

**Peninsula Corridor Joint Powers Board
Technology, Operations, Planning, and Safety (TOPS) Committee
1250 San Carlos Avenue, San Carlos, CA 94070
Minutes of September 25, 2024**

Members Present: Pat Burt (arrived at 1:36 pm), Shamann Walton
Members Attended via Teleconference: Rico E. Medina (Chair)
Staff Present: N. Atchison, M. Bouchard, L. Bouvet, I. Conferti, N. Dhaliwal, J. Harrison, L. Ko, M. Lee, M. Tseng

1. Call to Order/Pledge of Allegiance

Chair Medina called the meeting to order at 1:31 pm and led the Pledge of Allegiance.

2. Roll Call

Acting District Secretary Margaret Tseng called the roll and confirmed a quorum was present.

Chair Medina delivered the Safety Briefing.

3. Public Comment on Items not on the Agenda - There were none.

Chair Medina noted Item 5 to be heard before Item 4.

4. Meeting Minutes of August 28, 2024

Motion/Second: Walton/Burt
Ayes: Burt, Walton, Medina
Noes: None

5. Receive Update on Caltrain's Draft 10-Year Capital Improvement Plan (CIP)

Lyne-Marie Bouvet, Principal Planner, provided the presentation that included the following:

- Fiscal Year (FY) 2016-2035 CIP consists of maintenance, enhancement, and expansion capital investment projects
- Intent of CIP includes streamline processes, communicate financial needs and priorities, identify projects with the most beneficial outcome, plan projects and will be used to develop a funding strategy and 4-Year Rolling Plan
- Includes 140 projects organized by seven different categories with 110 projects sponsored by Caltrain and remaining sponsored by municipality partnerships
- Cost of \$3.5 billion per strategic initiative for FY 2026-2035

- Upcoming projects to encompass continued electrification, safe and secure railroad, maintain core services, enhance service and customer experience, deliver long-range vision
- Customer-centric priority of investments surrounding safety, reliability, accessibility, and sustainability

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

- Commended the outcome of the CIP to have successful projects internally and externally, with partnering agencies, thus providing economic, transportation, environmental, safety, and ordinance benefits
- Suggested to retitile the New Station Access Policy as Station Circulation and Activation to emphasize overall customer experience and its importance to the capital program
- Addressing safety and security issues arising from electrification
- CIP emergency projects not evaluated to the same lengths of regular projects but updated regularly if needed

6. Receive Fiscal Year 2024 Annual Ridership Report

Nicholas Atchison, Senior Planner of Rail Operations Planning, provided the presentation that included the following:

- Ridership patterns and cost from COVID-19 pandemic prompted discontinuation of annual passenger count
- FY 2024 Annual Ridership Report constituted from official monthly ridership estimates instead of physical headcounts
 - June 2023 – October 2023: limited conductor counts and Clipper data
 - November 2023 – July 2024: Fare Media Sales-Based Ridership Estimation Model
- Higher ridership in summer (May had greatest monthly ridership for FY 2024) than in winter (December had lowest monthly ridership for FY 2024) Pandemic Ridership Recovery Rate Grew from less than 30 percent (July 2023) to about 39 percent (June 2024)
- Station-based data collection, a newly introduced system that only accounts for departing trips, saw an increase in ridership for San Mateo County (2 percent) and Santa Clara County (1 percent) with a decrease in ridership for San Francisco County (3 percent)
- Automatic passenger counters on new electric multiple unit (EMU) doors, will become source of ridership data
- Retaining Fare Media Sales-Based Ridership Estimation Model to collect data based on specific fields such as ticket type and discount level

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

- Ridership decrease in winter and providing shelters at stations and special event ridership
- Ridership, neighboring communities, and environmental impacts due to community feedback on new EMUs and horn noises

7. Receive Update on Pass Forward Program

Navdeep Dhaliwal, Government Community Affairs Manager, and Isabella Conferti, Public Affairs Specialist, provided the presentation that included the following:

- Pass Forward Program partnership with Community Service Organizations (CSOs) to provide low-income riders with no-cost Caltrain passes through donations from GoPass partners
- Pass Forward participant demographic showed 67 percent earning under \$50 thousand, 85 percent earning under \$80 thousand, 48 percent Hispanic/Latinx, 83 percent people of color
- Based on feedback received from users and employees to increase data transparency, additional marketing collateral, and increase ongoing support, staff will focus on strengthening utilization, ridership, partnership, and staffing
- Pass Forward Program 2024 CSO Benchmarks: yearly minimum of 90 percent of allocated passes, monthly minimum of 50 percent of allocated passes used, minimum of eight rides per month per pass (with a minimum of one round trip per week)

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

- Ability for program to sustain growth
- Improved schedules to provide greater accessibility and opportunities to the community, promoting business model redevelopment, and broadening ridership demographics
- Local community event at the Fang Community Garden in San Francisco. Director Walton noted that the San Francisco Board of Supervisors honored the late Teddy Fang for his contributions to the community

8. Committee Member Requests - There were none.

9. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, October 30, 2024 at 1:30 pm.

10. Adjourn - The meeting adjourned at 2:35 pm.