



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

November 20, 2024 – Wednesday

5:40 p.m.

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

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

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

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

Items in bold are CAC member-requested presentations

1. Pledge of Allegiance
2. Roll Call
3. Appointment of CAC Member
 - Kristopher Linqvist, Santa Clara County
 - Leonard Acosta, Santa Clara County
 - Ashish Kulkarni (Alternate), Santa Clara County
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Appointment of Nominating Committee
 - a) 2025 Chair
 - b) 2025 Vice Chair
6. Approval of Meeting Minutes of October 16, 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. Brown Act Training (Anna Myles-Primakoff, Olson Remcho)
- ~~10. Strategic Financial Plan (Li Zhang)~~
- ~~11.10.~~ 11.10. Draft 2025 Legislative Program (Devon Ryan)
- ~~12.11.~~ 12.11. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
- ~~13.12.~~ 13.12. 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.
- ~~14.13.~~ 14.13. Date, Time, and Place of Next Meeting
December 18, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
- ~~15.14.~~ 15.14. Adjournment

All items on this agenda are subject to action

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

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or cacsecretary@caltrain.com. Agendas and meeting schedules are available on the Caltrain Web site at www.caltrain.com.

Date and Time of Regular Meetings

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom. *Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instructions.

Public Comment

Members of the public are encouraged to participate remotely or in person. Comments received during or after an agenda item is heard will be included in the correspondence and posted online.

Oral public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448

Availability of Public Records

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

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

DRAFT MINUTES OF OCTOBER 16, 2024

MEMBERS PRESENT: D. Albohm, P. Leung (arrived at 5:44pm), A. Lohe (arrived at 5:44pm), M. Pagee (Alternate, arrived at 6:10pm), R. Sarathy (arrived at 6:10pm), P. Wickman (Alternate), A. Brandt (Vice Chair), B. Shaw (Chair)

MEMBERS ATTENDED VIA TELECONFERENCE: R. Kutler

MEMBERS ABSENT: D. Hernandez (Alternate)

STAFF PRESENT: J. Hogan, T. Huckaby, M. Meader, 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

Chair Shaw introduced Mr. Wickman and Mr. Wickman provided a brief background of his interest in Caltrain.

CONSIDERATION OF REQUESTS

Chair Shaw noted that Member Kutler participated under emergency circumstances.

APPROVAL OF MEETING MINUTES OF SEPTEMBER 18, 2024

September 18, 2024, amended with the following:

- Include Appendices A and B requested of the Capital Improvement Plan
- Update to San Francisquito Creek Bridge Project
- Update to Lost Fare Evasion Violations
- Include suggestion for delivery acceptance procedure to inspect trains upon arrival for wheel flat spots
- Include the automatic information overstates train delays

Motion to approved minutes as amended/Second: Brandt/Pagee

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

Abstain: Wickman

Absent: Sarathy, Hernandez

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter shared his experience with the new electric trains and commented on the SamTrans head signs, marketing for the new trains, and agreed that the meeting minutes from September 18 were brief.

Aleta Dupree, Team Folds, shared her experience with the new electric trains, suggested expanding the Clipper system and updating the visual messaging signage to include more accurate real time information.

Kris Linqvist commented about using Discord for Bay Area transit, which has a Caltrain chat room.

CHAIRPERSON'S REPORT

Chair Shaw reported that he resigned from Stanford and his commitment to the committee remains unchanged and working with Vice Chair and staff to limit agendas to two items per month.

APPROVAL OF THE 2025 CAC MEETING CALENDAR

Motion/Second: Leung/Brandt

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

Abstain: None

Absent: Hernandez

CALTRAIN SAFETY QUARTERLY UPDATE

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

- Safety Culture Enhancements - raise awareness from a risk and safety perspective
- Nine reportable injuries versus 17 last year. Still trying to address vehicle track incursions
- Looking at more efficient way to improve safety at grade crossings. Stepped up police enforcement activity
- Removed or pruned over 1,000 trees along alignment in high-risk areas
- Continue to work with cities on issues around grade crossings and suicide prevention

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

- Signs at crossings indicating vehicle code and fines for parking on tracks to deter violations
- Fines may act as deterrents and could work for rail crossings
- Explore camera-based enforcement as cameras would prevent violations before they happen
- Traffic signal preemption to clear tracks before gates activate, improving vehicle safety at crossings
- Use anti-trespass panels to prevent vehicles from driving onto tracks accidentally
- Train horn noise complaints in San Mateo linked to construction

- Pedestrian and Vehicle Incidents
- Request for detailed data on pedestrian strikes (mileposts and dates) to understand incident patterns

Public Comment

Doug DeLong commented on recent safety visibility improvements, noting limited significant changes and requested clarification on the term "RailSentry".

Jeff Carter commented on the Broadway crossing, tree trimming efforts, the high voltage signage at bridges and overpasses and transit agency participation in the earthquake drill.

Mr. Meader explained the RailSentry system.

PRELIMINARY REPORT ON MARKETING AND OUTREACH

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

- APC (automatic passenger count) have not been validated on new trains yet
- First time using (social media) influencer marketing
- Biggest campaign, Go Faster. Go Caltrain, promoted electric transformation that spanned digital print and broadcasted mediums media. Ensured broad visibility engagement across various channels
- Different folks worked both digitally and in the real world, for all marketing efforts
- Billboard on the north and southbound 101 freeway with over 4.5 million impressions and counting
- 33 percent website boost since the campaign launched, compared to the previous period

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

- Social media, print, and billboards use. Engagement with influencers and social media for promoting new electric trains in the Bay Area
- High attendance and enthusiasm during Caltrain's events
- Negative feedback during the initial weeks of the new train schedule related to service disruptions due to external factors of power outages and heat waves
- Proactive digital communications team addressing negative comments and sharing timely information about service disruptions
- Importance of marketing to different demographics including infrequent and frequent riders
- Market research and focus groups help shape marketing strategies by targeting specific rider groups based on their travel motivations and demographics
- Promotions and weekday marketing initiatives suggestions to further boost ridership
- Recognition of success in attracting new riders from unexpected demographics

Public Comment

Jeff Carter commented on the marketing campaign efforts, electrified service celebrations, Clipper and TVMs (ticket vending machines) free fares discrepancy, bike cars seating, and bike capacity at 22nd Street station.

Doug DeLong commented on electrified service celebrations and Caltrain social media service promotions.

STAFF REPORT

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

- Low on-time performance (OTP) in September due to several incidents including vandalism and theft
- Extreme weather conditions of 100-degree temperatures impacted service
- Current OTP is in the high 80s which is below expectations but better than previous performance.
- Identified issues include potential schedule adjustment, Positive Train Control (PTC) Failures, mechanical delays, and operational adjustments

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

- Electric trains transition challenges and on time performance and delays
- Bike boarding station signage, Mini-high platforms adjustments, and train horns

Public Comment

Doug DeLong commented on the issue of copper theft and the train ride experience.

Mr. Hogan responded that staff is resurfacing every week.

Jeff Carter expressed concerns about copper theft, real-time visual messaging, train delays, horn noise, and reduction in single tracking.

COMMITTEE COMMENTS – There were none.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

November 20, 2024, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT

Meeting adjourned at 7:59 pm

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

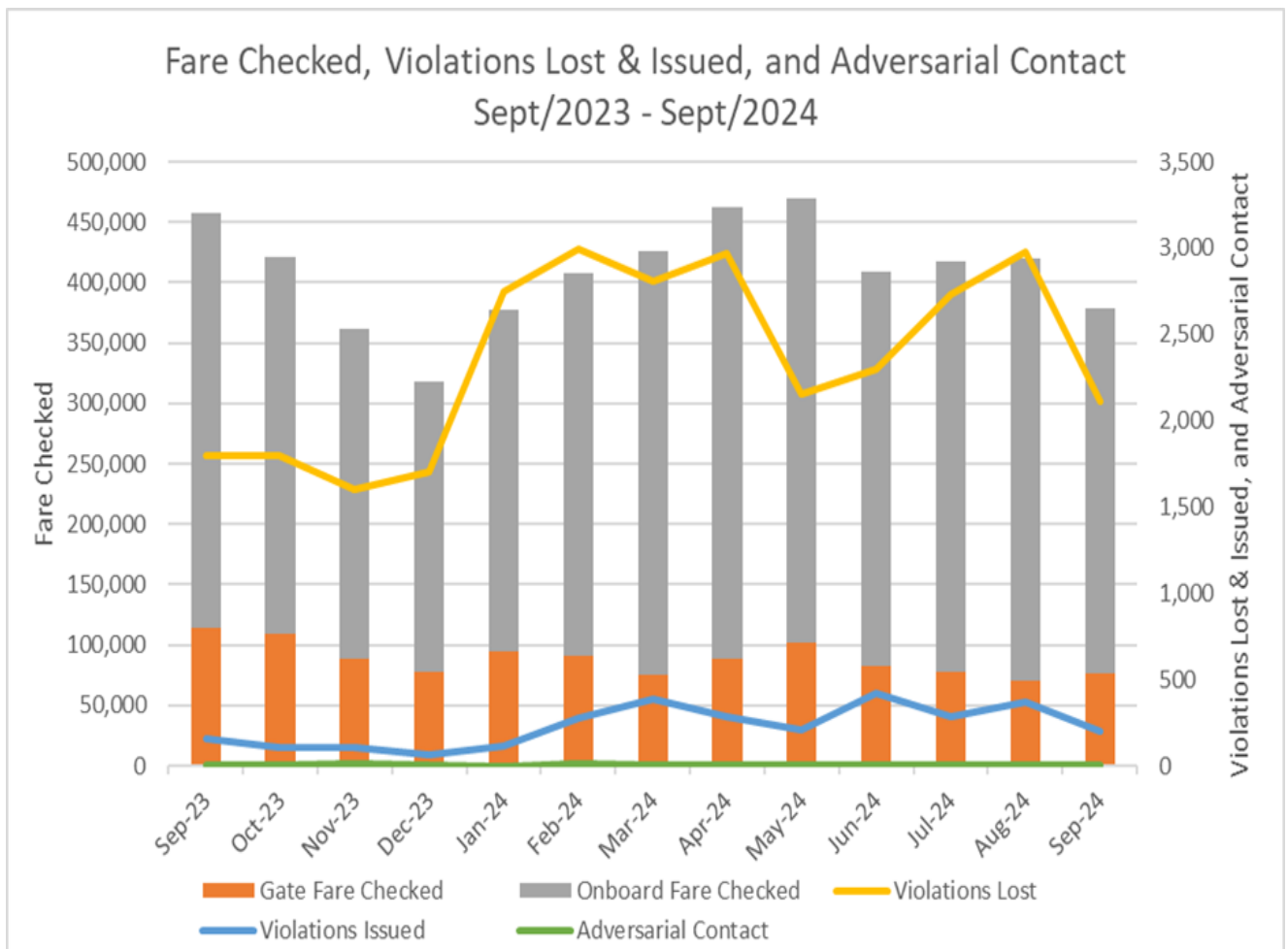
On-time Performance (OTP) –

- **October:** The October 2024 OTP was 83% compared to 89.9% for October 2023.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 12th (Sunnyvale Ave., Sunnyvale @ 1:38 am), caused no trains delayed. The vehicle on the 14th (Whipple Ave., Redwood City @ 1:48 am), caused no trains delayed. The vehicle on the 21st (Broadway Ave., Burlingame @ 5:14 pm), caused 2 trains delayed. The vehicle on the 27th (16th St., San Francisco @ 5:28 am), caused no trains delayed.
 - **Mechanical Delays** – In October 2024 there was 48 minutes of delay due to mechanical issues and 1649 issues due to mechanical EMU issues.
 - **Trespasser Strikes** – There was one trespasser strike in October, resulting in no fatality. The strike on the 10th (South San Francisco @ 7:22 pm), caused 2 trains delayed.
- **September:** The September 2024 OTP was 77.8% compared to 86.1% for September 2023.
 - **Trespasser Strikes** – There were two trespasser strikes in September, resulting in fatalities. The strike on the 20th (Mountain View @ 5:59 am), caused 27 trains delayed, 1 train terminated, and 1 train annulled . The strike on the 27th (Burlingame @ 2:52 pm), caused 42 trains delayed, 1 train terminated, and 3 trains annulled.

- **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 5th (East Meadow Dr., Palo Alto @ 1:01 am), caused 1 train delayed. The vehicle on the 11th (Santa Clara @ 5:32 am), caused no trains delayed. The vehicle on the 17th (Mission Bay Dr., SF @ 8:55 pm), caused 5 trains delayed. The vehicle on the 20th (Sunnyvale Ave., Sunnyvale @ 9:46 pm), caused 4 trains delayed.

Fare Enforcement Report – October 2024

In September 2024, Caltrain conductors performed a total of 378,589 fare inspections at the terminal and onboard the trains. During this period, 2,109 violations were lost because the rider didn't provide identification and 200 violations were issued. Two incidents were reported as adversarial contact.



* Free rides were offered on September 21 and 22 for the start of the electrified service.

Special Services Ridership Report (September)

San Francisco Station

- Total Special Event ridership at San Francisco Station in September was 72,054, a 43.2% increase compared to 2023 (50,307), and a 40.7% decrease from 2019 (121,504).
 - In September 2024 there were 14 events, compared to 11 in 2023, and 14 in 2019.

Palo Alto Station

- Total Special Event ridership at Palo Alto Station in September was 668, a 59.4% decrease compared to 2023 (1,645).
 - In September 2024 there was 1 event, compared to 3 in 2023. There were no events in 2019.

Mountain View Station

- Total Special Event ridership at Mountain View Station in September was 2,800, a 28.6% increase compared to 2023 (2,177), and a 30.7% increase from 2019 (2,143).
 - In September 2024 there were 2 events compared to 2 in 2023, and 1 in 2019.

San Jose Diridon Station

- Total Special Event ridership at San Jose Diridon Station in September was 378, a 1.1% increase compared to 2023 (374), and a 37.4% decrease from 2019 (604).
 - In September 2024 there was 1 event compared to 3 in 2023, and 3 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 September 30, 2024, and is subject to change prior to the November 2024 Board meeting.

- **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.

September: Locomotive 928 granted Final Acceptance and is in service. 923 exterior painting is complete and will begin static testing. Locomotive 924 is out of warranty.

October: Locomotive 923 will have Release for Shipment and begin transit to CEMOF.

- **Guadalupe River Bridge Replacement:** JPB has extended the MT-2 railroad bridge and will replace the MT-1 railroad bridge over the Guadalupe River in San Jose. The project is located north of Willow Street and east of State Route (SR) 87 between Tamien and San Jose Diridon stations.

September: JPB staff obtained approval of an Erosion and Sediment Control Plan and 2024 Debris Removal Plan from 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. JPB staff hosted weekly meetings with interested resource agencies to communicate the status of the ongoing implementation of both plans and solicit feedback.

October: JPB will winterize the site by completing the 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 align the project's construction approach and environmental permits, prior environmental permits must be amended. 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.

- **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.

September: All EMU trains have been delivered and equipped with the Broadband equipment by Stadler has been validated and commissioned by Nomad Digital and is in revenue service. Nomad completed the dynamic test and System Acceptance Test. The test showed a coverage gap in the South San Francisco and in Millbrae. An additional radio antenna has been installed in the SSF area and working. An additional radio antenna will be installed in Millbrae next month.

October: Install the additional radio antenna in Millbrae and re-run the System Acceptance Test. Complete any punch list items from the trackside civil work.

The schedule is delayed due to 2 areas that has a weak radio coverage for Wi-Fi. One area is in South San Francisco which an additional radio antenna has been installed. The second area is in Millbrae and an additional radio antenna is scheduled to be installed by the end of October. Another Final Acceptance Test will be conducted after the radio antenna in Millbrae is installed.

- **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.

September: 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.

October: 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.

- **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.

September: Stacy and Witbeck, Inc. completed all their scope tasks for the track and civil work. The northern crossing has been widened and open for use.

October: TASI to install the new pedestrian gates and implement the advance signal preemption. Go to the Management Committee to re baseline the schedule.

Churchill Ave grade crossing project 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), is able to 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.

- **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.

September: Stacy Witbeck installed the concrete panels at 4th and 5th Ave. TASI shipped the new signal houses to a wiring shop in Southern California.

October: Stacy & Witbeck will complete the sidewalk work at 4th and 5th Ave. TASI to receive the new signal houses completely wired. Go to the Management Committee to rebase line the schedule.

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.

- **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.

September: VMS replacement at Option 1 and Option 2 station continues, troubleshooting for certain VMS is ongoing.

October: Continue option 1 and option 2 stations VMS replacement.

The remaining activated funds are currently insufficient to cover the expenses for the rest of 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 swap the funds from other capital project.

- **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.

September: During the month of September 2024, JPB staff further developed the preliminary schedule with input from Construction Management team, Contracts & Procurement team, and Environmental team for completing the permanent bank stabilization project. As the emergency status has been denounced, project needs to follow the regular IFB process to solicit a qualified construction contractor. New project manager started weekly team meetings on September 25th. Project team is identifying design activities and deliverables required for completing final design and environmental permitting.

October: JPB staff will continue coordination with CDFW, RWQCB, and USACE to acquire the necessary environmental permits for the permanent bank stabilization project. Design team proceeds with engineering design to finish deliverables necessary for environmental permitting and IFB. Concurrently, JPB staff will prepare documents for construction contractor solicitation.

- **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.

September: In September 2024, Grants team continued to work with Caltrans to execute program supplement agreement for LPP funds. Track work was performed in August in coordination with TASI who performed the signal scope. Significant ongoing activities in September included construction of the screen wall, the irrigation system and maintenance road among other activities.

October: In October 2024, Grants team will continue to work with Caltrans to execute program supplement agreement for LPP funds. Among other construction activities, SWI will complete construction and painting of the screen wall.

- **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.

September: Continued the installation of Mini-Highs platforms at multiple stations.

October: Continue the installation of Mini-Highs platforms at multiple stations. 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 10th of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10th, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



Caltrain Ridership Estimates Download

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

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

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



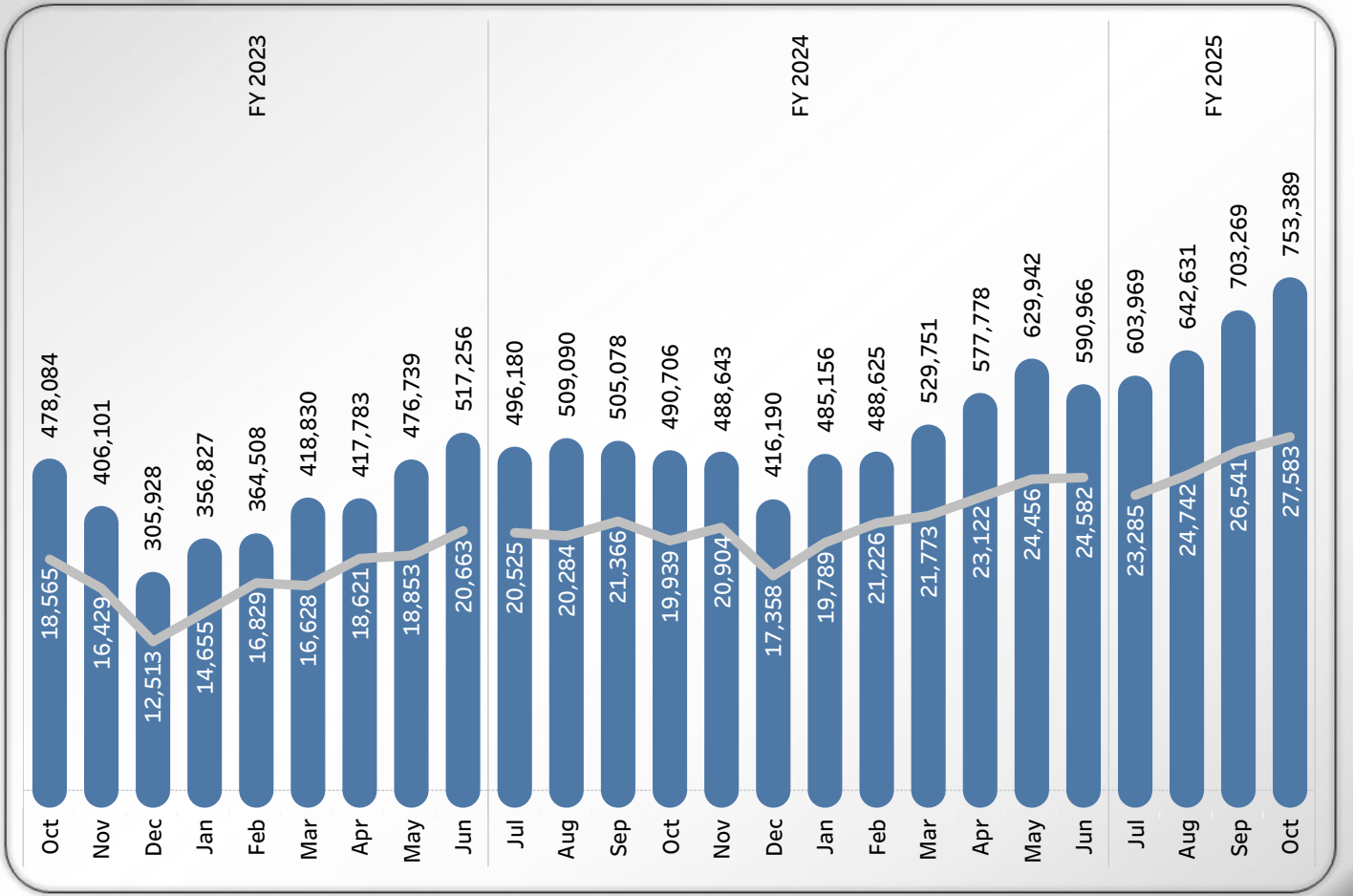
Ridership Executive Summary - Oct 2024

<u>Monthly Performance</u>	Current Year Oct 2024	Pre-Pandemic Oct 2019	Oct 2024 % of Pre-Pandemic	Last Year Oct 2023	Oct 2023 to Oct 2024 % Change
Total Ridership	753,389	1,726,436	43.6%	490,706	+ 53.5%
Average Weekday Ridership	27,583	70,360	39.2%	19,939	+ 38.3%
Average Saturday Ridership	16,176	15,813	102.3%	6,011	+ 169.1%
Average Sunday Ridership	13,569	11,223	120.9%	5,600	+ 142.3%

<u>Fiscal YTD Performance</u>	Current Year Oct 2024	Pre-Pandemic Oct 2019	Oct 2024 % of Pre-Pandemic	Last Year Oct 2023	Oct 2023 to Oct 2024 % Change
Total Ridership	2,703,259	6,687,275	40.4%	2,001,054	+ 35.1%
Average Weekday Ridership	25,538	71,162	35.9%	20,506	+ 24.5%
Average Saturday Ridership	14,381	16,201	88.8%	7,334	+ 96.1%
Average Sunday Ridership	13,006	11,611	112.0%	5,967	+ 118.0%



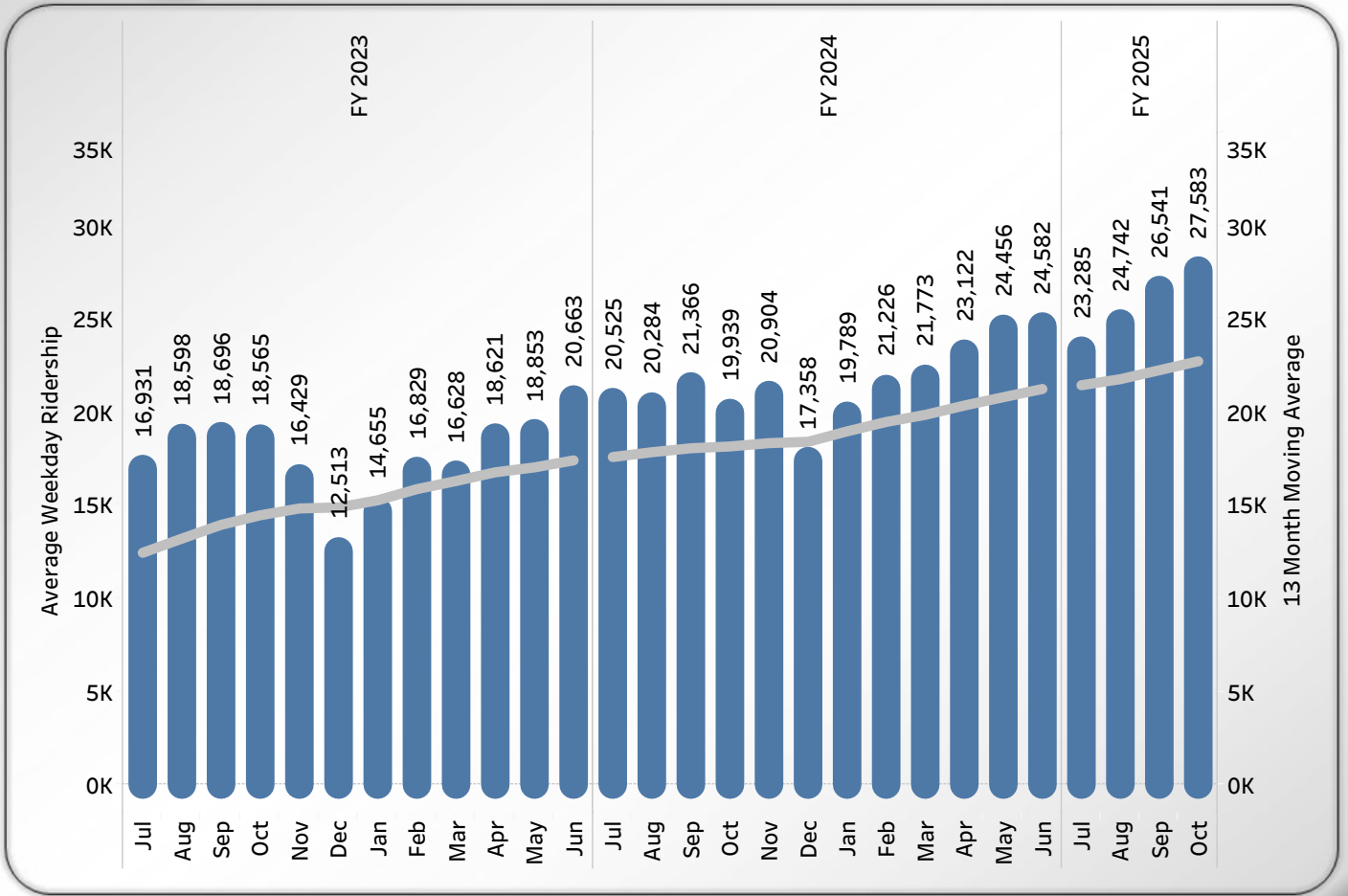
Total Ridership and Average Weekday Ridership - Oct 2024



Legend | Total Ridership | AWR



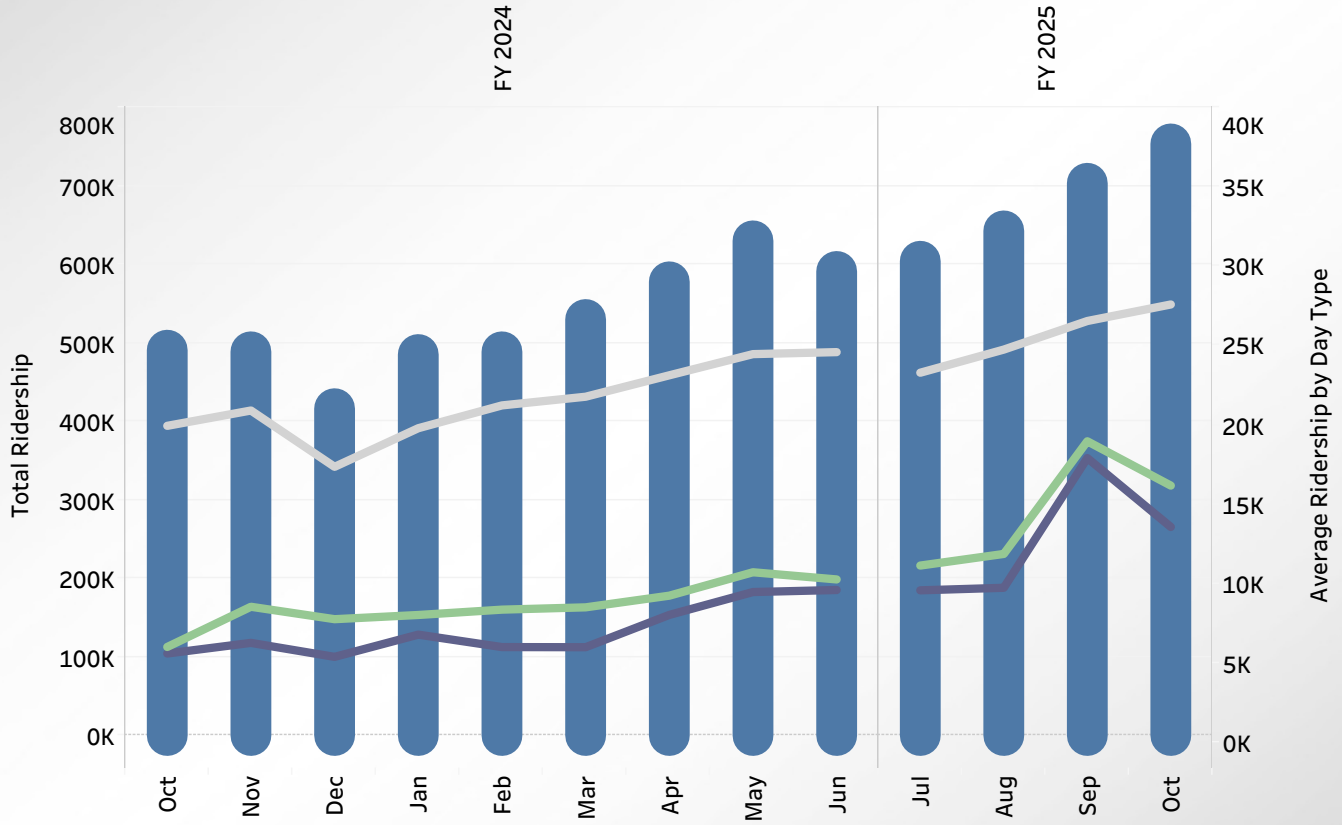
Average Weekday Ridership & 13 Month Average - Oct 2024



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Oct 2024



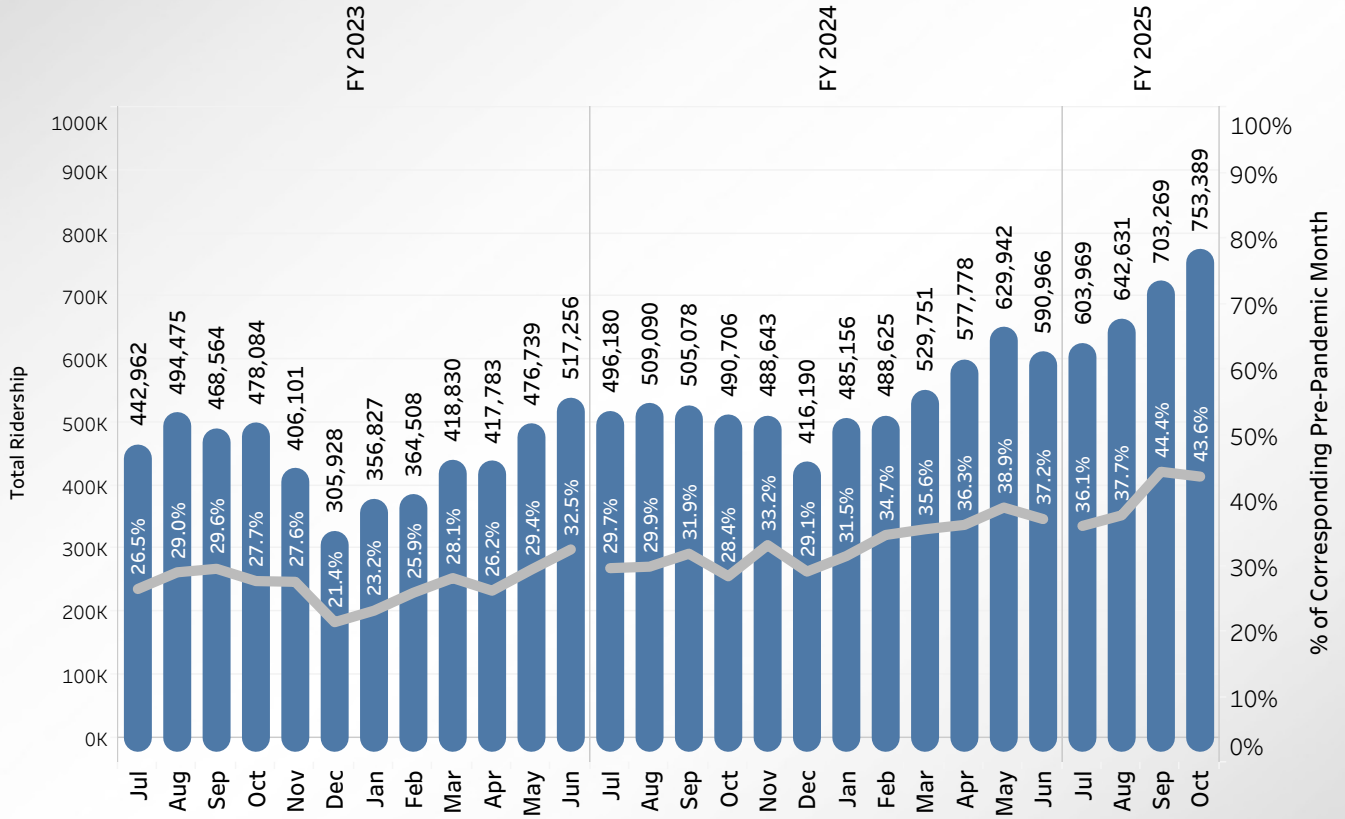
Free fares offered to all passengers on opening weekend of electrified service.

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 - Oct 2024

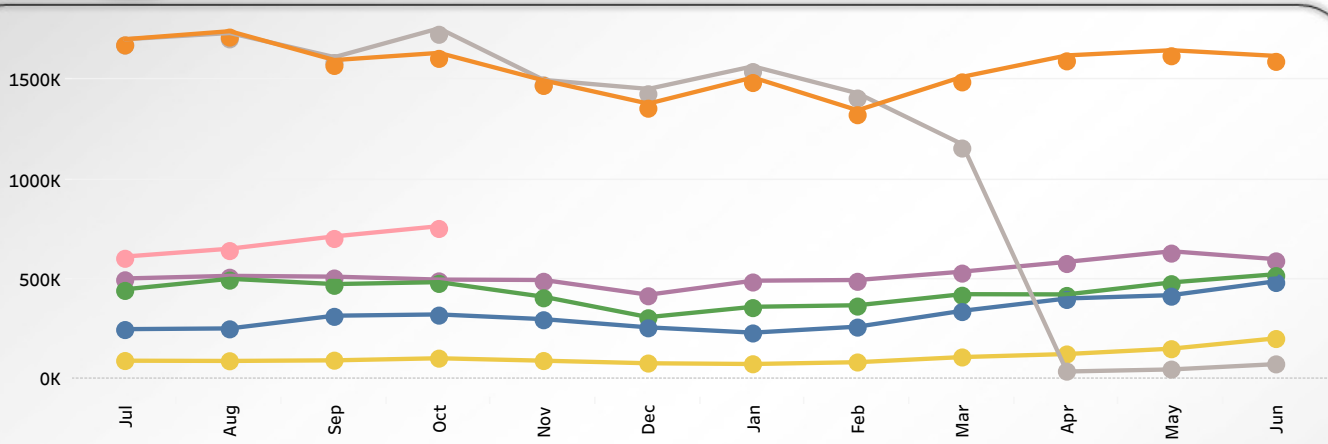


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Oct 2024

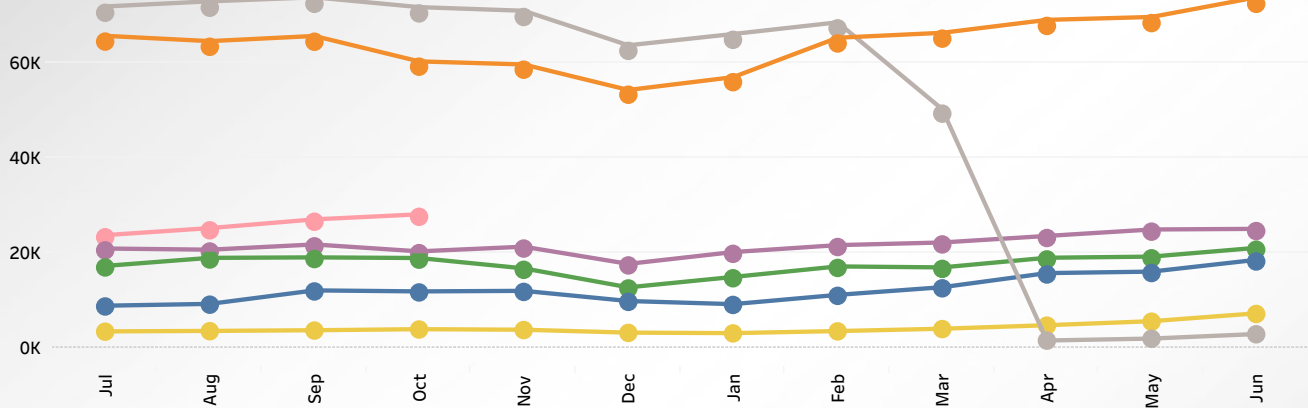


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180	603,969
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,631
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078	703,269
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706	753,389
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,643	
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,190	
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,156	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,625	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,751	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,778	
May	1,618,825	48,745	150,923	414,196	476,739	629,942	
Jun	1,590,653	74,908	201,872	482,691	517,256	590,966	

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



Caltrain Average Weekday Ridership - Oct 2024



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,285
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,742
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,541
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,583
Nov	58,523	69,607	3,760	11,787	16,429	20,904	
Dec	53,258	62,480	3,162	9,687	12,513	17,358	
Jan	55,897	64,806	3,058	9,044	14,655	19,789	
Feb	64,041	67,218	3,484	10,956	16,829	21,226	
Mar	65,057	49,276	3,965	12,539	16,628	21,773	
Apr	67,728	1,536	4,693	15,451	18,621	23,122	
May	68,326	1,935	5,521	15,757	18,853	24,456	
Jun	72,370	2,871	7,143	18,187	20,663	24,582	

■ 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

October 2024

Total Monthly Trips*

October, 2024: 753,389

TIP:

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

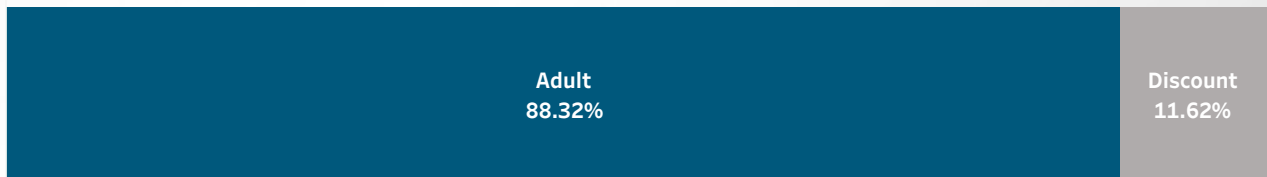
Pass Type



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

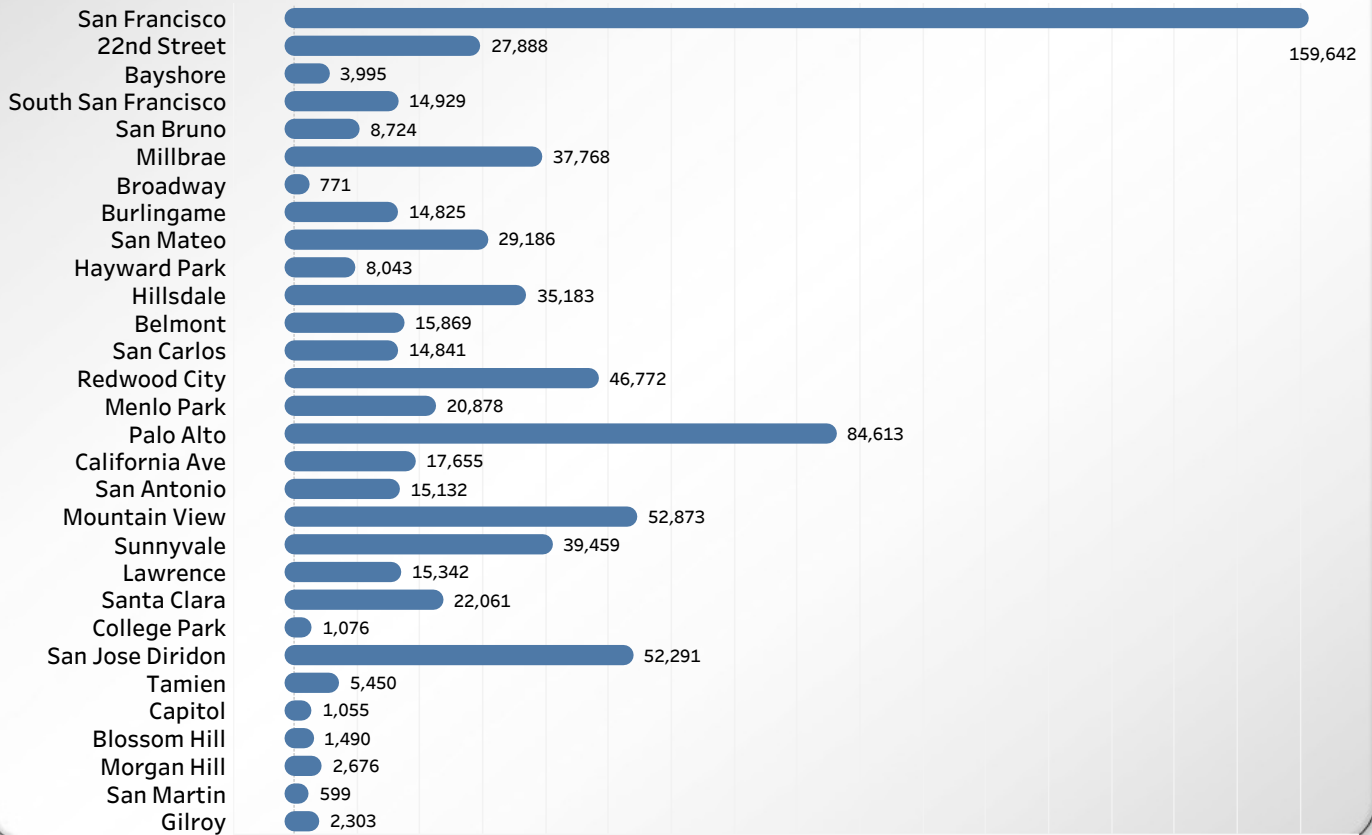
October 2024

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>

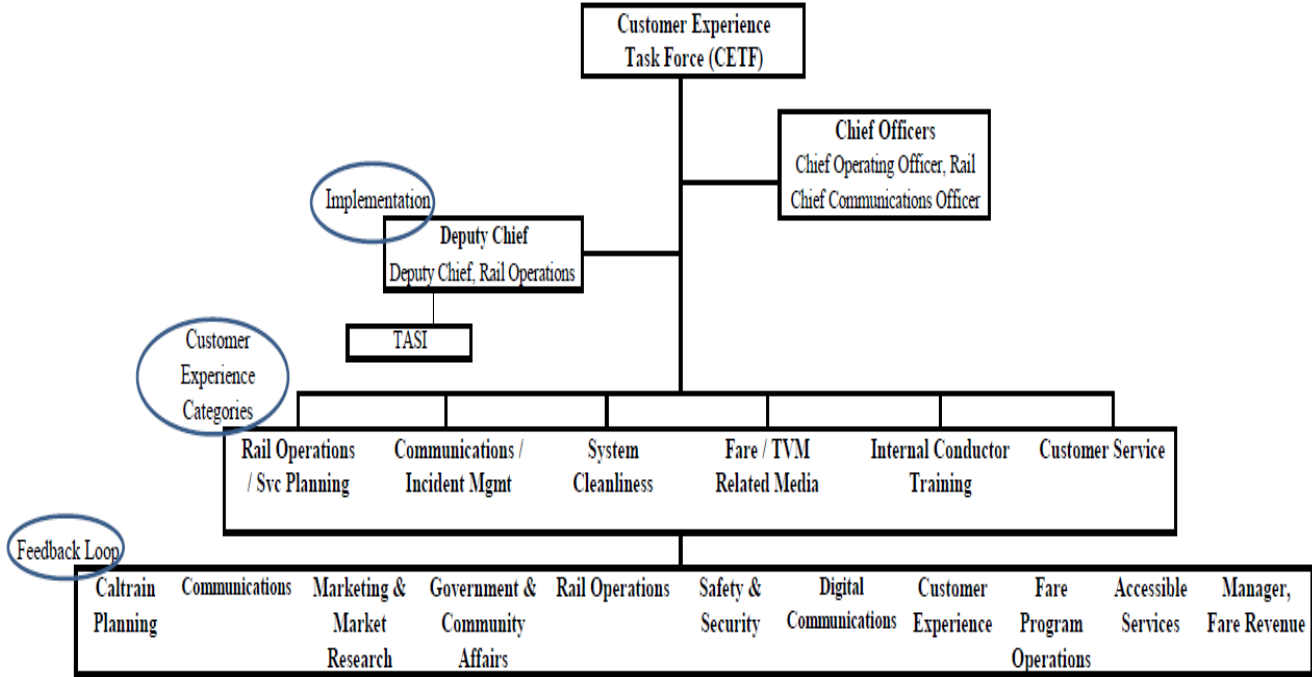
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

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 task force is working closely with Rail Operations and Maintenance to use customer feedback to create meaningful improvements to the rider experience.

- Communication for Customers:
 - Electrification:
 - Staff has begun piloting platform decals to help direct riders to bike cars, starting at Palo Alto and Redwood City stations. This pilot has been shared on social media and will be featured in the upcoming Next Stop newsletter. Communications team members will also be on-site to observe rider recognition and use of these decals, helping us optimize boarding and enhance the experience for all.
 - Communication:
 - Holiday travel ads are launching soon to guide riders on travel options during the busy holiday season.
 - Customer Service:

- Collecting and tracking customer feedback on electrification, which is then shared with Rail Operations, Planning, and Communications teams to drive ongoing improvements. Riders can provide feedback via the [Feedback Form](#) or by calling Customer Service.
 - Community Outreach:
 - Staff is supporting Caltrain customers attending 49ers home games by offering assistance with schedules, parking, and VTA transfer information at Mountain View Station.

Marketing Customer Commination

- Digital Marketing:
 - Electrification updates: October marked the first full month of electric service. There were some significant delays in the first few weeks after the launch, but overall the sentiment was positive and many people were / have been excited to experience the new trains. In October, Caltrain reached its highest average weekday, average weekend, and total monthly ridership since before the COVID-19 pandemic!
 - Events: There were multiple events that occurred throughout the month that the communications team highlighted, some examples being the return of the SJ Sharks and the Warriors. Caltrain has partnered with both venues to help promote their fans to ride public transit.
 - Digital Communications: One of the largest projects completed in October was the athletic partnership between Caltrain and SJ Earthquakes' player Jeremy Ebobisse. This partnership began at the end of the soccer season, and will restart once the soccer season commences.

- Caltrain Digital Messaging Highlights:
 - Be Fleet Week
 - Dollar Youth Fare
 - Anime Impulse
 - Athletic Partnership – Jeremy Ebobisse from SJ Earthquakes
 - Sharks Season Return – SAP Center
 - Warriors Season Return – Chase Center
 - Halloween

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
 - 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.
- 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: The VMS installations at 4th & King, Palo Alto, Mountain View, Santa Clara, and San Jose stations have been completed and are operational.
 - Phase 2: The VMS installations at 22nd street, Millbrae, San Mateo, Hillsdale, Redwood City, Sunnyvale and Lawrence have been completed and are operational.
 - Phase 3: The VMS installations at Bayshore, San Bruno, Taimen, California Avenue, Burlingame Hayward Park, Belmont, San Carlos, and San Antonio stations have been completed and are now in service as part of the ongoing improvements. The installation at Menlo Park is nearly finished, with three out of four VMS signals already in place. The final VMS signal is expected to be installed before the Thanksgiving weekend.
 - 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 Bayshore, Burlingame, Hayward Park, California Avenue, San Antonio, and Lawrence stations is scheduled to be completed in November. Tamien, Belmont stations should be completed latter 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)
 - A section of the new website is dedicated to Caltrain Electrification with project information. www.Caltrain.com/electrification
 - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
 - Caltrain has created factsheets detailing the electrified service benefits by city. Learn more at caltrain.com/servicebenefits.

System Cleanliness

The taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements to maintain a consistent look amongst all Caltrain stations.
- To improve restroom service frequency, honey wagons have been purchased, and a new dump station has been installed, expanding service locations to include CEMOF, San Jose Diridon, and San Francisco stations. This enhancement supports more efficient toilet maintenance.

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 November through December 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

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
- 2025 Legislative Program

December 18, 2024

- Measure RR oversight committee
-

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
- Grade Crossing Strategy – 2025
- Go Pass & Partnership updates – January 2025
- Level Boarding
- Strategic Financial Plan - January