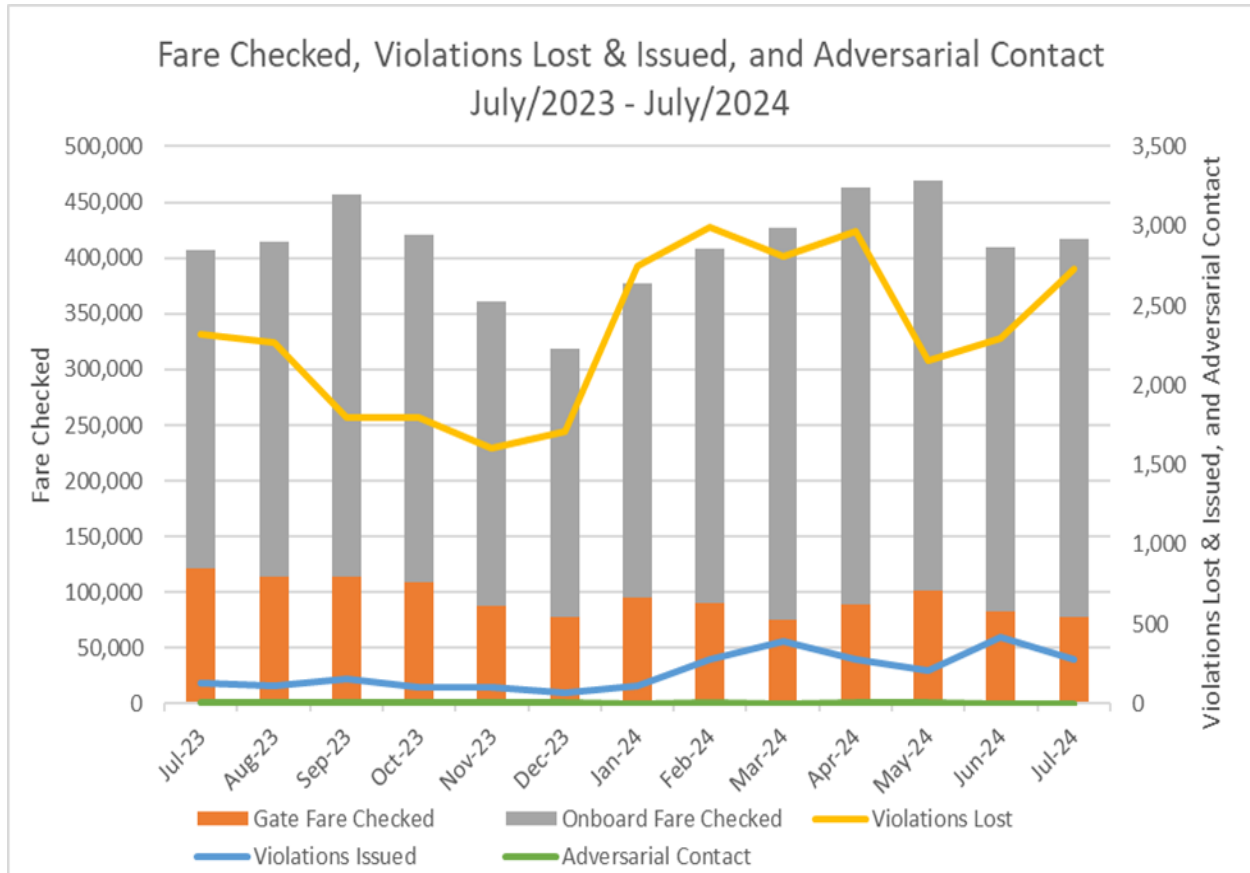
Caltrain has [released the schedule](#) designed for the new electric trains which will launch alongside fully electrified mainline Caltrain service on September 21. In addition to faster commute times and increased frequency, the schedule also features simplified service patterns, a new train numbering system and an expedited transfer at San Jose Diridon for South County riders.

### Caltrain to Offer Free Fares on Opening Weekend of Electrified Service

Pursuant to the Caltrain Fare Structure (adopted under Resolution 2019-32), and FTA Circular 4702.1B, which grants the authority to implement special and promotional fare discounts lasting up to six months, Caltrain has authorized a promotional fare reduction that provides free fares on September 21 and 22, 2024. With celebrations planned at stations up and down the corridor during opening weekend, Caltrain is offering these free fares to provide current and potential customers the opportunity to experience the capabilities and amenities of the new electric trains, while also being able to participate in the exciting activation celebrating this project completion milestone.

## Fare Enforcement Report – September 2024

In July 2024, Caltrain conductors performed a total of 417,152 fare inspections at the terminal and onboard the trains. During this period, 2,735 violations were lost because the rider didn't provide identification and 282 violations were issued. Two incidents were reported as adversarial contact.



## Special Services Ridership Report (July)

### **San Francisco Station**

- Total Special Event ridership at San Francisco Station in July was 63,394, a 13.6% decrease compared to 2023 (73,337), and a 51.7% decrease from 2019 (131,347).
  - In July 2024 there were 12 events, compared to 16 in 2023, and 11 in 2019.

### **Mountain View Station**

- Total Special Event ridership at Mountain View Station in July was 4,126, a 28.7% decrease compared to 2023 (5,788), and a 367.8% increase from 2019 (882).
  - In July 2024 there were 4 events, compared to 2 in 2023 (Taylor Swift concerts), and 1 in 2019.

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

July: JPB staff met with the Federal Transit Administration (FTA), National Marine Fisheries Service (NMFS), US Army Corps of Engineers (USACE), San Francisco Bay Regional Water Quality Control Board, California Department of Fish and Wildlife (CDFW) and Valley Water to discuss the project's proposed approach to amending permits and resuming construction.

August: JPB staff will work with the agencies listed above to determine when the project will be allowed to resume construction, and whether the project will be approved to perform construction at night. These decisions will inform the overall project approach, schedule, and budget.

**Schedule** - To adapt the project's construction approach to align with new environmental permits, prior environmental permits must be amended for overall consistency. The resulting construction approach, allowable work hours, timelines for amended permits, and resulting project schedule are the subject of ongoing discussions with environmental permitting authorities. At this time, it is apparent that project completion will be delayed. 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** - Based on preliminary forecasts, the environmental permitting challenges above are likely to result in cost increases in excess of the current approved project budget. Anticipated drivers of cost increases are construction delays and extended overhead, including JPB's costs for environmental and construction oversight.

**Funding** - August Board approved fund swap from Federal Transit Administration (FTA) to Transit and Intercity Rail Capital Program (TIRCP) Reimbursed Bond Proceeds. Project Controls working with budgets to activate the funds.

- **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.

July: The Locomotive 928 has been tested and released for shipment. Installed HEP and generator of Locomotive 923.

August: The Locomotive 928 arrives at CEMOF, and TASI begins its 92-day inspection and preparation for service. Install main engine, trucks and hatches for Locomotive 923.

Note: The Board approved \$622,888 in August meeting and the fund has been activated. Therefore, the funding status light changed to green.

- **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.

July: 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.

August: 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.

July: A total of 13 EMU trains have been equipped with the Broadband equipment by Stadler to date. Nomad has validated the Stadler installation for 12 trains and have commissioned 10 trains. Nomad completed the construction for all 4 segments and is done with the civil work. Nomad completed and Factory Acceptance Test and Static Test.

August: Complete the dynamic system test and System Acceptance Test. Complete any punch list items from the trackside civil work.

Note: August Board approved fund swap from State Rail Assistance Program (SRA) to Transit and Intercity Rail Capital Program (TIRCP) Reimbursed Bond Proceeds. \$5.6M has been activated by budgets in the month of August. Funding status light changed to "Green".

- **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.

July: TASI completed the work at 5th Ave wiring the new signal gates. TASI ordered the gate foundations for 4th Ave.

August: Stacey Witbeck will complete the sidewalk work at 5th Ave.

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.

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. CM Team is holding progress meetings as needed during this delay. A meeting was held with the city of Palo Alto and the contractor, and a plan was agreed to that Palo Alto will do some of the sidewalk work to allow Stacy Witbeck to perform their work.

August: Stacy and Witbeck, Inc. will replace the track ties and install the concrete panels.

- **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.

July: 90% of the VMS sign at Base stations are replaced. VMS replacement at Option 1 and Option 2 station has started.

August: Complete base stations VMS replacement and continue with work at option 1 and option 2 stations.

August Board approved fund swap with TIRCP Reimbursed Bond Proceeds Funds. Status light will change to green with next report.

- **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 July 2024, due to the success of the temporary stabilization measures, the JPB Finance Committee motioned to recommend discontinuing the emergency declaration for the San Francisquito Creek Bridge. In anticipation that the full Board may approve the discontinuation of the emergency declaration, JPB staff developed a preliminary schedule for completing the permanent stabilization under non-emergency procedures, including the public issuance of a new construction solicitation.

In August 2024, the full Board will consider the discontinuation of the emergency declaration, and JPB staff will adjust the project plan to align with the Board's decision. In parallel, JPB staff will continue coordination with the USACE to acquire the 404-permit necessary for the permanent stabilization project.

- **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.

July: SWI Continues with construction activities. Budgets/Grants continues to work with Caltrans on Program Supplement (PS) for \$3.77M in LPP funds, will be paying construction invoices per the Pre-approval spending authority (PASA) until PS is executed and funds are activated.

August: Grants team will continue to work with Caltrans to execute program supplement agreement for LPP funds. Among other construction activities, SWI will perform track construction and connect the setout track to mainline track under a weekend single tracking outage Aug 23-26th. TASI will perform installation and testing of required signal components during the weekend outage.

- **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.

July: Submit shop drawings for platforms and handrails. Begin pre-casting the platforms.

August: Complete pre-coordination with UPRR to line up flagging. Order temporary handrails.

August Board approved addition TIRCP Reimbursed Bond Proceeds Funds to execute option for south Santa Clara County station and cover supplemental cost pressures. \$2.3M has been activated by budgets in the month of August 2024. Funding status light changed to "Green".





# 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 - Aug 2024

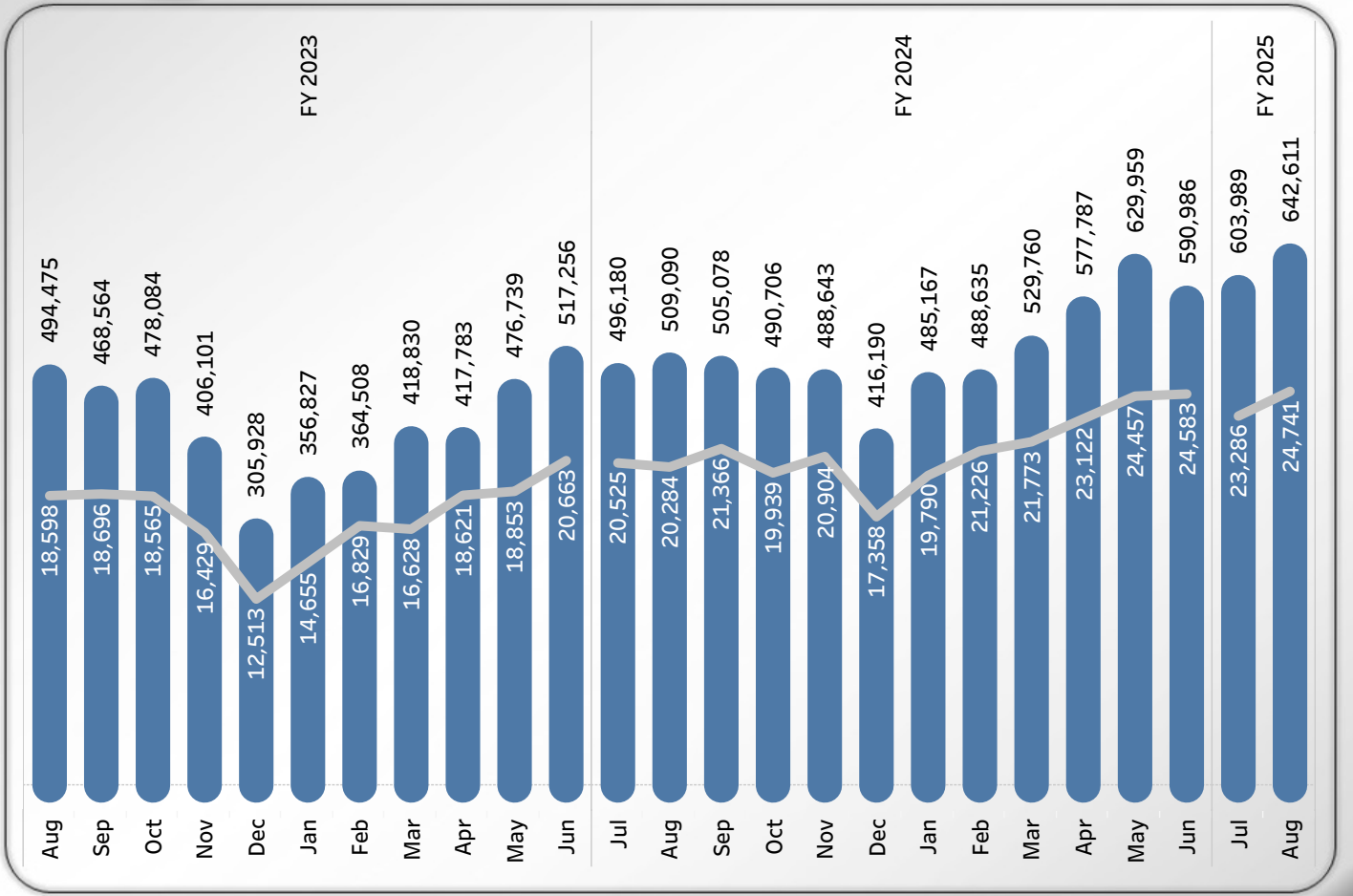
<u>Monthly Performance</u>	Current Year Aug 2024	Pre-Pandemic Aug 2019	Aug 2024 % of Pre-Pandemic	Last Year Aug 2023	Aug 2023 to Aug 2024 % Change
Total Ridership	642,611	1,703,334	37.7%	509,090	+ 26.2%
Average Weekday Ridership	24,741	71,557	34.6%	20,284	+ 22.0%
Average Saturday Ridership	11,871	16,382	72.5%	6,010	+ 97.5%
Average Sunday Ridership	9,740	11,793	82.6%	4,627	+ 110.5%

<u>Fiscal YTD Performance</u>	Current Year Aug 2024	Pre-Pandemic Aug 2019	Aug 2024 % of Pre-Pandemic	Last Year Aug 2023	Aug 2023 to Aug 2024 % Change
Total Ridership	1,246,599	3,376,007	36.9%	1,005,270	+ 24.0%
Average Weekday Ridership	24,013	71,025	33.8%	20,396	+ 17.7%
Average Saturday Ridership	11,546	16,239	71.1%	7,065	+ 63.4%
Average Sunday Ridership	9,659	11,656	82.9%	5,805	+ 66.4%



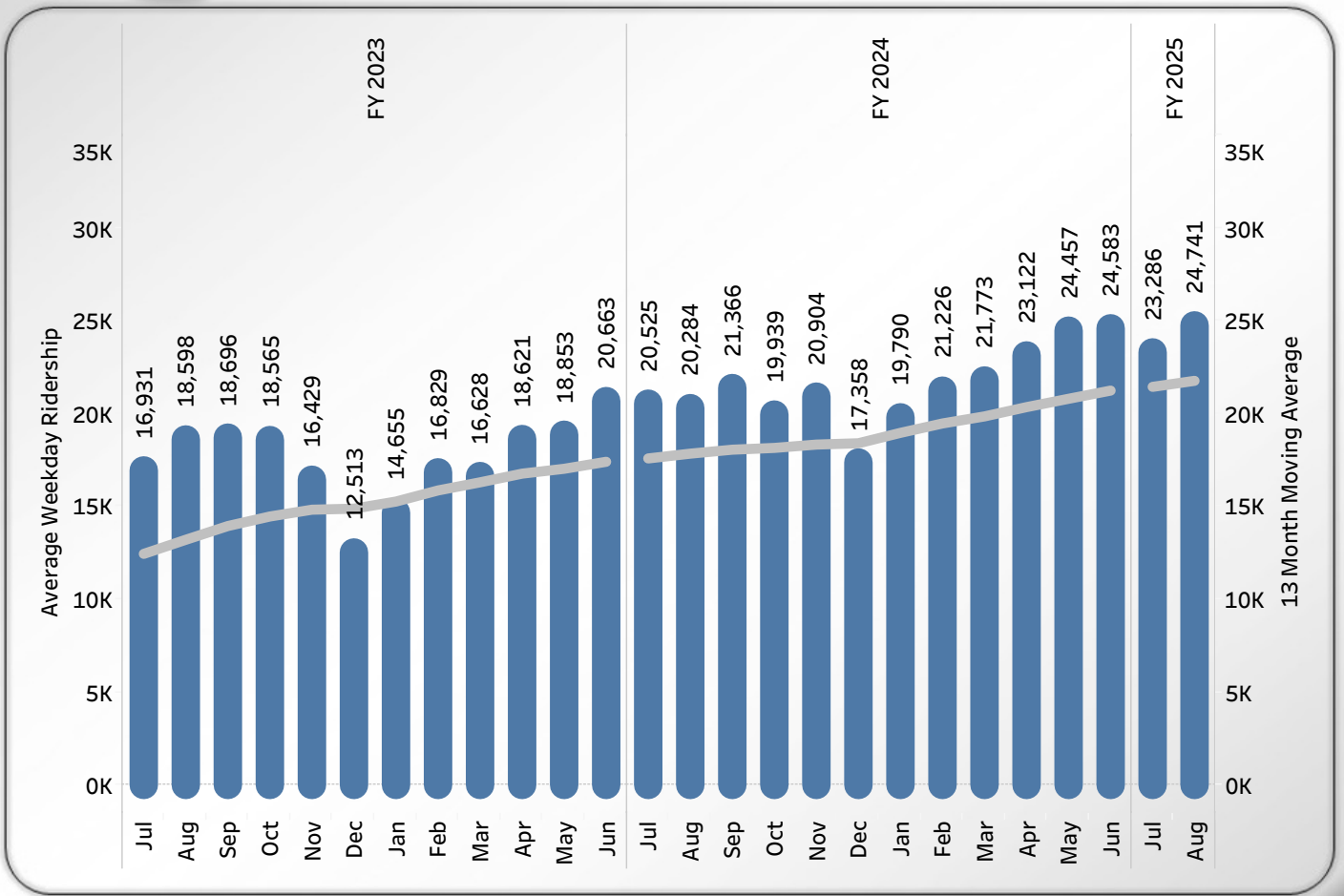
# Total Ridership and Average Weekday Ridership - Aug 2024



Legend | Total Ridership | AWR



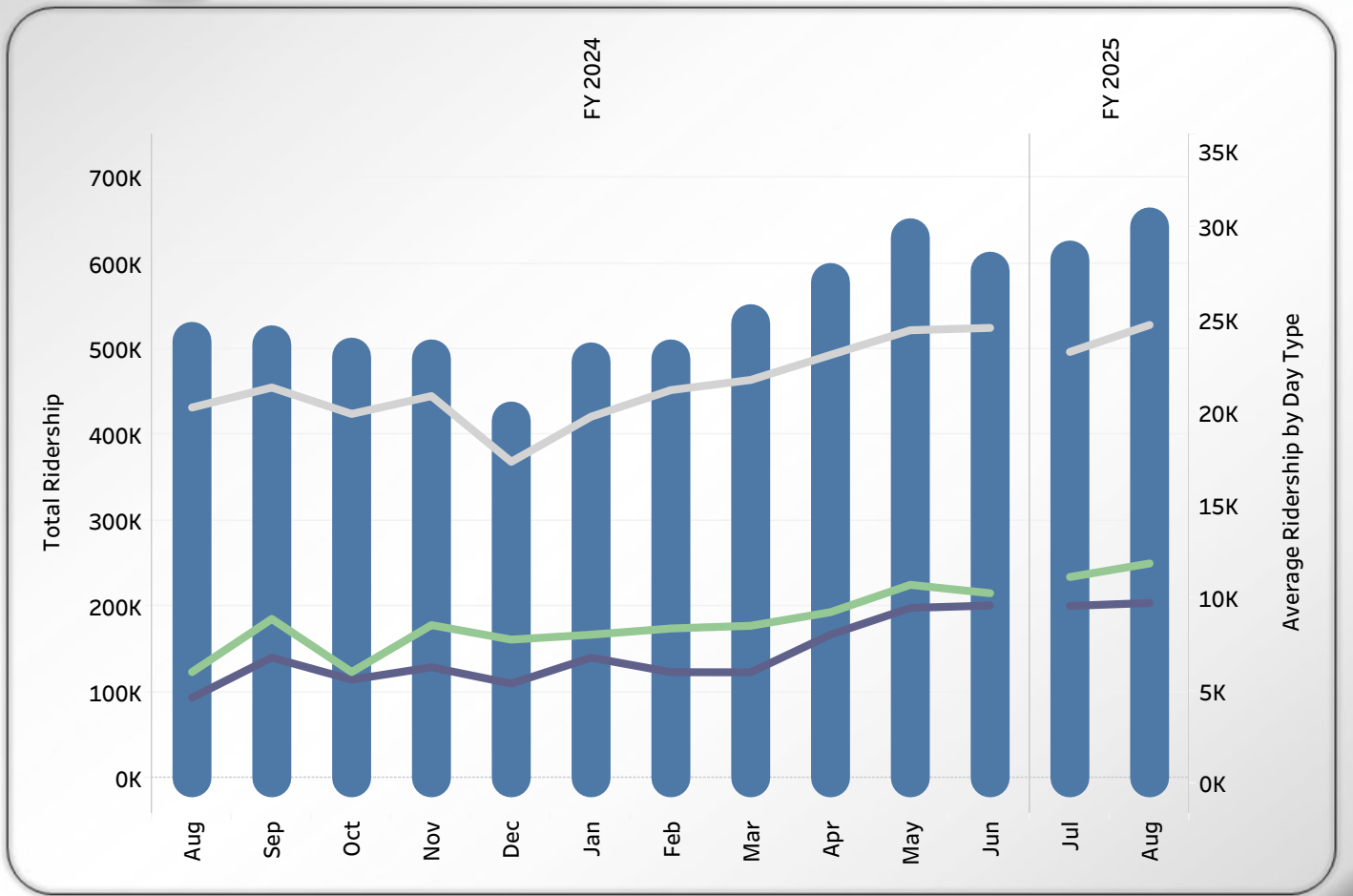
# Average Weekday Ridership & 13 Month Average - Aug 2024



Legend | AWR | 13 Month Moving AWR



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

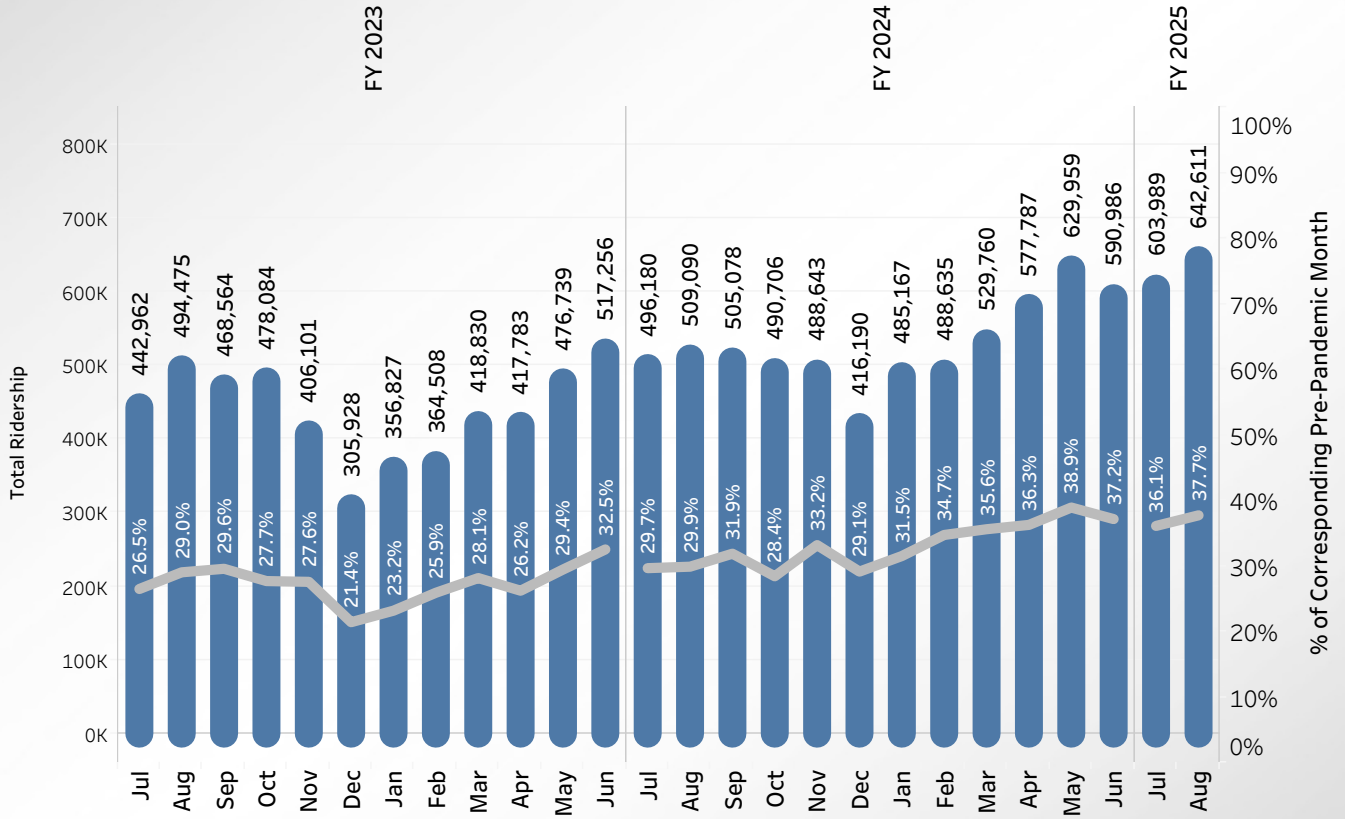


Legend | Total Ridership | Weekday | Saturday | Sunday





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

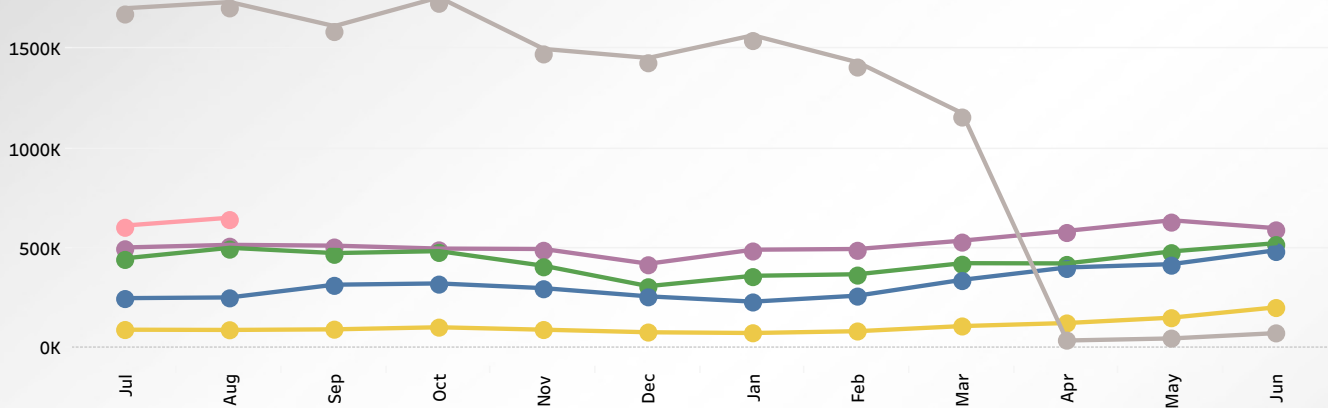


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



# Caltrain Total Ridership - Aug 2024



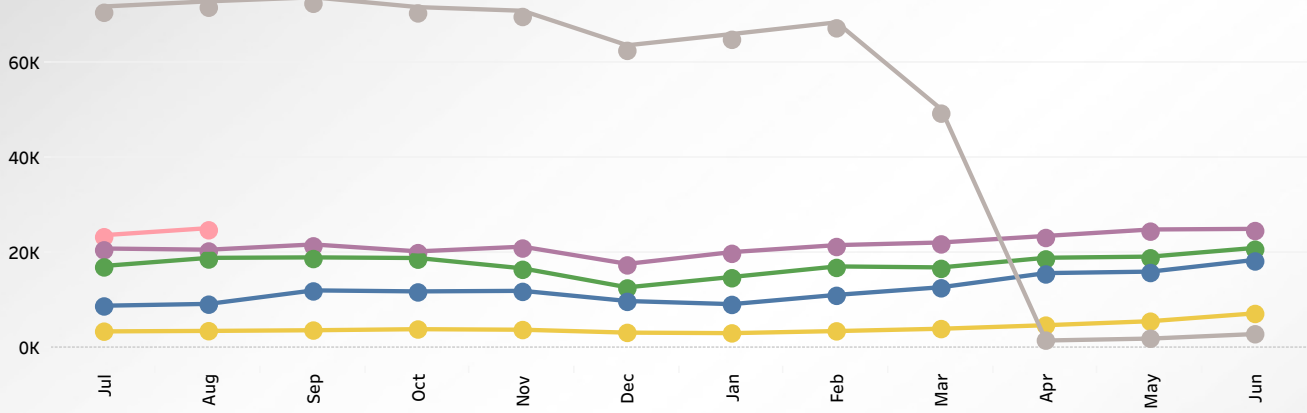
	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
<b>Jul</b>	1,672,672	91,703	246,902	442,962	496,180	603,989
<b>Aug</b>	1,703,334	90,538	250,434	494,475	509,090	642,611
<b>Sep</b>	1,584,833	93,486	313,026	468,564	505,078	
<b>Oct</b>	1,726,436	103,686	319,258	478,084	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   
 ■ FY 2025





# Caltrain Average Weekday Ridership - Aug 2024



	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
<b>Jul</b>	70,493	3,419	8,721	16,931	20,525	23,286
<b>Aug</b>	71,557	3,517	9,096	18,598	20,284	24,741
<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   
 ■ 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

August 2024

## Total Monthly Trips\*

August, 2024: 642,611

## TIP:

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

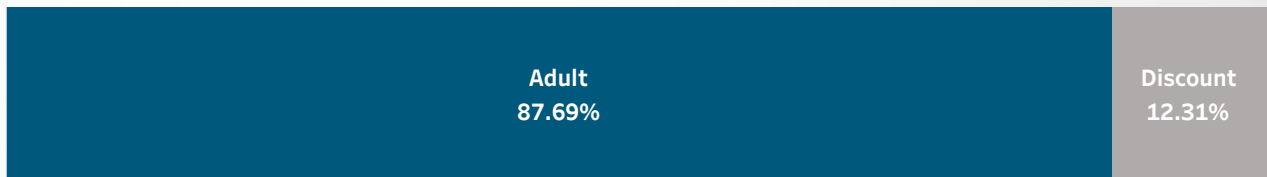
### Pass Type



### Fare Media Channel



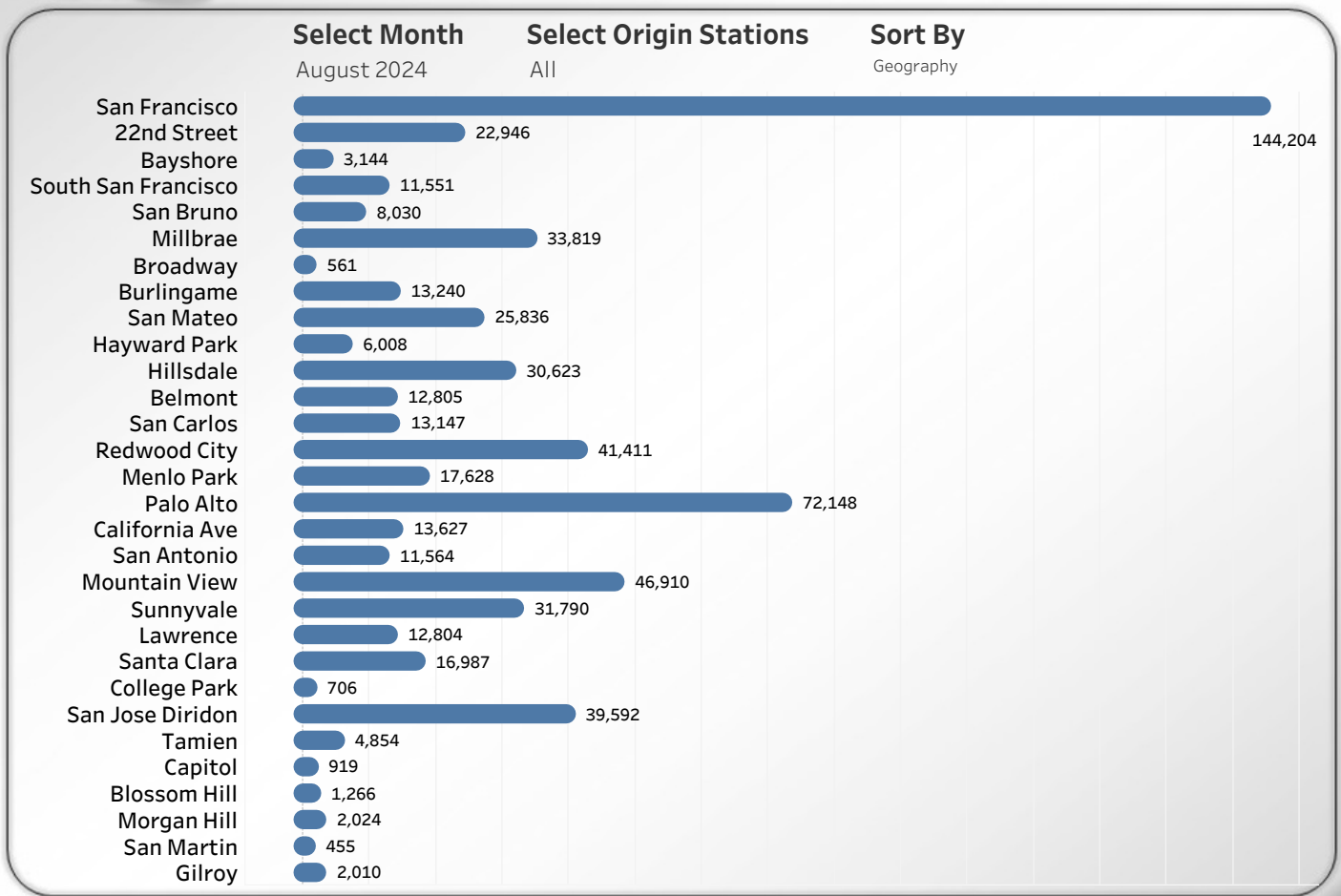
### Fare Type



\*Trip estimates are distinct from ticket sales data  
TVM = Ticket Vending Machine



# Caltrain Total Ridership by Origin Station



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>



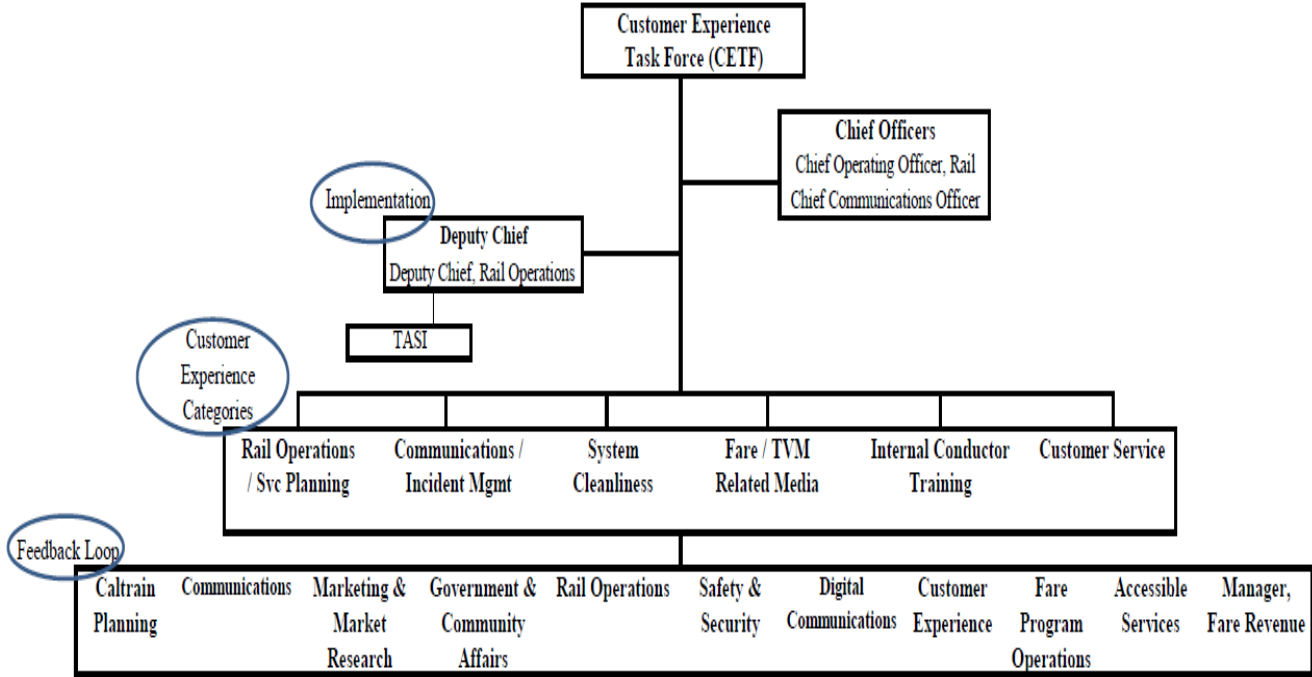
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

**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](https://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 Commination**

- 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 8<sup>th</sup> 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](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 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](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](http://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 # 12 (b)**  
**September 18, 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

October 16, 2024

- Safety Quarterly Update
- Communication Strategy

November 20, 2024

- Brown Act Training
- FY25 Operating Budget Revision

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
- Electrified Service Risk Management Strategy
- Distance Based Fares
- Energy Procurement
- Grade Crossing Strategy – 2025