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

February 19, 2025 – 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>

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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. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of January 15, 2025
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 Service Initiatives (Lisa Peabody)
9. State and Federal Legislative Updates (Jason Baker & Devon Ryan)
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
March 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 Linquist, 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 January 15, 2025

Members Present: D. Albohm, A. Brandt (Chair), R. Kutler, P. Leung (Vice Chair), K. Linqvist, R. Sarathy, P. Wickman (Alternate) (arrived at 5:43 pm)

Members Absent: L. Acosta, A. Kulkarni (Alternate), A. Lohe, M. Pagee (Alternate)

Staff Present: J. Brook, J. Hogan, J. Jest, M. Meader, S. Sargent, L. Zhang

1. Pledge of Allegiance

Chair Adrian Brandt called the meeting to order at 5:40 pm and requested that Member Kutler lead the Pledge of Allegiance.

2. Roll Call

CAC Secretary Jean Brook called the roll and confirmed a quorum was present.

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

There were none.

4. Approval of Meeting Minutes of December 18, 2024

Motion/Second: Leung/Linqvist

Ayes: Albohm, Brandt, Kutler, Leung, Linqvist, Sarathy

Absent: Acosta, Kulkarni, Lohe, Pagee, Wickman

5. Public Comment for Items Not on the Agenda

There were no comments.

6. Chairperson's Report

Chair Brandt reported on the following:

- Increase the list of items members want to agendize for staff presentations or discussion such as onboard security
- Brown Act requirements for remote participation
- Does not want to see the trains slowed down for the convenience of automobile traffic

Public Comment:

Jeff Carter commented that Train 148 was late and the message board in Car 3232 of Train 102 indicated "final stop Diridon," while other monitors were not working.

7. Strategic Financial Plan

Li Zhang, Chief, Rail Commercial and Business, provided the initial part of the presentation, which included the following:

- Committed to maintaining the adopted fiscal year (FY) 2025 expense level of \$238 million
- Received the highest level of LCFS (Low Carbon Fuel Standards) credit

Ms. Zhang introduced Alex Burnett, Bell Burnett & Associates who provided context on the Strategic Financial Plan (SFP):

- Ongoing need for additional funding
- Ridership assumptions from October 2024: ridership increased almost 40 percent since electrification, especially on weekends and off-peak
- Achieving pre-pandemic ridership by FY34
- Growth assumptions – 2025 reflects actual growth. A bump is assumed by December 2026.
- Service assumptions – increase trains per day from 104 to 116 in FY29

Key assumptions to offset deficit – no assumptions on fare policy or architecture; just shows target in aggregate. Assuming revenues from LCFS

- Energy Procurement Strategy (EPS) – purchasing 100 percent renewable energy; Caltrain has sought the best energy content from PG&E (Pacific Gas and Electric)
- Regenerative braking has reduced energy consumption
- Outlined reasons for projected deficit for December 2024 compared to January 2024
- Measure RR revenues account for 50 to 60 percent of total revenues – 25 percent structure deficit
- Ridership sensitivity – growth at 15 percent per year for balance of forecast, no annual deficit by FY34
- Explored additional operating cost reductions such as service and staff cuts were not feasible strategies

Public Comment:

Jeff Carter commented on Go Pass, frequent off-peak and weekend service, revenue through regeneration, and distance-based fares.

Doug DeLong commented on ridership, fares, regional measure, and increased service frequency.

Aleta Dupree commented on battery storage and fare increases.

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

- Go Pass will have different options to get the right balance of riders
- Concerns with potential deferral of staff positions to address deficit
- Need for increased ad saturation to reach tourists and coordinate with local events – working with the City of San Francisco

- European rail systems have EMUs (electric multiple units) in shorter lengths and the trains are coupled together for peak runs
- Distance-based fares, Stadler maintenance contract and in-house maintenance, insurance premiums
- Reducing high fixed costs, particularly TASI (TransitAmerica Services, Inc.) contract
- Monthly passes that are 30-days versus a calendar month

8. Safety Quarterly Update

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

- Safety strategy and safety leader recognitions
- Top crossings with vehicle incursion problems. At the Broadway crossing, 41 vehicles stuck on tracks
- Geofence set up - staff receives an alert if vehicle is in path for more than two seconds
- Grade crossing enhancements – implementing low-tech enhancements
- Technology options, closed circuit television (CCTV), request for information (RFI) for detection/deterrent/Artificial intelligence (AI) technology; Global Positioning System (GPS) partnerships
- Suicide prevention/trespassers work plan including manufacturing signs advertising 988 hotline
- Tree management policy
- Electrified service safety
- Community partnering/outreach – gathering feedback from residents of risks
- Revision of enforcement policy to ban aggressive riders
- Transit police calls

Public Comment:

Jeff Carter commented on suicide prevention, track incursions, lighting, and tree maintenance.

Doug DeLong commented on RailSentry, concern with being trapped on the tracks, and equipment mishaps.

Aleta Dupree commented on number of vehicles going onto the tracks

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

- Track incursions; bike thefts; onboard security; suicide prevention and reporting
- Enforcement of code of conduct for riders and staff training to address incidents
- Methods of alerting drivers at grade crossings
- Live CCTV security feed of bike cars in upper levels
- New sign prototype for suicide prevention
- Unique code to text for assistance from a conductor, police, or dispatch
- Enforce policy to address chronic problem riders
- Suicide prevention – unintentional deaths are extremely rare; need an indeterminate category because current statistics are misleading to the public

9. Customer Satisfaction Survey

Julian Jest, Manager, Market Research and Development, provided the presentation, which included the following:

- Reviewed key findings including train delays communication at stations
- Last survey conducted using the diesel fleet with most riders providing a satisfied rating and majority using Clipper
- New riders are largest customer segment; ride five-plus times per week
- Improvements to station cleanliness and safety to improve customer perception
- Conductors received high ratings for helpfulness on train and in the station
- Concerns about timely receipt of delay information and clarity of posted signage
- Addressing station concerns, wayfinding, boarding, automated alerts, ticket machine instructions
- Recommendations for improvement include vendor partnerships, predictive arrival/departure system
- Upward trends for cleanliness, frequency of conductor announcements reassure customers, sense of safety on train
- Concern about up-to-date information about train delays, availability of printed materials
- Electric trains address many of the concerns from the survey
- Onboard elements including improved wayfinding, digital displays, printed timetables easily accessible
- Diesel to electric train experience comparison – explore different fare structures since five-day commuter is no longer primary customer
- Implement customer relationship management system to improve customer self-help options

The Committee had a discussion and Lisa Peabody, Director, Customer Experience, provided further clarification in response to the Committee comments and questions, which included the following:

- Promote Caltrain as a social meeting place
- CRM (customer relationship management) system implementation to provide an easier way to provide feedback to improve response time
- Customer feedback form available in the mobile app
- Shorter trains feel safer at night, more conductor presence

Public Comment:

Jeff Carter commented on VMS (variable message sign) displays and printed material, monthly pass for occasional riders.

10. Staff Report

John Hogan, Chief Operating Officer, Rail, Rail Operations and Maintenance, provided the report that included the following:

- On-time performance; vehicles on tracks; vehicle strikes

- Train delays – in process to ensure train runs efficiently
- Ran holiday train, Billie Eilish train; looking at innovative ideas such as renting the train out, partnering with San Jose Sharks

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

- Loading patterns to determine how to adjust the schedule to avoid delays
- Partnering with Ticketmaster; increase use of digital displays
- Extending monthly parking pass to the 5th of the month
- Caltrain app should point riders to the Clipper app
- Caltrain table at San Jose Sharks games
- Decals for vending machines
- Increased fare checks at gate and onboard
- RailSentry
- PTC (positive train control) fencing impact on delays
- Door closing announcements and customer complaints about loudness
- Flat spot issues
- Repair of damaged EMU cars

Public Comment:

Jeff Carter commented on the grace period for monthly passes and the new schedule.

9. Committee Comments

Chair Brandt asked the Committee members to email him with suggestions for staff presentations.

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

February 19, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

11. Adjournment

The meeting adjourned at 9:17 pm.

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **January:** The January 2025 OTP was 89.2% compared to 82.2% for January 2024.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 2nd (Sunnyvale Ave., Sunnyvale @ 1:19 am), caused no trains delayed. The vehicle on the 13th (Mary Ave., Mountain View @ 7:48 pm), caused no trains delayed. The vehicle on the 18th (16th St., San Francisco @ 12:06 am), caused 2 trains delayed. The vehicle on the 21st (Sunnyvale Ave., Sunnyvale @ 6:07 pm), caused 6 trains delayed.
 - **Mechanical Delays** – In January 2025 there was 418 minutes of delay due to mechanical issues and 102 issues due to mechanical EMU issues.
 - **Trespasser Strike** – There was one trespasser strike in January, resulting in a fatality. The strike on the 31st (UPRR Territory @ 6:46 pm), caused 1 train terminated
- **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.

- **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.

Caltrain's Celebration Train Makes Annual Trip Commemorating Martin Luther King, Jr. Day

The dream lives on this month as the Caltrain NorCalMLK Celebration Train traveled up the Peninsula from San Jose to San Francisco on Monday, Jan. 20.

The Celebration Train provided free service for those who wish to attend the annual observance of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK). There were onboard activities for those in attendance during the trip, including a free giveaway for the children.

Caltrain Announces New Schedule

Caltrain implemented a new weekday and weekend schedule on Monday, Jan. 27. Most changes to the schedule are minor, one to two minutes, and will provide improved on-time performance and address customer feedback. Two trains will depart four minutes earlier, and one morning train will depart San Francisco Station 25 minutes earlier, affecting BART transfer timing at Millbrae.

BART is timing its late evening Millbrae service that runs every 15 minutes to line up with Caltrain's service every 30 minutes. VTA is making changes to match both BART's and Caltrain's schedule changes to ensure timed transfers are maintained at various locations across the South Bay and Peninsula

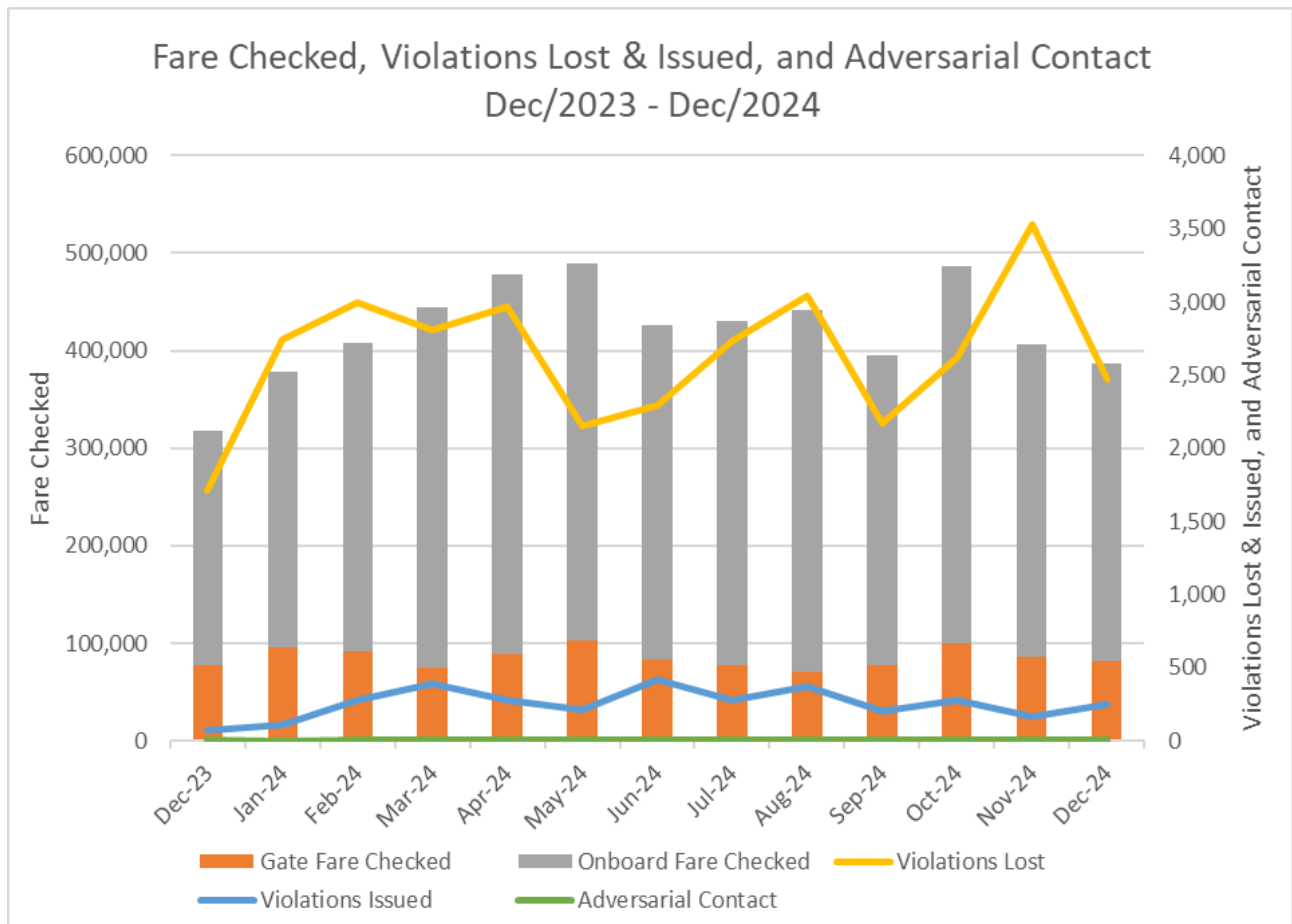
Caltrain Partners with the NBA for All Star Weekend at Chase Center

Caltrain is proud to partner with the NBA for All Star Weekend at Chase Center, Feb. 14-16, and stands ready to get fans to and from Chase Center to catch the action without the hassle of traffic and parking.

The All-Star Game takes place on Sunday, Feb. 16, but there are events all weekend, including the Rising Stars game on Friday, Feb. 14, NBA All-Star Saturday Night on Saturday, Feb. 15, and concerts all weekend long.

Fare Enforcement Report – February 2025

In December 2024, Caltrain conductors performed a total of 387,303 fare inspections at the terminal and onboard the trains. During this period, 2,470 violations were lost because the rider didn't provide identification and 248 violations were issued. Ten incidents were reported as adversarial contact.



Special Services Ridership Report (January)

San Francisco Station

- Total event-day ridership at San Francisco Station in January was 8,470, an 81.4% increase compared to 2024 (4,670), and a 9% increase from 2019 (7,772).
 - In January 2025 there were 12 events (11 Warriors games, and the MLK Celebration Train), compared to 10 in 2024, and 10 in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in January was 2,122, a 25.6% increase compared to 2024 (1,690), and a 45% increase from 2019 (1,463).
 - In January 2025 there were 8 events (8 Sharks games) compared to 8 in 2024, and 5 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 December 31, 2024, and is subject to change prior to the February 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.

December: Approved the conditional acceptance of locomotive 923.

January: Place 923 in revenue service and monitor the performance.

The project was transferred to Operation for warranty period.

- **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.

December: JPB staff and Walsh maintained on-site erosion control measures to protect the Guadalupe River from sediment runoff. To prepare for submitting permit applications in early 2025, JPB staff focused on the production of materials such as revised 100% engineering designs, temporary shoring plans, river diversion and dewatering plans, hydraulic models, habitat mitigation plans, schedules, and technical narratives describing the work to be performed. JPB staff presented conceptual designs to resource agencies for informal feedback and vetted the constructability of revised designs through iterative review with the construction contractor. JPB staff continued adjusting cost estimates, schedules, and risk assessments based on the advancement of revised designs and improved understanding of anticipated permit conditions.

January: JPB staff will submit hydraulic modeling and habitat mitigation designs to Valley Water to seek concurrence on the project's onsite habitat mitigation approach and interfaces with the future Upper Guadalupe project. Pending Valley Water's concurrence, JPB staff will submit the same materials with permit applications to the US Army Corps of

Engineers, California Department of Fish and Wildlife, and the San Francisco Bay Regional Water Quality Control Board.

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.

December: Found the issue with the train roof antenna and the Electro-magnetic Interference (EMI)0. Vendor developed a software patch and uploaded the patch to all the trains. Vendor performed the system dynamic test with the software patch. Test was successful. Vendor has submitted all the closeout documentations and is under reviewed.

January: Perform JPB testing for Final Acceptance.

Schedule was delayed to correct two areas with weak radio coverage for Wi-Fi. Additional radio antennas were installed to improve coverage. Team discovered an EMI issue with the train roof antenna. A software path was successfully implemented to correct the issue.

- **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.

December: Stacy and Witbeck completed the punch list items. Preparing for the advance signal preemption cutover and test with the city of Palo Alto on the weekend of January 17 & 18th, 2025.

January: TASI to implement the advance signal preemption with the city of Palo Alto on January 17 & 18th, 2025.

- **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.

December: Stacy Witbeck completed the punch list items at 4th and 5th Ave. TASI trenched and installed conduits under the tracks for the new signal house.

January: TASI to cutover the new signal house at 5th Ave. TASI to set the 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.

December: Substantial completion was issued to the contractor and Gate 6 was approved by the Management Committee in December 2024.

January: Issue final acceptance and close-out the project.

- **San Francisquito Creek Emergency Bank Stabilization:** Stabilize and protect the northern bank of the San Francisquito Creek to prevent erosion from undermining the northern abutment of Caltrain's existing San Francisquito Creek Bridge, the northern foundations of the Alma Street Bicycle Bridge owned by the City of Palo Alto, and an existing drainage outfall owned by the City of Menlo Park.

December: The design team focused on completing all deliverables required for resource agency permitting. JPB submitted the permit application to the U.S. Army Corps of Engineers (USACE), initiating the longest regulatory review period, which is on the project's critical path. Meanwhile, the environmental team engaged closely with resource agencies to address updated requirements, including an increase in offsite mitigation obligations.

January: JPB will submit permit applications to the California Department of Fish and Wildlife (CDFW) and the Regional Water Quality Control Board (RWQCB) in January. Efforts will focus on developing detailed project cost estimates and preparing documents for IFB. Additionally, the design team plans to conduct geotechnical investigations at the top of the bank to verify assumptions for the temporary shoring design.

- **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.

December: SWI completed major construction activities and were granted Substantial Completion of the project in December.

January: SWI will continue completion of punch list work and are on pace to reach final completion in January. Environmental staff will coordinate post construction noise and vibration monitoring.

- **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.

December: Completed the installations of Mini-High Platforms at Burlingame, Hayward Park and Lawrence Stations.

January: Terminated the construction contract for convenience and issue a WDPR to TASI for completing the remaining construction work(Belmont, Tamien and Option 1 Stations). Additionally, issue a WDPR for flagging within UPRR territory.

The Project Estimate at Completion (EAC) and Schedule will be updated following the termination of the construction contract and the issuance of a WD for TASI to complete the remaining construction work. The Project Manager will present these updates to the Management Committee.



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*
- *April 2020 - 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 - December 2024: Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation*
- *January 2025 and on: Based on results of the 2024 Origin & Destination Survey, the fare media model's estimated monthly pass ridership was increased from 26 to 37 trips/pass/month (weighted by days of week)*

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.



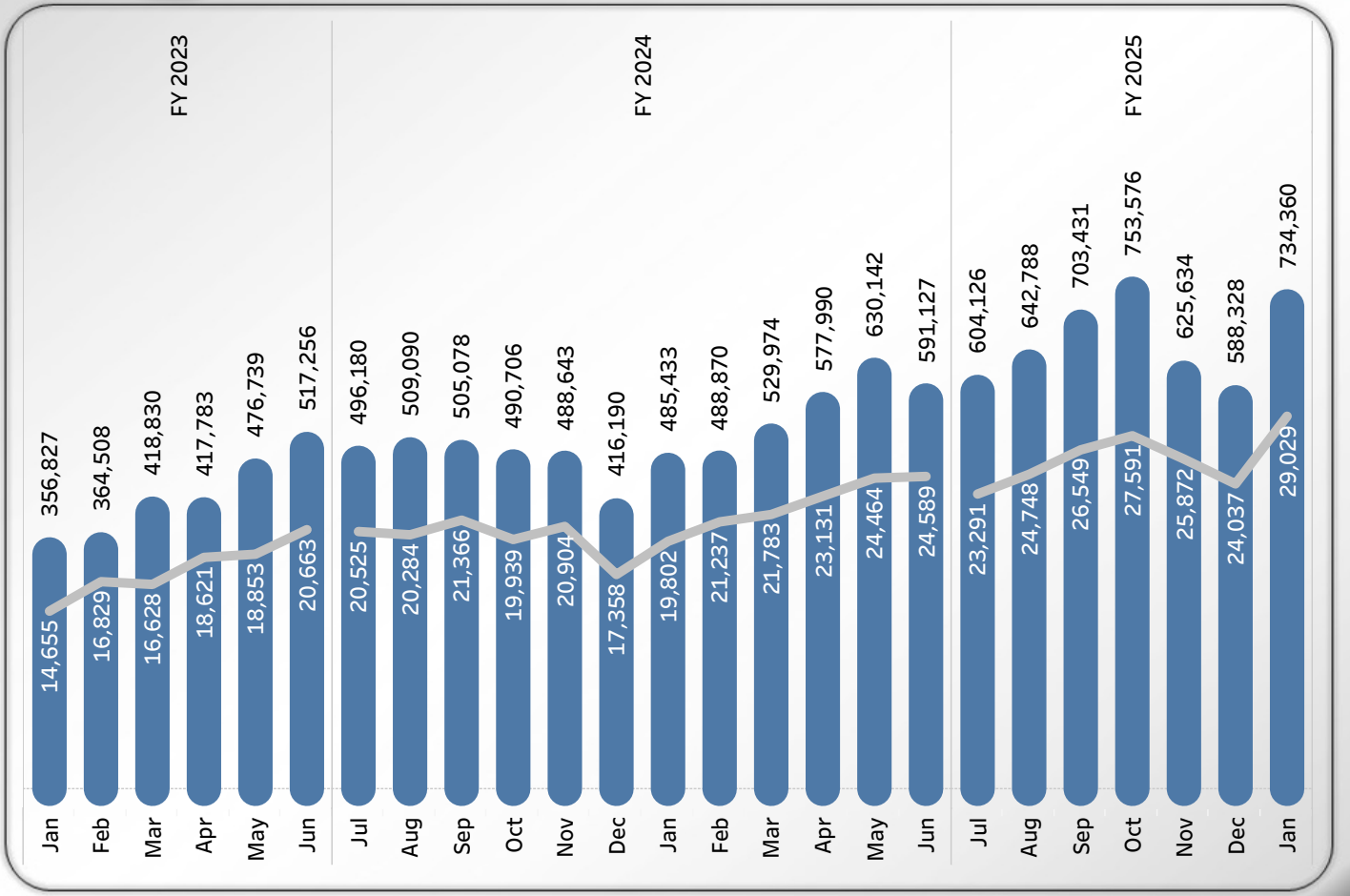
Ridership Executive Summary - Jan 2025

<u>Monthly Performance</u>	Current Year Jan 2025	Pre-Pandemic Jan 2020	Jan 2025 % of Pre-Pandemic	Last Year Jan 2024	Jan 2024 to Jan 2025 % Change
Total Ridership	734,360	1,539,666	47.7%	485,433	+ 51.3%
Average Weekday Ridership	29,029	64,806	44.8%	19,802	+ 46.6%
Average Saturday Ridership	15,037	14,543	103.4%	8,028	+ 87.3%
Average Sunday Ridership	10,986	10,305	106.6%	6,790	+ 61.8%

<u>Fiscal YTD Performance</u>	Current Year Jan 2025	Pre-Pandemic Jan 2020	Jan 2025 % of Pre-Pandemic	Last Year Jan 2024	Jan 2024 to Jan 2025 % Change
Total Ridership	4,652,242	11,127,997	41.8%	3,391,321	+ 37.2%
Average Weekday Ridership	25,893	68,802	37.6%	20,028	+ 29.3%
Average Saturday Ridership	14,114	15,579	90.6%	7,649	+ 84.5%
Average Sunday Ridership	11,958	11,115	107.6%	6,019	+ 98.7%



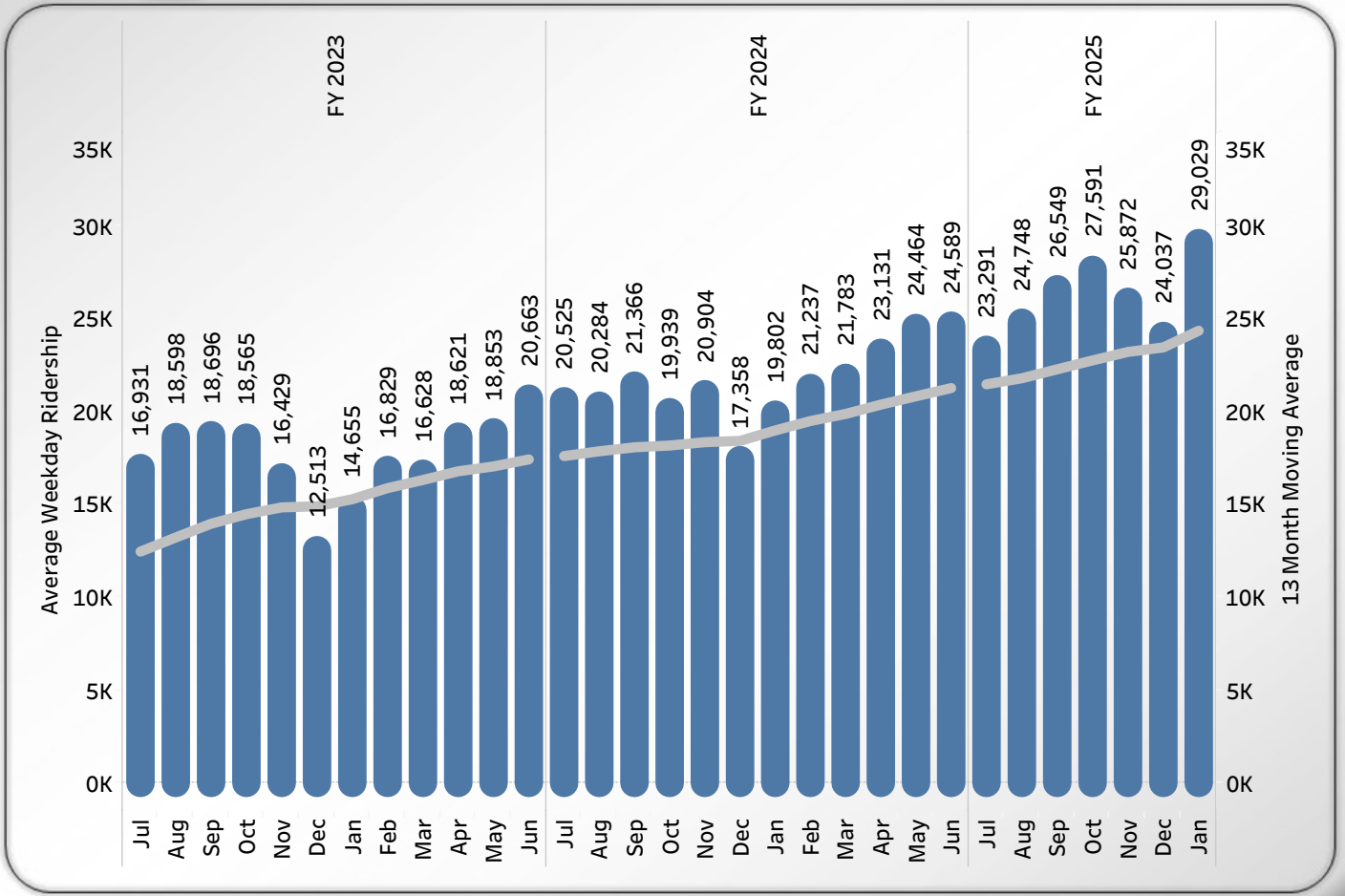
Total Ridership and Average Weekday Ridership - Jan 2025



Legend | Total Ridership | AWR



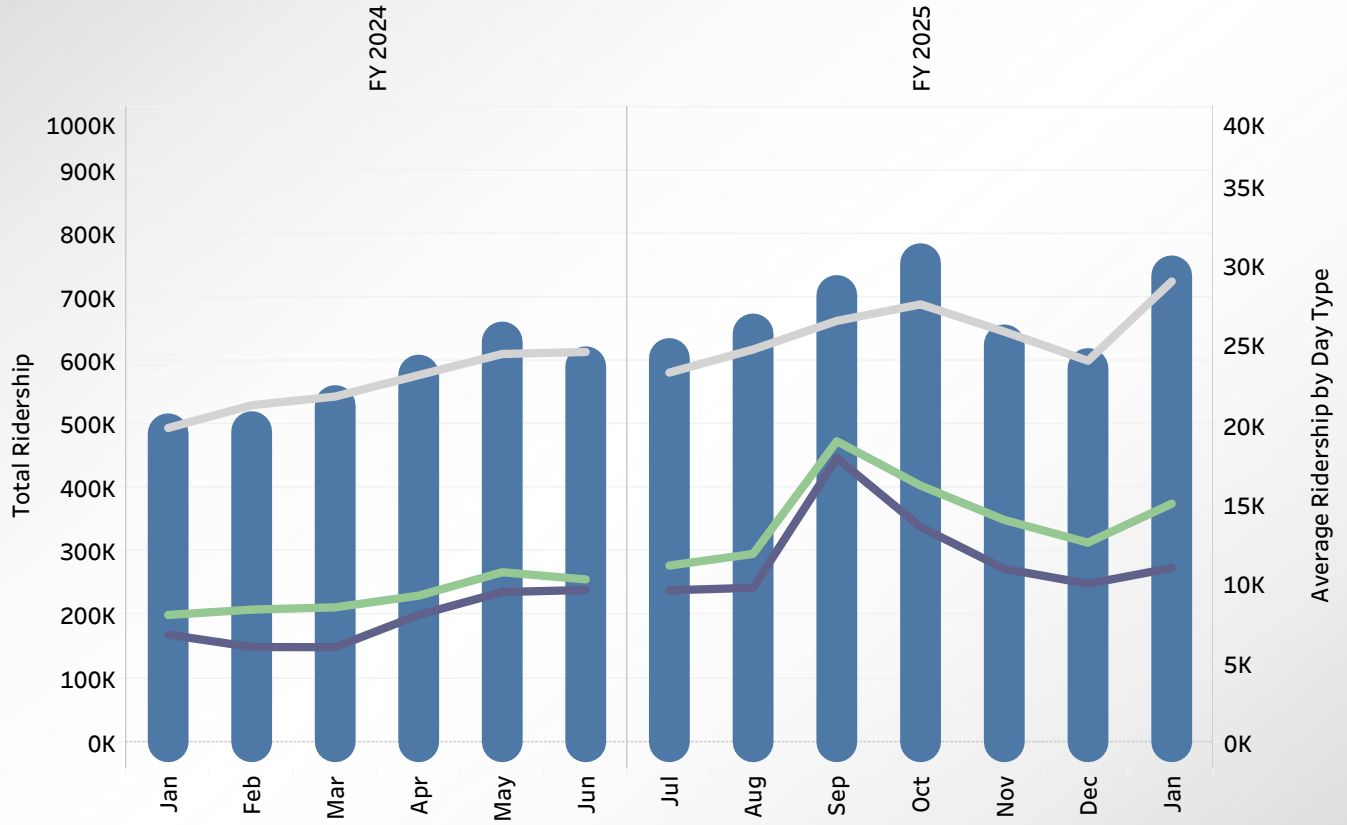
Average Weekday Ridership & 13 Month Average - Jan 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Jan 2025

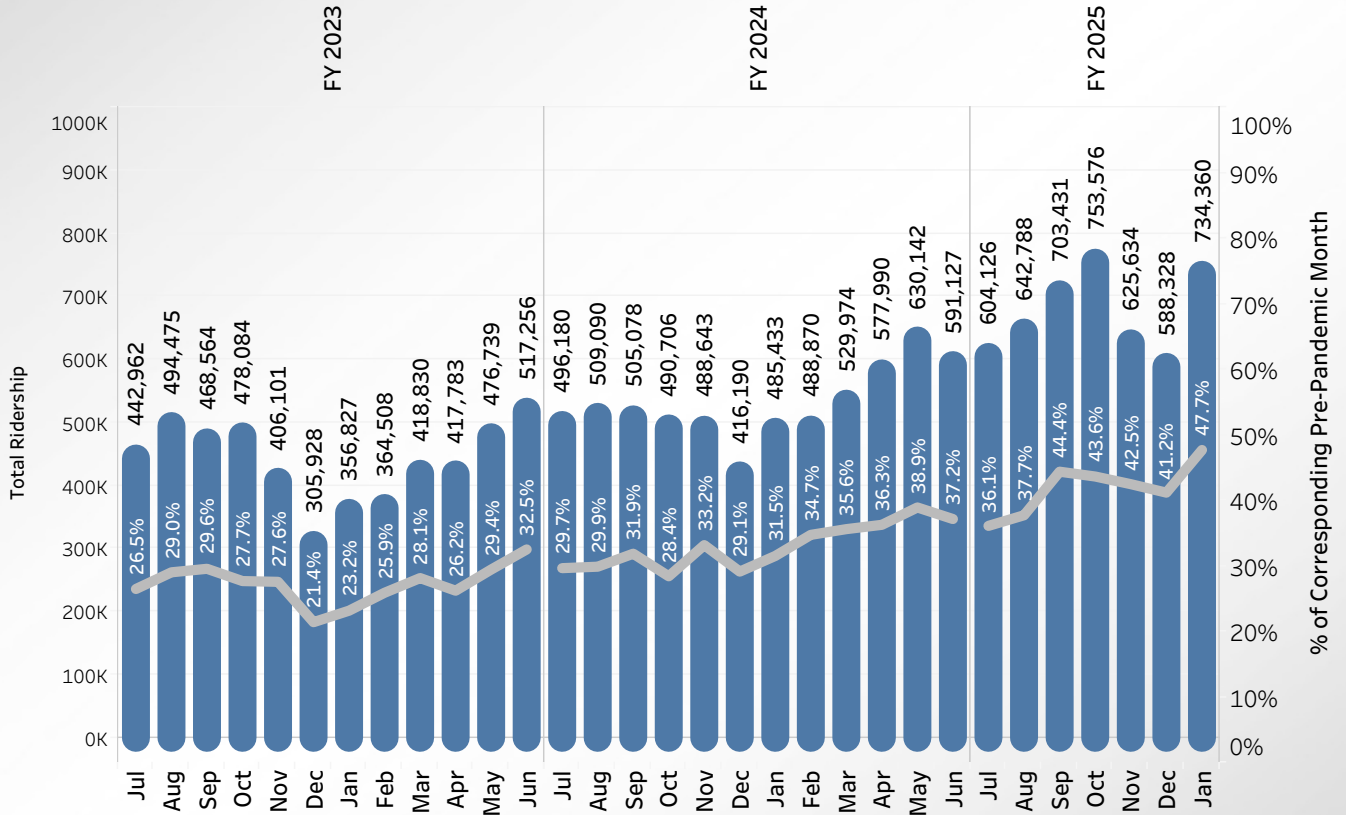


*Free fares offered to all passengers on opening weekend of electrified service.
Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*

Legend | Total Ridership | Weekday | Saturday | Sunday



Total Ridership & % of Pre-Covid Month Ridership - Jan 2025

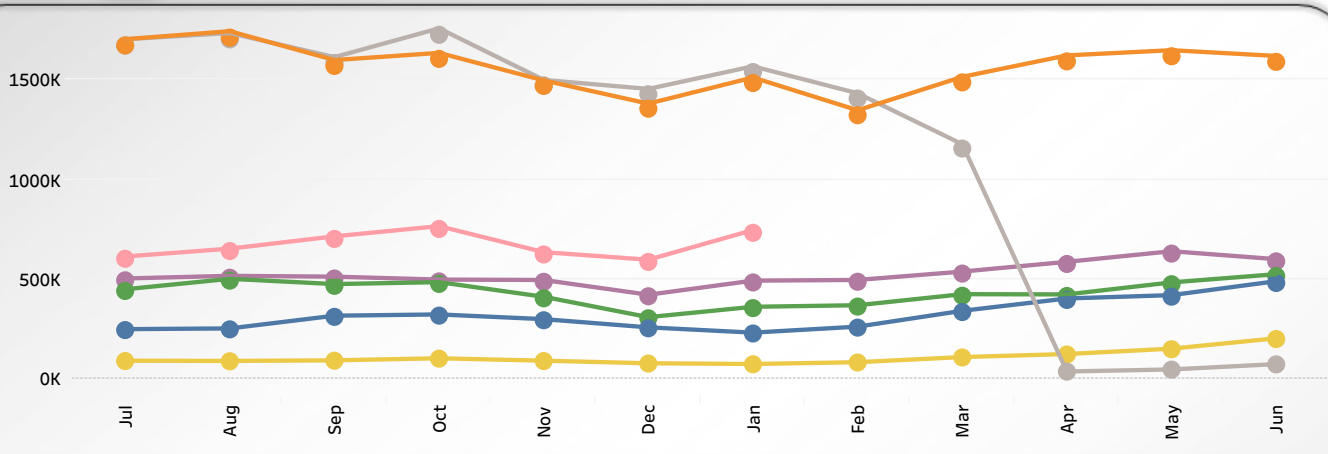


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Jan 2025

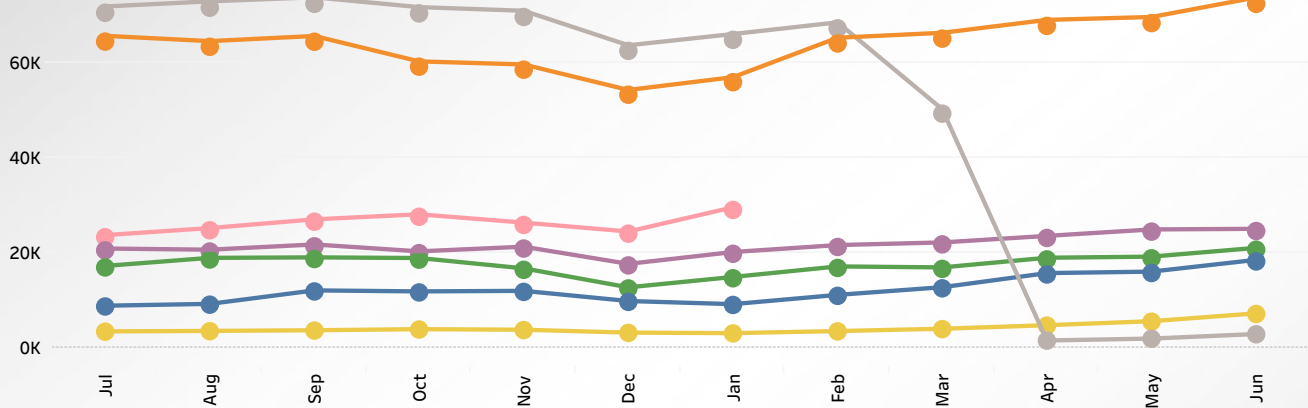


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180	604,126
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,788
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078	703,431
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706	753,576
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,643	625,634
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,190	588,328
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,433	734,360
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,870	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,974	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,990	
May	1,618,825	48,745	150,923	414,196	476,739	630,142	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,127	

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



Caltrain Average Weekday Ridership - Jan 2025



	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	23,291
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,748
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,549
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,591
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,872
Dec	53,258	62,480	3,162	9,687	12,513	17,358	24,037
Jan	55,897	64,806	3,058	9,044	14,655	19,802	29,029
Feb	64,041	67,218	3,484	10,956	16,829	21,237	
Mar	65,057	49,276	3,965	12,539	16,628	21,783	
Apr	67,728	1,536	4,693	15,451	18,621	23,131	
May	68,326	1,935	5,521	15,757	18,853	24,464	
Jun	72,370	2,871	7,143	18,187	20,663	24,589	

■ 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

January 2025

Total Monthly Trips*

January, 2025: 734,360

TIP:

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

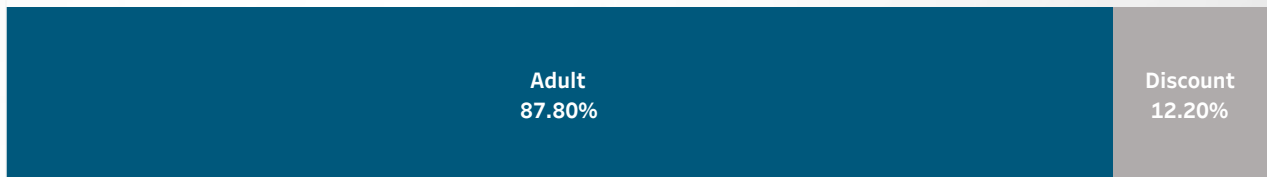
Pass Type



Fare Media Channel



Fare Type



*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



Caltrain Total Ridership by Origin Station

Select Month

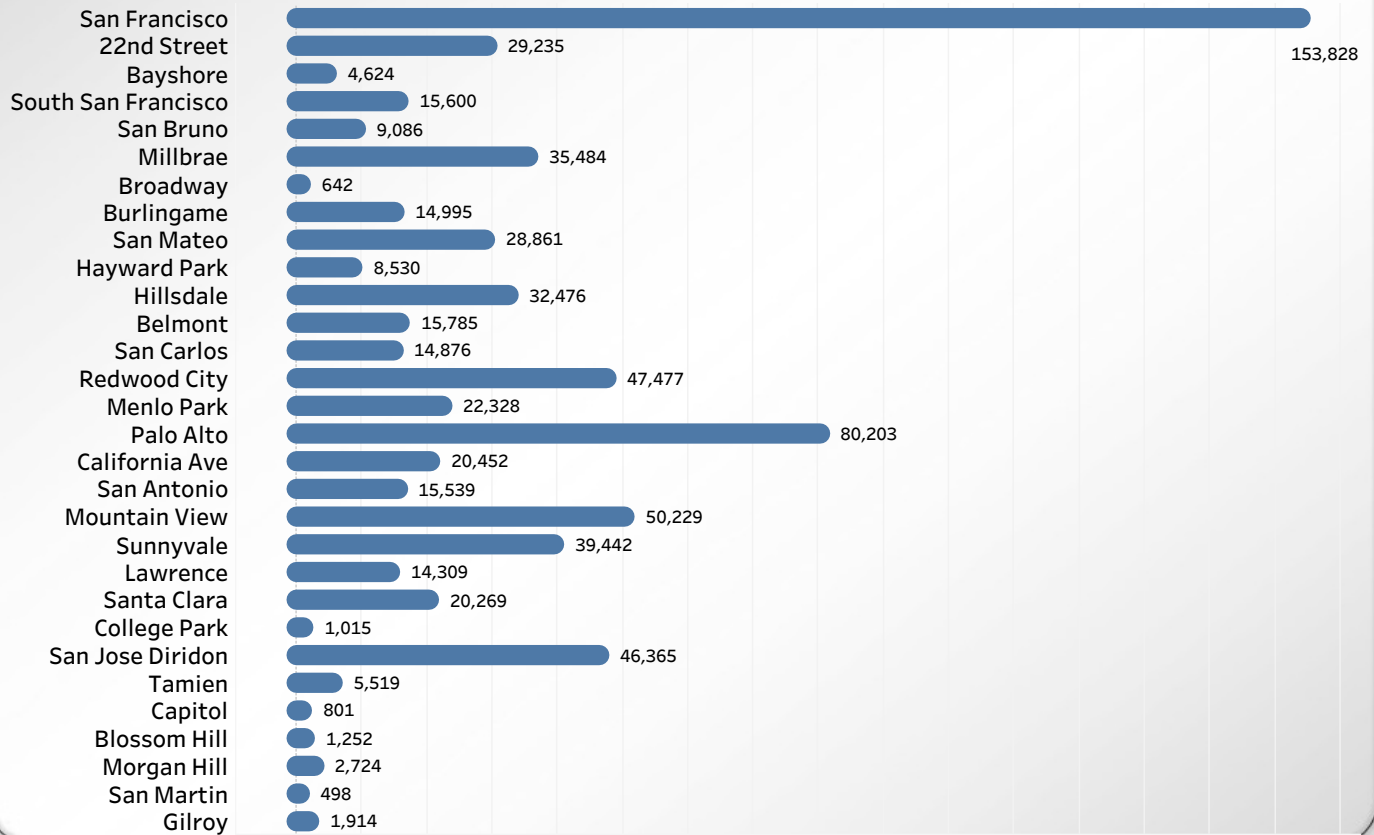
January 2025

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>

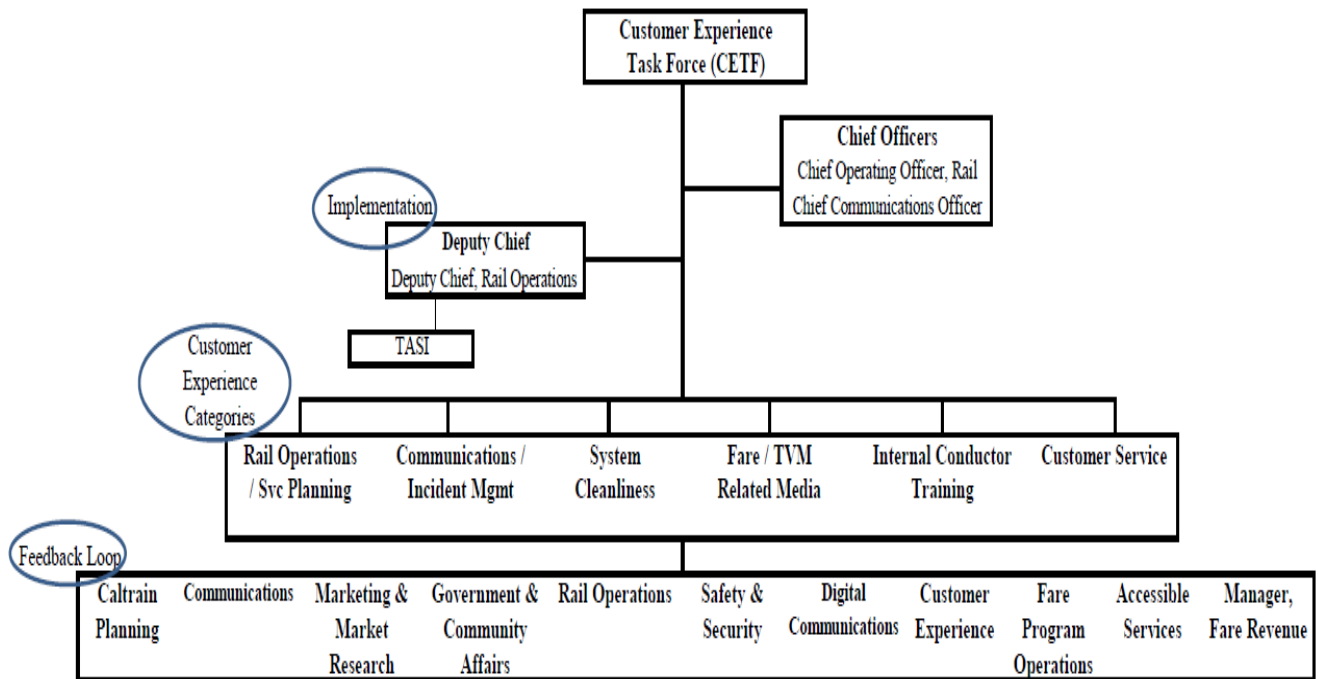
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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 implemented minor schedule changes for weekdays and weekend on Monday, January 27, 2025. Staff is monitoring on-time performance and customer feedback to determine what adjustments may be needed in August 2025.

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](#).

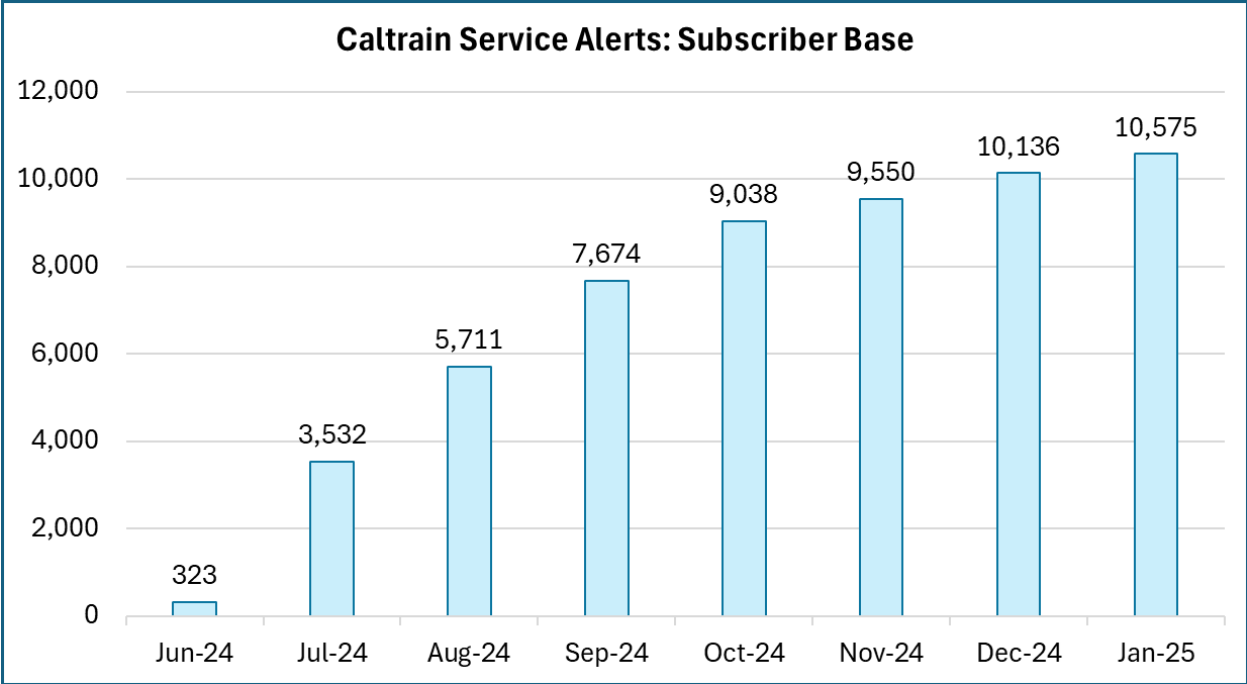
Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- New Rider Help Videos Coming Soon! Staff is updating how-to videos with the latest info on ticketing, Clipper, accessibility, and boarding—expected by end of March.
- Cyclists and scooter riders: The pilot program showing where to board is rolling out to all stations—helping everyone board smoothly and safely. Stay tuned for the timeline this Spring.
- Know before you board: Soon, station signage will show the train's layout, and onboard signs will guide passengers to restrooms—because a smoother ride starts with knowing your way.
- Caltrain Service Alerts: Staff is continuing to improve usefulness of alerts from user feedback, and the subscriber base continues to grow (see chart below)



- Community Outreach:
 - Community outreach for the 2025 Celebration Train festivities took place at select stations on January 20, marking the first event with an EMU and drawing a strong turnout.

Marketing Customer Communication

- Digital Marketing:
 - Electrification:
 - The first three months of electric service saw a 41% increase in ridership over the same three months in 2023, with Sunday ridership doubling. This survey also showed riders feel satisfied and safe while riding Caltrain service.
 - Events:
 - MLK Celebration celebrated its first ride on the electric train.
 - Digital Communications:
 - Launched Destination Downtown – a social media campaign meant to target current and new riders by showcasing different places along the corridor.
 - Messaging Highlights:
 - National Human Trafficking Prevention Month – evergreen landing page was created
 - New wireless technology at all grade crossings was made public
 - Equity in Infrastructure Pledge (EIP) agreement was signed

- Service change
- MLK Celebration Train
- Destination Downtown – Social Media Campaign
- NBA All Star Weekend partnership

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 San Francisco station, 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.
 - Outreach:
 - At a February 11 outreach event, key pain points in customer education were identified. Bike cars filled at 22nd Street, leaving some riders unable to board, while San Francisco station still had 25 open spots. Many riders were unaware of e-lockers, free bike valet, or the electric train’s schedule benefits. Staff look into potentially improving promotion, especially from San Francisco to Palo Alto.

- 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 in spring 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
 - 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.
- 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 currently on-going at the following stations:
 - San Francisco Employee Parking Lot striping and numbering project started on February 6, 2025
 - Hayward Park will follow with completion expected in March 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
 - Bayshore - 10
 - Additional Trash Cans:
 - Additional trash cans will be installed at California Avenue or 22nd Street stations with an estimated completion in 2025.

JPB CAC Work Plan

January 15, 2025

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

February 19, 2025

- State & Federal Legislative Updates
- Customer Service Initiatives

March 19, 2025

- Measure RR Public Hearing
- Go Pass & Partnership updates
- Receive Update on Caltrain Strategic Sustainability Plan and Caltrain Climate Vulnerability Study

April 16, 2025

- Safety Quarterly Update
- Wireless Crossing

May 21, 2025

- Ridership Growth Strategy
- Service Planning Updates

June 18, 2025

- Ridership and Service Planning Update
-

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
- Onboard Security, requested by member Rosalind Kutler