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MICHELLE BOUCHARD  
EXECUTIVE DIRECTOR

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

**May 17, 2023 – Wednesday**

**5:40 p.m.**

Members of the public may participate remotely or in-person, provided that they satisfy the safety protocols listed below.

**Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVVF0ekISWU5Vdz09> 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>**

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:

***Please Note the Following COVID-19 Protocols for In-person Attendance:***

Visitors who have been exposed to the COVID-19 virus, who have received a positive COVID-19 test results, or who are experiencing any of the following COVID-19 related symptoms should refrain from participating in person:

- Cough
- Fatigue
- Sore Throat
- Headache
- Shortness of Breath
- Nausea or vomiting
- Muscle or body aches
- Diarrhea
- Fever or Chills
- Loss of taste or smell
- Congestion or runny nose

**Public Comments:** Public comments may be submitted to [cacsecretary@caltrain.com](mailto: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 April 19, 2023
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. 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.
8. FY 2024 & 2025 Preliminary Operating & Capital Budgets (Kathleen Kelly)
9. Fare Enforcement (John Hogan)
10. Staff Report (John Hogan)
  - a) Customer Experience Task Force Update
  - b) JPB CAC Work Plan Update
11. Date, Time, and Place of Next Meeting  
June 21, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
12. Adjournment

***All items on this agenda are subject to action***

**CAC MEMBERS:** **San Francisco City & County:** Rosalind Kutler, Jean-Paul Torres, Brian Shaw (Chair),  
**San Mateo County:** Adrian Brandt, David Tuzman (Vice Chair),  
**Santa Clara County:** Larry Klein, Patricia Leung, Steven Seebart

## **INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

JPB and Citizens Advisory Committee (CAC) meeting schedules are available on the Caltrain Web site.

### **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**

**Due to COVID-19, the meeting will be conducted as a hybrid teleconference and in person as per the information provided at the top of the agenda. The Public may attend this meeting in person.**

### **Public Comment**

Members of the public are encouraged to participate remotely. Comments received during or after an agenda item is heard will be included into 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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070**

**DRAFT MINUTES OF APRIL 19, 2023**

**MEMBERS PRESENT:** A. Brandt, R. Kutler, P. Leung, B. Shaw (Chair), JP. Torres, D. Tuzman (Vice Chair), S. Seebart, P. Joshi (Alternate), M. Pagee (Alternate)

**MEMBERS ABSENT:** L. Klein, R. Jaques (Alternate),

**STAFF PRESENT:** C. Harvey, M. Jones, L. Low, A. Piano, M. Meader, M. Tseng

Due to COVID-19, this meeting was conducted as a hybrid Zoom and in-person meeting.

Chair Brian Shaw called the meeting to order at 5:40 p.m. and led the Pledge of Allegiance.

**CONSIDERATION OF REQUESTS, IF ANY, OF MEMBERS TO PARTICIPATE REMOTELY DUE TO EMERGENCY CIRCUMSTANCES**

There were none.

**APPROVAL OF MINUTES OF MARCH 15, 2023**

Member Kutler commented on a correction under Corridor Crossing Strategy, Committee Comments section where Ms. Gibson stated they would eventually publish a program.

Motion/Second: Kutler/Torres

Ayes: Brandt, Kutler, Leung, Shaw, Torres, Tuzman, Seebart, Joshi, Pagee

Abstain: None

Absent: Klein, Jaques

**PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

Jeff Carter, Millbrae, commented on seeing old schedules on schedule board and that they should be replaced with temporary schedules. It would be nice to have temporary schedules on trains as not everyone has a smart phone to check the current schedule.

**CHAIRPERSON'S REPORT**

Chair Brian Shaw reported the following:

- Each county has one representative with their term expiring this year and they would need to reapply to stay on the committee
- Recent observations with riding trains - crowding and now having four car trains
- Inconsistency in fare evasion management
- Personal experience with possible technical glitch when using Clipper card at a busy station in the morning

## **COMMITTEE COMMENTS**

Member Kutler appreciated that the schedules were posted even though it took a little while. She shared two comments from fellow riders – a new rider’s compliment that it is easier to ride train than driving and a long-term rider from Bayshore station who mentioned that there is no assistance available at that station. She also commented that the VMS (visual messaging system) were down on the southbound side.

Member Torres appreciated Mr. Carter’s comment regarding paper schedules and the need for them. He also commented on the four-car trains and is interested in knowing more about them.

Member Brandt commented on attending the Board’s financial workshop and spoke in support of the discussion about right-sizing trains and crews as well as equitable distanced based fares. He also commented on fare evasion, interested in fare inspection reports, and wanted to see some focus on grade crossings.

Member Tuzman commented on weekend interruptions this year and weekday service changes without receiving any updates. He also mentioned that Google showed a normal schedule.

Member Brandt mentioned Twitter as a resource for Caltrain updates.

Member Leung commented on wearing masks particularly with the four train cars when they are packed with people. She also commented on being sworn into City of Santa Clara and VTA (Valley Transportation Agency) task force where they started a stationary specific plan around the Santa Clara station. The task force will be looking at land use policy around the station area and the intermodal connectivity for the different modes of transportation.

## Public Comments

Jeff Carter, Millbrae, commented on train doors closing before the scheduled leave time and Palo Alto Daily Post’s article on an incident.

## **GO PASS DONATION PROGRAM**

Melissa Jones, Deputy Director on Policy Development, provided the presentation that included the following:

- Program started in midst of the pandemic in 2021
- Program goals included equity, ridership, community, and administration
- Caltrain collects unused passes from GoPass participants and provides them in bulk to community serving organizations (CSO)
- Described key roles for Caltrain, participants, CSOs, and users
- Thanked donors who donated a significant amount of passes
- Described CSO criteria and application process
- Program launch overview and phase two enrollment update
- Discussed the impact of the program, ridership trends, and shared organization types

- GPDP (Go Pass Donation Program) user demographics and number of passes loaded
- Discussed next steps

Member Tuzman thanked staff for their work and dedication in making the program a success. He commented about connecting relationships with the underserved communities and inquired about organizations that did not renew participation. Staff explained that possibility due to bandwidth issues in administering the program, but phase two efforts include streamlining administrative requirements this year. He also inquired about geographical locations within the three counties and staff responded to include locations of organizations in next report.

Member Brant commented that not every county has equal need or benefits considering the size of each county. He inquired on how applications can help eliminate bias. Staff explained that it is an objective criterion versus who knows who. A robust discussion with staff occurred regarding the low number of passes are being used.

Member Seebart commented on the thought of providing organizations funding to help with administration and getting passes distributed. Staff responded by taking suggestions to the GoPass group for discussion.

Member Kutler commented on the kind of barriers and the workplace stigma and perception of the eligibility requirements of the program.

Member Torres expressed his gratification for the program.

Member Leung commented on users as also being ambassadors to help increase ridership. He expressed interest in pass distribution bottleneck and the low usage.

#### Public comment

Jeff Carter expressed appreciation for the program and commented on making GoPass and Clipper card details and usage information available online. He suggested GoPass should allow part-time employees to help increase ridership.

Doug DeLong, Mountain View resident, commented on whether employees of non-profit 501(c)3 can participate and referenced the Community Services Agency in Mountain View who has administrative capabilities to handle the program. He suggested reaching out to educational institutions who may already have GoPass purchasers.

### **MT. VIEW TRANSIT DISTRICT GRADE SEPARATION AND ACCESS PROJECT**

Lori Low, Acting Manager of Government and Community Affairs, provided the presentation that included the following:

- Description of existing conditions
- Project goals

Alvin Piano, Project Manager in Design and Construction Group, provided the presentation that included the following:

- Project background, timeline, and milestones
- Project's three main elements:
  - Construction of new vehicle ramp
  - Phase II - installing three tunnels going under tracks and County Expressway
  - Final phase modifications designated new areas for bus drop off and pick up zones
- Description of existing and proposed north side of Central Expressway

Member Brandt inquired if there is glass brick that may bring in natural light into tunnels and referenced similar ones in Europe. Staff said they will look into it.

- Top and ariel views of Moffit Plaza and Adobe Plaza
- Description of existing and proposed south side of Central Expressway

Chair Shaw commented on how Central Expressway traffic will cause a busy intersection for cyclists.

- Concourse, undercrossing access, and Evelyn Avenue alignment details
- Project budget and funding
- Next steps and schedule

Chair Shaw inquired whether there will be any improvements for VTA (Santa Clara Valley Transit Authority) connection and staff answered it remains the same.

Member Seebart complimented the overall design and commented on convoluted traffic and the need for signage.

Member Brandt commented that the drawings are great, but not entirely consistent on the Castro Street – Evelyn Avenue depiction. He also commented that there should be a stop sign, speed hump, or bumps at the crosswalk at the Evelyn alignment, and suggested eliminating the elevator in Adobe Plaza.

Member Tuzman supported Member Brandt's suggestion to eliminate elevators in Adobe Plaza. He commented on the traffic congestion from Evelyn to the Shoreline freeway onramp.

Chair Shaw clarified his inquiry about the route distance to the bus/shuttle pick-up/drop-off location to cross the southbound tracks to get to the northbound tracks. Chair Shaw expressed his gratification and said this is a huge improvement from a pedestrian bicycle access standpoint because it is prioritizing transit, mobility, and other modes.

Member Leung commented on traffic concerns and traffic calming is needed along Evelyn. She inquired about the EIR (Environmental Impact Report) and noted the Depot building was built in 1888 and is covered under a historic covenant. She recommended getting historical covenant representatives involved in the designs.

Alternate Member Pagee inquired whether restroom facilities were in the plans. Staff answered there are none in the scope, but something that would be considered.

### Public comment

Doug DeLong, Mountain View resident, commented on being involved in the South Bay Historical Railroad Society and the building is a modern replica, not a historic building. He reminded everyone that the first three blocks of Castro Street has been closed since the pandemic began.

Jeff Carter agreed with the committee's concerns regarding elevators as a necessity; level boarding is important; and opined that the road from Evelyn to Moffit is wide enough for a bike lane but not a traffic lane.

### **SAFETY QUARTERLY UPDATE**

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

- Background of what is being accomplished, vision, and mission statement
- Core values – reiterated first and foremost concern is safety
- Safety initiatives – safety culture and the key components, timeline and milestones
- System Safety Program Plan (SSPP) details, elements, risk assessment process, and goals
- 2023 storm and trees impacts to Caltrain and working with cities on risk assessments and plan development
- Roadway worker protection being developed
- Safety dashboards provide data for analysis and improvements
- Previewed accidents and incidents in last few years. Tracking trespasser strikes to help improve safety performance

Member Brant inquired on release of the final report. Staff noted that there is a delay, but a docket release, which has factual information, will be at the end of the month; preliminary report in May or June timeframe; and final report in November. He mentioned interested in seeing breakout of suicide, accidents, and indeterminate in dashboards. He referenced the severity versus probability matrix, where incidents were all, exception for one was after dark, and suggested better lighting. He also mentioned needing photo enforcement at crossings.

Member Kutler mentioned looking forward to hazard identification and hoping customer emails to Customer Service will be included.

Chair Shaw added to Member Brant's comment on reporting and noted that from the unknown data standpoint, there should be information on the proclivity of vehicle incursion on worst the intersections.

Member Kutler added pedestrian hot points should be included in the monthly report.

Member Leung commented that each member has their own community touch points and can help advocate and facilitate railroad safety. She expressed wanting to continuously receive the information.

#### Public comment

Doug DeLong, Mountain View resident, commented on being in Burlingame in the afternoon and seeing a big contingent of guys with chainsaws chopping eucalyptus trees.

Jeff Carter commented accidents don't need to happen and Caltrain gets unfairly punished, thus, it is important to get the statistics of accident and suicide types as well as grade crossings.

#### **STAFF REPORT**

Chris Harvey, Manager of Rail Operations, provided the following information:

- Metrics for On-Time Performance (OTP), trespasser and strikes, and mechanical delays
- Responding to Member Kutler's comment regarding VMS sign being down, it has been reported and waiting for parts to repair.

Member Tuzman commented on notifications for weekday service change and clarification for rolling notifications.

Member Brandt inquired on fare evasion information. Staff mentioned TASI (TransitAmerica Services, Inc.) rolling out changes mentioned last month and currently going through de-escalation training and working together with transit enforcement.

The Committee had a robust discussion with staff about the challenges with obtaining identification from riders during fare inspections, concerns of fare inspection processes, and the need for fare enforcement.

#### **DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING:**

May 17, 2023 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

Adjourned at 8:40 pm.

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

TO: JPB CAC

FROM: John Hogan  
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **April:** The April 2023 OTP was 90.2% compared to 91.4% for April 2022.
  - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The train delay was on April 5 (Churchill Ave., Palo Alto @ 8:49pm), which caused 7 trains delayed.
  - **Trespasser Strike** – There were one trespasser strike on April 16 ( Churchill Ave., Palo Alto @ 8:43pm), resulting in a fatality. There was 1 train terminated, 1 train annulled, 1 train partially annulled and 2 additional trains delayed
  - **Mechanical Delays** – In April 2023 there were 1344 minutes of delay due to mechanical issues compared to 1075 minutes in April 2022.
- **March:** The March 2023 OTP was 84.8% compared to 88.6% for March 2022.
  - **Vehicle on Tracks** – There were five days with a vehicle on the tracks. The vehicle on March 1 (16<sup>th</sup> St., San Francisco @ 1:29am.), caused 0 trains delayed. The vehicle on March 12 (2<sup>nd</sup> Ave., San Mateo @ 8:41am), caused 4 trains delayed. The vehicle on March 18 (Churchill Ave., Palo Alto @ 10:31pm), caused 1 train delayed. The vehicle on March 20 (16<sup>th</sup> St., San Francisco @ 10:37pm), caused 8 trains delayed. The vehicle on March 21 (Watkins Ave., Menlo Park @ 8:52pm), caused 14 trains delayed.

## Service and Program Updates

### Caltrain Seeks Volunteers for Citizens Advisory Committee

Caltrain is seeking volunteers from San Francisco, San Mateo, and Santa Clara counties to apply for its Citizens Advisory Committee (CAC).

The CAC currently has openings for six seats, two each per county. Two of the seats available in San Francisco and Santa Clara are for alternate committee members. Committee members are asked to serve for a three-year term.

The CAC is comprised of nine community members who serve in an advisory capacity to the Caltrain board of directors, providing input on the needs of current and potential rail customers.

Residents interested in joining the advisory committee can find an application on the CAC web page [here](#), or by calling 650.508.6347. Applications for the CAC are due by Friday, May 19, 2023.

### Special Services Ridership Report (March)

#### Giants

One pre-season home game in March.

- Total preseason ridership boarding at San Francisco station was 2,262, a 34% increase compared to 2019 average preseason ridership (1,683).
- One post event Special Train was provided.

#### Sharks

Eight regular season home games in March.

- Total additional ridership boarding at San Jose Diridon station was 487.
- Year-to-date additional ridership is 2,436, a 15% decrease compared to 2021-22 (2,850) and a 73% decrease compared to 2019 (9,141).
- *Please note, due to PCEP construction, a reduced level of service was in effect for the 3/4 and 3/11 games.*

#### Warriors

Eight regular home season games in March.

- Total additional post-game ridership boarding at San Francisco station was 1,338.
- Year-to-date additional ridership is 8,231, a 39% decrease compared to 2021-22 (13,499).
- *Please note, due to PCEP construction, a reduced level of service effect for the 3/11 game.*

### Other Special Events

- Bellator MMA at SAP
  - Total additional ridership was 77.

### Capital Projects:

The Capital Projects information is current as of March 31, 2023 and is subject to change prior to May 4, 2023 (Board Meeting).

- **Guadalupe River Bridge Replacement:** JPB will replace the MT-1 railroad bridge and extend and seismically retrofit the MT-2 railroad bridge over the Guadalupe River in the City of San Jose, Santa Clara County, California. The project is located just north of Willow Street and east of State Route (SR) 87 between the Tamien and San Jose Diridon stations.

On 3/9/2023, Walsh removed the ballast from MT2. On 3/22/2023, Walsh removed the aerial girders from MT2. On 3/29/2023, MT2 sheet pile installation commenced.

In April 2023, JPB anticipates the implementation of MT1 bracing, the installation of temporary sheet piling, the removal of MT2 abutment 5, and the formal issuance of an Encroachment Permit by Valley Water.

Funding status light yellow until planned FY25 funding appropriated by the Board in May 2024. Schedule status light yellow from mutual agreement with Contractor to delay NTP seven days.

- **Ticket Vending Machine (TVM) Upgrade:** This project will upgrade the existing TVM Server and retrofit and refurbish existing TVM machines to include functions planned for the Clipper program. The new machines will be able to dispense new Clipper cards (excluding discount Clipper cards that require verification of eligibility) and allow customers to add value to existing Clipper cards. In addition, the scope was increased to include upgrades to the credit card reader and database.

The vendor Ventek began Phase 4 of the TVM Upgrade project and upgraded 12 TVMs at 9 stations. Ventek will continue to upgrade a total of 27 TVMs for Phase 4.

- **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 are in need of 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.

Continued to work with the Construction Management team to prepare and conduct weekly meetings with the Contractor Top Line Engineers. Continued to work with the Safety, Rail Operations ,PCEP, Rail Customer Experience and Government Community Affairs team to identify a viable option to close the East and West Towers without affecting Train operations.

Continued to work with the Contractor in submitting a time impact analysis of the delays of the project in order to determine the extent of delays caused by the Owner or Contractor. Continued to work with PCEP team to identify OCS schedule to better align with the Bayshore Painting operations.

Continued to work with Contracts and Legal Team in resolving the subcontractor substitution, stop payments, and legal actions from the Prime's Subcontractor.

- **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.

Held bi-weekly meetings with the contractor Nomad Digital. The contractor began their trackside site survey and will complete the survey in April. The contractor submitted their preliminary system design, and it was reviewed, and comments were provided to the contractor.

Complete the trackside site and EMU surveys. The EMU survey will be done in Salt Lake City. Receive a revised preliminary system design.

- **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.

Alstom has obtained EPA waiver for 925 and 926 while waiting for EPA approval and compliance certificates issued. Locomotive 924 was operated on a test train and was shopped due to a failure on #4 traction motor. Testing was not completed, and motor will be replaced. Locomotive 925 was near completion but will be held at Alstom due to traction motor being removed and sent to CEMOF.

Unit 24 to complete dynamic testing after motor replacement on Caltrain and begin service. Ship unit 925.



# Caltrain Executive Summary-Apr 2023

## Monthly Performance

| Pre-Pandemic<br>Apr FY 2019 | Last Year<br>Apr 2022 | Current Year<br>Apr 2023 | Apr 2022 to Apr<br>2023% ▲ | Pre-Pandemic<br>Apr FY 2019 to<br>Apr 2023% ▲ |
|-----------------------------|-----------------------|--------------------------|----------------------------|---|
|-----------------------------|-----------------------|--------------------------|----------------------------|---|

|                           |           |         |         |       |        |
|---------------------------|-----------|---------|---------|-------|--------|
| Total Ridership           | 1,593,266 | 397,753 | 417,760 | 5.0%  | -73.8% |
| Average Weekday Ridership | 67,728    | 15,451  | 18,620  | 20.5% | -72.5% |
| On Time Performance       | 93.6%     | 91.4%   | 90.2%   | -1.3% | -3.7%  |

## Fiscal YTD Performance

| Pre-Pandemic<br>Apr FY 2019 | Last Year<br>Apr 2022 | Current Year<br>Apr 2023 | Apr 2022 to Apr<br>2023% ▲ | Pre-Pandemic<br>Apr FY 2019 to<br>Apr 2023% ▲ |
|-----------------------------|-----------------------|--------------------------|----------------------------|---|
|-----------------------------|-----------------------|--------------------------|----------------------------|---|

|                           |            |           |           |       |        |
|---------------------------|------------|-----------|-----------|-------|--------|
| Total Ridership           | 15,276,995 | 2,905,131 | 4,154,039 | 43.0% | -72.8% |
| Average Weekday Ridership | 61,584     | 11,036    | 16,863    | 52.8% | -72.6% |
| On Time Performance       | 93.2%      | 92.9%     | 87.2%     | -6.1% | -6.4%  |

### Key Ridership Methodology Notes:

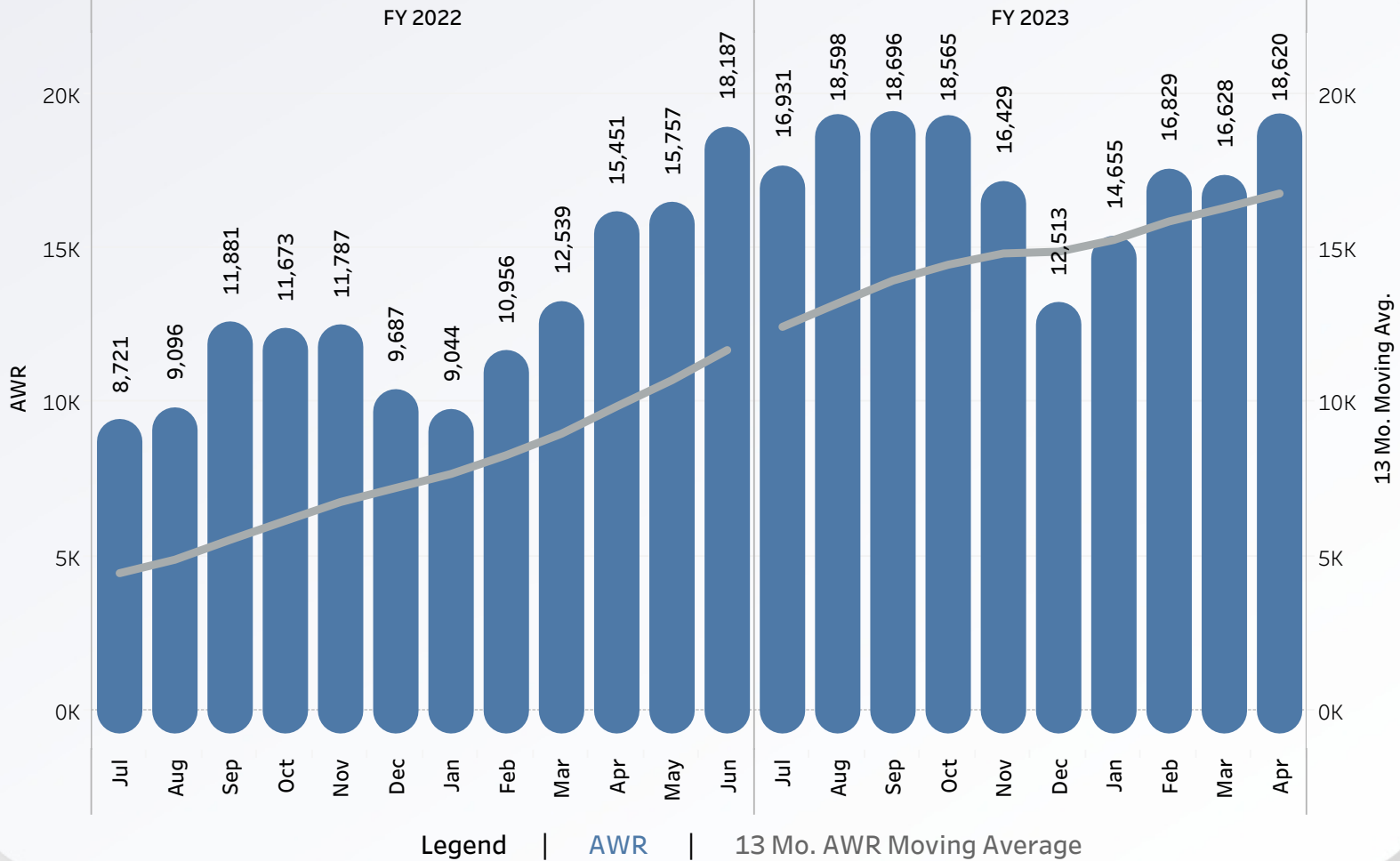
-Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)

-Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data

-June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.Key Ridership Methodology Notes:..



# Caltrain Average Weekday Ridership (AWR)-Apr 2023

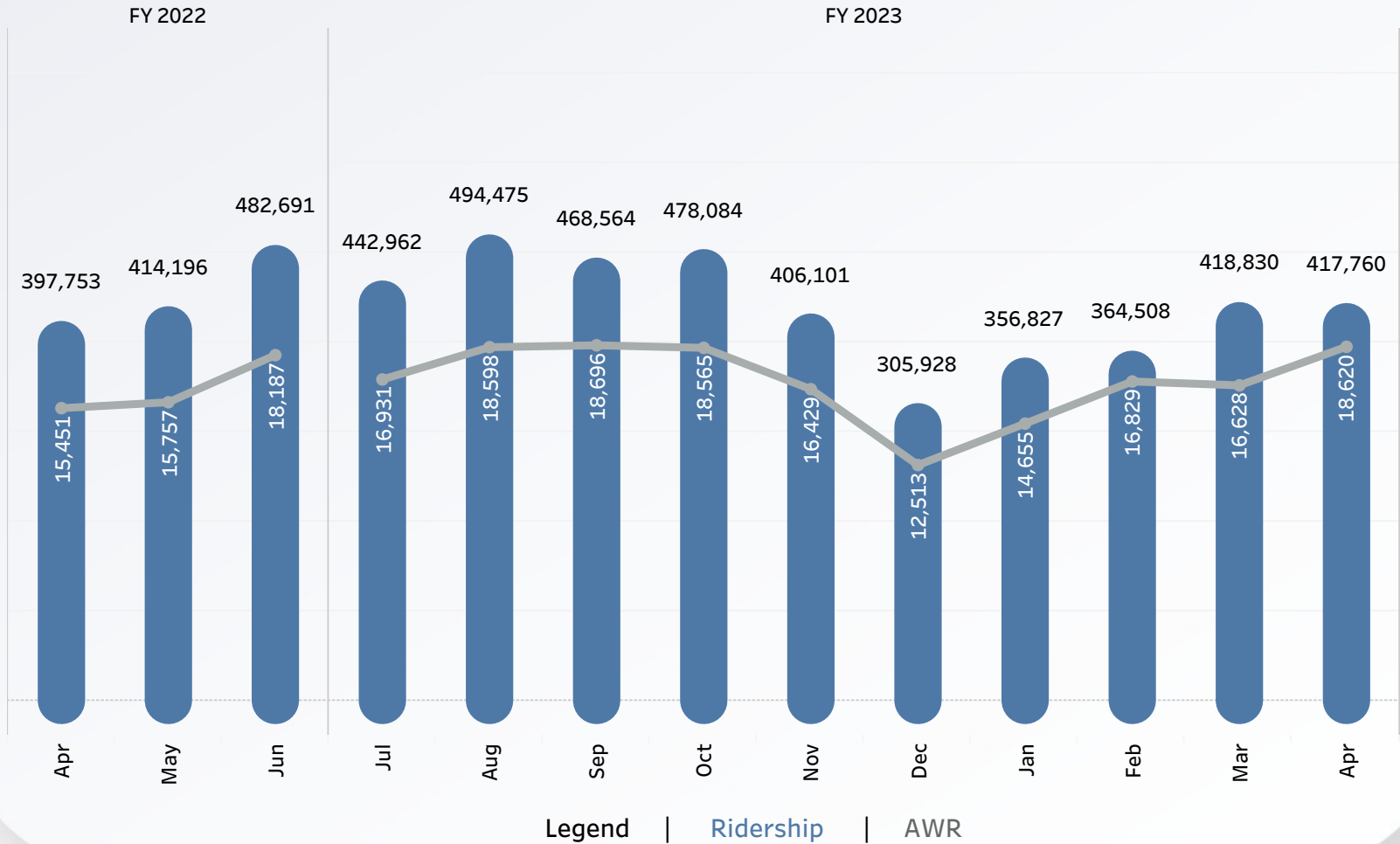


### Key Ridership Methodology Notes:

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic, ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



# Caltrain Total Ridership & AWR -Apr 2023



### Key Ridership Methodology Notes:

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## Caltrain Total Ridership & Average Ridership by Day Type -Apr 2023

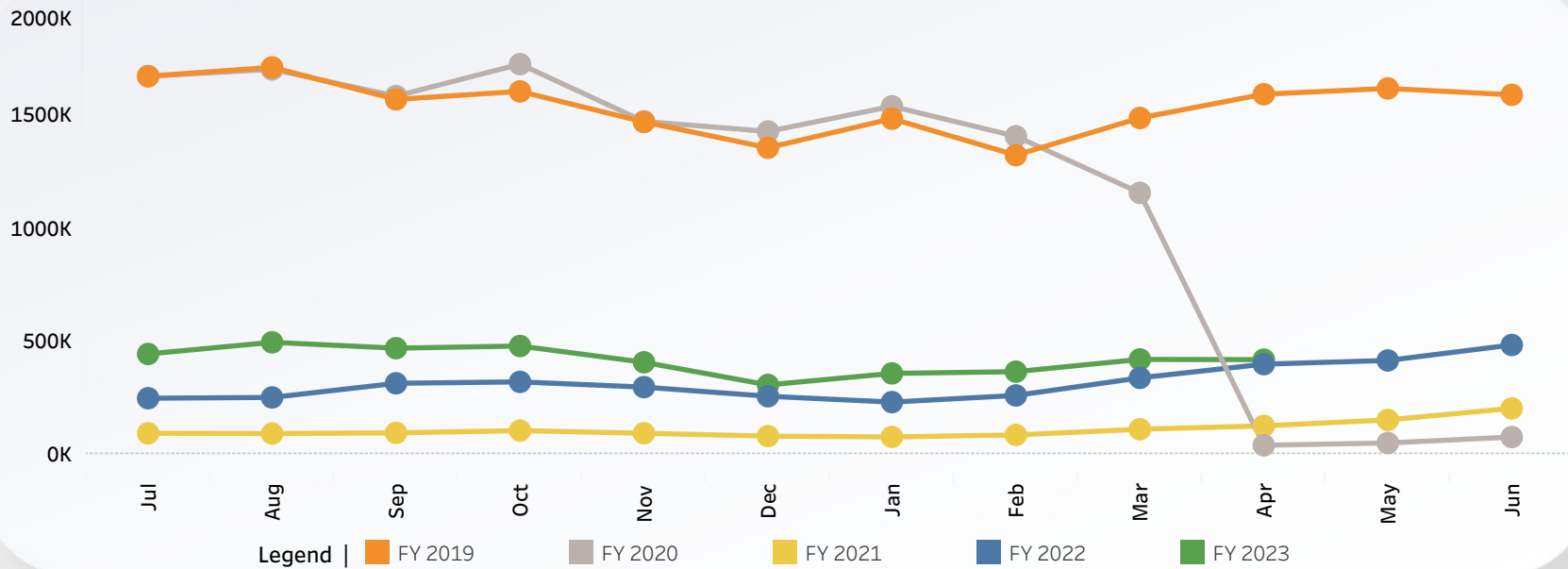


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# Caltrain Total Ridership-Apr 2023



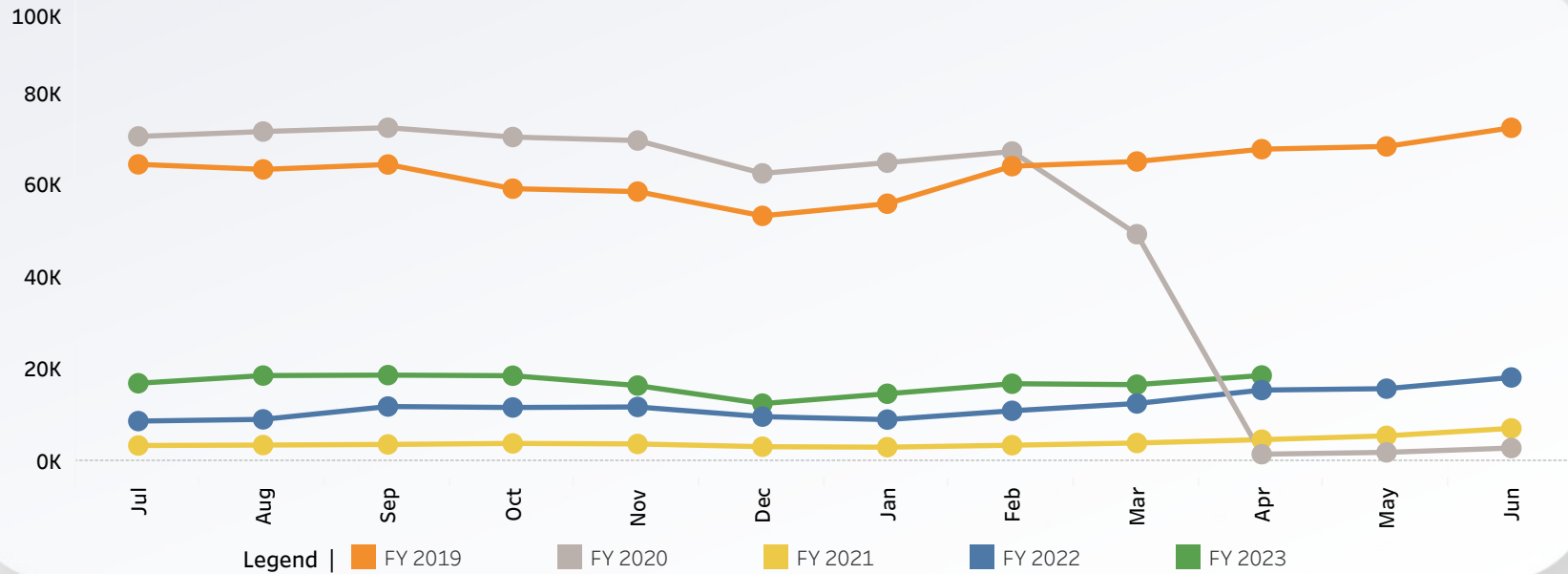
|            | <b>FY 2019</b> | <b>FY 2020</b> | <b>FY 2021</b> | <b>FY 2022</b> | <b>FY 2023</b> |
|------------|----------------|----------------|----------------|----------------|----------------|
| <b>Jul</b> | 1,673,035      | 1,672,672      | 91,703         | 246,902        | 442,962        |
| <b>Aug</b> | 1,712,362      | 1,703,334      | 90,538         | 250,434        | 494,475        |
| <b>Sep</b> | 1,570,308      | 1,584,833      | 93,486         | 313,026        | 468,564        |
| <b>Oct</b> | 1,605,671      | 1,726,436      | 103,686        | 319,258        | 478,084        |
| <b>Nov</b> | 1,470,239      | 1,472,693      | 91,699         | 296,065        | 406,101        |
| <b>Dec</b> | 1,356,071      | 1,428,363      | 79,078         | 255,679        | 305,928        |
| <b>Jan</b> | 1,484,727      | 1,539,666      | 75,485         | 229,746        | 356,827        |
| <b>Feb</b> | 1,323,427      | 1,406,951      | 84,365         | 259,190        | 364,508        |
| <b>Mar</b> | 1,487,889      | 1,156,388      | 109,519        | 337,078        | 418,830        |
| <b>Apr</b> | 1,593,266      | 38,584         | 124,522        | 397,753        | 417,760        |
| <b>May</b> | 1,618,825      | 48,745         | 150,923        | 414,196        |                |
| <b>Jun</b> | 1,590,653      | 74,908         | 201,872        | 482,691        |                |

**Key Ridership Methodology Notes:**

- Prior to April 2020 -Ridership was estimated using a Fare Media Sales Based Ridership Model (Note: Values may have been adjusted after thorough review of data)
- Starting April 2020 - Due to COVID-19 pandemic,ridership estimates methodology changed to limited conductor counts and Clipper data
- June 2022 forward- ridership estimates utilizing limited conductor counts and live Clipper data which causes slight fluctuations in ridership metrics, this data is static with 30-60 days.



## Caltrain Average Weekday Ridership (AWR) -Apr 2023



|     | FY 2019 | FY 2020 | FY 2021 | FY 2022 | FY 2023 |
|-----|---------|---------|---------|---------|---------|
| Jul | 64,435  | 70,493  | 3,419   | 8,721   | 16,931  |
| Aug | 63,340  | 71,557  | 3,517   | 9,096   | 18,598  |
| Sep | 64,405  | 72,387  | 3,654   | 11,881  | 18,696  |
| Oct | 59,159  | 70,360  | 3,873   | 11,673  | 18,565  |
| Nov | 58,523  | 69,607  | 3,760   | 11,787  | 16,429  |
| Dec | 53,258  | 62,480  | 3,162   | 9,687   | 12,513  |
| Jan | 55,897  | 64,806  | 3,058   | 9,044   | 14,655  |
| Feb | 64,041  | 67,218  | 3,484   | 10,956  | 16,829  |
| Mar | 65,057  | 49,276  | 3,965   | 12,539  | 16,628  |
| Apr | 67,728  | 1,536   | 4,693   | 15,451  | 18,620  |
| May | 68,326  | 1,935   | 5,521   | 15,757  |         |
| Jun | 72,370  | 2,871   | 7,143   | 18,187  |         |

**Key Ridership Methodology Notes:**

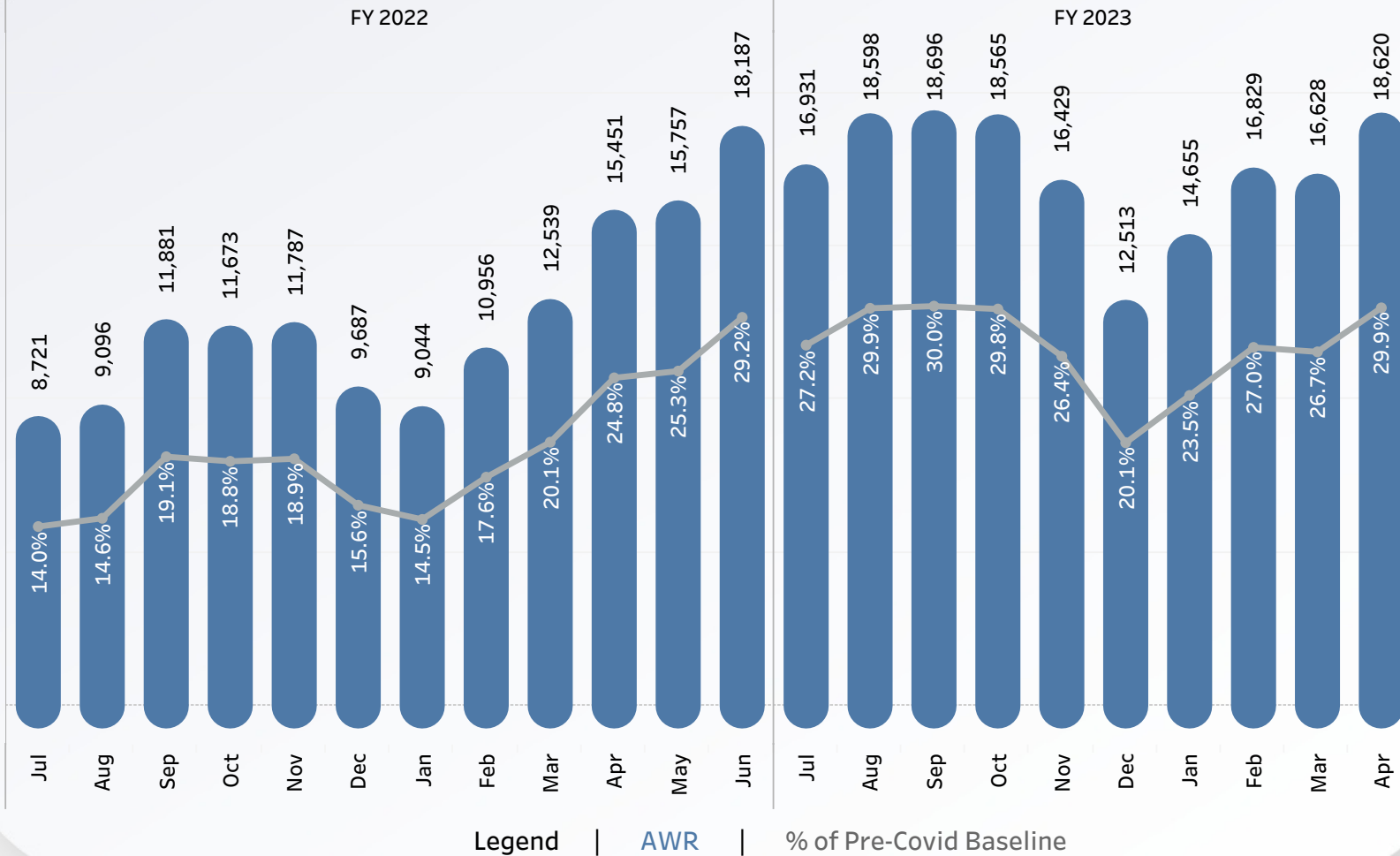
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# Caltrain Average Weekday Ridership (AWR) and % of Pre-Covid Baseline-Apr 2023



**Key Ridership Methodology Notes:**

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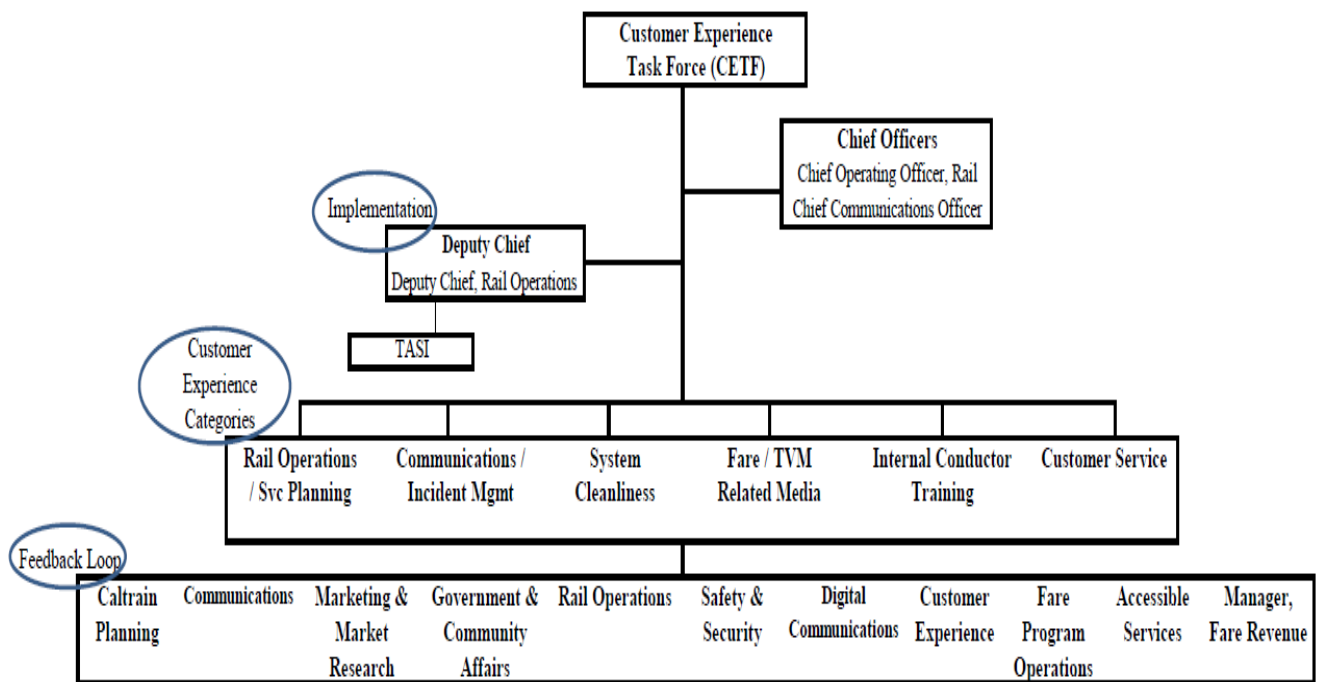
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT**

**TO:** JPB CAC

**FROM:** John Hogan  
Acting 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:

- 2023 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction ([caltrain.com/status](https://caltrain.com/status)):
  - 31 weekend area shutdowns in 2023 to complete required testing and address top risks
  - Phase 4
    - Menlo Park to Santa Clara: 4/22 - 4/23; 4/29 - 4/30; 5/6 - 5/7; 5/13 - 5/14
  - Phase 5
    - Millbrae to 4<sup>th</sup> & King: 6/11; 6/18
  - Additional weekends July – December
- Bayshore Station Overpass Rehab Project:
  - Starting May 8 through August, the overpass, stairs, and elevators are temporarily closed for rehabilitation work. Shuttle service will be provided between the platforms. For more information visit [Caltrain.com/Bayshore](https://Caltrain.com/Bayshore).
- Platform Signage:
  - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
  - Please visit <http://calmod.org/construction/> for further work segment and construction details.

## **Communications/Incident Management (CICS)**

The taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.
- Investigate potential of a Global Positioning System application available for train tracking on website.

## **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.
- Train Uniforms improvement in progress.

## **Customer Service/Experience Department**

The taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with the Rail Operations and Maintenance department to implement changes to better enhance the customer experience.

- Attend outreach activities
- Participation in Blue Ribbon Task Force Committee Meetings in coordination with MTC & Regional Transit
- Ambassador Program Update:
  - In-house staff and external outreach consultant JBR Partners of San Francisco staff have been conducting outreach in support of the weekend bus bridge on all weekends in April as well as the first two weekends in May 2023. Outreach ambassadors have supported Caltrain throughout all phases to directly engage weekend Caltrain riders on what is going on and directing them to the bus and train at each impacted station. We anticipate continued outreach support for subsequent phases throughout the rest of this calendar year.

### **Caltrain Digital Marketing**

- Digital Marketing:
 

April messaging continued to focus on weekend closures as shutdowns continued between Belmont and Menlo Park, then moving onto Menlo Park and Santa Clara. This service change continues touching every aspect of communications including social, web, mobile, etc. Positive feedback regarding frequency and communication has been received. The SF Giants' regular baseball season returned the first week of April pivoting messaging for Giants' fans. Weekday Closures occurred between April 17<sup>th</sup> – 28<sup>th</sup> due to electrification work, reducing service from 104 to 82 trains. On April 18<sup>th</sup>, multiple agencies gathered for the Rally for Transit Funding, Director Walton and Supervisor Preston were in attendance. Earth day was celebrated on April 22<sup>nd</sup>, with new content – blog, gif. On April 25<sup>th</sup>, White House Senior Advisor, Mitch Landrieu visited 4th and King station, and toured the EMU, allowing an impromptu public tour.
- Caltrain Digital Marketing Highlights:
  - Giants return, regular season
  - Distracted Driving Awareness Month
  - Weekend closures
  - Weekday closures
  - Go Pass donation program
  - Easter Sunday scavenger hunt, virtual
  - Commuter Challenge
  - Reducing to 4-car train sets
  - Rally for Transit Funding
  - Grand Opening of the gateway at Millbrae Station
  - Earth Day – New GIF created
  - Introducing new Caltrain Blog
  - Visit from White House Senior Advisor
  - Warriors move onto next round of playoffs

## Fare Systems

The taskforce is spearheading efforts to:

- TVM Upgrade update:
  - Phase 4 of the TVM (Ticket Vending Machine) upgrade project began March 15, 2023, and will be completed by mid-May. This phase is to upgrade a total of 27 TVMs at the stations. The final phase, (phase 5) will begin this summer and is scheduled to be completed in the fall.
- Caltrain Mobile App Quarterly Update –January to March 2023:
  - Caltrain Mobile app was launched at the beginning of 2018 and began selling daily parking in Dec 2019. During the third quarter of FY23, Caltrain ticket sold quantity decreased by about 11 percent while sales revenue decreased about 12 percent compared to last quarter. The reason for this quarter’s sales revenue decrease is due to the holiday season impact and February has fewer days. The year-over-year sales revenue increased by about 15 percent and parking revenue increased by about 88 percent showing the continuous recovery tendency from the pandemic. In this quarter, about 44% of the total daily parking permits were sold via the Caltrain Mobile App. The table below highlights the results.

|                                    | Q3 FY23 Actuals | % ▲ vs. Q2 FY23 | % ▲ vs. Q3 FY22 |
|------------------------------------|-----------------|-----------------|-----------------|
| Revenue \$'s - (excluding parking) | \$ 694,502      | -12%            | 15%             |
| Tickets Sold - Parking             | 25,539          | 16%             | 88%             |
| Revenue \$'s - Parking             | \$ 140,465      | 16%             | 88%             |

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

## 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
  - E-lockers are now available at 22 Caltrain stations. Plans are underway to install additional e-lockers early 2023 at select stations that are seeing the largest increases in demand (Hillsdale, Palo Alto, California Avenue, San Antonio, San Jose Diridon). More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Bike Parking Vendor

- A Request for Proposals was released for a vendor to operate the 4th and King bike parking facility. Also included are options to add unstaffed bike rooms at other stations. The hope is to have a contract approved by Summer 2023.
- Caltrain Electrification
  - A section of the new website is dedicated to Caltrain Electrification with project information. [www.Caltrain.com/electrification](http://www.Caltrain.com/electrification)
  - Monthly eNewsletter with the latest electric train manufacturing photos, construction info, and more! Sign up [here](#).
- Bayshore Station Overpass Rehabilitation Project
  - The Bayshore Station Overpass Rehabilitation Project will remove and replace the coating on the station's pedestrian bridge and stairwells. This will ensure the overpass remains safe and fully functional for years to come.
  - During construction, passengers will board and alight on the northernmost cars.
  - Starting May 8 through August, the overpass, stairs, and elevators are temporarily closed for rehabilitation work. Shuttle service will be provided between the platforms. For more information visit [Caltrain.com/Bayshore](http://Caltrain.com/Bayshore).

### **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.
- Caltrain continues to conduct quality assurance reviews on the new procedure that focuses on restroom cleanliness.
- Bombardier Fog Jet Extensions to extend then relocate the Bombardier fog jet nozzles on the toilet waste tanks to allow for easier access for a daily fog jetting during servicing.
- Caltrain is using a MERV-13 rated air filter on our HVAC systems, this level of filtration is commonly used in patient and surgery areas of hospitals.

### **Station Improvements**

The taskforce is spearheading efforts to:

- Coordinate a consistent appearance system wide.
- Station(s) of the Quarter:
  - San Jose Diridon - On Hold (Due to lack of Manpower)
  - Tamien - In Progress (Estimated Completion Date: TBD)
  - San Carlos - In Progress (Estimated Completion Date: TBD)
  - Lawrence - In Progress (Final Walk-Thru TBD)
  - Belmont - In Progress (Estimated Completion: TBD)
- On-Going Projects:

- Hayward Park Shelter Replacements - In Progress
- Station Shelter Glass Panels Replacements (Metal Mesh)
- Display Cases to be replaced with Plexi-Glass (Station Varies)

**JPB CAC Work Plan**

January 18, 2023

- 2023 Electrification Construction & Temporary Service Plan
- MTC Regional Update

February 15, 2023

- Guadalupe River Bridge Replacement Project
- TAMC-JPB MOU regarding Extension of Caltrain service from Gilroy to Salinas
- CAC Role in Measure RR Oversight Update

March 15, 2023

- Measure RR audit report
- Corridor Crossing Strategy
- Go Pass Donation Program

April 19, 2023

- Go Pass Donation Program
- Safety Quarterly Update
- Mt. View Transit District Grade Separation and Access Project

May 17, 2023

- FY2023 Preliminary Operating & Capital Budgets
- Fare Enforcement

June 21, 2023

- Corridor Crossing Strategy (tentative)
- PCEP Rail Activation Update

July 19, 2023

- Safety Quarterly Update
- Burlingame Broadway Grade Separation Project

August 16, 2023

- Broadband Wireless (tentative)
- Caltrain Fare Changes

### September 20, 2023

- Rail Safety Education & Suicide Prevention Update
- Corridor Crossing Strategy (tentative)

### October 18, 2023

- Safety Quarterly Update
- Mini-High Project (tentative)

### November 15, 2023

- Corridor Crossing Strategy (tentative)

### December 20, 2023

- 2024 Draft Legislative Program
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### Suggested Items:

- Go Pass cost per ride factors – requested by Chair, Brian Shaw on 6/19/19.
- MTC Means-Based Discount Fare program update.
- Caltrain connections with other agencies – requested by Member Rosalind Kutler on 12/18/19.
- Update on grade crossing pilot six months after installation – requested by Member, Patrick Flautt on 12/18/19.
- Clipper Data Availability.
- Redwood City Station Development - requested by Member Adrian Brandt on 12/8/21.
- Dual speed check installation/Constant Warning, Downtown Extension, elevated four track station, and the Google campus being planned at the Diridon station - requested by Member Adrian Brandt on 12/15/21.
- Transit Oriented Development & preservation outreach - requested by Member Patricia Leung on 12/15/21.
- Go Pass qualification requirements - requested by Member Rosalind Kutler on 12/15/21.
- Staffing structure, Governance Update, Visual Messaging Display rollout plan - requested by Member David Tuzman on 12/15/21.
- Conductor's communication tools and how they may interface with the public. Regional trip planning and availability for riders that do not have access to mobile devices - requested by Alternate Member Melody Pagee on 12/15/21.
- Distance-based fares on Caltrain. Deep dive on it from a practical standpoint - requested by Chair, Brian Shaw on 12/15/21.
- Engineering Standards.
- Clipper Next Gen Validator Project Update.

- Grade Crossing Presentation and an update on dual speed check and the wireless system – requested by Member Adrian Brandt on 9/21/22 & 1/18/23.
- Look into allowing non-service animals on Caltrain with a travel carrier - requested by Vice-Chair David Tuzman on 9/21/22.
- Locomotive car regulation - requested by Chair, Brian Shaw on 12/21/22.
- EMU presentation.
- Report on Caltrain infrastructure during drought and flood and staff recommendations for repairs and/or needed plans for public safety – requested by Member Rosalind Kutler on 1/18/23.
- Exploration on the five stations south of San Jose and what it would take to get more service and ridership there and explore electrifying the blended corridor from San Jose south - requested by Member Steven Seebart on 1/18/23.
- Conductor communication during major incidents – requested by Alternate Member Melody Pagee on 1/18/23.
- Presentation on whether it is possible to conduct a pilot program for gates that block the entrance to the track from the crossing - requested by Member Adrian Brandt on 1/18/23.
- What Caltrain can do to avoid flooding - requested by Member Adrian Brandt on 1/18/23.
- Staff to revisit the tree survey report - requested by Member Adrian Brandt on 1/18/23.
- TOD Internal - would like to see a presentation on what properties Caltrain owns and opportunities for Transit Oriented Development housing - requested by Member Patricia Leung on 1/1/23.
- TOD External – external - would like to see the work being done with different cities and counties to figure out their plans for adjacent properties - requested by Member Patricia Leung on 1/1/23.
- Marketing campaign for neighboring properties and nearby transit connections to help increase.