



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

**October 16, 2024 – Wednesday**

**5:40 p.m.**

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

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

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

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

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

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

1. Pledge of Allegiance
2. Roll Call
3. Appointment of CAC Member
  - Peter Wickman (Alternate), San Francisco County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of September 18, 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. Approval of the 2025 CAC Meeting Calendar
9. Safety Quarterly Update (Mike Meader)
10. Preliminary Report on Marketing & Outreach Activities (Taylor Huckaby)
11. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
12. Committee Comments  
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
13. Date, Time, and Place of Next Meeting  
November 20, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
14. Adjournment

***All items on this agenda are subject to action***

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

## **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 SEPTEMBER 18, 2024**

**MEMBERS PRESENT:** D. Albohm, R. Kutler, P. Leung, A. Lohe (5:44pm), M. Pagee (Alternate) (6:01pm), R. Sarathy, A. Brandt (Vice Chair), B. Shaw (Chair)

**MEMBERS ABSENT:** D. Hernandez (Alternate), P. Wickman (Alternate)

**STAFF PRESENT:** N. Atchison, LM Bouvet, J. Hogan, T. Huckaby, J. Navarrete

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

**APPOINTMENT OF CAC MEMBER**

- Peter Wickman (Alternate), San Francisco County

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

Patricia Leung will participate in the Measure RR Oversight Committee with the departure of Member Seebart.

**CONSIDERATION OF REQUESTS**

There were none.

**APPROVAL OF MEETING MINUTES OF AUGUST 21, 2024**

Motion/Second: Brandt/ Sarathy

Ayes: Albohm, Brandt, Kutler, Leung, Lohe, Sarathy, Shaw

Abstain: None

Absent: Hernandez, Pagee (6:02pm), Wickman

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

Jeff Carter shared his experience on train 126.

**CHAIRPERSON'S REPORT**

Chair Shaw reported that he and Vice Chair Brandt are continuously working with staff regarding agenda items and ongoing efforts to fill two positions for Santa Clara County.

**FARE PROMOTIONS UPDATE: MARKETING AND OUTREACH**

Taylor Huckaby, Deputy Chief of Communications, provided the presentation which included the following:

- Fare product Overview
- Fare Media Data: September 2023 – August 2024

- Marketing Spend Overview
- Marketing Tactics
- Outcomes

Public Comment

Jeff Carter inquired on group day pass.

The Committee Members and staff had a discussion, which included the following:

- Suggestion to revise 3-day consecutive pass to allow usage within a 7-day period to better accommodate hybrid work schedules.
- Discussed the dollar youth fare success in increasing ridership, made permanent due to positive data.

**FISCAL YEAR 2024 RIDERSHIP REPORT**

Nick Atchison, Senior Planner - Rail Operations Planning, provided the presentation which included the following:

- Background
- Methodology Recap
- Key Findings
- Next Steps

Public Comment

Jeff Carter requested additional fare discount products and noted an increase in weekend ridership.

The Committee Members and staff had a discussion, which included the following:

- Ridership Data and Events
- Compared Weekday and Weekend Ridership Recovery
- Trends in Monthly Ridership, drop between May and June of FY24
- APC (Automatic Passenger Counters) Validation and Testing

**CAPITAL IMPROVEMENT PLAN (CIP)**

Lyne-Marie Bouvet, Principal Planner, Capital Improvement Planning, provided the presentation which included the following:

- Background
- Caltrain's Capital Improvement Plan (CIP)
- Strategic Initiatives
- Funding Needs Per Strategic Initiative
- Yearly Funding Needs Per Strategic Initiative
- Tool for Prioritizing Investments

- Projects and Priorities for the Next Ten years
- Next Steps

#### Public Comment

Jeff Carter commented on level boarding, grade separations, and visual messaging signs.

Doug DeLong commented on the Caltrain's fiber network.

John Hogan, Chief Operating Officer mentioned that Caltrain is working on repairing the fiber.

The Committee Members and staff had a discussion, which included the following:

- Level Boarding
- Downtown Extension (DTX)
- Access to Planning Documents; Appendices A and B
- High-Speed Rail Authority
- Concerns related to the security of new assets and the potential for vandalism
- San Francisco Creek Project

#### **STAFF REPORT**

John Hogan, Chief Operating Officer, provided the report that included the following:

- New Trains - A chief mechanical officer has been brought in to investigate potential causes of flat wheels and braking concerns.
- Train Delays - Police have been holding trains in response to incidents in the area, impacting service. Efforts are being made to communicate with local police departments to tailor responses based on the severity of situations.
- Schedule Changes - Beginning Saturday
- Stadler's Support: Stadler is providing warranty support for repairs, with teams on-site to address issues quickly.
- Upcoming Events - Launch Parties Celebrating Electrified Service

The Committee members and staff had a discussion, which included the following:

- Train Delays
- Vehicles on Tracks Awareness and Safety Measures
- Camera Usage to Monitor Bike Thefts
- Restroom Maintenance and Cleanliness
- Single Tracking
- Train Delay Communication

#### Public Comment

Doug DeLong commented on ridership.

Jeff Carter highlighted the importance of passenger communication during delays and incidents.

### **COMMITTEE COMMENTS**

The following items were discussed:

- Safety Improvements at Palo Alto
- San Francisco Station Management - Crowd control during Giants games and concerns regarding blocking off benches.
- Lost Violations – Observation regarding increase
- Train Delivery - Suggestion for delivery acceptance procedure to inspect trains upon arrival.

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

October 16, 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 8:08 pm

DRAFT

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

To: JPB Citizens Advisory Committee  
Through: Michelle Bouchard, Executive Director  
From: Margaret Tseng, Acting District Secretary  
Subject: **2025 JPB CAC Meeting Calendar**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Finance Committee Recommendation | <input type="checkbox"/> Technology, Operations, Planning, and Safety Committee Recommendation | <input type="checkbox"/> Advocacy and Major Projects Committee Recommendation |
|---|--|---|

**Purpose and Recommended Action**

Staff recommends the CAC approve the Meeting Calendar for 2025 (attached).

**Discussion**

The CAC meets the third Wednesday of each month.

**Budget Impact**

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347





## JPB CAC Committee 2025 Meeting Calendar

**Every Third Wednesday – 5:40 PM**

January 15

February 19

March 19

April 16

May 21

June 18

July 16

August 20

September 17

October 15

November 19

December 17

All meetings are held in-person and via Zoom or at 1250 San Carlos Avenue, 2<sup>nd</sup> Floor Bacciocco Auditorium, San Carlos, CA, (additional location, if any, to be determined) unless scheduled and stated otherwise at <https://www.caltrain.com/about-caltrain/advisory-committees/cac>

Date Approved:

**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) –**

- **September:** The September 2024 OTP was 77.8% compared to 86.1% for September 2023.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 5<sup>th</sup> (East Meadow Dr., Palo Alto @ 1:01 am), caused 1 train delayed. The vehicle on the 11<sup>th</sup> (Santa Clara @ 5:32 am), caused no trains delayed. The vehicle on the 17<sup>th</sup> (Mission Bay Dr., SF @ 8:55 pm), caused 5 trains delayed. The vehicle on the 20<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 9:46 pm), caused 4 trains delayed.
  - **Mechanical Delays** – In September 2024 there were 517 minutes of delay due to mechanical issues compared to 1373 minutes in September 2023.
  - **Trespasser Strikes** – There were two trespasser strikes in September, resulting in fatalities. The strike on the 20<sup>th</sup> (Mountain View @ 5:59 am), caused 27 trains delayed, 1 train terminated, and 1 train annulled . The strike on the 27<sup>th</sup> (Burlingame @ 2:52 pm), caused 42 trains delayed, 1 train terminated, and 3 trains annulled.
- **August:** The August 2024 OTP was 91.3% compared to 86.6% for August 2023.
  - **Trespasser Strikes** – There were two trespasser strikes in August, 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.

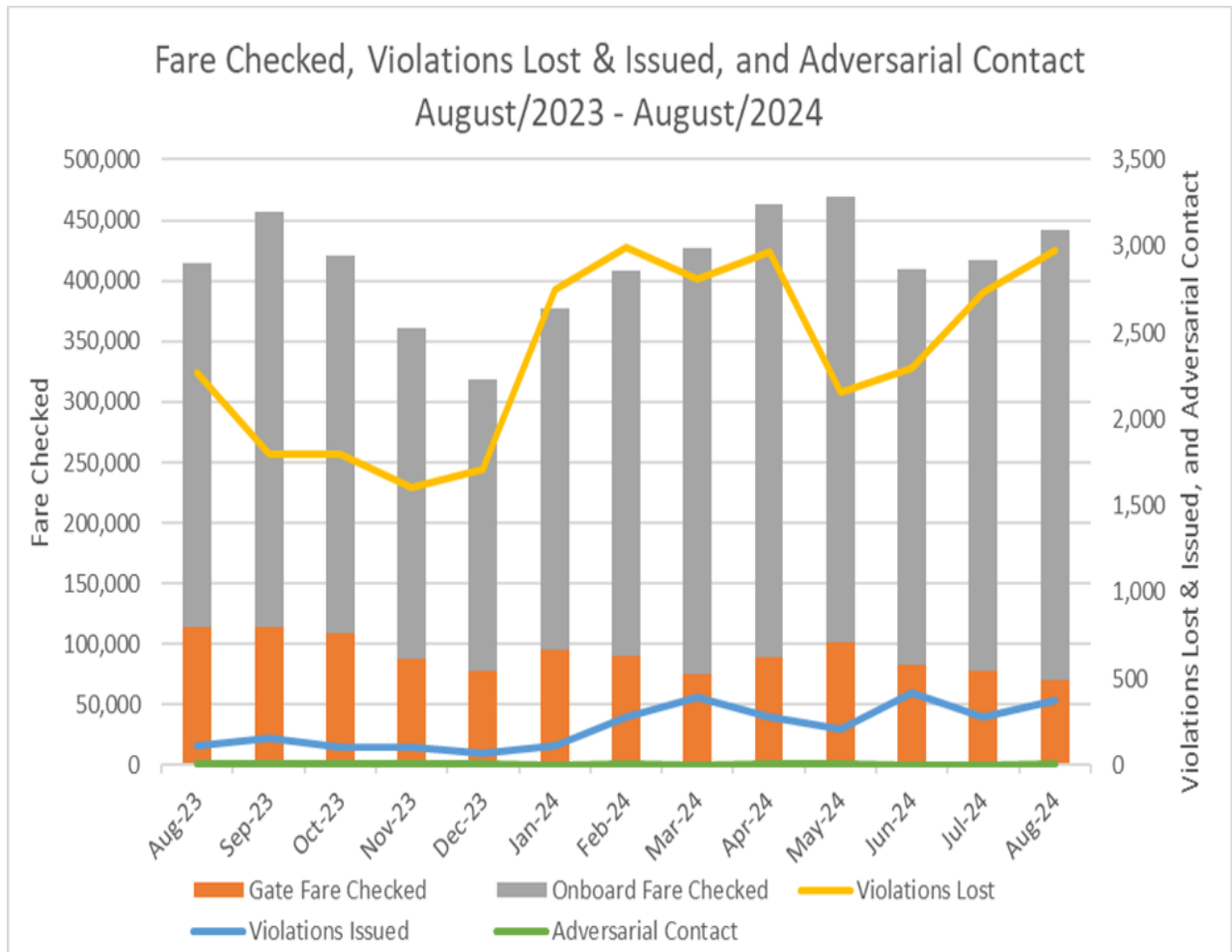
- **Vehicle Strike** – There was one vehicle strike on July 8<sup>th</sup> (Broadway Ave., Millbrae @ 12:35 pm), causing 1 train terminated, 5 trains delayed.
- **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 10<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 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 Commences Fully Electrified Service

On September 21st Caltrain launched its new electrified schedule, bringing the 160-year-old San Francisco-San Jose rail corridor from diesel power to electric. Caltrain is now running 100% renewable, zero-emission service from San Francisco to San Jose for the first time. Caltrain celebrated the launch of the new service with free fares during opening weekend and held celebratory events in every city along the corridor. The new high-performance, state-of-the-art electric trains offer a better experience for Caltrain riders. Caltrain service is now faster and more frequent, with 16 stations receiving trains every 20 to 15 minutes during peak hours, weekend trains arriving twice hourly and express service from San Francisco to San Jose in under an hour. Additionally, the new vehicles offer enhanced amenities, including free Wi-Fi, onboard digital displays, power outlets at each forward-facing seat, energy efficient lighting, baby-changing tables in the bathroom, security cameras, an improved climate control system and expanded storage under the cantilevered seats. The electric trains also generate less noise than their diesel equivalent, making the trip more enjoyable both for riders and residents that live near Caltrain tracks.

## Fare Enforcement Report – October 2024

In August 2024, Caltrain conductors performed a total of 420,260 fare inspections at the terminal and onboard the trains. During this period, 2,980 violations were lost because the rider didn't provide identification and 371 violations were issued. Nine incidents were reported as adversarial contact.



## Special Services Ridership Report (August)

### **San Francisco Station**

- Total Special Event ridership at San Francisco Station in August was 68,844, a 13.4% increase compared to 2023 (60,696), and a 47.7% decrease from 2019 (131,556).
  - In August 2024 there were 12 events, compared to 15 in 2023, and 14 in 2019.

### **Palo Alto Station**

- Total Special Event ridership at Palo Alto Station in August was 1,340.
  - In August 2024 there was 1 event; there were no events with counts for 2023 and 2019.

### **Mountain View Station**

- Total Special Event ridership at Mountain View Station in August was 772, a 75.3% decrease compared to 2023 (3,124), and a 40.6% decrease from 2019 (1,300).
  - In August 2024 there was 1 event compared to 3 in 2023, and 2 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 August 31, 2024, and is subject to change prior to the October 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.

August: JPB staff concluded that no construction work will be performed during the ongoing 2024 dry season. To stabilize the site for the coming 2024-2025 wet season, JPB staff submitted an Erosion and Sediment Control Plan and 2024 Debris Removal Plan to the 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 for review and concurrence prior to implementation.

September: JPB will winterize the site by implementing the Erosion and Sediment Control Plan and 2024 Debris Removal Plan prior to the end of the ongoing 2024 dry season. Concurrently, JPB staff will work with all agencies listed above to jointly develop a plan to obtain all necessary approvals for the project. This plan will influence 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 will result in cost increases in excess of the current approved project budget. Anticipated drivers of cost increases are construction delays, escalation, and extended overhead, including JPB's costs for environmental and construction oversight.

- **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.

August: Locomotive 928 is at CEMOF, engine is started, and locomotive is being prepared for commissioning. Locomotive 923 has engine and hatches installed.

September: Place locomotive 928 in revenue service and receives Conditional Acceptance. Locomotive 923 will have exterior painting completed and begin static testing.

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.

August: 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.

September: 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.

August: A total of 15 EMU trains have been equipped with the Broadband equipment by Stadler to date. Nomad has validated the Stadler installation for 14 trains and have commissioned 11 trains. Nomad completed the dynamic test and System Acceptance Test. The test showed a coverage gap in the South San Francisco area which will require an additional radio antenna installed at that location.

September: Install the additional radio antenna in South San Francisco and rerun the System Acceptance Test. Complete any punch list items from the trackside civil work.

- **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.

August: TASI completed the work at 4th Ave. TASI has a signal wiring firm under contract to wire the new signal houses.

September: Stacy & Witbeck will complete the sidewalk work at 4th and 5th Ave.

Transit Services America, Inc. (TASI) must perform pre-requisite work prior to the general contractor, Stacy and Witbeck, Inc. (SWI), but the TASI work was continually delayed due to manpower resource issues. TASI was unable to accomplish the pre-requisite work in time for SWI to continue with their scope, per SWI's baseline schedule.

The TASI delays result in SWI exceeding the current contract completion date. An extension of 104 calendar days to the contract completion date is required, and results in a new contract completion date of December 21, 2024. Project Manager will request approval of a revised schedule from the Management Committee in October 2024.

- **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.

August: Stacy and Witbeck, Inc. installed the concrete ties and track panel.

September: Stacy and Witbeck, Inc. will install the asphalt pavement and install the guardrails and emergency swing gate in the sidewalk.

Churchill Ave grade crossing location is being performed concurrently with a City of Palo Alto project. The City of Palo Alto project is responsible for performing numerous pre-requisite tasks prior to the contractor, Stacy and Witbeck, Inc. (SWI), can perform their scope of work. A few of the City's critical pre-requisite tasks have been delayed. The third-party City's delays have resulted in SWI being delayed in starting their scope and will result in SWI exceeding the current contract completion date of September 8, 2024. An extension of 104 calendar days to the contract completion date is required, and results in a new contract completion date of December 21, 2024. Project Manager will request approval of a revised schedule from the Management Committee in October 2024.



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

August: 100% of the VMS sign at Base stations are replaced. VMS replacement at Option 1 and Option 2 station is ongoing.

September: Complete option 1 and option 2 stations VMS replacement.

The current remaining activated funds are insufficient to cover the construction phase. FY25 Board approved funds are not yet available for this project, resulting in a 'Red' status for funding. Working with grants to see if Pre-approval Spending Authority (PASA) can be approved.

- **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 August 2024, due to the success of the temporary stabilization measures, the JPB Board resolved to recommend discontinue the emergency declaration for the San Francisquito Creek Bridge. JPB staff developed a preliminary schedule for completing the permanent stabilization under non-emergency procedures, including the public issuance of a new construction solicitation for construction of the permanent stabilization in 2025. Management of the project was transitioned to a new Project Manager.

JPB staff will continue coordination with the USACE to acquire the 404-permit necessary for the permanent stabilization project. Concurrently, JPB staff will prepare a construction solicitation for the permanent stabilization work to be completed during the 2025 dry season.

- **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.

- **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.

August: Began installation of Mini-Highs platforms at multiple stations.

September: Complete pre-coordination with UPRR to line up flagging.



# 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 - Sep 2024

<u>Monthly Performance</u>	Current Year Sep 2024	Pre-Pandemic Sep 2019	Sep 2024 % of Pre-Pandemic	Last Year Sep 2023	Sep 2023 to Sep 2024 % Change
Total Ridership	686,597	1,584,833	43.3%	505,078	+ 35.9%
Average Weekday Ridership	26,045	72,387	36.0%	21,366	+ 21.9%
Average Saturday Ridership	18,233	16,503	110.5%	8,877	+ 105.4%
Average Sunday Ridership	17,240	11,848	145.5%	6,792	+ 153.8%

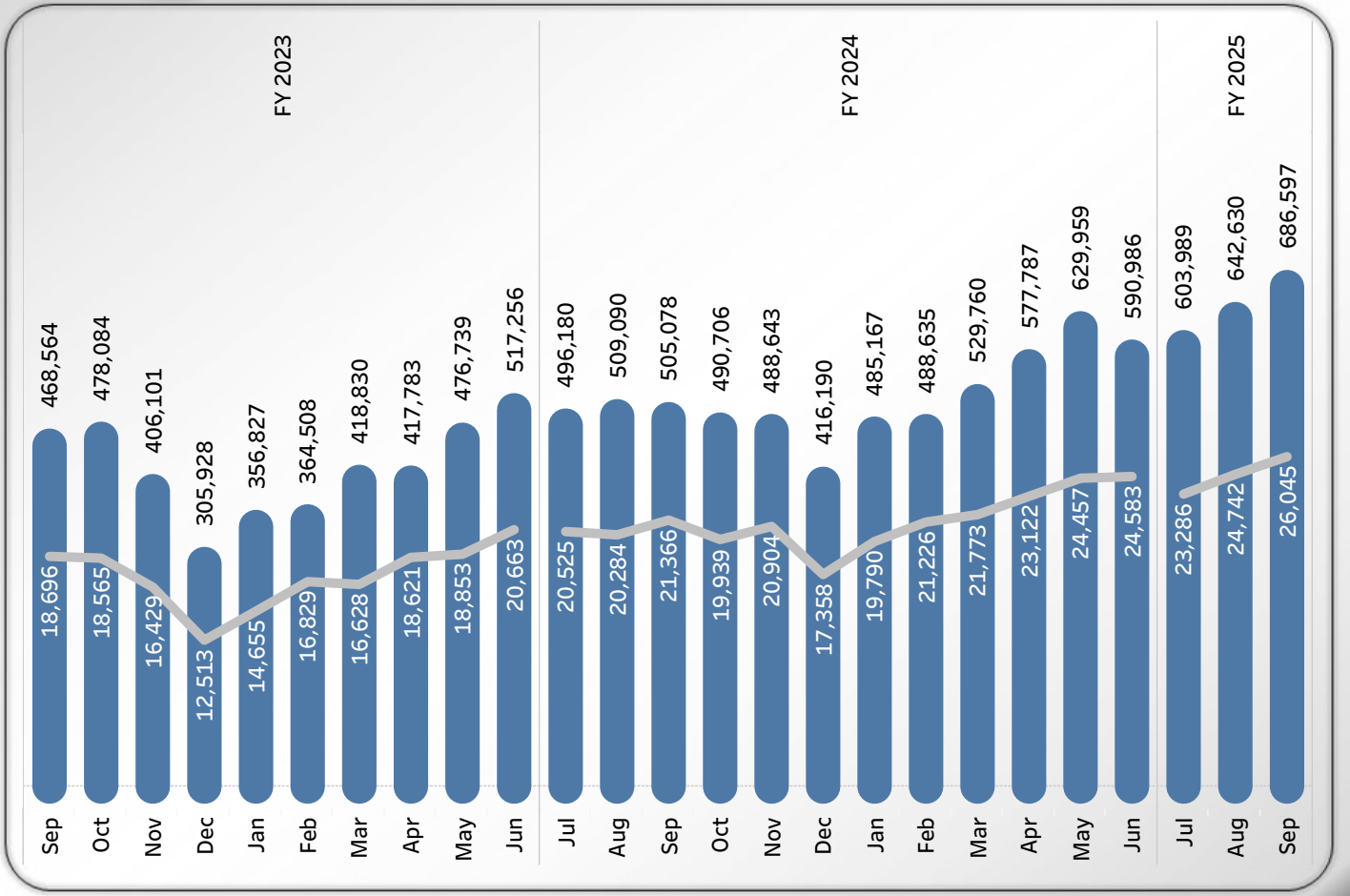
<u>Fiscal YTD Performance</u>	Current Year Sep 2024	Pre-Pandemic Sep 2019	Sep 2024 % of Pre-Pandemic	Last Year Sep 2023	Sep 2023 to Sep 2024 % Change
Total Ridership	1,933,215	4,960,840	39.0%	1,510,348	+ 28.0%
Average Weekday Ridership	24,648	71,450	34.5%	20,704	+ 19.1%
Average Saturday Ridership	13,604	16,320	83.4%	7,712	+ 76.4%
Average Sunday Ridership	12,575	11,730	107.2%	6,108	+ 105.9%

*Free fares offered to all passengers on opening weekend of electrified service.*

*Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*



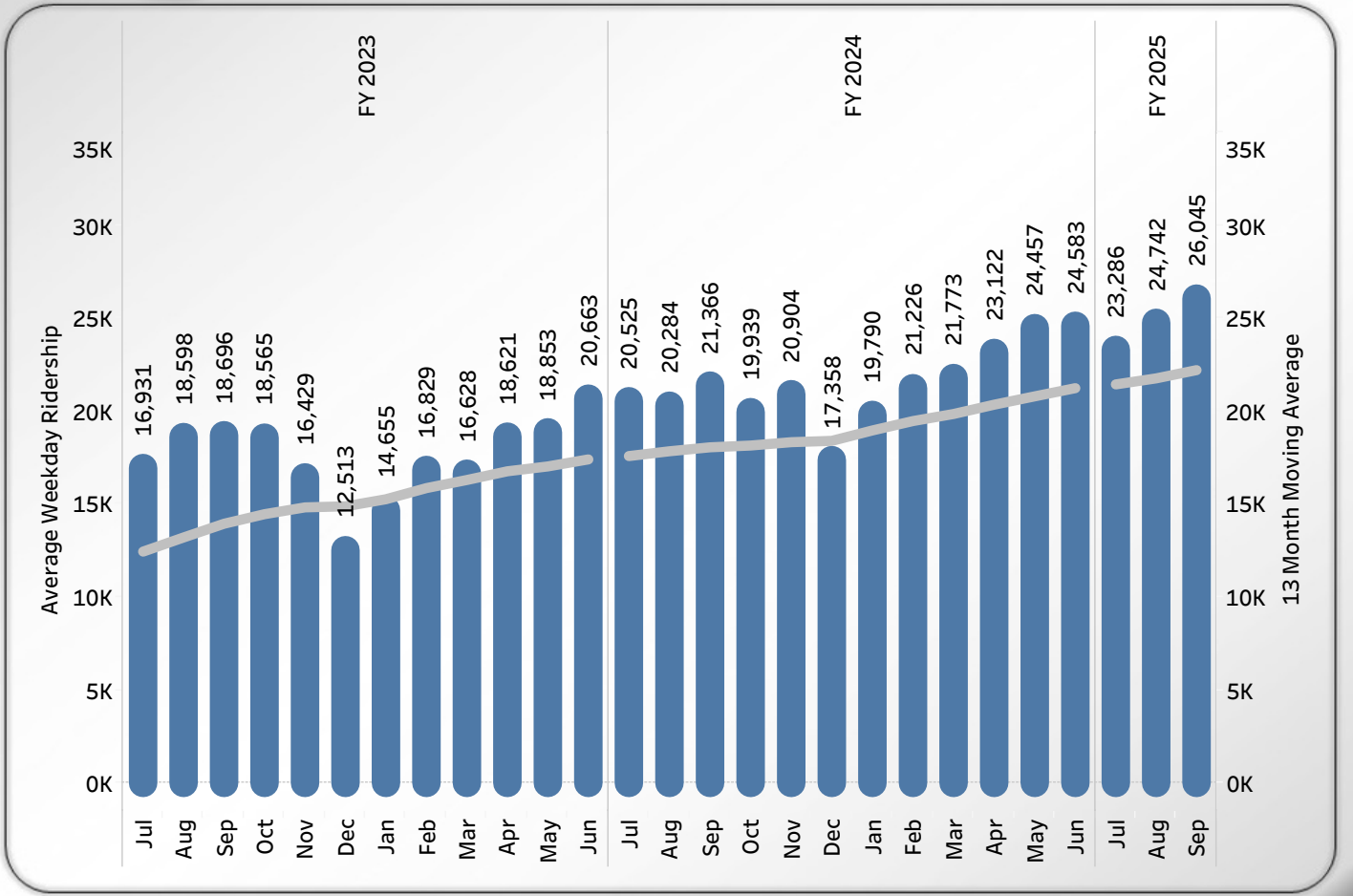
# Total Ridership and Average Weekday Ridership - Sep 2024



Legend | Total Ridership | AWR



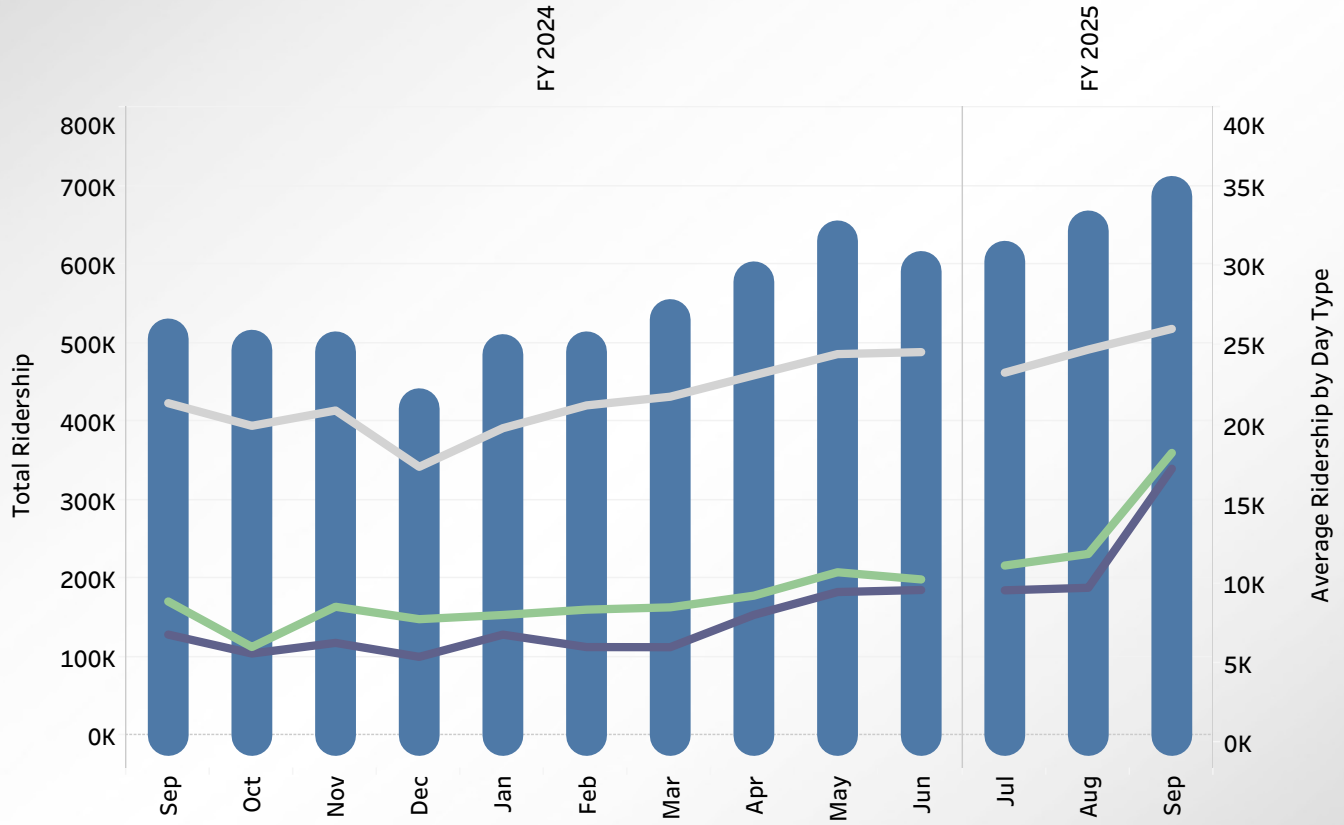
# Average Weekday Ridership & 13 Month Average - Sep 2024



Legend | AWR | 13 Month Moving AWR



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



*Free fares offered to all passengers on opening weekend of electrified service.*

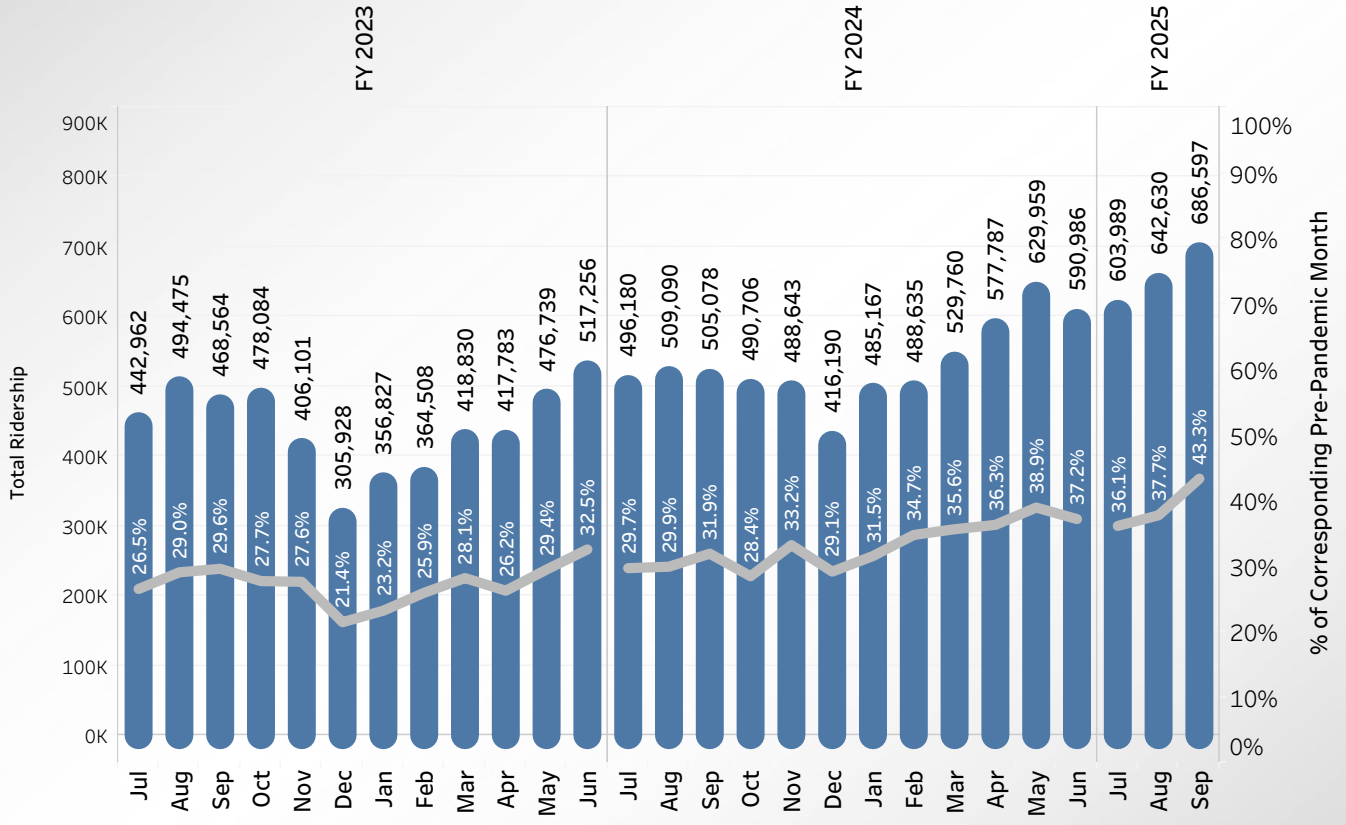
*Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*

Legend | Total Ridership | Weekday | Saturday | Sunday





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

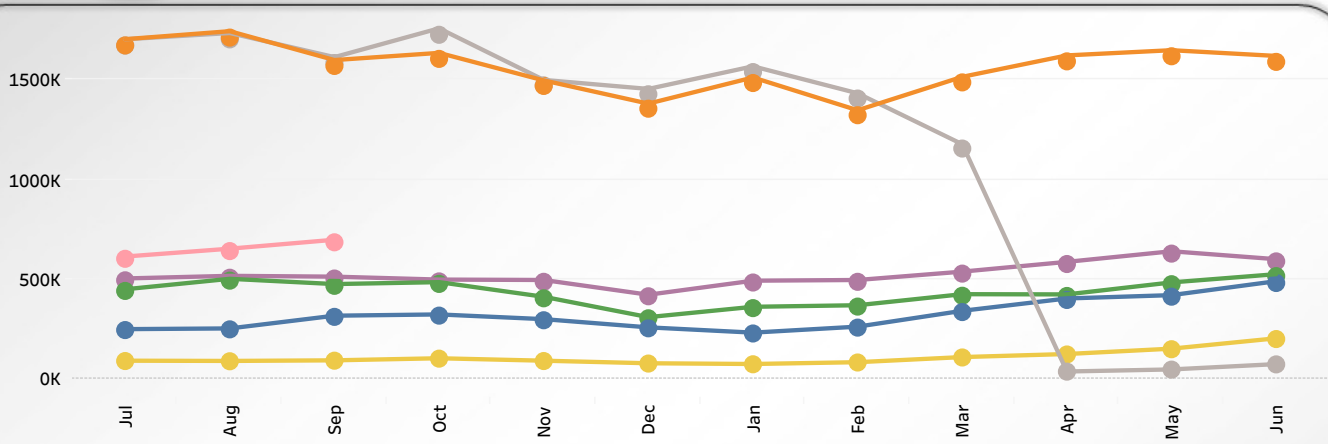


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



# Caltrain Total Ridership - Sep 2024

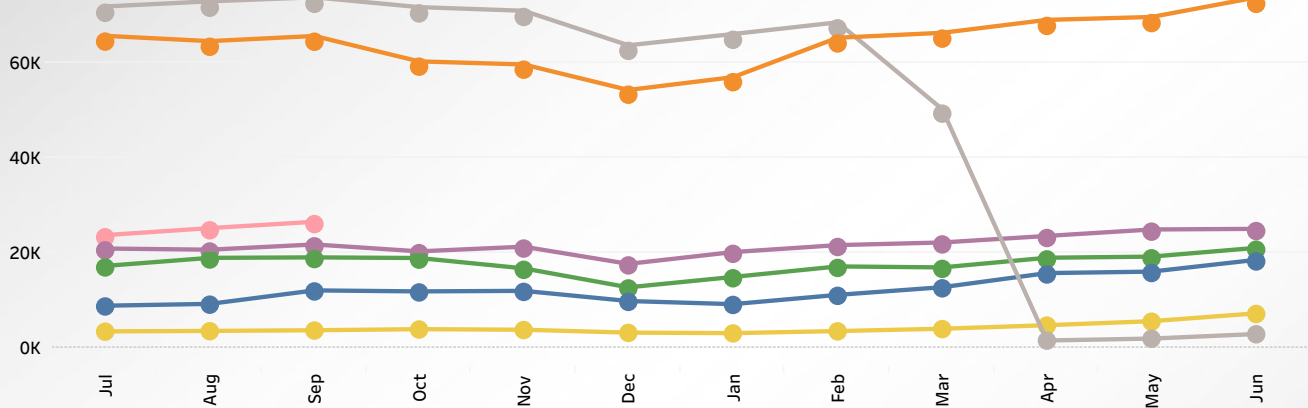


	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
<b>Jul</b>	1,673,035	1,672,672	91,703	246,902	442,962	496,180	603,989
<b>Aug</b>	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,630
<b>Sep</b>	1,570,308	1,584,833	93,486	313,026	468,564	505,078	686,597
<b>Oct</b>	1,605,671	1,726,436	103,686	319,258	478,084	490,706	
<b>Nov</b>	1,470,239	1,472,693	91,699	296,065	406,101	488,643	
<b>Dec</b>	1,356,071	1,428,363	79,078	255,679	305,928	416,190	
<b>Jan</b>	1,484,727	1,539,666	75,485	229,746	356,827	485,167	
<b>Feb</b>	1,323,427	1,406,951	84,365	259,190	364,508	488,635	
<b>Mar</b>	1,487,889	1,156,388	109,519	337,078	418,830	529,760	
<b>Apr</b>	1,593,266	38,584	124,522	397,753	417,783	577,787	
<b>May</b>	1,618,825	48,745	150,923	414,196	476,739	629,959	
<b>Jun</b>	1,590,653	74,908	201,872	482,691	517,256	590,986	

■ FY 2019   
 ■ FY 2020   
 ■ FY 2021   
 ■ FY 2022   
 ■ FY 2023   
 ■ FY 2024   
 ■ FY 2025



# Caltrain Average Weekday Ridership - Sep 2024



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
<b>Jul</b>	64,435	70,493	3,419	8,721	16,931	20,525	23,286
<b>Aug</b>	63,340	71,557	3,517	9,096	18,598	20,284	24,742
<b>Sep</b>	64,405	72,387	3,654	11,881	18,696	21,366	26,045
<b>Oct</b>	59,159	70,360	3,873	11,673	18,565	19,939	
<b>Nov</b>	58,523	69,607	3,760	11,787	16,429	20,904	
<b>Dec</b>	53,258	62,480	3,162	9,687	12,513	17,358	
<b>Jan</b>	55,897	64,806	3,058	9,044	14,655	19,790	
<b>Feb</b>	64,041	67,218	3,484	10,956	16,829	21,226	
<b>Mar</b>	65,057	49,276	3,965	12,539	16,628	21,773	
<b>Apr</b>	67,728	1,536	4,693	15,451	18,621	23,122	
<b>May</b>	68,326	1,935	5,521	15,757	18,853	24,457	
<b>Jun</b>	72,370	2,871	7,143	18,187	20,663	24,583	

■ FY 2019   
 ■ 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

September 2024

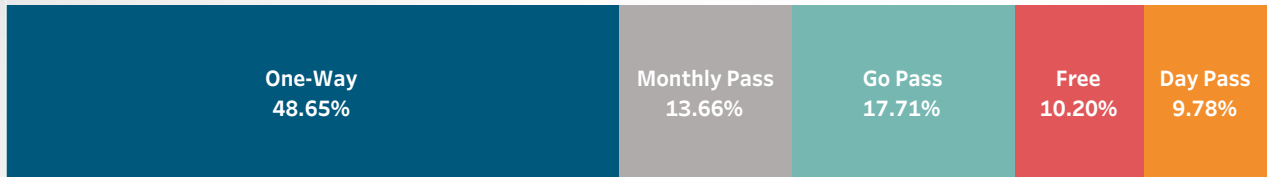
## Total Monthly Trips\*

September, 2024: 686,597

### TIP:

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

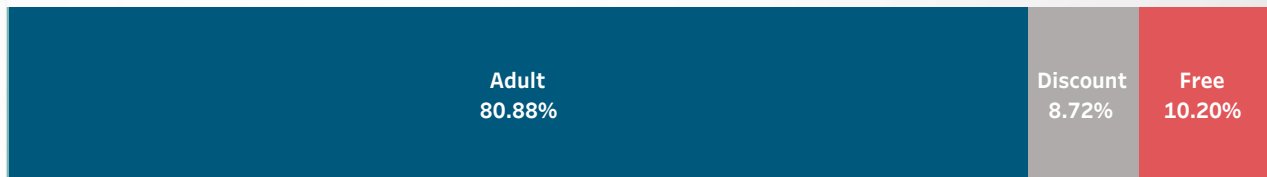
### Pass Type



### Fare Media Channel



### Fare Type



**Free fares offered to all passengers on opening weekend of electrified service.**  
**Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.**

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



# Caltrain Total Ridership by Origin Station

Select Month

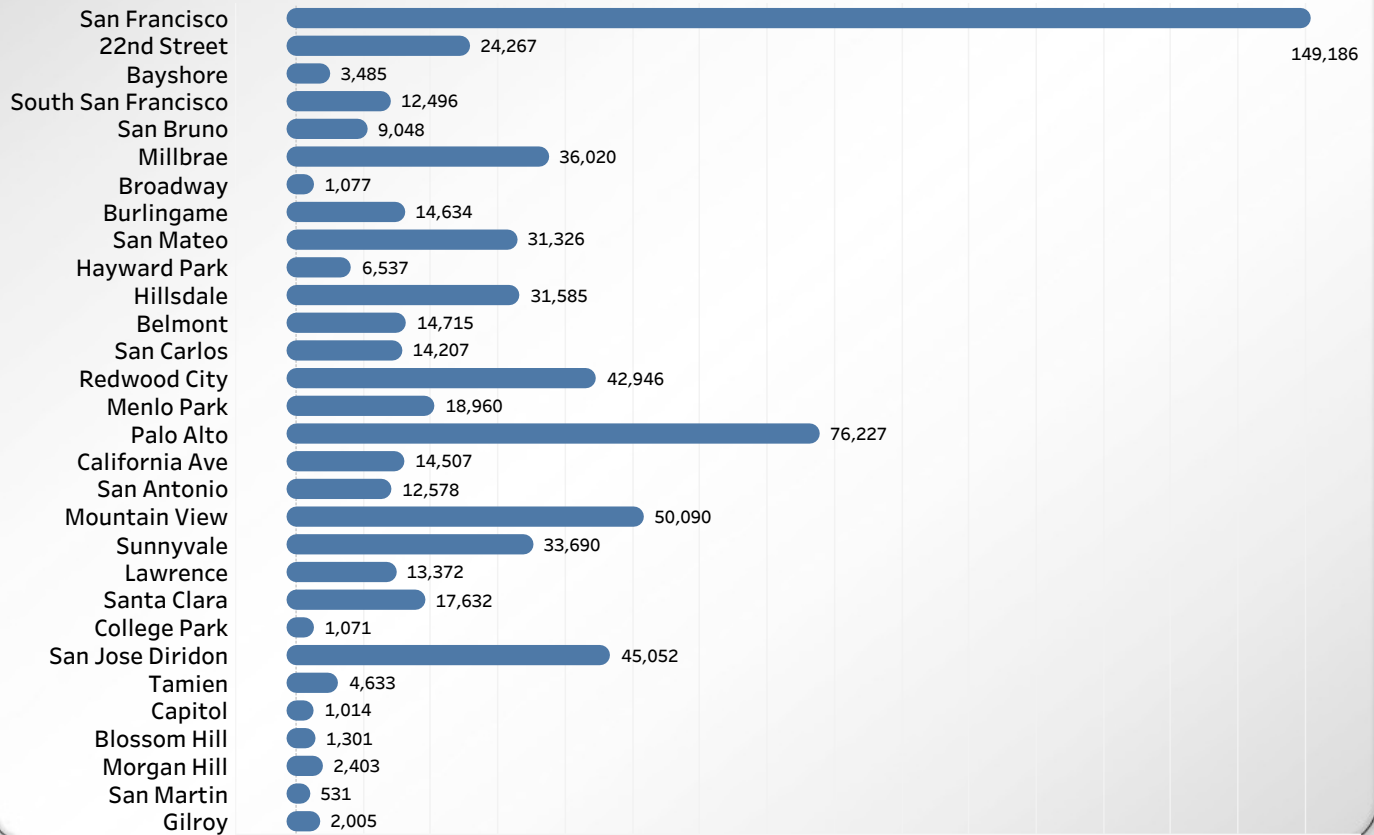
September 2024

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>



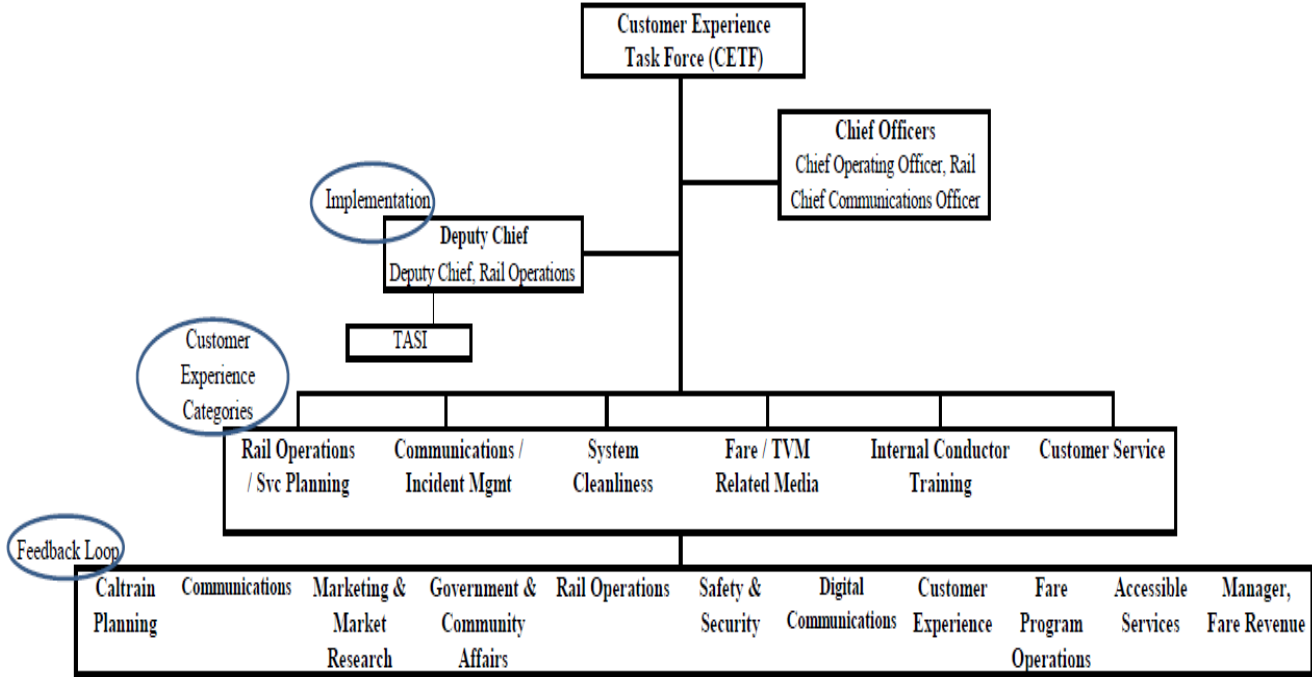
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

**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:

- Caltrain Electrified Service:
  - The new Electrification Schedule went into effect on September 21, 2024.
  - Staff are actively monitoring on time performance and customer feedback to determine what adjustments to the schedule might be needed in early 2025.
- Platform Signage:
  - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
  - Please visit <http://calmod.org/construction/> for further work segment and construction details.

## **Communications/Incident Management (CICS)**

The taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.
- Global Positioning System application is available for train tracking on [Caltrain website](#).

## **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

## **Customer Experience**

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

- Communication for Customers:
  - Customer Service: Creating a customer satisfaction survey to gather feedback from customers who interact with our service team.
  - Electrification:
    - Preparing to pilot a program for where to wait for EMU bike cars. Aim to pilot at Palo Alto Station. Ground decals on both platforms that line up with where the bike car doors will be. Helps riders to wait in the right locations to board smoothly and be safe.
    - Partnering with social media teams to communicate information safe pedestrian gate crossing and that with the EMU at some stations, the gates may stay down. Riders should plan ahead and arrive a few minutes early so you’re not stuck waiting at the crossing.



- Creating web, flyer, and signage communications for South Santa Clara County riders on what to expect for service changes and cross-platform transfers.
- Community Outreach:
  - Electrification: Volunteer ambassadors a key station up & down the corridor throughout September.
  - Mountain View outreach for first NFL home game so customers are aware of parking, transfer to VTA to get to Levis Stadium.
- Caltrain Alerts
  - New Feature: “Find my Train” when subscribing to alerts. This makes it easier for a rider to sign up.
  - Posted communications that with the new EMU schedule, text subscribers may have to update train numbers to receive desired alerts.
  - Over 6800 subscribers. Over 9300 alerts created to date. Top reasons for alerts are track changes and small delays ( ~ 10 minutes)
  - “How to Use Caltrain Alerts” video in the works by Creative Services.

### **Marketing Customer Commination**

- Digital Marketing:
  - Electrification updates: Electrification official launch took place the weekend of September 21st, with a historic turnout with over 16,000 RSVPs to the events hosted in Palo Alto and San Mateo. Free fares were implemented for opening weekend.
  - Events: September was not only the launch of Electrification but Transit Month as well as Rail Safety Month, and Suicide Prevention Month. The launch of Electrification was Caltrain’s way of celebrating Transit Month. Throughout the month messaging was pushed out on social reminding riders on safety protocols when riding the system for rail safety month.
  - The F40s were retired the evening of September 20th, leading up to the launch.
  - Communications: Launch of Electrification, with over 50% of social messaging focusing on the lunch or electrification, Dollar Youth Fare, implemented on September 1st, Transit Month, Rail Safety Month, Giants end of Season.
- Caltrain Digital Messaging Highlights:
  - Be Transit Month
  - Rail Safety Month
  - Electrification Launch
  - Dollar Youth Fare
  - F40 Retirement
  - Electrification Palo Alto Event – September 21, free fares
  - Electrification San Mateo Event – September 22, free fares

## Fare Systems

- Caltrain Mobile App Quarterly Update –July to September 2024
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the first quarter of FY2025, mobile ticket sales decreased by 2% compared to the previous quarter, largely due to the summer break and the Rider Appreciation Day free fare promotion. However, compared to the same period last year, there was a significant increase in ticket sales by 22%, accompanied by a 24% increase in revenue. Additionally, parking ticket sales saw a 35% rise, while parking revenue surged by 65% compared to the same period last year. During this quarter, approximately 55% of all daily parking permits were sold through the Caltrain Mobile App. These increases align with the overall growth in Caltrain ridership this year.

The table below provides a detailed overview of the results.

	Q1 FY25 Actuals	% ▲ vs. Q4 FY24	% ▲ vs. Q1 FY24
Revenue \$'s - (excluding parking)	\$ 1,235,598	-2%	24%
Tickets Sold - Parking	49,737	5%	35%
Revenue \$'s - Parking	\$ 273,554	5%	65%

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

## 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 were relocated at Sunnyvale Station to a more visible location along the southbound platform.
  - Site planning is beginning a new order of e-lockers to serve stations with a growing demand and to put e-lockers near additional station entrances. The next round of e-lockers will be installed in early 2025.
  - 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

- We are pleased to announce that the installation of Visual Message Signs (VMS) at several stations across the corridor has been completed, and the signs are now in service.
  - Phase 1 (Base Stations): The VMS installations at 4th & King, Palo Alto, Mountain View, Santa Clara, and San Jose stations have been completed and are operational.
  - Phase 2 (Option 1): VMS installations were also completed at Sunnyvale, Lawrence, Millbrae, San Mateo, and 22nd Street stations
  - Phase 3 (Option 2): The VMS installations at Bayshore, San Bruno, and San Antonio stations have been finalized as part of the ongoing improvements.
- VMS will be installed at 22 stations. We are currently working on installing VMS at the remaining stations to complete the system-wide upgrade.
- These new signs will enhance communication with passengers by providing real-time updates and critical information. Thank you for your continued patience and support as we work to improve your travel experience.
- Mini-High Platform Project
  - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, we obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.
  - The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Currently, passengers needing mobility assistance use manual wayside lifts at these stations, which require frequent maintenance and can disrupt train schedules.
  - To date, we have completed the pre-casting phase for the mini-high platforms at Bayshore, Hayward Park, Burlingame, California Avenue, San Antonio, and Lawrence stations. The remaining construction work for these stations is scheduled to be completed in November. Tamien and Belmont stations should be completed later in 2024.
  - For the remaining stations—, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops)—the mini-high platforms will be completed throughout 2025.
- Caltrain Electrification
  - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](https://caltrain.com/status))
  - A section of the new website is dedicated to Caltrain Electrification with project information. [www.Caltrain.com/electrification](https://www.Caltrain.com/electrification)
  - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).

- Caltrain has created factsheets detailing the electrified service benefits by city. Learn more at [caltrain.com/servicebenefits](https://caltrain.com/servicebenefits).

### **System Cleanliness**

The taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements to maintain a consistent look amongst all Caltrain stations.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

### **Station Improvements**

The taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide.
- State of Good Repair (SOGR):
  - Mini SOGR projects – The Station Team is actively enhancing various stations to provide riders with a more enjoyable experience on the new electric train.
- Station Signage:
  - The installation of New Standard Median Directional Signage is currently underway. This signage features clear platform designations using "Northbound" and "Southbound" verbiage to effectively guide riders to their intended destinations.
- Hayward Park Parking Lot:
  - Striping and numbering of parking spaces is tentatively scheduled for October - November 2024.
- New Trash Cans:
  - In an effort to improve station beautification, trash cans will be replaced.
  - 38 New Trash Cans have been delivered and installed at these Stations:
    - San Bruno
    - Palo Alto
    - Hayward Park
    - Menlo Park (In-Progress)
    - Bayshore (In-Progress)
  - 20 more are in transit. Estimated Delivery: TBD

**AGENDA ITEM # 11 (b)**  
**October 16, 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
- Preliminary Report on Marketing & Outreach Activities

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
- Review & Approve Measure RR Report