



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

January 15, 2025 – 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. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of December 18, 2024
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. Strategic Financial Plan (Alex Burnett, Bell Burnett & Associates)
8. Safety Quarterly Update (Mike Meader)
9. Customer Satisfaction Survey (Julian Jest)
10. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
11. 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. Date, Time, and Place of Next Meeting
February 19, 2025 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
13. 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, Amit Lohe, Adrian Brandt (Chair)
Santa Clara County: Leonard Acosta, Kristopher Linqvist, Patricia Leung (Vice Chair)

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 December 18, 2024

Members Present: L. Acosta, A. Brandt (Chair), A. Kulkarni (Alternate), P. Leung (Vice Chair), K. Linquist, M. Pagee (Alternate), R. Sarathy, P. Wickman (Alternate) (joined at 5:48 pm)

Members Attended Via Teleconference: D. Albohm, R. Kutler (joined at 5:51 pm)

Members Absent: A. Lohe

Staff Present: J. Brook, J. Navarrete, S. Sargent

1. Pledge of Allegiance

Acting Chair Adrian Brandt called the meeting to order at 5:42 pm and led the Pledge of Allegiance.

2. Roll Call

Jennifer Navarrete, CAC Secretary, called the roll and confirmed that a quorum was present.

Item 4 was heard before Item 3.

3. Report of Nominating Committee

Members Leung, Kutler, and Alternate Member Pagee announced the nominees for the 2025 Chair and Vice Chair positions:

Alternate Member Pagee nominated Acting Chair Brandt as Chair and Member Leung as Vice Chair with Member Kutler as back-up.

Acting Chair Brandt and Members Leung and Kutler accepted the nominations.

a) Election of 2025 Chair and Vice Chair

Motion/Second: Pagee/Sarathy

Ayes: Acosta, Albohm, Brandt, Kulkarni, Leung, Linquist, Pagee, Sarathy

Absent: Lohe, Kutler, Wickman

4. Consideration of Requests, if any, of Committee Members to Participate Remotely Due to Emergency Circumstances

Acting Chair Brandt noted Members Albohm and Kutler invoked Assembly Bill (AB) 2449 per just cause and attended remotely.

5. Approval of Meeting Minutes of November 20, 2024

Motion/Second: Pagee/Sarathy

Ayes: Acosta, Albohm, Brandt, Kulkarni, Leung, Linqvist, Pagee, Sarathy

Absent: Lohe, Kutler, Wickman

6. Public Comment for Items Not on the Agenda

Doug DeLong gave a shout-out to former CAC Chair Brian Shaw, the first CAC member to receive a commendation from the JPB Board for his service on the CAC.

Jeff Carter also commended Brian Shaw's chairmanship. He commented on the Holiday Train event in Millbrae on the weekend of December 7 and 8, that Caltrain will be joining SamTrans at the new headquarters in Millbrae in 2026, and requested automatic passenger counters data.

7. Chairperson's Report

Chair Brandt reported on holiday train event. He stated that the track incursions had caused delays and requested that staff install bright lighting in the right of way. He summarized the December 16 Finance Committee meeting and said he had received a report from John Hogan, Chief Operating Officer, Rail, Rail Operations and Maintenance. He commented on problems with the crossing optimization system triggering more gate downtime.

Public Comment:

Jeff Carter commented on Caltrain getting compensation for the power that is running the meter backwards and back into the grid, and on crossing optimization.

8. Measure RR Oversight Committee

Sam Sargent, Director, Strategy and Policy, Rail Administration, stated that the CAC serves as the oversight committee for the one-eighth percent Measure RR sales tax. He stated he would share the upcoming audit report with the Measure RR Oversight Committee just prior to the January 15 meeting where the CAC members would accept the report.

Chair Brandt confirmed that the three Oversight Committee members were himself, Member Kutler, and Member Sarathy.

Member Kutler suggested it would be useful for members to have the most recent report.

9. Staff Report

Mr. Sargent provided the report that included the following:

- On-time performance
- Track incursion trends
- Uptick in trespasser strikes
- Completion of the MP 36 locomotive overhaul project
- New artwork on Bombardier cars
- Bridge-related project updates in early 2025
- Downward trend in complaints on social media and customer service center

- Ridership recovery
- Diesel fleet retirement project – signed agreement with Lima, Peru regarding locomotive sales and diesel maintenance

a) Customer Experience Task Force

Mr. Brandt said the report was in the packet.

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

- Executing agreement with Lima, Peru to as part of diesel fleet retirement project
- Rail incursion prevention by including better lighting at crossings
- Wi-Fi and connectivity and vendor doing systemwide tests to monitor performance
- Reporting bike thefts to police and Safety and Security
- Stadler flat spot issue and restroom doors would be added to project list
- Testing of automated passenger count software

b) JPB CAC Work Plan

Chair Brandt stated he would solicit comments from the membership regarding topics for staff to present at future meetings.

Member Albohm asked if there is feedback about the local trains being scheduled too tightly when one train is late. Mr. Sargent said there would be tweaks to the schedule in January. Member Kutler asked how Caltrain came through the recent storms with trees falling. She noticed resprout on some of the eucalyptus in Burlingame. Mr. Sargent there were no power or service disruptions.

Public Comment:

Jeff Carter commented he was pleased that staff was addressing bike theft and was happy that the storms had not damaged the track. Regarding the sale of the diesel locomotives to Lima, Peru, he commented that he was happy to see new life for the retired equipment. Regarding the JPB work plan, he stated he wanted to add distance-based fares.

Doug DeLong requested station-to-station, or point-to-point pricing.

10. Committee Comments

The following items were discussed:

- Spotty Wi-Fi service in certain locations
- Request for increased weekend service, including from South Bay, and baby bullet from Tamien station
- Bike theft camera surveillance, with screens on the second floor showing views of bikes on the first level
- Tree work in Burlingame
- Raising service from Class 4 to Class 6 for increased speed and efficiency
- Launch of Caltrain Bluesky

- Report on visit to South Bay Historical Railroad Society Depot and Museum

Public Comment:

Jeff Carter suggested running an express train on weekends (one of the 500 series trains between the two locals).

Chair Brandt suggested having electronic billboards with the estimated time to reach San Francisco on Caltrain.

11. Date, Time, and Location of Next Regular Meeting

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

12. Adjournment

The meeting adjourned at 7:08 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) –

- **December:** The December 2024 OTP was 88.4% compared to 90.2% for December 2023.
 - **Vehicle on Tracks** – There were nine days with a vehicle on the tracks. The vehicle on the 4th (Broadway Ave., Millbrae 5:21 pm), caused 11 trains delayed. The vehicle on the 6th (Oak Grove Ave., Menlo Park @ 6:39 pm), caused 7 trains delayed. Another vehicle on the 6th (Churchill Ave., Palo Alto @ 9:57 pm), caused 2 trains delayed. The vehicle on the 7th (Churchill Ave., Palo Alto @ 6:33 pm), caused 4 trains delayed. Another vehicle on the 7th (4th Ave., Menlo Park @ 8:17 pm), caused 5 trains delayed. The vehicle on the 13th (Mission Bay Dr., San Francisco @ 2:11 am), caused 0 trains delayed. Another vehicle on the 13th (UPRR Territory @ 6:07 am), caused 3 trains delayed. The vehicle on the 17th (Churchill Ave., Palo Alto @ 6:53 pm), caused 9 trains delayed. The vehicle on the 24th (Churchill Ave., Palo Alto @ 6:30 pm), caused 5 trains delayed.
 - **Mechanical Delays** – In December 2024 there was 69 minutes of delay due to mechanical issues and 516 issues due to mechanical EMU issues.
 - **Vehicle Strike** – There was one vehicle strike on December 23 (Sunnyvale Ave., Sunnyvale @ 8:08 am), which caused 1 train partially annulled, 3 trains annulled, 1 train terminated, 8 trains delayed.
 - **Trespasser Strikes** – There were three trespasser strikes in December, resulting in one fatality. The strike on the 10th (Mountain View @ 12:23 am), caused 1 train delayed, 1 train terminated (fatality). The strike on the 17th (Auzerias St., San Jose @

4:40 am), caused 1 train terminated, 1 train annulled. The strike on the 17th (Virginia St., San Jose @ 8:47 pm), caused, 1 train terminated, 1 train partially annulled.

- **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.

Caltrain Diesel Fleet to Bring Passenger Rail Service to Peru

Caltrain will send its retired diesel fleet to the Municipality of Lima, Peru to continue operating passenger service.

The agreement between Caltrain and Lima will support Peru in its sustainability and mobility improvements. The retired trains will enable thousands of riders to enjoy a new regional commuter rail line that provides significant environmental benefits by reducing automobile traffic and greenhouse gas emissions.

The U.S. Department of State, U.S. Department of Commerce, and the Bay Area Air Quality Management District (BAAMQD) supported this agreement for its environmental and mobility benefits, and for its ability to strengthen ties between the United States and Peru.

[Caltrain Holiday Train Returned Along the Peninsula Dec. 7 & 8](#)

On Saturday, Dec. 7, and Sunday, Dec. 8, the Holiday Train returned to bring good tidings and cheer to families from San Francisco to the South bay as part of its annual toy drive.

This cherished tradition offered attendees an opportunity to donate new toys or books to local children whose families are struggling to make ends meet. Caltrain is proud to once again partner with the U.S. Marine Corps Reserve Toys for Tots program and The Salvation Army to help make the season brighter for everyone.

The Holiday Train, decorated with more than 70,000 glittering lights, visited nine Caltrain stations in San Francisco, San Mateo and Santa Clara counties over the weekend. At each of the train's 20-minute station stops, people joined in singing with onboard carolers and the Salvation Army Christmas Brass Ensemble and visited with Santa, Mrs. Claus and their extended family, including Frosty the Snowman and Rudolph the Red-nosed Reindeer.

[Birds of a Feather Take Caltrain Together on the Official Billie Eilish Train](#)

Billie Eilish was at the SAP Center on Tuesday and Wednesday, Dec. 10 and 11; Caltrain continued to be the best way to get to the show. As an added bonus for fans, Caltrain offered a special themed car, complete with official Billie and Caltrain merch, for dedicated Eyelashes riding to the show on Dec. 10.

[Caltrain to Move Headquarters to Millbrae](#)

Caltrain announced that its new headquarters will be located in Millbrae. Caltrain, which currently shares a headquarters with the San Mateo County Transit District (SamTrans) in San Carlos, will continue to co-locate with SamTrans at their new headquarters at Gateway at Millbrae.

In March, after SamTrans announced it would be vacating its San Carlos headquarters, the Caltrain organization began exploring options to lease or purchase office space near a Caltrain station. After extensive deliberation, the Caltrain Board of Directors determined that the facilities at the new Millbrae office best meet the needs of the organization. Furthermore, the ease of access to Caltrain, BART, and SamTrans will benefit employees, potential hires and visitors by providing an environmentally friendly, transit-rich location.

“Our new headquarters will provide the modern facilities and convenient location our team needs, with seamless access to the Millbrae Transit Station and the entire Caltrain corridor.

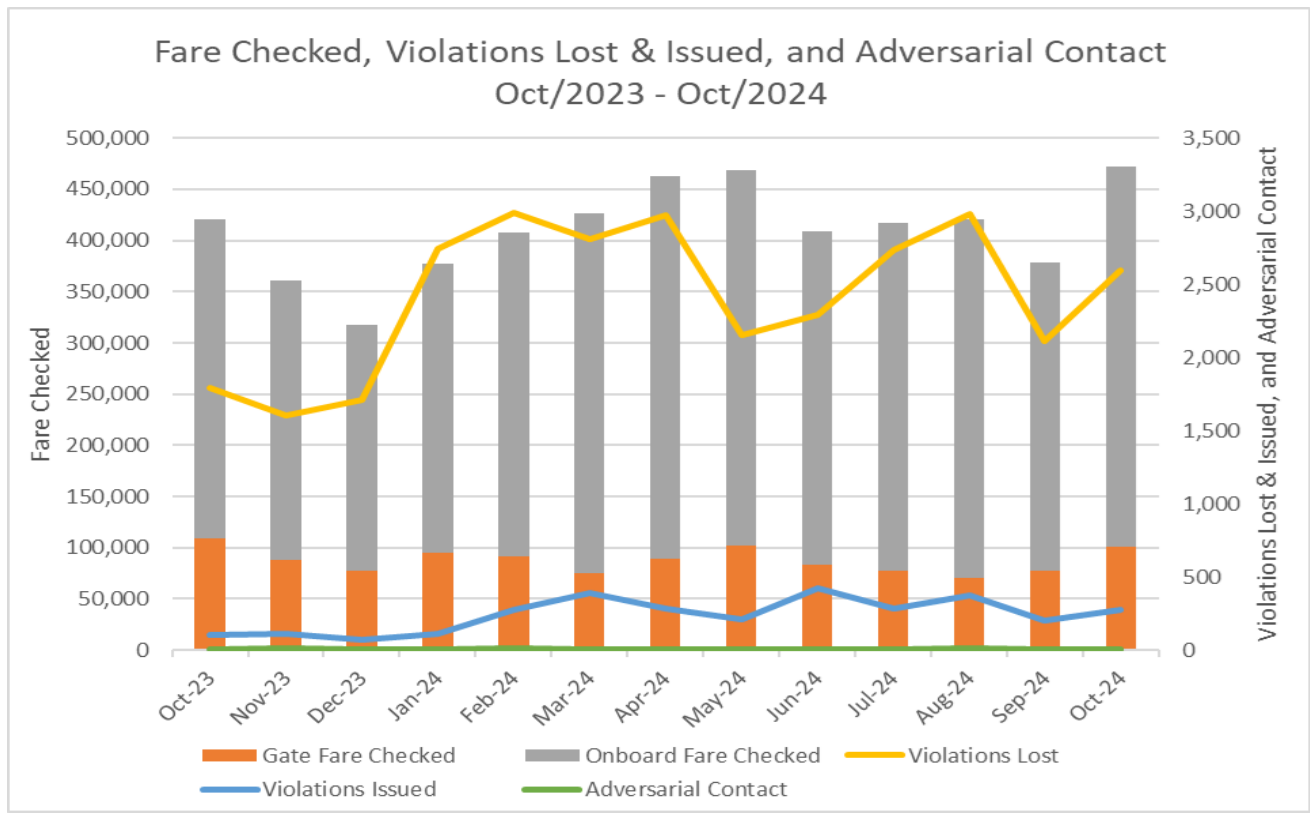
After a thorough evaluation of several options, we believe this is the best choice for Caltrain,” said Caltrain Executive Director Michelle Bouchard.

Caltrain will be situated on the 4th floor of the building and use about 26,500 square feet of the new 180,000-square-foot SamTrans headquarters. Caltrain has agreed to a 10-year lease term that will begin at the same time SamTrans begins occupying the space, with two five-year options to extend the lease.

Fare Enforcement Report – January 2025

In November 2024, Caltrain conductors performed a total of 406,647 fare inspections at the terminal and onboard the trains. During this period, 3,526 violations were lost because the rider didn’t provide identification and 162 violations were issued. Six incidents were reported as adversarial contact.

UPDATE: The fare check counts were revised starting in March 2024 to account for the additional enforcement efforts. Extra on duty conductors were assigned to board trains to enforce compliance. This update includes the fare inspection performed by the additional onboard staff.



Special Services Ridership Report (December)

San Francisco Station

- Total event-day ridership at San Francisco Station in December was 14,566, an 82.9% increase compared to 2023 (7,963), and a 9.3% decrease from 2019 (16,083).
 - In December 2024 there were 9 events, compared to 8 in 2023, and 9 in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in December was 5,554, a 148.8% increase compared to 2023 (2,232), and a 95% increase from 2019 (2,848).
 - In December 2024 there were 3 events, compared to 2 in 2023, and 2 in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in December was 6,390, a 553.4% increase compared to 2023 (978), and a 224.5% increase from 2019 (1,969).
 - In December 2024 there were 8 events compared to 4 in 2023, and 8 in 2019.
 - In December 2024 there were two concerts in addition to regular Sharks games.

* 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 November 30, 2024, and is subject to change prior to the January 2025 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.

December: Place locomotive 923 in revenue service and receives Conditional Acceptance.

January: Monitor performance

- **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.

November: JPB staff and Walsh maintained on-site erosion control measures to protect the Guadalupe River from sediment runoff. JPB staff met with resource agencies to coordinate and adapt solutions for habitat mitigation and river diversion plans. JPB led workshops with the Engineer of Record, Walsh, and environmental compliance consultant to ensure constructability of work plans that will be included in permit applications. In addition, JPB staff worked with an independent estimator to review and validate draft cost projections for the completion of the project.

December: JPB staff will meet with resource agencies to solicit continued feedback for the finalization of work plans for permit applications. Concurrently, JPB staff and the construction contractor will continue to 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 discussed 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.

November: Continued to investigate the issue with the train roof antenna and the Electro-magnetic Interference. Added a new mounted plate to one of the trains and the situation was improved but not totally fixed. There are still a few radio dropouts during the trip.

December: Correct the issue for the train roof antenna and re-run the dynamic test.

The schedule is delayed due to 2 areas that have weak radio coverage for Wi-Fi. Additional radio antennas have been installed to improve coverage. The team has discovered an EMI issue with the train roof antenna and a remedy is now being developed. Another Final Acceptance Test will be conducted after the train roof antenna has been modified.

- **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.

November: Continued project close-out

December: Complete 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.

November: Stacy and Witbeck completed punch list items except for a hinge on one swing gate that needs to be repaired.

December: 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.

November: Stacy Witbeck worked on punch list items at 4th and 5th Ave. TASI installed the new signal house at 5th Ave and trenched and installed conduits for the new signal house.

December: TASI to cutover the new signal house at 5th Ave. TASI to set new signal houses in place at 4th 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.

November: Option 2's VMS replacement is completed. VMS replacement at 22 stations are completed.

December: Finalize as built drawings and close out the project three months early and 5% under budget.

- **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.

November: The project team onboarded a new JPB lead engineer for oversight and completed a field survey of the emergency work as-built condition. Using the survey data, the design team prepared as-built drawings, calculated jurisdictional impacts, and began developing preliminary temporary shoring designs to support narratives for inclusion in environmental permit amendments. Caltrain staff is working closely with the design team to finalize deliverables necessary for permitting while also exploring options for environmental maintenance work per the HMMP. The team continues to engage with environmental agencies to provide project updates.

December: The design team will finalize the deliverables required for environmental permit amendments, after which the environmental team will complete and submit documents to the USACE to initiate the 135-day review period outlined by NMFS, a critical path item. Submissions to the RWQCB and CDFW will follow in early January 2026 to allow sufficient time for agency review. Meanwhile, JPB staff continues to explore strategies for soliciting qualified construction contractors to ensure smooth project execution and evaluate permit approvals and IFB timelines against 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.

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

December: SWI will complete construction and punch list work. Overnight work will occur as needed to address remaining scope requiring track out of service and OCS Isolation.

- **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.

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

December: Continue installation of Mini-High platforms at multiple stations. Complete pre- coordination with UPRR to arrange track protection for work between Tamien and Gilroy stations.



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. |



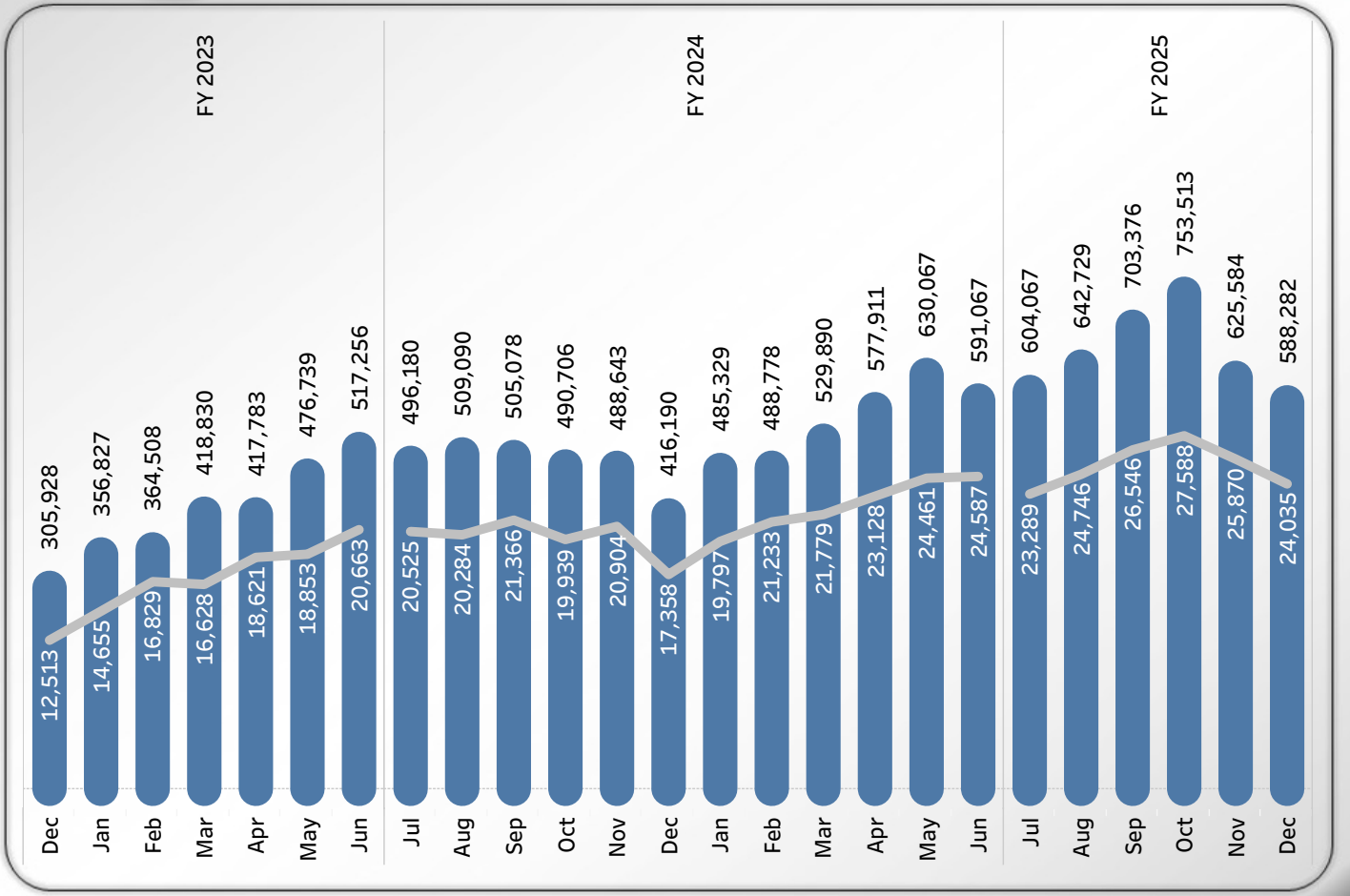
Ridership Executive Summary - Dec 2024

| <u>Monthly Performance</u> | Current Year Dec 2024 | Pre-Pandemic Dec 2019 | Dec 2024 % of Pre-Pandemic | Last Year Dec 2023 | Dec 2023 to Dec 2024 % Change |
|----------------------------|--------------------------|--------------------------|-------------------------------|-----------------------|----------------------------------|
| Total Ridership | 588,282 | 1,428,363 | 41.2% | 416,190 | + 41.3% |
| Average Weekday Ridership | 24,035 | 62,480 | 38.5% | 17,358 | + 38.5% |
| Average Saturday Ridership | 12,584 | 14,045 | 89.6% | 7,762 | + 62.1% |
| Average Sunday Ridership | 9,988 | 10,017 | 99.7% | 5,388 | + 85.4% |

| <u>Fiscal YTD Performance</u> | Current Year Dec 2024 | Pre-Pandemic Dec 2019 | Dec 2024 % of Pre-Pandemic | Last Year Dec 2023 | Dec 2023 to Dec 2024 % Change |
|-------------------------------|--------------------------|--------------------------|-------------------------------|-----------------------|----------------------------------|
| Total Ridership | 3,917,551 | 9,588,331 | 40.9% | 2,905,888 | + 34.8% |
| Average Weekday Ridership | 25,363 | 69,494 | 36.5% | 20,066 | + 26.4% |
| Average Saturday Ridership | 13,982 | 15,771 | 88.7% | 7,593 | + 84.2% |
| Average Sunday Ridership | 12,107 | 11,239 | 107.7% | 5,905 | + 105.0% |



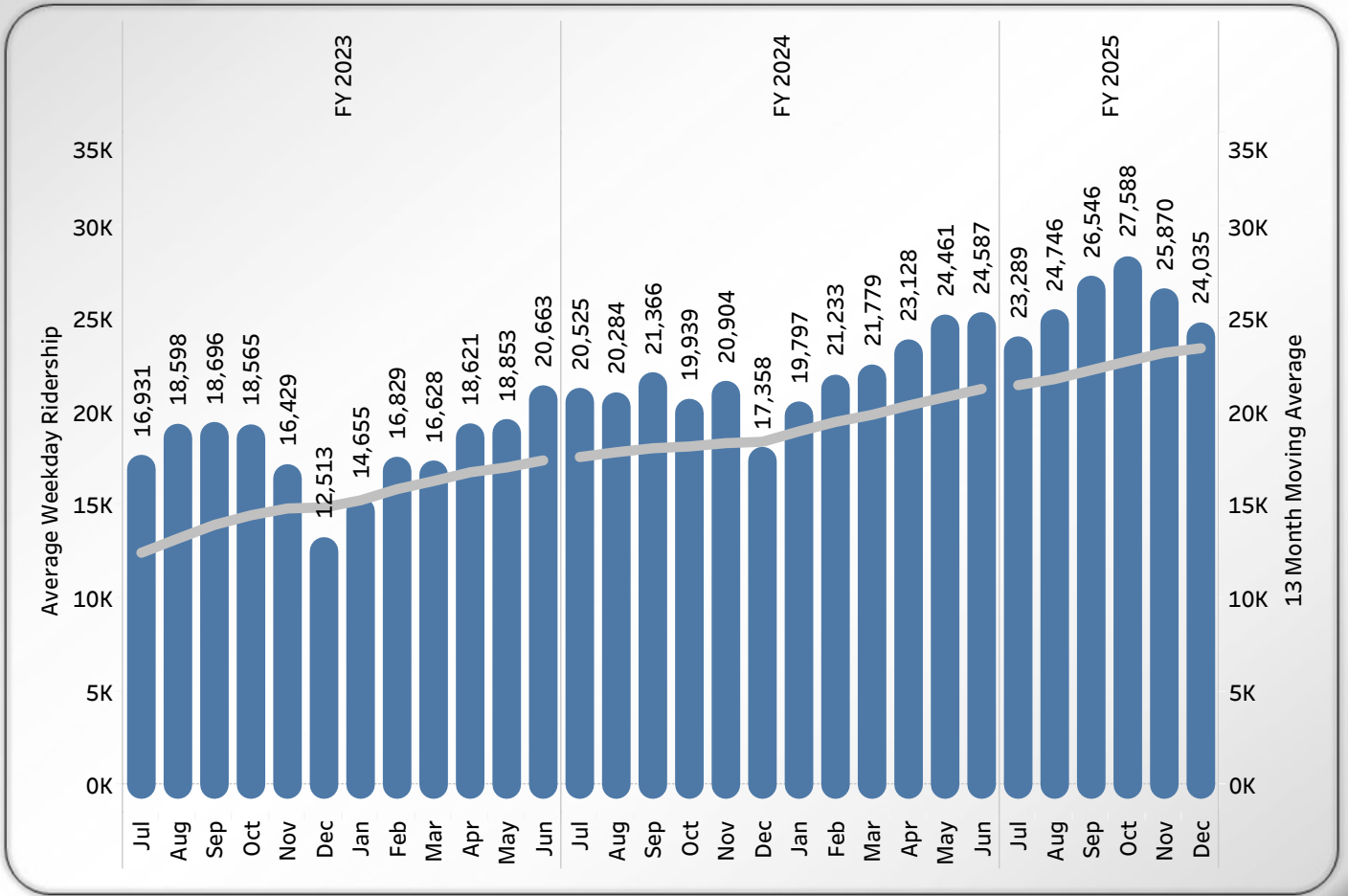
Total Ridership and Average Weekday Ridership - Dec 2024



Legend | Total Ridership | AWR



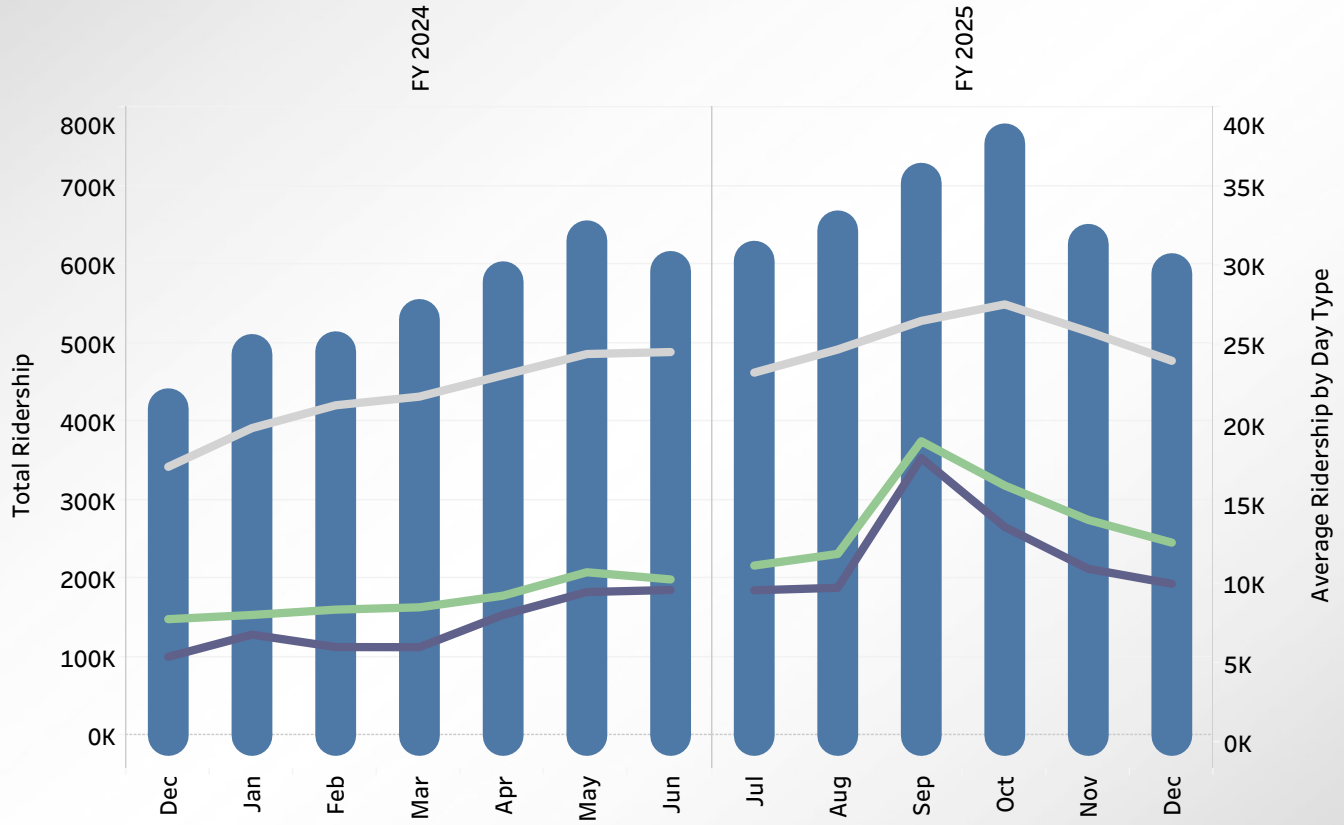
Average Weekday Ridership & 13 Month Average - Dec 2024



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Dec 2024

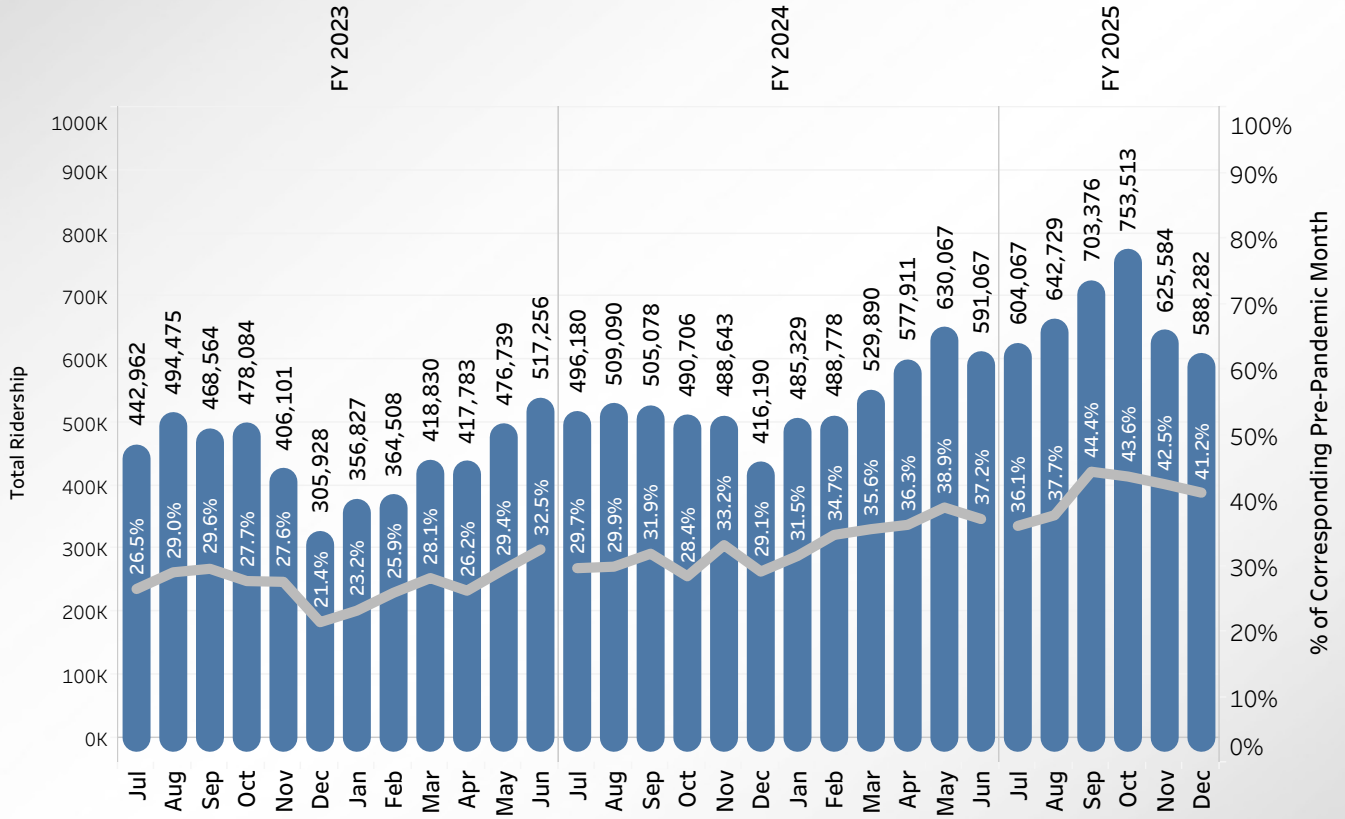


*Free fares offered to all passengers on opening weekend of electrified service.
Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*

Legend | Total Ridership | Weekday | Saturday | Sunday



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

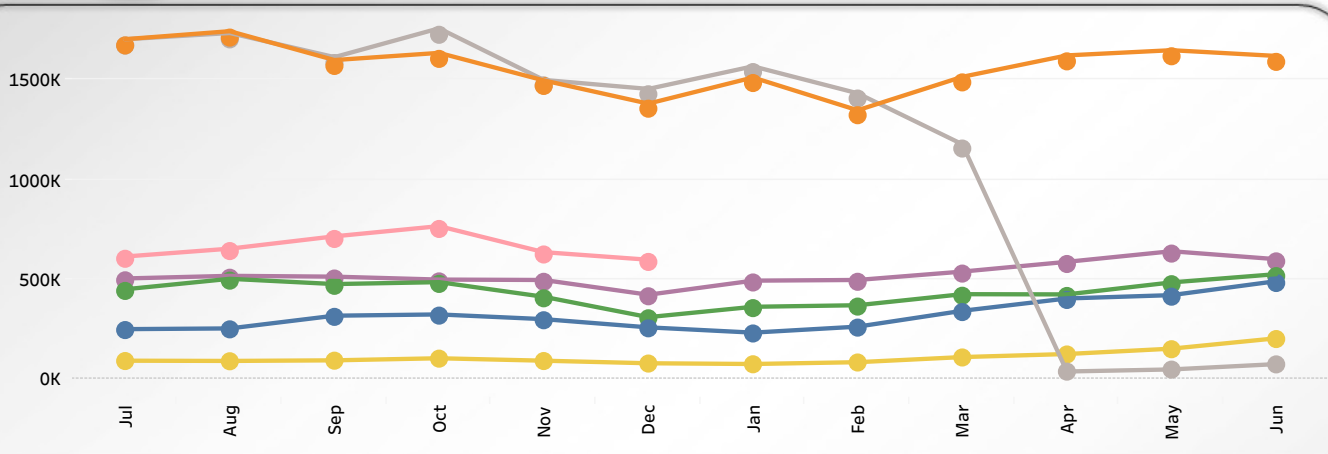


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Dec 2024

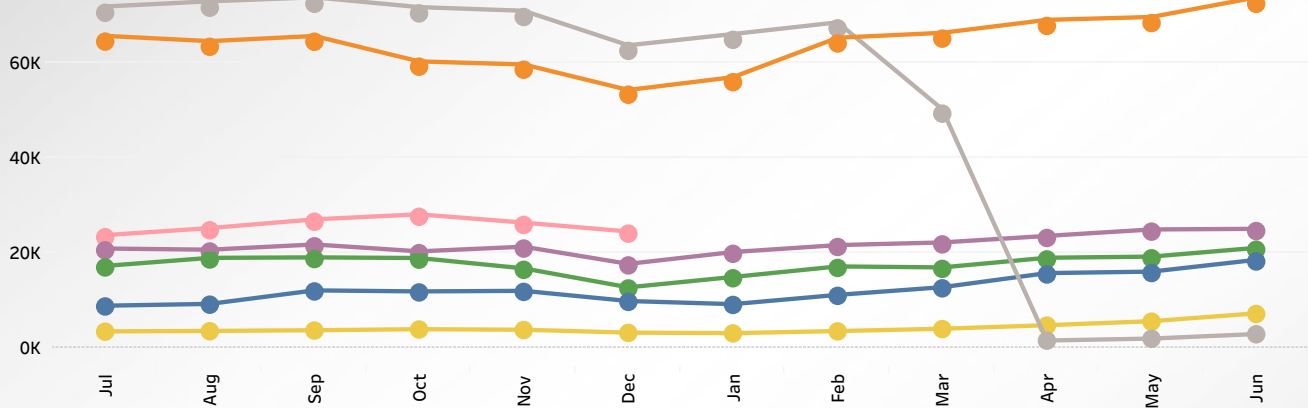


| | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 | FY 2024 | FY 2025 |
|------------|-----------|-----------|---------|---------|---------|---------|---------|
| Jul | 1,673,035 | 1,672,672 | 91,703 | 246,902 | 442,962 | 496,180 | 604,067 |
| Aug | 1,712,362 | 1,703,334 | 90,538 | 250,434 | 494,475 | 509,090 | 642,729 |
| Sep | 1,570,308 | 1,584,833 | 93,486 | 313,026 | 468,564 | 505,078 | 703,376 |
| Oct | 1,605,671 | 1,726,436 | 103,686 | 319,258 | 478,084 | 490,706 | 753,513 |
| Nov | 1,470,239 | 1,472,693 | 91,699 | 296,065 | 406,101 | 488,643 | 625,584 |
| Dec | 1,356,071 | 1,428,363 | 79,078 | 255,679 | 305,928 | 416,190 | 588,282 |
| Jan | 1,484,727 | 1,539,666 | 75,485 | 229,746 | 356,827 | 485,329 | |
| Feb | 1,323,427 | 1,406,951 | 84,365 | 259,190 | 364,508 | 488,778 | |
| Mar | 1,487,889 | 1,156,388 | 109,519 | 337,078 | 418,830 | 529,890 | |
| Apr | 1,593,266 | 38,584 | 124,522 | 397,753 | 417,783 | 577,911 | |
| May | 1,618,825 | 48,745 | 150,923 | 414,196 | 476,739 | 630,067 | |
| Jun | 1,590,653 | 74,908 | 201,872 | 482,691 | 517,256 | 591,067 | |

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



Caltrain Average Weekday Ridership - Dec 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 | 23,289 |
| Aug | 63,340 | 71,557 | 3,517 | 9,096 | 18,598 | 20,284 | 24,746 |
| Sep | 64,405 | 72,387 | 3,654 | 11,881 | 18,696 | 21,366 | 26,546 |
| Oct | 59,159 | 70,360 | 3,873 | 11,673 | 18,565 | 19,939 | 27,588 |
| Nov | 58,523 | 69,607 | 3,760 | 11,787 | 16,429 | 20,904 | 25,870 |
| Dec | 53,258 | 62,480 | 3,162 | 9,687 | 12,513 | 17,358 | 24,035 |
| Jan | 55,897 | 64,806 | 3,058 | 9,044 | 14,655 | 19,797 | |
| Feb | 64,041 | 67,218 | 3,484 | 10,956 | 16,829 | 21,233 | |
| Mar | 65,057 | 49,276 | 3,965 | 12,539 | 16,628 | 21,779 | |
| Apr | 67,728 | 1,536 | 4,693 | 15,451 | 18,621 | 23,128 | |
| May | 68,326 | 1,935 | 5,521 | 15,757 | 18,853 | 24,461 | |
| Jun | 72,370 | 2,871 | 7,143 | 18,187 | 20,663 | 24,587 | |

■ 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

December 2024

Total Monthly Trips*

December, 2024: 588,282

TIP:

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

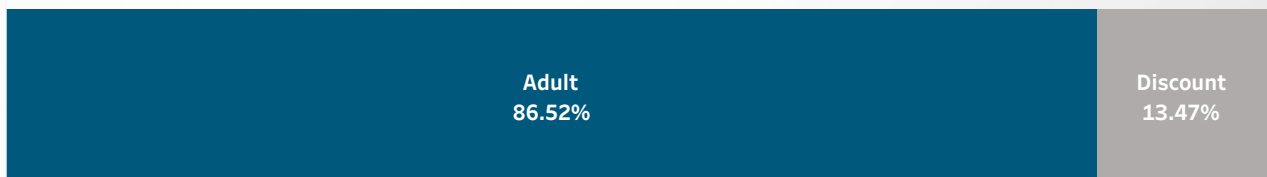
Pass Type



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

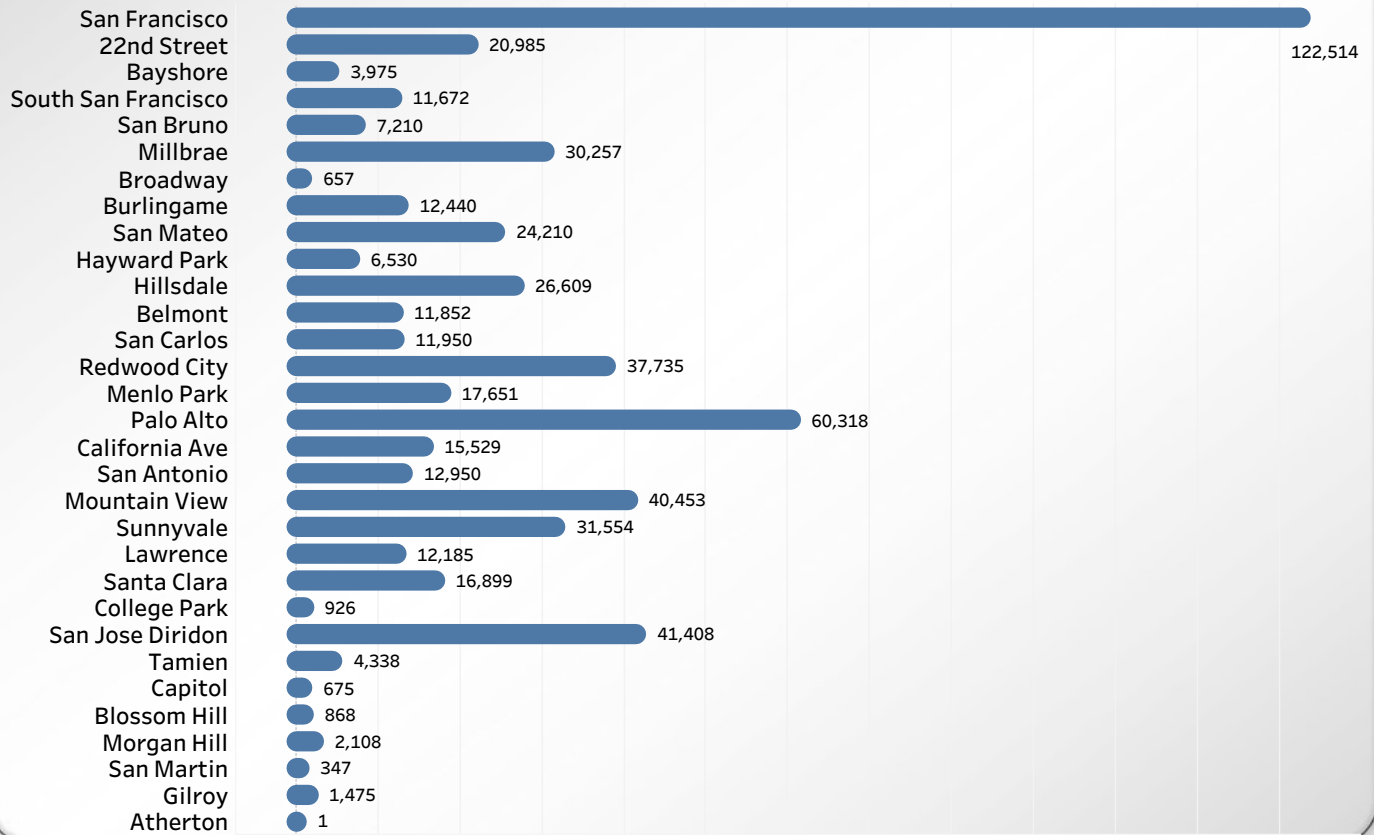
December 2024

Select Origin Stations

All

Sort By

Geography



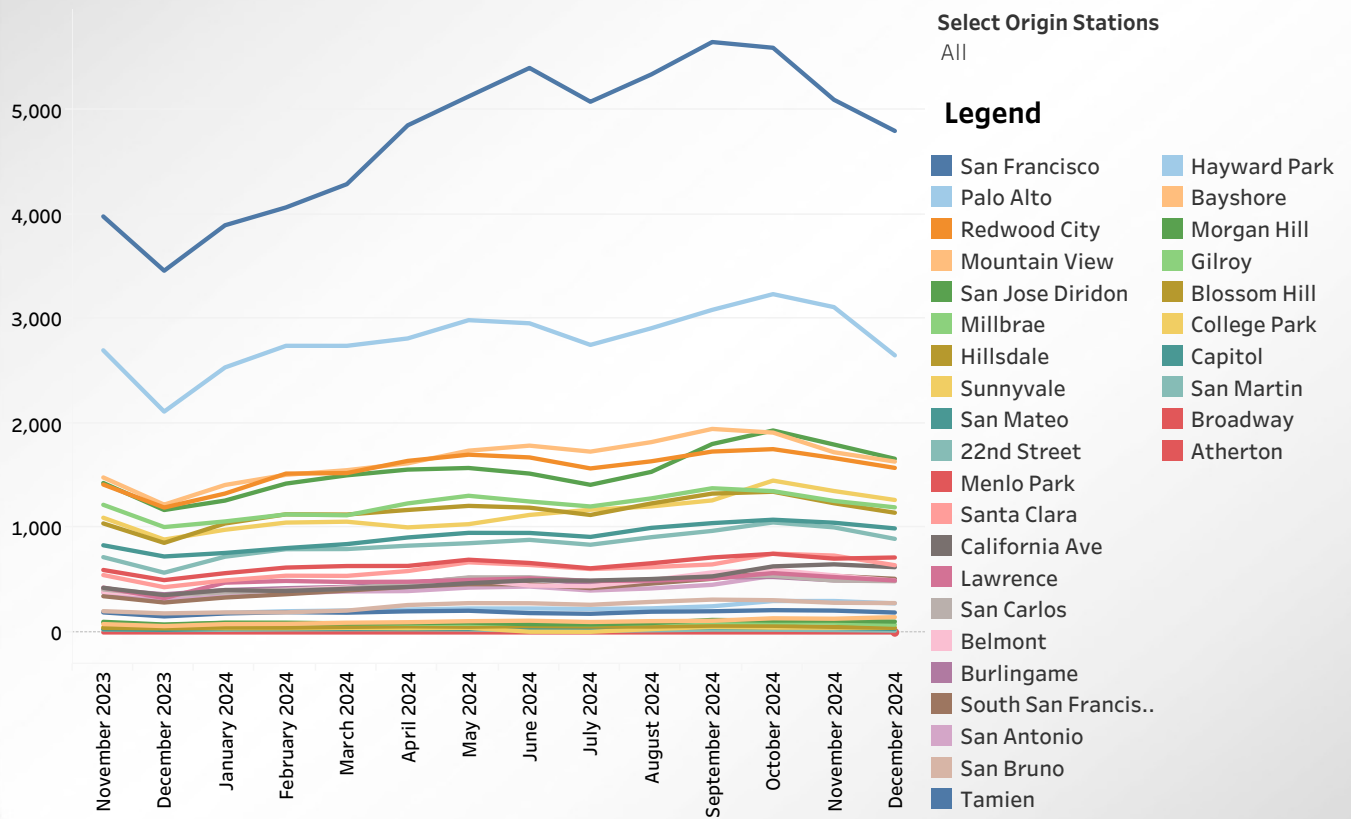
Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



Caltrain Average Weekday Ridership by Origin Station

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



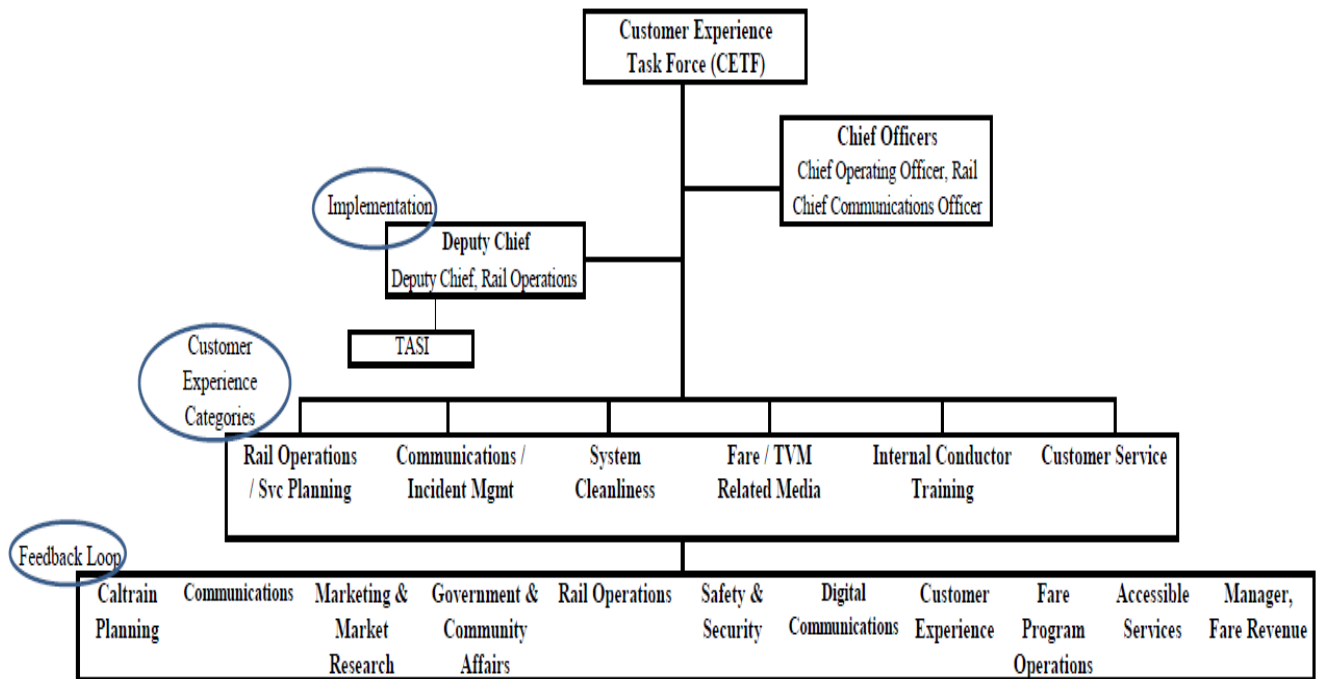
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen’s / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



Service Operations

The taskforce is spearheading efforts:

- Caltrain will implement minor schedule changes for weekdays and weekends on Monday, January 27, 2025, based on customer feedback and to improve reliability.
 - Most weekday and weekend trains will be adjusted by one to two minutes to improve on-time performance.
 - Trains 113 and 141 will depart Tamien and San Jose Diridon stations four minutes earlier.
 - Train 104 will start 25 minutes earlier, leaving San Francisco Station at 5:30 a.m. and arriving at Tamien by 7:08 a.m. This will impact the BART transfer at Millbrae, please consider the 6:38 a.m. train (#502).
 - South County Connector evening trains will be adjusted by one minute. There will be no change to morning trains.
 - Starting in 2025, Caltrain will adjust its schedules in January and August to be in alignment with other regional transit agencies.
- BART Schedule Change Jan. 13, 2025
 - BART's schedule will change on January 13, 2025, to launch construction of a modern train control system. Riders that transfer between Caltrain and BART after 9 p.m. at Millbrae Transit Center will be served by a BART train that will run every 15 minutes between Millbrae and SFO only. Riders will have an easy cross platform transfer at SFO to board a Yellow Line train.
 - At Millbrae, two of the four trains each hour will be timed with Caltrain's 30-minute service schedule to provide a good transfer between Caltrain and BART.

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

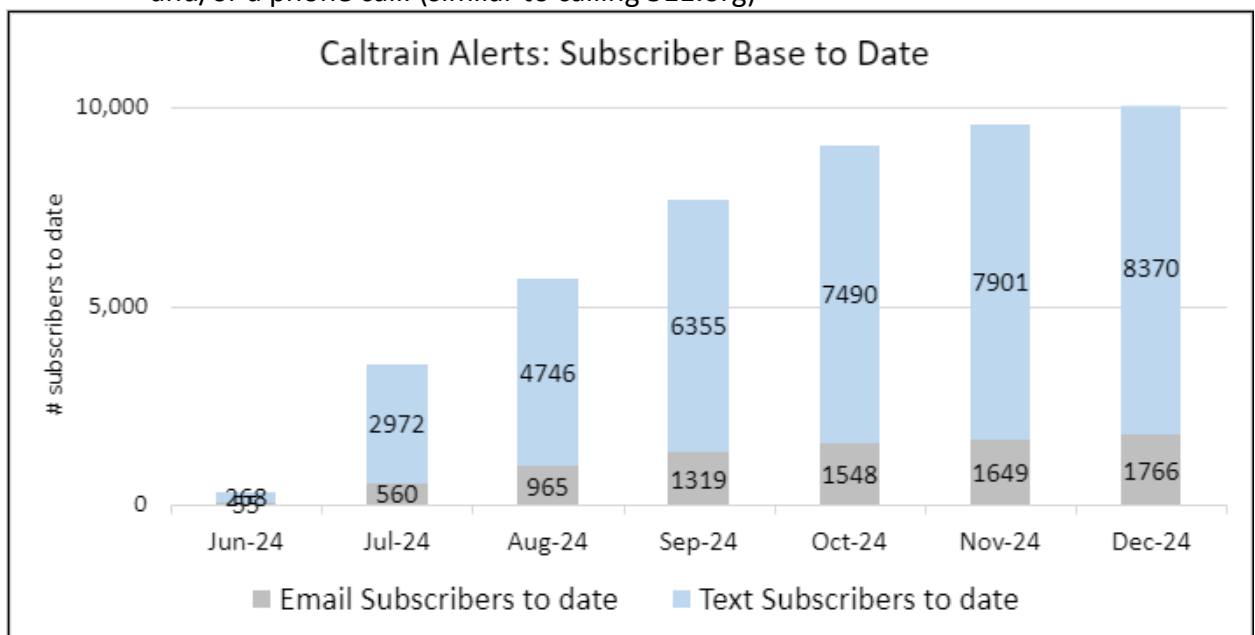
The taskforce is spearheading efforts to:

- 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
 - On-Train Wayfinding: A new project aims to install wayfinding train maps in each car as a resource for riders to identify restroom, bike cars, etc. Similar train car arrangement ‘maps’ will be placed at SFK, MIL, SJD for customer reference. Pending final approvals, this enhancement will further improve the onboard experience for all passengers.
- Improving trip planning:
 - Improving the “how to purchase” info on all TVM (Ticket Vending Machines) via new signage front & center in English, Spanish, Simplified Chinese. Improving the Lost & Found form & information for customer ease.
- Caltrain Service Alerts:
 - December Updates and Future Enhancements: 77% of alerts were delay related in December, and 9% were platform changes.
- Looking Ahead to 2025:
 - Upcoming new features will enhance the customer experience and optimize the alert system for greater efficiency and scalability. Exploring option for alert customer service at your fingertips for real time arrival & alert info via SMS and/or a phone call. (similar to calling 511.org)



- Community Outreach:
 - Community outreach efforts were conducted for the Holiday Train, held during the first weekend of December 2024, and for the upcoming Celebration Train scheduled for January 20, 2025. Additional outreach events are planned at select

stations from January 21 to January 23 to inform and engage the community about the upcoming service changes set to take effect on January 27.

Marketing Customer Communication

- Digital Marketing:
 - Events:
 - There were multiple events that occurred throughout the month that the digital communications team highlighted, two of the largest ones being the return of Holiday Train the first weekend of December and the Billie Themed Car on December 10. Caltrain also partnered with SAP Center to help promote their games and our service, providing fans with a bundle to save money.
 - Digital Marketing:
 - One of the largest projects completed in December was the Billie Eilish themed car, that brought in over 400 new riders the night of her concert. Staff ran giveaways on board, personalized a car, and played music from San Francisco to San Jose. The team hopes to replicate events like this in the new year.
 - Messaging Highlights:
 - Holiday Train
 - Billie Eilish Car
 - Dollar Youth Fare
 - Sharks Game Bundle
 - New Regional Maps were introduced by MTC
 - South County Wrapped Trains were inaugurated
 - Caltrain announced new HQ in 2026
 - Holiday Sweaters were shipped
 - Gov. Newsom included Caltrain in the 2024 Golden State Recap
 - Caltrain's Year in Review was published
 - New Years Eve Free Fare service

Fare Systems

- Caltrain Mobile App Quarterly Update –October to December 2024
 - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the second quarter of FY2025, the number of mobile tickets sold rose by 2% compared to the previous quarter, although sales revenue declined by 8%, primarily due to the introduction of the discounted youth fare on September 1, 2024. However, when compared to the same period last year, there was a significant 51% increase in the number of tickets sold and a 36% rise in revenue.

- Additionally, parking ticket sales increased by 30%, while parking revenue saw a remarkable 161% growth compared to the same period last year. This substantial increase in parking revenue is attributed to the absence of a discounted promotion this quarter, unlike last year. During the quarter, approximately 58% of all daily parking permits were sold through the Caltrain Mobile App. These positive trends are consistent with the overall growth in Caltrain ridership this year.

The table below provides a detailed overview of the results.

| | Q2 FY25 Actuals | % ▲ vs. Q1 FY25 | % ▲ vs. Q2 FY24 |
|------------------------------------|-----------------|-----------------|-----------------|
| Revenue \$'s - (excluding parking) | \$ 1,135,403 | -8% | 36% |
| Tickets Sold - Parking | 50,605 | 2% | 30% |
| Revenue \$'s - Parking | \$ 278,328 | 2% | 161% |

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

Government and Community Affairs - Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
- On Demand Electronic Bike Lockers
 - 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.
- 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 process 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.
- 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.
- San Bruno Parking Lot Signage:
 - Finalizing the installation of new signage to enforce parking regulations in compliance with the current California Vehicle Code (CVC).
- Station Mini-High Platforms: This project is currently on-hold.
 - 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 additional trash cans have been ordered for installation at the Bayshore Station, with an estimated delivery date of February 2025.

- Palo Alto Spot Mirror:
 - A spot mirror has been installed to enhance the safety and security of passengers using the ramp to and from the platform.

JPB CAC Work Plan

January 15, 2025

- Strategic Financial Plan
- Caltrain Customer Satisfaction Survey
- Safety Quarterly Update

February 19, 2025

- Go Pass & Partnership updates
-

March 19, 2025

- Measure RR Public Hearing
-

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