



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

December 18, 2024 – Wednesday

5:40 p.m.

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

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

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. Report of Nominating Committee (Kutler, Leung, Pagee)
 - a) Election of the 2025 Chair & Vice Chair
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of November 20, 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. Customer Satisfaction Survey (Julian Jest)~~

~~9.8.~~ Measure RR Oversight Committee (Sam Sargent)

~~10.9.~~ Staff Report (Sam Sargent)

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update

~~11.10.~~ Committee Comments

Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.

~~12.11.~~ Date, Time, and Place of Next Meeting

January 15, 2025 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

~~13.12.~~ 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 (Acting 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 NOVEMBER 20, 2024

MEMBERS PRESENT: L. Acosta, A. Kalkarni (Alternate), R. Kutler, P. Leung, K. Linquist, A. Lohe (arrived at 5:57pm), M. Pagee (Alternate), R. Sarathy (arrived at 5:57pm), P. Wickman (Alternate), A. Brandt (Vice Chair)

**MEMBERS ATTENDED
VIA TELECONFERENCE:** None

MEMBERS ABSENT: D. Albohm

STAFF PRESENT: Q. Barbosa, J. Hogan, A. Marx, A. Myles-Primakoff, J. Navarrete, D. Ryan, S. Sargent

Acting Chair Adrian Brandt called the meeting to order at 5:40 pm and led the Pledge of Allegiance.

APPOINTMENT OF CAC MEMBER

- Kristopher Linquist, Santa Clara County
- Leonard Acosta, Santa Clara County
- Ashish Kulkarni (Alternate), Santa Clara County

Acting Chair Adrian Brandt introduced the newly appointed Santa Clara County CAC members and they each provided a brief background of their interest in Caltrain.

CONSIDERATION OF REQUESTS

There were none.

APPOINTMENT OF NOMINATING COMMITTEE

Members Leung, Kutler, and Alternate Member Pagee were appointed to the Nominating Committee for 2025 Chair and Vice Chair positions.

APPROVAL OF MEETING MINUTES OF OCTOBER 16, 2024

Motion/Second: Leung / Kutler

Ayes: Kutler, Leung, Pagee, Wickman, Brandt

Abstain: Acosta, Kalkarni, Linquist

Absent: Albohm, Lohe, Sarathy

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Steve Ferrari spoke in support of Caltrain’s new service and shared positive experience with staff and on time performance. Mr. Ferrari commented on observed increased ridership and regional transit signage at San Jose Diridon.

CHAIRPERSON’S REPORT

Acting Chair Brandt reported on Link21, The Portal (Downtown Extension), Capitol Corridor South Bay Connect, and on his observations of the gate activations.

BROWN ACT TRAINING AND PRESENTATION

Anna Myles-Primakoff, General Counsel, and Quentin Barbosa, Associate, provided the Brown Act Training and presentation.

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

- Members must use both audio and visual technology and must publicly disclose whether any individual over the age of 18 is present at the remote location.

Public Comment

Jeff Carter commented on the Brown Act training and presentation.

2025 DRAFT LEGISLATIVE PROGRAM

Devon Ryan, Government Affairs Officer, provided the presentation which included the following:

- The Legislative Program is structured to apply these core objectives to a series of regional, state, and federal issues falling in these categories:
 - Funding
 - Project and Program Implementation
 - Legislative and Regulatory Actions

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

- Sale of Gallery Cars and Locomotives to Lima, Peru
- Low Carbon Fuel Standard Program
- Regenerative Braking and Energy Feedback
- Operating Deficit and Alternative Funding Sources
- Transit-Oriented Development (TOD)

Public Comment

Jeff Carter commented on the future of funding on public transit, the sale of train cars to Peru and on regenerative braking.

STAFF REPORT

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

- Crossing Optimization Project overview provided by Aaron Marx
- On Time Performance
- Vehicle on the tracks delay improvements
- Minor schedule change tentatively scheduled in January
- Bike Boarding Decal Pilot
- Flat Wheel Updated
- New Train Delivery Schedule

Sam Sargent, Director of Strategy and Policy, provided an update on the Fleet Disposition project.

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

- Flat wheel and train handling
- Restrooms and facilities
- Wi-Fi and connectivity
- Infrastructure and project updates
 - Mini high project
 - Bike boarding decal
 - Holiday train update
- Committee positive experience with onboard announcements

Public Comment

Doug DeLong commented on the whistle mic activation at crossings.

Jeff Carter commented on improved incident delays and on time performance, holiday train, additional restrooms, and bike car boarding.

Daniel Karpelevitch commented on bike boarding decal pilot and the proof of payment system.

COMMITTEE COMMENTS

- Train sale and decommissioning costs
- Train horn noise and train experience
 - Noise levels have been adjusted
 - Suggestion for a quiet car or family car
- Santa Clara construction work
- Holiday train
- CAC Secretary to provide details for end of the year Citizen's Advisory Committee Meetings

Public Comment

Jeff Carter commented on the history of the gallery cars.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

December 18, 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 7:58 pm

DRAFT

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

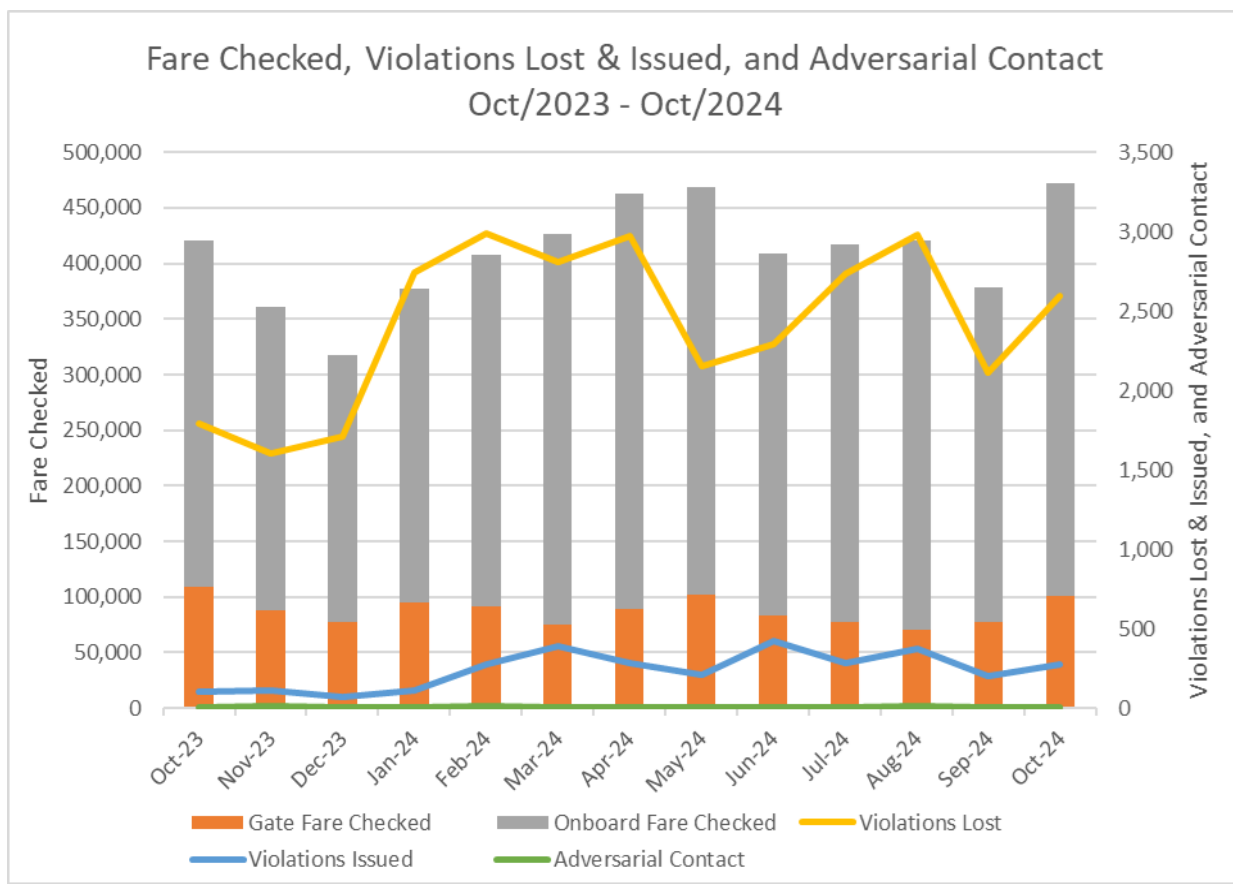
On-time Performance (OTP) –

- **November:** The November 2024 OTP was 88.2% compared to 86.9% for November 2023.
 - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on the 3rd (Chestnut St., Redwood City @ 10:28 pm), caused 2 trains delayed. The vehicle on the 4th (Linden Ave., South San Francisco @ 2:40 am), caused no trains delayed. The vehicle on the 8th (Alma Ave., Palo Alto @ 1:35 am), caused no trains delayed. Another vehicle on the 8th (3rd Ave., San Mateo @ 10:56 pm), caused 3 trains delayed. The vehicle on the 10th (South San Francisco @ 2:27 am), caused no trains delayed. The vehicle on the 13th (UPRR Territory @ 6:45 pm), caused 1 train delayed.
 - **Mechanical Delays** – In November 2024 there was 160 minutes of delay due to mechanical issues and 1067 issues due to mechanical EMU issues.
 - **Trespasser Strikes** – There was two trespasser strike in November, both resulting in fatalities. The strike on the 18th (Redwood City @ 12:06 am), caused 3 trains delayed. The strike on the 20th (Atherton @ 5:17 am), caused 17 trains delayed, 1 train terminated, and 3 trains annulled.
- **October:** The October 2024 OTP was 83% compared to 89.9% for October 2023.
 - **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.

- **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.

Fare Enforcement Report – December 2024

In October 2024, Caltrain conductors performed a total of 472,085 fare inspections at the terminal and onboard the trains. During this period, 2,595 violations were lost because the rider didn't provide identification and 274 violations were issued. Four incidents were reported as adversarial contact.



Special Services Ridership Report (November)

San Francisco Station

- Total event-day ridership at San Francisco Station in November was 3,259, an 11.8% decrease compared to 2023 (3,696), and a 53.8% decrease from 2019 (7,051).
 - In November 2024 there were 5 events, compared to 8 in 2023, and 7 in 2019.

Stanford Station

- Total event-day ridership at Stanford Station in November was 253, an 89.3 % decrease compared to 2023 (2,358).
 - In November 2024 there was 1 event, compared to 2 in 2023, including the “Big Game” vs UC Berkeley. There were no events in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in November was 1,907, a 55.2% increase compared to 2023 (1,229), and a 70.2% decrease from 2019 (6,398).
 - In November 2024 there was 1 event, compared to 1 in 2023, and 3 in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in November was 2,294, a 24% increase compared to 2023 (1,850), and a 37.6% decrease from 2019 (3,678).
 - In November 2024 there were 8 events compared to 9 in 2023, and 11 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 October 31, 2024, and is subject to change prior to the December 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.

October: Locomotive 923 is pending shipment to CEMOF due to track issues.

November: Ship locomotive 923 to CEMOF the week of November 18, 2024.

- **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.

October: JPB staff and Walsh implemented an Erosion and Sediment Control Plan and Debris Removal Plan, effectively winterizing the site for the 2024-2025 wet season. JPB staff hosted weekly meetings with interested resource agencies to communicate the status of the ongoing implementation of both plans and solicit feedback. JPB staff also met with individual resource agencies to coordinate potential offsite habitat mitigation solutions.

November: JPB staff will meet with resource agencies to obtain feedback on proposed approaches for offsite habitat mitigation, river diversion and dewatering, construction work hours, and other elements to be included in permit applications to be submitted in the coming months. In the meantime, JPB staff and Walsh will maintain erosion control measures at the project site.

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.

October: All the items on the trackside punch list have been completed by the contractor. The additional radio antenna was installed in Millbrae and is working as intended to improve the radio coverage for the trains. An issue with the train roof antenna was discovered and the cause of the issue is believed to be Electro-magnetic Interference. A remedy is now being developed to correct the issue.

November: Correct the issue for the train roof antenna and rerun the dynamic test and final acceptance tests.

- **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.

October: Paid the final invoice for the construction contract.

November: Complete the project close-out

- **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.

October: TASI installed the new pedestrian gates. Went to the Management Committee to re-baseline the project schedule and received approval. Signed the amendment for the Caltrans funding agreement to extend the expiration date to 12/31/26.

November: TASI to implement the advance signal preemption when the city of Palo Alto is ready to perform the interconnection test with their traffic signal.

- **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.

October: Stacy Witbeck completed their work at 4th and 5th Ave. TASI received the new signal houses from the wiring shop in Southern California. TASI completed the installation of all the new exit gates and pedestrian gates at 4th and 5th Ave. Went to the Management Committee and received approval to re-baseline the project schedule.

November: Stacy & Witbeck will complete the punch list work at 4th and 5th Ave. TASI to set the new signal houses in place at 4th and 5th Ave.

- **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.

October: Option 1's VMS replacement is completed.

VMS replacement at Option 2 stations continues, troubleshooting for certain VMS is ongoing.

November: Complete option 2 stations VMS replacement.

- **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.

October: Significant progress was made in aligning environmental and engineering design documents required for permitting, as well as deliverables needed for IFB. NMFS (National Marine Fisheries Service) outlined a 135-day review period, which is now a critical path item. In response, the project team is working diligently to provide all necessary documentation to meet the calculated submission deadline. The Engineer of

Record conducted an in-stream field inspection and provided preliminary assessment indicating that the temporary stabilization measures implemented in November 2023 are sufficient to protect the bridge for the 2024-2025 winter.

November: JPB staff will continue coordinating with CDFW, RWQCB, and USACE to secure the necessary environmental permits for the permanent bank stabilization project. The design team is advancing the engineering design to complete deliverables for environmental permitting and IFB. Concurrently, JPB staff is exploring strategies to solicit qualified construction contractors to ensure smooth project execution. The team continues to evaluate the permit approvals and IFB timelines against the allowable in-stream work windows.

- **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.

October: In coordination with Caltrans, Grants team executed program supplement agreement for LPP funds. Significant ongoing activities in October included construction of the screen wall, the irrigation system and maintenance road among other activities.

November: SWI will continue with installation of irrigation system, maintenance road construction, fencing installation and other construction activities.

- **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.

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

November: 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.



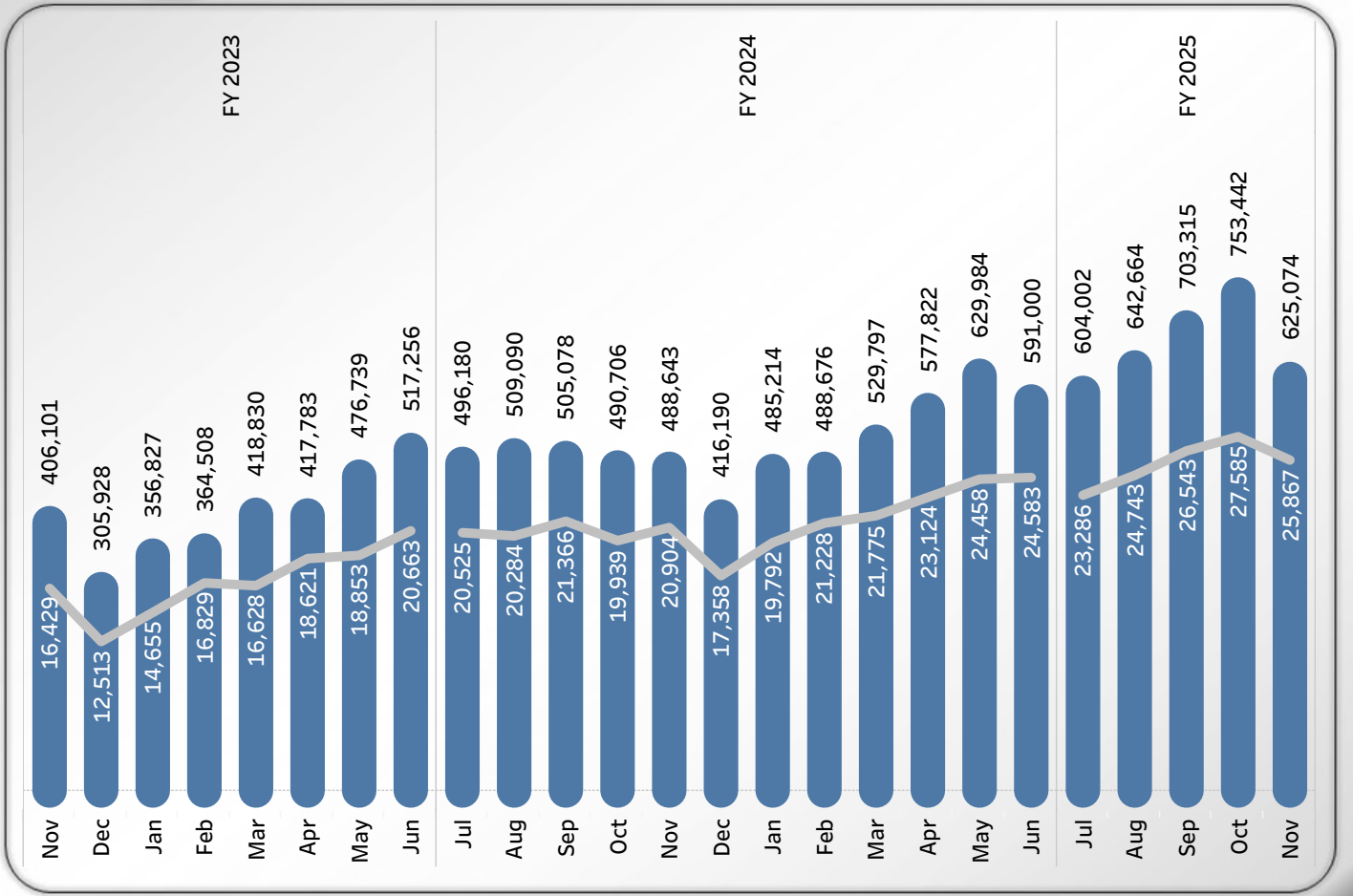
Ridership Executive Summary - Nov 2024

<u>Monthly Performance</u>	Current Year Nov 2024	Pre-Pandemic Nov 2019	Nov 2024 % of Pre-Pandemic	Last Year Nov 2023	Nov 2023 to Nov 2024 % Change
Total Ridership	625,074	1,472,693	42.4%	488,643	+ 27.9%
Average Weekday Ridership	25,867	69,607	37.2%	20,904	+ 23.7%
Average Saturday Ridership	13,938	15,703	88.8%	8,545	+ 63.1%
Average Sunday Ridership	10,932	11,188	97.7%	6,270	+ 74.4%

<u>Fiscal YTD Performance</u>	Current Year Nov 2024	Pre-Pandemic Nov 2019	Nov 2024 % of Pre-Pandemic	Last Year Nov 2023	Nov 2023 to Nov 2024 % Change
Total Ridership	3,328,497	8,159,969	40.8%	2,489,697	+ 33.7%
Average Weekday Ridership	25,599	70,884	36.1%	20,582	+ 24.4%
Average Saturday Ridership	14,266	16,071	88.8%	7,554	+ 88.9%
Average Sunday Ridership	12,611	11,530	109.4%	6,022	+ 109.4%



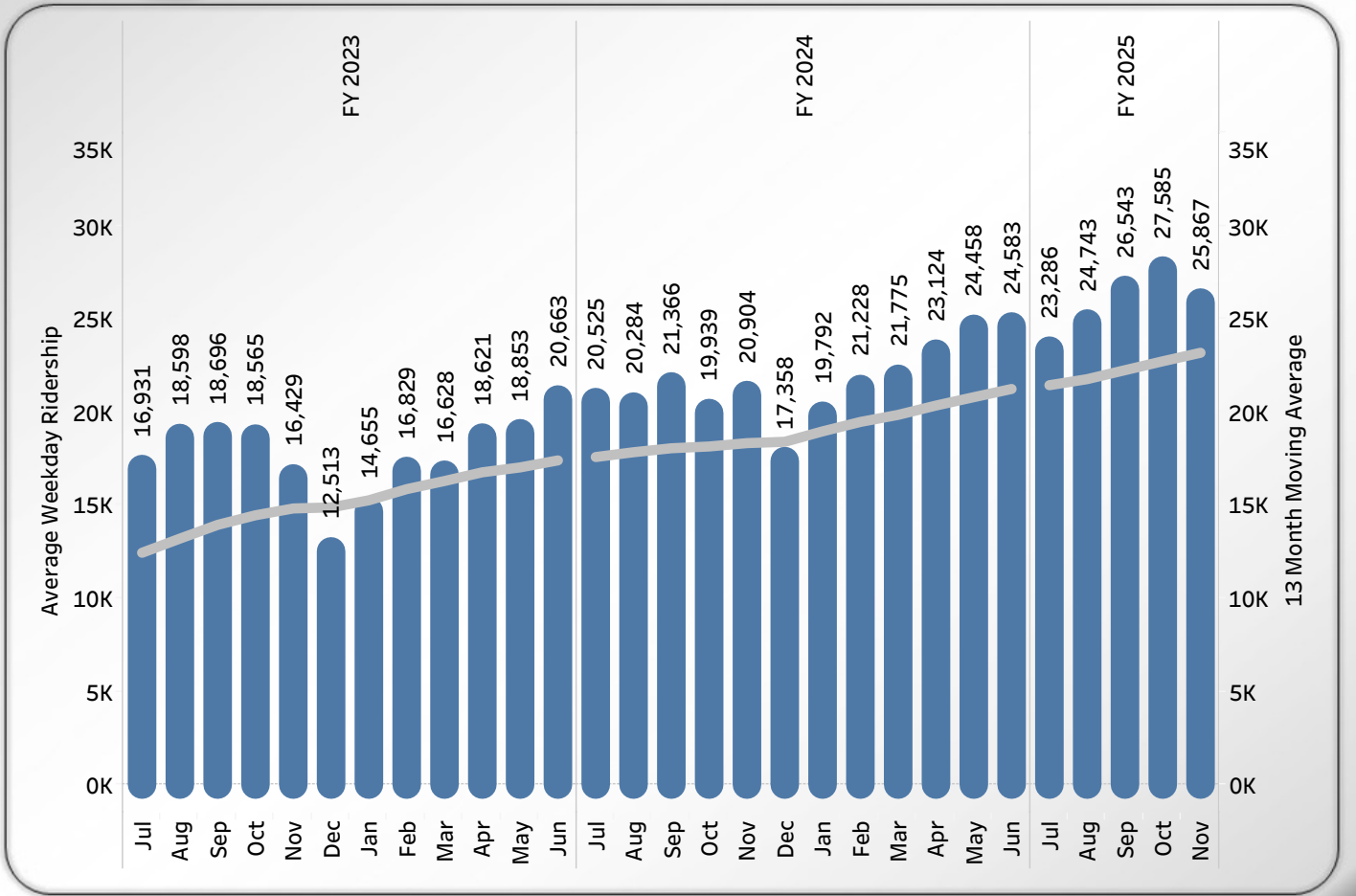
Total Ridership and Average Weekday Ridership - Nov 2024



Legend | Total Ridership | AWR



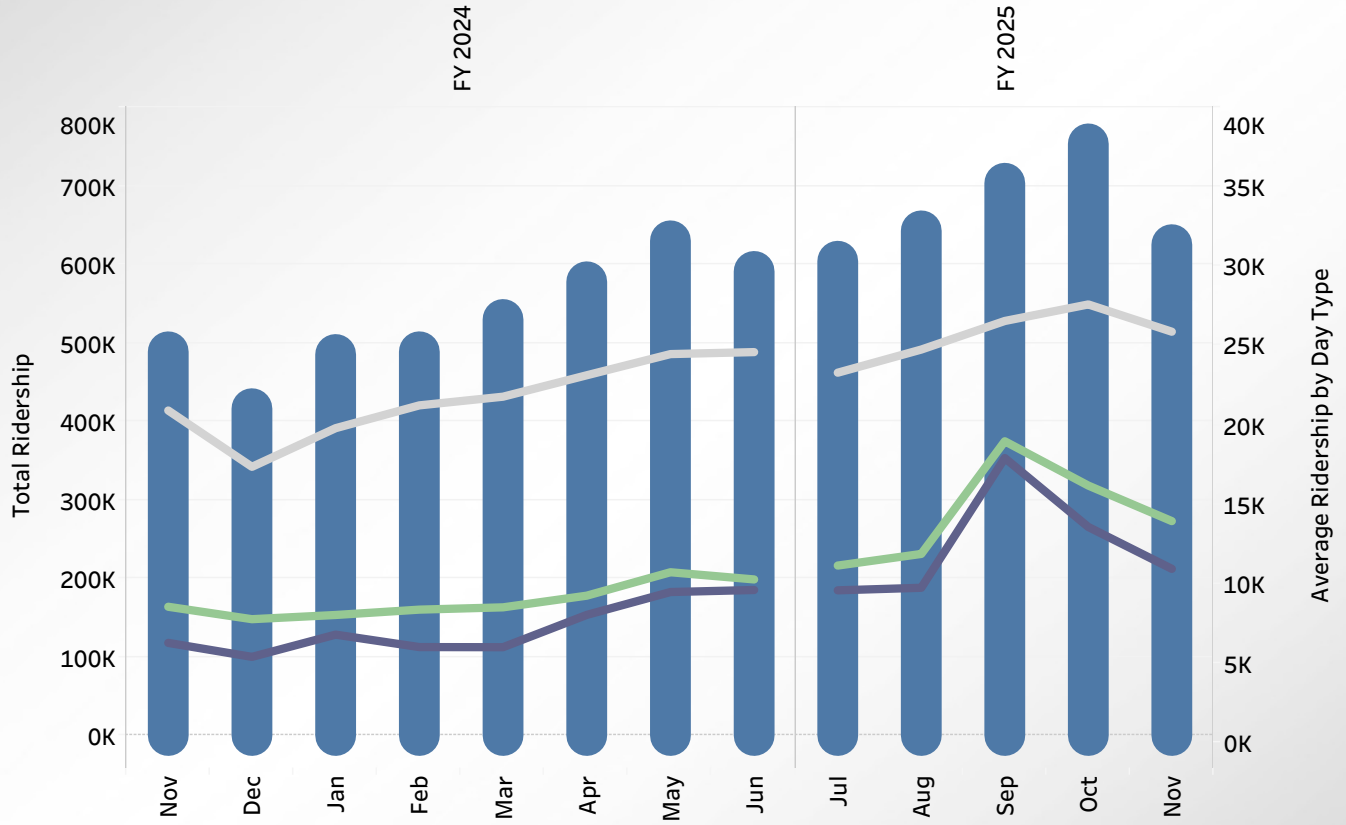
Average Weekday Ridership & 13 Month Average - Nov 2024



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Nov 2024

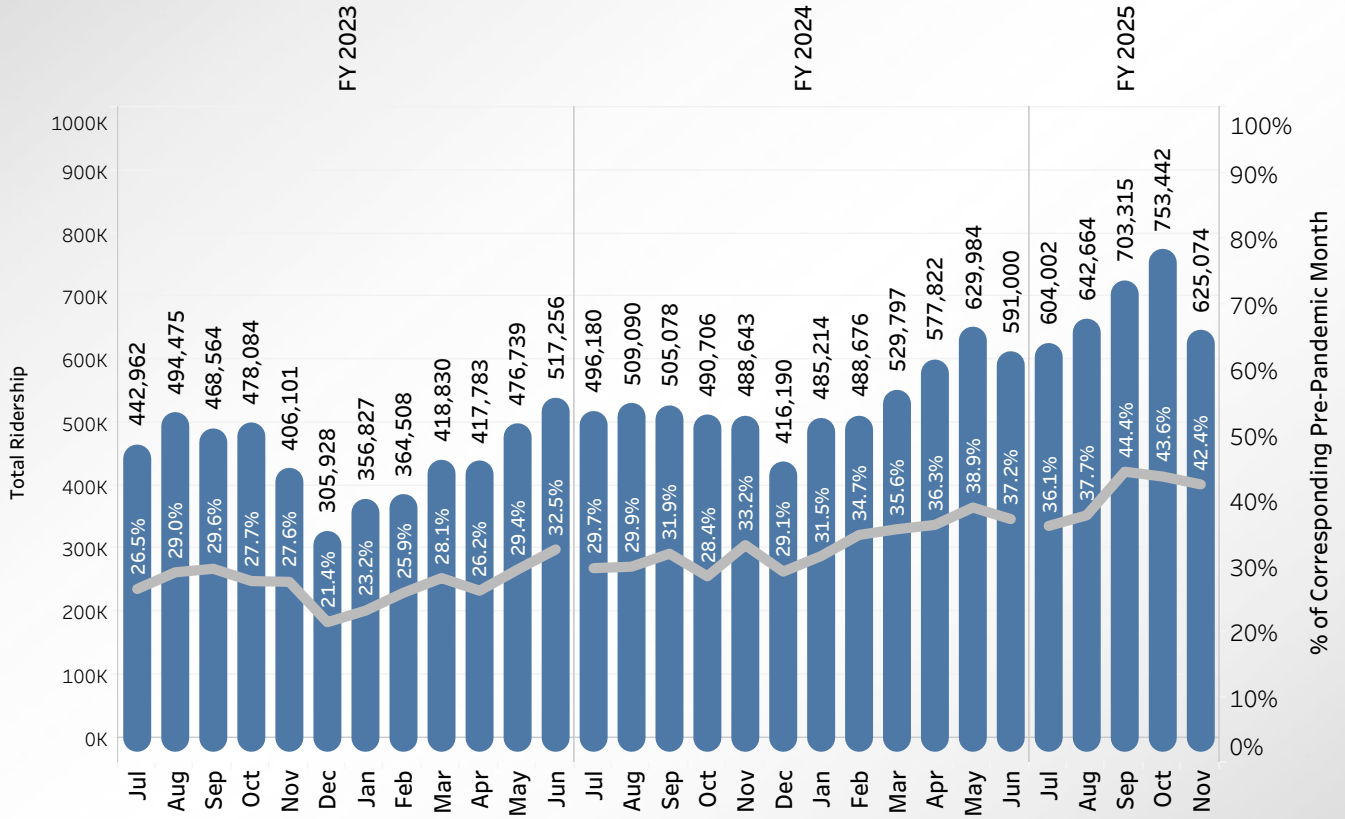


*Free fares offered to all passengers on opening weekend of electrified service.
Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*

Legend | Total Ridership | Weekday | Saturday | Sunday



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

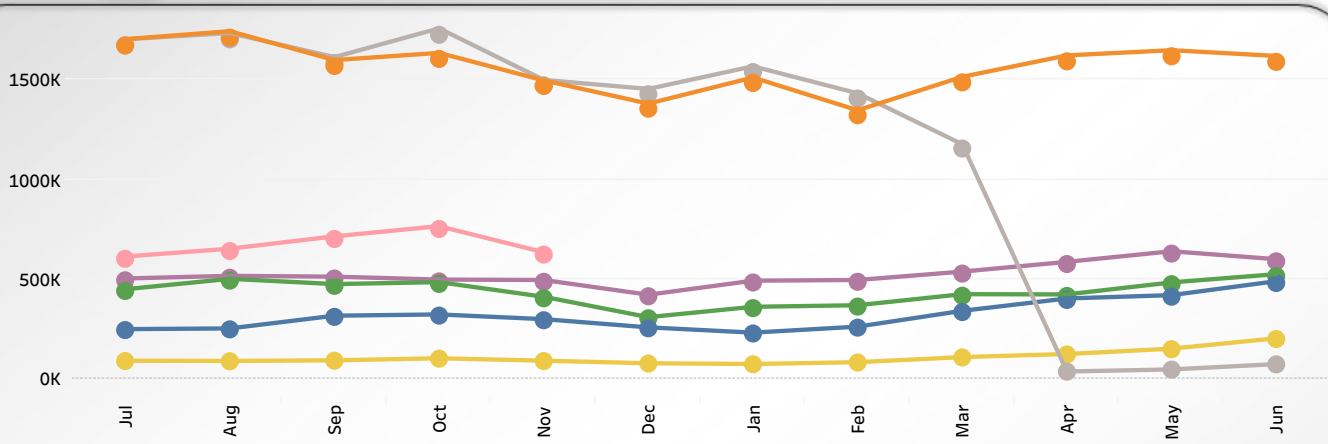


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Nov 2024

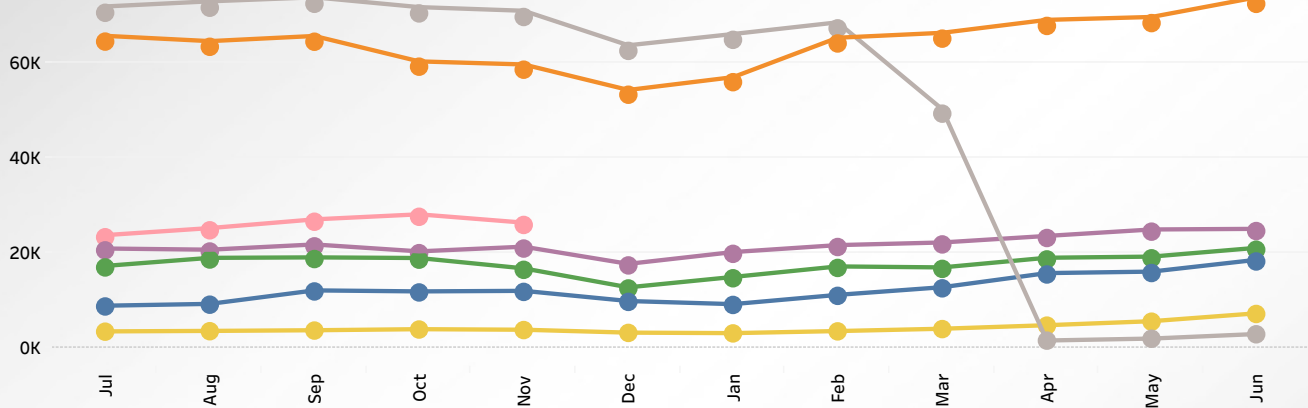


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180	604,002
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,664
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078	703,315
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706	753,442
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,643	625,074
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	485,214	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,676	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,797	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,822	
May	1,618,825	48,745	150,923	414,196	476,739	629,984	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,000	

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



Caltrain Average Weekday Ridership - Nov 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	23,286
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,743
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,543
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,585
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,867
Dec	53,258	62,480	3,162	9,687	12,513	17,358	
Jan	55,897	64,806	3,058	9,044	14,655	19,792	
Feb	64,041	67,218	3,484	10,956	16,829	21,228	
Mar	65,057	49,276	3,965	12,539	16,628	21,775	
Apr	67,728	1,536	4,693	15,451	18,621	23,124	
May	68,326	1,935	5,521	15,757	18,853	24,458	
Jun	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

November 2024

Total Monthly Trips*

November, 2024: 625,074

TIP:

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

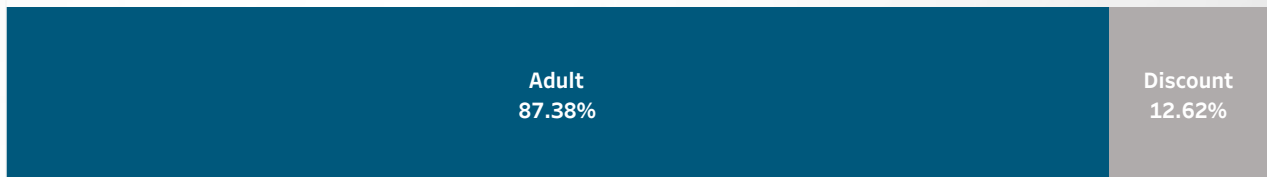
Pass Type



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

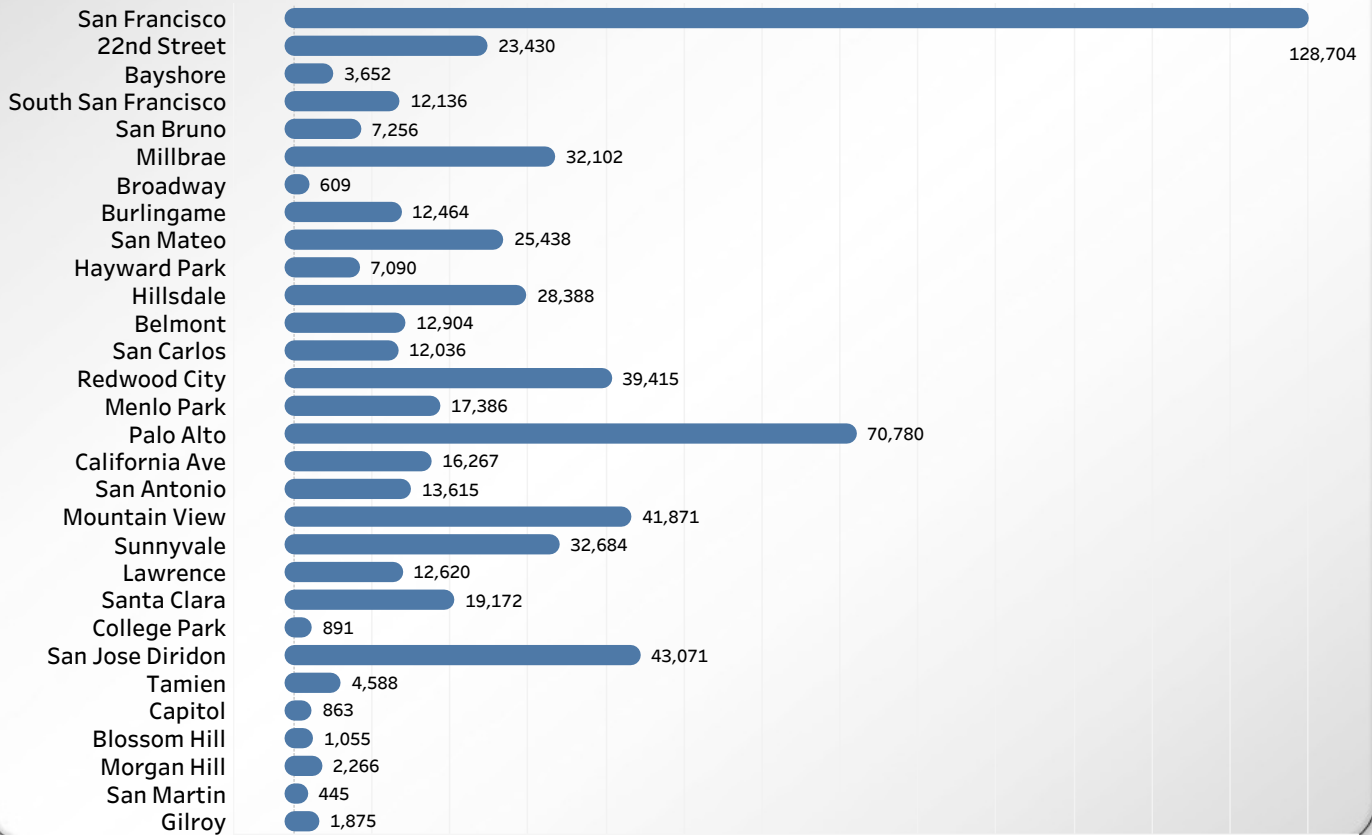
November 2024

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>

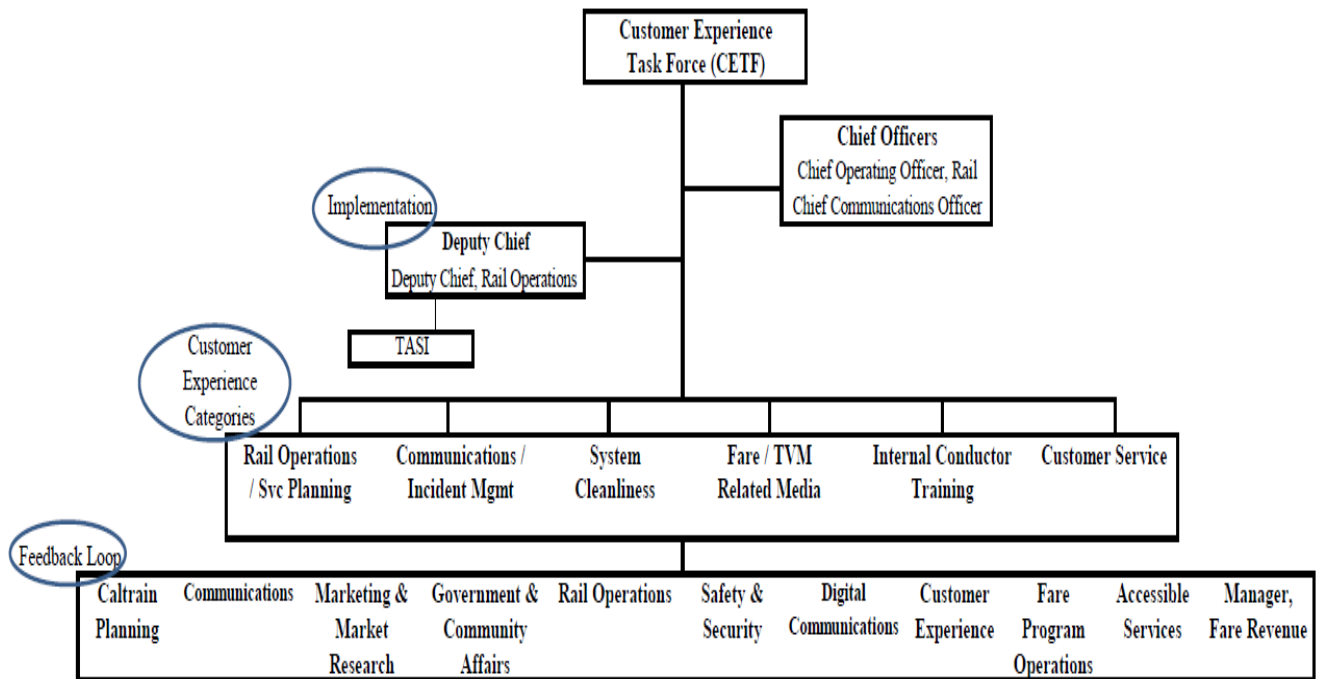
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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 Pending final approval, Caltrain will implement a minor schedule change for both weekdays and weekends on Monday, January 27th, 2025.
- Most trains will be adjusted by 1-2 minutes to improve On Time Performance (OTP).
- Trains 113 and 141 will depart Tamien and San Jose Diridon stations 4 minutes earlier.
- Train 104 will start earlier by almost half an hour (leaving 4th & King at 5:30am and arriving at Tamien by 7:08am). This is to address feedback from Stanford hospital and to improve On Time Performance (OTP).
- Caltrain plans to make future schedule changes in January and August to be in alignment with other regional transit agencies, which was a key recommendation from the MTC's Blue Ribbon Task Force on Transit Recovery.
- 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.

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.

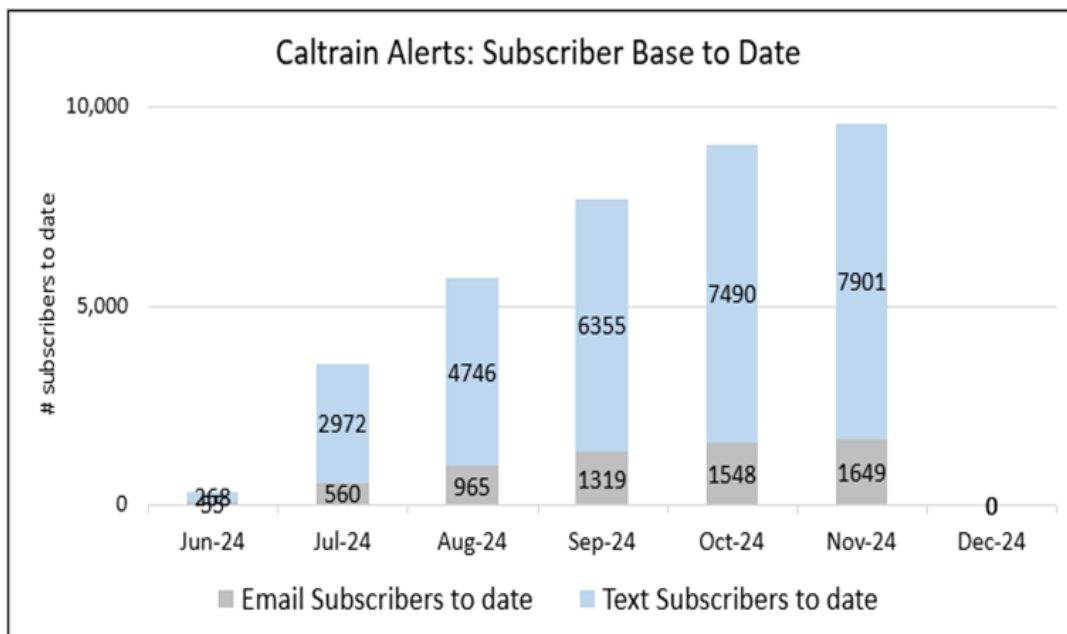
Customer Experience

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

- EMU Updates: Enhancing Rider Experience
 - Platform Signage Pilot: The pilot program at Palo Alto and Redwood City stations continues, with platform signage helping riders with bikes and scooters find bike cars more efficiently. Early results show an impressive 76% improvement in riders lining up at the correct locations.
 - Onboard Wayfinding: A new project aims to install wayfinding signage on doors between train cars to guide riders to the restroom car. Pending final approvals,

this enhancement will further improve the onboard experience for all passengers.

- **Holiday Travel to Airports:**
 - To promote Caltrain and public transit as convenient options for holiday travel, staff launched an information campaign featuring digital and physical ads. Designed to raise awareness and drive traffic to Caltrain website, the campaign began on November 23 and will continue throughout the holiday season. In November alone, the dedicated holiday travel webpage received over 4,200 visits, helping travelers plan seamless connections to the airports while showcasing the benefits of choosing Caltrain.
- **Caltrain Service Alerts: November Updates and Future Enhancements:**
 - **Collecting November Highlights:** The top two reasons for service alerts were platform changes and minor delays of 15 minutes or less.
 - **Growing Reach:** Our subscriber base continues to expand, ensuring more riders stay informed about real-time updates.
 - **Looking Ahead to 2025:** Exciting improvements are on the horizon! Upcoming features will enhance the customer experience and optimize the alert system for greater efficiency and scalability.



- **Community Outreach:**
 - **Holiday Train 2024 station outreach on December 7 and December 8:** Staff partnered with Salvation Army and the U.S. Marine Corps for the Toys for Tots program running concurrently at designated Holiday Train stations.
 - **Billie Eilish at SAP Center:** Onboard train No. 522 on December 10, and limited wayfinding station outreach at San Jose Diridon station occurred on December 10 and December 11.

Marketing Customer Communication

- Digital Marketing:
 - Electrification Holiday Travel:
 - Caltrain featured messages ahead of Thanksgiving to remind folks to consider taking Caltrain to SFO and SJC.
 - Events:
 - Multiple events took place along the line including Warriors games, Stanford football. Caltrain also supported several public events including the Peru deal, Caltrain board meeting and Burlingame Plaza opening.
 - Digital Marketing:
 - How to Ride Caltrain Webinar was held Nov 21 and had 37 attendees, 6 people requested free day passes to be sent via mail, 97 people registered, 87 were added to the marketing email list and a video of the webinar will be posted to YouTube for a reference tool. Marketing will evaluate if this is a worthwhile endeavor for future efforts and topics.

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 all 22 stations across the corridor has been completed, and the signs are now fully operational.
 - 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 stations have been completed and are operational.

- Phase 3: The VMS installations at Bayshore, San Bruno, Taimen, California Avenue, Burlingame, Hayward Park, Belmont, San Carlos, San Antonio, and Menlo Park stations have been completed and are fully operational.
- With all 22 stations now equipped with VMS, this project marks the completion of the system-wide upgrade to enhance communication with passengers. These signs will provide real-time updates and critical information, ensuring a better travel experience for all.
- 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, the pre-casting phase for the mini-high platforms at Bayshore, Hayward Park, Burlingame, California Avenue, San Antonio, and Lawrence stations has been completed. Construction work at these stations was finalized in November, and Bayshore, Burlingame, California Avenue, and San Antonio stations are now open and in service. For Tamien and Belmont stations, construction is expected to be completed later in 2024 and early 2025. The remaining stations—Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops)—are scheduled to have their mini-high platforms completed at various times 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 leading initiatives to enhance the station experience, focusing on the following key areas:

- Consistent System-Wide Appearance:
 - Efforts are underway to standardize the appearance of stations across the network.
- State of Good Repair (SOGR):
 - The station team is actively upgrading station amenities to provide a better and more enjoyable experience for riders using the new electric train.
- Shelter Glass Panels:
 - The glass panels have been replaced at the following Stations due to vandalism:
 - 22nd Street
 - Bayshore
- Station Signage:
 - New standard directional signage on center track fence:
 - Installation is in progress to provide clear platform directions, using terms like "northbound" and "southbound" to help guide passengers to their destinations.
- EMU Spot Cab Signs:
 - EMU spot cab signs have been installed to assist Engineers with proper spotting of the train which will improve boarding for passengers needing Assistance (PNA) at several stations.
- San Bruno Parking Lot Signage:
 - New signs have been installed to enforce parking regulation in accordance with the current California Vehicle Codes (CVC).
- Station Mini-High Platforms:
 - Mini-high platforms are being installed at 12 stations to improve accessibility and to better serve passengers with a mobility device in accordance with Americans Disability Act (ADA).
- Parking Lot Striping and Stall Numbering:
 - To improve visibility and ease of navigation for passengers, striping and numbering projects are being planned for the parking lots at Hayward Park and

San Francisco employee parking lot. These projects are currently under negotiation, with completion expected in 2025.

- New Trash Cans:
 - As part of the station beautification effort, new trash cans have been installed at the following stations:
 - San Bruno - 12
 - Palo Alto - 14
 - Hayward Park - 12
 - Menlo Park - 2
 - Additional Trash Cans:
 - Twenty more are on their way, with an estimated delivery date of February 2025.

JPB CAC Work Plan

January 15, 2025

- Strategic Financial Plan
- Safety Quarterly Update

February 19, 2025

- Go Pass & Partnership updates
-

March 19, 2025

-
-

April 16, 2025

- Safety Quarterly Update
-

May 21, 2025

-
-

June 18, 2025

-
-

July 16, 2025

- Safety Quarterly Update
-

August 20, 2025

-
-

September 17, 2025

-
-

October 15, 2025

- Safety Quarterly Update
-

November 19, 2025

-
-

December 17, 2025

-
-

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
- Level Boarding
- TJPA Downtown Extension