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

April 17, 2024 – Wednesday

5:40 p.m.

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

IMPORTANT REMINDER FOR ZOOM USERS: Please update the Zoom app on your computer/devices by February 3, 2024 (PST) as Zoom will be enforcing minimum versions for all products and services. For more information, see https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061900

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

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

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations

1. Pledge of Allegiance
2. Roll Call
3. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of March 20, 2024
5. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
6. Chairperson's Report
7. South County Service Update (Ted Burgwyn)
8. Wayfinding (Lisa Peabody)
9. Station Access Policy Update (David Pape)
10. Safety Quarterly Update / Tree Maintenance (Mike Meader)
11. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
 - c) Legislative update – SB1031 overview (Sam Sargent)
12. Committee Comments
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
13. Date, Time, and Place of Next Meeting
May 15, 2024, at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
14. 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: Davis Albohm, Amit Lohe, Adrian Brandt (Vice Chair)
Santa Clara County: 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. 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 MARCH 20, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, P. Leung (arrived at 5:57 pm), A. Lohe, S. Seebart, J. Torres, B. Shaw (Chair)

MEMBERS ABSENT: L. Klein, R. Kutler, D. Hernandez (Alternate), R. Jaques (Alternate), M. Pagee (Alternate)

STAFF PRESENT: A. Burnett (Bell, Burnett & Associates), J. Hogan, R. Nielsen (Brown Armstrong Accountancy Corporation), S. Sargent, D. Seamans, D. Sustain, A. To

Chair Brian Shaw called the meeting to order at 5:41 pm and led the Pledge of Allegiance. There were no committee members' requests to participate remotely due to emergency circumstances.

APPROVAL OF MEETING MINUTES OF February 21, 2024

Motion/Second: Seebart/Brandt

Ayes: Albohm, Brandt, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein, Kutler, Leung, ,

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented on YouTube drone videos on the new EMUs (electric multiple units) being tested, seeing more system testing, and having more ridership data available online.

CHAIRPERSON'S REPORT

Chair Shaw said Caltrain will be looking at a tree policy in April and John Hogan, Chief Operating Officer, would provide an overview in his staff report and an overview of tree maintenance on the agenda next month. He noted that Committee Member Klein had submitted his resignation earlier today and noted that Mr. Klein serves as Mayor of Sunnyvale and expressed appreciation and thanks for his many efforts and service on the CAC.

PUBLIC HEARING ON THE ANNUAL AUDIT OF MEASURE RR TAX REVENUE AND EXPENDITURES FOR FISCAL YEAR ENDED JUNE 30, 2023

a) Open Public Hearing – Chair Shaw opened the public hearing at 5:50 pm

b) Staff Report

Annie To, Accounting Director, and Danny Susantin, Manager, Financial Reporting, noted that the Measure RR audit went smoothly with the auditor providing a modified or clean opinion. Ryan Nielsen, Engagement Partner, Brown Armstrong Accountancy Corporation, provided the presentation on the scope and results of the audit, which included the following:

- Financial statements presented fairly in all material respects as of June 30, 2023, with internal controls and ensured funds are spent in compliance with the Measure RR
- Annual audit to ensure reasonably free from material misstatements, identified and assessed higher risk areas, and gained an understanding of the internal control systems
- Evaluated the appropriateness of accounting policies used and the reasonableness of any significant accounting estimates made, and issued the highest (unmodified) opinion

The Committee's comments, questions, and clarifications with staff included the following:

- Reflected only Measure RR funding and expenses projects during the past fiscal year
- During the year there was a \$73 million loss with higher expenditures than revenues
- Planning begins in May, audit from fall to December, and then break out Measure RR items
- Requested for audit presentation done earlier in the year in the future
- Missing Member Agency contributions (San Francisco, San Mateo, and Santa Clara counties)

c) Public Comment

Jeff Carter commented on missing member agencies' contributions and opined that since contributions are made to BART (Bay Area Rapid Transit), it seems unfair to not also have contributions to Caltrain.

d) Close Public Hearing – Chair Shaw closed the public hearing.

e) ~~Board~~ Committee Discussion

Staff are working on report production for future approval and asked for report acceptance.

Motion to accept receipt of the report/Second: Seebart/Torres

Ayes: Albohm, Brandt, Lohe, Seebart, Torres, Shaw

Noes: None

Absent: Klein, Kutler, Leung

STRATEGIC FINANCIAL PLAN (ALEX BURNETT – BELL, BURNETT & ASSOCIATES)

Alex Burnett, Bell, Burnett & Associates, provided the presentation, which included the following:

- Recent ridership statistics - recent growth from a relatively small base with some declines that can be attributed to electrification, bus bridges and expected service interruptions
- Caltrain has been the slowest to recover in comparison to other Bay Area transit agencies
- Reviewed financial assumptions that included the operating deficit and funding sources
- Electrification – assumed a one-time bump of 20 percent and predicated on increased amenities, faster service, and better trains, and thereafter a yearly 10 percent increase
- Historically one of the strongest transit agencies for farebox recovery (over 70 percent of the budget in 2019); Measure RR now accounts for 62 percent and farebox at 22 percent
- Current baseline assumption at 104 trains per day is below what was agreed upon in the full funding grant agreement with the FTA (Federal Transit Administration). Waiver received to

continue to provide the current level of service; projected to continue with 104 trains for the next five years, and then step up to the 128 trains by fiscal year 2031

- Single biggest cost is for labor and materials operations, then electricity – increasing over time as opposed Measure RR funds, likely to only to grow 2.5 percent
- Electric costs include supply and delivery costs; looking at community choice aggregation programs, Peninsula Clean Energy and San Jose Clean Energy, and delivery through PG&E (Pacific Gas and Electric)
- \$575 million deficit between now and FY (fiscal year) 2033; no deficit shown for two years due to significant one-time money being invested back to offset operating costs (\$60 million from Measure RR versus state reimbursement)
- Clarified in 2021, the Member agencies gave \$28 million for operations, and still contribute towards capital needed for state of good repair
- If ridership grew by at least 20 percent per year, by 2031-2032, Caltrain could be back to where it needed to be; if assumed 10 percent yearly increase with 50,000 riders, it would only cover 70 percent of the budget out of farebox and Measure RR
- Next steps to deliver electrification, focus on service, build ridership and farebox revenue; the funding strategy is multifaceted with very long lead times in years
- Geographic trends around transportation in the Bay Area; the San Francisco terminus is a challenge post COVID; long-term fare assumption is about 2 percent growth per year
- How to grow Go Pass and related to broader regional discussion around Bay Pass
- Expenses growing at about 8 percent per year and revenues at about 5 percent
- FTA may extend the waiver on service only if needed should ridership not recover enough
- Agencies that recovered the most are those with riders that have to work in office
- Energy strategy is an immediate priority; working on effective and needed agreements for September service; energy procurement (renewable or energy storage projects), partnering with other(s), and looking for additional, creative, or alternative funding
- Opportunities to procure the electricity as cheaply as possible and looking at other electric systems as models for possible costs (such as Denver, Colorado)
- Concentrate on being successful in September; moved 19 train cars up to Petaluma; had good short-circuit testing; had the right schedule with doubling trains on the weekend and running trains during the week – monitoring how things work and reacting appropriately

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

- Trains overstaffed as compared to other systems around the world, the same double-deck equipment, and roving fare inspectors – which are controllable expenses.
- Supported exploring Stadler's European systems that have a button on the outside of every door for users to push and then the train operator enables the door(s) to open which saves on air conditioning costs and level boarding to allow people to roll on and off as needed
- Solar energy, capital/storage costs, and the wholesale rate; noted the braking energy going from one train to the other through the catenary and the potential for energy savings, shorter trains should be used for less energy costs during off peak

- Speak with Congressional Office and looking into infrastructure and inclusion now; different ridership during midday and frequency of train service at stations; broad outreach to communities; ideas for restructuring Go Pass (such as a tiered or co-pass program); last mile shuttles; increasing weekend service from 32 to 66 or 64 trains; frequency drives ridership
- Speed increases the energy use; some high-speed rail systems reduced miles per hour for energy savings; frequency is more important than going as fast as possible; encouraged running tests; and trains are comparatively over powered
- Concerned with flat spots, trains out of service, and braking
- Need for discussion on electricity, diesel, and labor contracts costs given a billion dollars of accumulated deficit; consider different ways trains can and should be operated, powered, and cheaper to operate
- Staff is trying to negotiate a special green tariff (renewable and zero carbon content) and maximize revenue opportunity for tax credits; confirmed over lifecycle, invariably cheaper to run, but trains use a lot more electricity than buses
- Need to better educate people that electric trains will be quieter, cleaner but not cheaper to run; current constraints and impacts of getting people back into office; and, simplify the multifaceted strategy to help educate
- Amount of energy used directly proportional to weight of trains moving; example of seeing just 16-20 riders at night that could have fit into one car versus running 7 EMU cars; prioritize running fewer train cars off-peak (right-size), avoid needless acceleration and braking; buy 3-car train sets or figure out ways around it which may take years but long term, but smaller trains off-peak costs less
- Staff noted that the request to buy new trains or reconfigure/cut the train sets into smaller sets would be quite complicated given the FTA agreement and required FTA forms to explain any discrepancies, such as trains out of service, and how train sets are powered
- Commuter rail mindset, wanting regional transit, building for what is needed, capital and operating dollars are different, and having shorter trains/FLIRTs (Fast Light Intercity and Regional Trains) and KISS (Komfortabler Innovativer Spurtstarker S-Bahn-Zug meaning comfortable, innovative, sprint-capable suburban train)
- More frequency to get on the train; favored another plan to right-size operations (supply, equipment, labor contracts, and staffing)

Public Comment

Doug Delong, Mountain View, commented on the effects of COVID, and when Highway 101 opened up two more lanes, ridership went from 1,200 riders to 300 a day. He noted correlations between congested freeways and ridership and sending train cars up to Petaluma.

Jeff Carter supported shorter trains, crewing efficiencies, and transit funding has been poor compared to funding for airports and roads. He commented on electricity costs and real time data and supported employers buying monthly passes and to give out to employees at a discount rate as an alternative to Go Pass.

CMF commented on expanding ridership, Caltrain not being overstaffed, interested in a study on ridership versus 101 traffic, transit analysis to optimize, and noted online results seldom provide Caltrain nor commute.org as options.

A Committee Member noted the new 101 express lane to 380 as competition to Caltrain and he uses to go to San Francisco in the evenings due to poor service. He said BART ridership is down to 42 percent from pre-pandemic levels.

9. Staff Report (John Hogan)

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update
 - Tree Policy
 - HSR Update (Sam Sargent) - taken out of order first

Sam Sargent, Director, Strategy and Policy, provided an update that included the following: High-Speed Rail released 2024 draft business plan with formal comment ending April 8; continued need for close coordination on grant opportunities and cost estimations (particularly in Northern California), and ensured mutual understanding and coordination for large post electrification projects and service planning. Creation of Joint Technical Committee currently meets on a bi-monthly basis.

A Member spoke in support of a March 12 Senate hearing with Brian Kelly, the outgoing CEO as a way for viewers to gain an understanding where project was, is, and going and risks. He noted that they are looking at spending about \$5 billion when they reach the part of the line between San Jose and San Francisco.

Public Comment

Jeff Carter commented level boarding and how the current EMUs have double doors at different heights above the rail and asked what level HSR would be.

Mr. Hogan noted that the current policy for emails sent to the Board will be posted that week. For the tree update, he noted that Mike Meader, Chief Safety Officer, has been working with all the local cities and towns and concentrating on Burlingame now as they will be cutting down over 200 trees. Legal Counsel is working on a tree agreement for municipalities. They are finishing the environmental work to bring to the CAC before it goes to the Board.

Regarding some prior Committee Member comments, Mr. Hogan noted the following:

- Ride quality, rider safety (for never going to full power so people do not fall down) and figuring out acceleration and deceleration
- Current fleet's flat spots found when testing two new trains and working to figure out why
- Bussing updates, April 13 and 14 and April 20 and 21, and needed future shutdown to run an end-to-end test with eight trains all at the same time in early June with bussing to be provided

- Short circuit testing this weekend from Diridon to San Mateo
- One vehicle strike in February and six vehicles on the tracks; some mechanical delays but goal is zero; two trespasser strikes in the month

A Member expressed appreciation and noted the challenging process with a lot to get done to electrify an existing commuter rail line as opposed to entirely new rail lines.

Public Comment

Jeff Carter expressed appreciation on the tree policy, noted a lot of eucalyptus trees have been cut down, and working with cities to alleviate the issue of dangerous trees on the right-of-way.

Doug DeLong commented on fiber being across the right of way at Oak Avenue in Menlo Park, a feeder conductor as required from the CPUC (California Public Utilities Commission) that all utilities have shunt wires, one in place but the one appears to have been cut and not protected by a shunt wire. He asked if there was a waiver from the CPUC for that situation.

Committee Member comments, questions, and clarifications with staff included the following:

- 8-train load testing required to run them for 48 consecutive hours and that would allow staff to see how they run, stops and starts, crossovers, and running a lot of different tests
- A train yard incident in the yard where a train rolled, was stopped with relatively minor damages to two cars, but not covered under warranty; anything with extensive damage would be sent back to Stadler
- New train sets in the San Francisco yard, impedance bond theft, having solar-powered cameras connected to Wi-Fi, graffiti clean-up, and bus thefts
- Mutual benefit of sending cars to Petaluma and freeing up some space
- Redwood City bike pads, near the Perry Street lot where bike lockers used to be, looks bad and junky

COMMITTEE COMMENTS

A Committee Member requested set up for permanent microphone for guest speakers.

Mr. Hogan noted that a second monitor was being installed at Gilroy and a similar one can be seen at San Carlos.

In response to a Committee Member question, staff clarified that Casey Fromson is now the Rail Chief of Staff and her former position of Chief Communications Officer position is vacant.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

April 17, 2024 at 5:40 pm via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

ADJOURNMENT - Meeting adjourned at 8:20 pm. Member Brandt noted that there would be an EMU tour with SPUR next week and information is available on its website.

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) –

- **March:** The March 2024 OTP was 90% compared to 84.8% for March 2023.
 - **Vehicle Strike** – There was one vehicle strike on March 29 (Fair Oaks Lane, Atherton @ 8:31 pm), causing 2 trains terminated, and 15 trains delayed.
 - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on the 18th (Sunnyvale Ave., Sunnyvale @ 8:39 pm), caused 4 trains delayed. The vehicle on the 21st (UPRR Territory @ 6:35 pm), caused 1 train delayed.
 - **Mechanical Delays** – In March 2024 there were 733 minutes of delay due to mechanical issues compared to 1488 minutes in March 2023.
 - **Trespasser Strikes** – There were three trespasser strikes in March, all resulting in fatalities. The strike on the 1st (Fair Oaks Lane, Atherton @ 10:12 am), caused 7 trains delayed, 1 train terminated, and 3 trains annulled. The strike on the 12th (Chestnut St., Redwood City @ 8:55 am), caused 8 trains delayed, 0 trains terminated, and 1 train annulled. The strike on the 31st (Redwood City @ 1:59 am), caused 0 trains delayed, 0 trains terminated, and 0 trains annulled.

- **February:** The February 2024 OTP was 85.9% compared to 93.1% for February 2023.
 - **Vehicle Strike** – There was one vehicle strike on February 28 (Scott St., San Bruno @ 8:45 pm), causing 1 train annulled, 1 train terminated, and 13 trains delayed.

- **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on the 5th (UPRR Territory @ 4:39 pm), caused 3 trains delayed. The vehicle on the 12th (Churchill Ave., Palo Alto @ 7:58 pm), caused 4 trains delayed. The vehicle on the 17th (Linden Ave., South SF @ 9:47 pm), caused 3 trains delayed. The vehicle on the 18th (Mission Bay Dr., San Francisco @ 11:32 pm), caused 2 trains delayed. The vehicle on the 27th (1st Ave., San Mateo @ 12:55 am), caused 1 train delayed. The vehicle on the 28th (Charleston Rd., Mountain View @ 6:57 pm), caused 1 train delayed.

Caltrain Successfully Tests Electric Trains from Redwood City to San Jose

Caltrain has met another milestone in the electrification of its system, as it successfully tested electric trains and overhead wires between Redwood City and Mountain View for the first time. This will allow the agency to ramp up the testing of the new fleet as the launch of electrified service this fall grows closer.

Live run tests started at 20 miles per hour, to ensure the overhead wire and train are properly connected. Once the connection was successfully established, the train increased speed to the corridor's 79 mile per hour maximum limit. A total of 25 test runs were successfully completed during the weekend of March 9th.

Each of the 23 electric trainsets must complete 1,000 miles of testing before it is allowed to carry passengers. Initial tests were conducted between Santa Clara and College Park Stations on the Santa Clara Drill Track, but Caltrain has steadily been expanding the available testing area from San Jose to Mountain View. With this live run, testing can now take place from San Jose to Redwood City, further accelerating the process and keeping the launch of service on schedule for fall 2024.

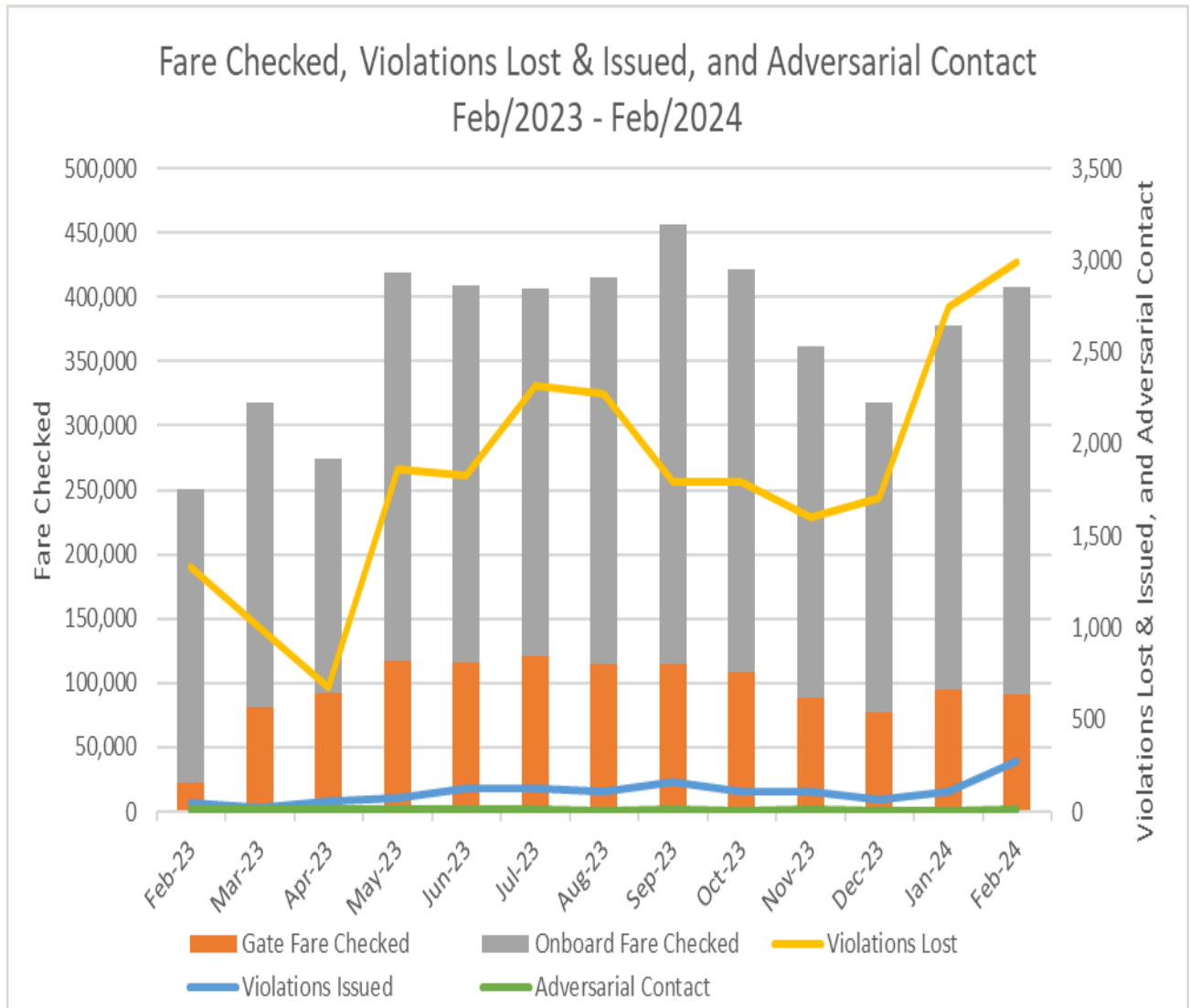
Caltrain Retires 32 Diesel Passenger Cars as Electrification Nears

Caltrain has shipped 32 of its nearly 40-year-old gallery cars to Sonoma as the agency makes room for its new electric fleet. These gallery cars were not in service, and their retirement will not affect Caltrain service.

Caltrain currently has eight of the eventual 23 electric trainsets on its property. As additional electric trainsets make their way to Caltrain's Central Equipment Maintenance and Operations Facility (CEMOF), Caltrain had to begin relocating older vehicles to ensure there was enough room for both the new equipment and standard operations.

Fare Enforcement Report – April 2024

In February 2024, Caltrain conductors performed a total of 407,846 fare inspections at the terminal and onboard the trains. During this period, 2,991 violations were lost because the rider didn't provide identification and 276 violations were issued. Ten incidents were reported as adversarial contact.



Special Services Ridership Report (February)

San Francisco Station

- Golden State Warriors
 - Five regular season home games in February with post-game ridership boarding at San Francisco station of 1,758.
 - Season-to-date ridership boarding at San Francisco station was 13,571, a 4% increase compared to 2022 (13,086) and a 55% decrease compared to 2019 (30,480).

San Jose Diridon Station

- San Jose Sharks
 - Four regular season home games in February with post-game ridership boarding at San Jose Diridon station of 520.
 - Season-to-date post-game ridership is 5,674, an 83% increase compared to 2022 (3,089) and a 26% decrease compared to 2019 (7,762).

* 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 February 29, 2024, and is subject to change prior to the April 2024 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.

Project activities in the month of February 2024, included the installation conduits and vaults for fiber optic utility relocations, the relocation of positive train control cabling from the MT1 bridge to the MT2 bridge, the installation of bird nesting deterrent measures on the MT1 bridge, the off-site fabrication of MT1 bridge girders, and on-site maintenance of erosion control measures.

In March 2024, the project will continue with the installation conduits and vaults for fiber optic utility relocations, the relocation of positive train control cabling from the MT1 bridge to the MT2 bridge, the installation of bird nesting deterrent measures on the MT1 bridge, and the ongoing maintenance of erosion control measures. Pending concurrence from permitting authorities, work in the month of March 2024 may include minor demolition of the MT1 bridge.

Safety: On 2/19/2024, a fire incident occurred at Walsh's material storage location near the project site. No one was injured. Minimal materials were lost.

The "Funding" status light will remain yellow until FY25 funding appropriated by the Board in June 2023 is activated.

- **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.

Approved the Final Acceptance of Locomotive 926. Prepared Locomotive 923 (last unit) for overhaul.

Inspect exterior paint of 928.

The schedule has been delayed due to part availability. Alstom is working with multiple vendors to procure the parts needed.

A potential budget shortfall has been identified. Team is actively tracking this item and will seek supplemental funding as part of the FY25 budget amendment if needed.

- **Bayshore Station Bridge Painting:** This project will perform rehabilitation of the coatings of the existing steel pedestrian overpass bridge at the Bayshore Station in Brisbane. The bridge's paint coatings need rehabilitation due to surface rust. This work combined with a complete repainting of the bridge will bring the structure to a state of good repair.

February: Continued to work with the team in completing final punch list items. In addition, continued to work with legal team to identify next steps and schedule for close-out phase. Obtained approval from the Management Committee for the Gate 6 & Schedule was re-baselined.

March: Continue to work with the team in completing final punch list items. In addition, continue to work with legal team to identify next steps and schedule for close-out phase.

- **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.

February: Stadler completed the installation of the Wi-Fi equipment in two EMU trains, one in Salt Lake City and one in the San Jose CEMOF. All the trenching and antenna installation was completed in Segment 3 except for two locations where it had to be redesigned. The revised design for these 2 locations were approved and the contractor will go back to these locations at a future date. Began the trenching and antenna installation in Segment 2.

March: Complete the construction in Segment 2. Perform fiber splicing and testing starting at the Control Points.

The current activated funds are insufficient to cover the entire construction phase. The "Funding" status light will remain yellow until the remaining approved funds are activated.

- **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.

February: Stacy and Witbeck, Inc (SWI) is not scheduled to resume work until March 2024 to allow for TASI installation work to be performed that is predecessor to remaining SWI work. Bi-weekly progress meetings are being held as needed. Resident Engineer, Office Engineer and field inspector continue, on an as-needed basis, to support project through the construction management support contract with TRC. Project manager and Government and Community affairs staff continue to coordinate community outreach efforts between City of San Mateo and JPB. TASI has mobilized on site to begin installation of signal scope.

March: Will continue to meet with contractor to plan future work and coordinate work plan submittals. Continuing to meet bi-weekly with TASI to discuss status of the signal scope.

- **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.

Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Resident Engineer, Office Engineer and field inspector continue to support project through the construction management support contract with TRC. Construction management team is holding bi-weekly progress meetings as needed during this delay. Project manager and Government and Community affairs staff continue to coordinate community outreach efforts between City of Palo Alto and JPB. Ongoing bi-weekly progress meetings being held with TASI for signal construction scope.

Work is not likely to resume until June of 2024, pending further updates from the City of Palo Alto.

The “Schedule” status light is yellow as the schedule has been delayed due to delays with City of Palo Alto work, which is impacting JPB's contractor from completing work as initially scheduled. The Project Manager will request approval of a revised schedule from the Management Committee in May 2024.

- **Next Generation Visual Messaging Signs (VMS):** Full replacement of existing obsolete VMS at 22 selected stations between San Francisco and Tamien. The current VMS signs

are no longer supported by the manufacturer and the predictive arrival and departure system (PADS) is becoming obsolete. Research will be done to determine whether it's best to replace the signs that will work with the current predictive arrival and departure system (PADS) or replace signs for the next generation passenger information system.

January: Workshop for Site Specific Work Plan (SSWP) and detail work plan is hold. Site visit is planned for San Francisco Station and Palo Alto Station.

February: Approval for SSWP for first station and preparing SSWP for Palo Alto station.

The "Funding" status light is yellow as there are insufficient activated funds to cover the entire construction phase. Activate the FY24 and FY25 approved budget.

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

During the month of February 2024, the JPB team monitored the performance of the temporary stabilization measures during multiple rain events, continued pursuit of a Section 404 Permit from the US Army Corps of Engineers, performed a baseline survey on the JPB San Francisquito Creek Bridge and track, performed a pre-activity site walk to prepare for archaeological coring's, and prepared encroachment permit extension applications for the City of Menlo Park and City of Palo Alto to support the permanent stabilization work.

In the month of March 2024, JPB staff will continue coordination with permitting authorities in preparation for implementation of the permanent stabilization project during the 2024 dry season. On-site activities are anticipated to include routine visual inspections and archaeological coring's.

- **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.

February: Held Pre-Construction conference with Stacy and Witbeck, Inc. to initiate the administrative period under LNTP. Reviewed Construction Management Service

proposals and selected Construction Management team. Budgets/Grants continues to work with Caltrans on Program Supplement for \$3.77M in LPP funds.

March: Execute extension of City of San Mateo and TA funding agreement. Execute program supplement agreement for LPP funds. Issue NTP for start of construction once administrative period requirements are met.

The funding status light is yellow until the SMCTA and LPP funds for construction are activated.



Caltrain Ridership Dashboard Introduction

Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Estimation Methodology

-Prior to April 2020:

Ridership was estimated with a model that used a combination of Annual Count and ticket sales data (Note: Values may have been adjusted after thorough review of data)

-April 2020 through October 2023:

Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts

-November 2023 and on:

Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation

Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10th of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10th, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



Caltrain Ridership Estimates Download

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

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

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



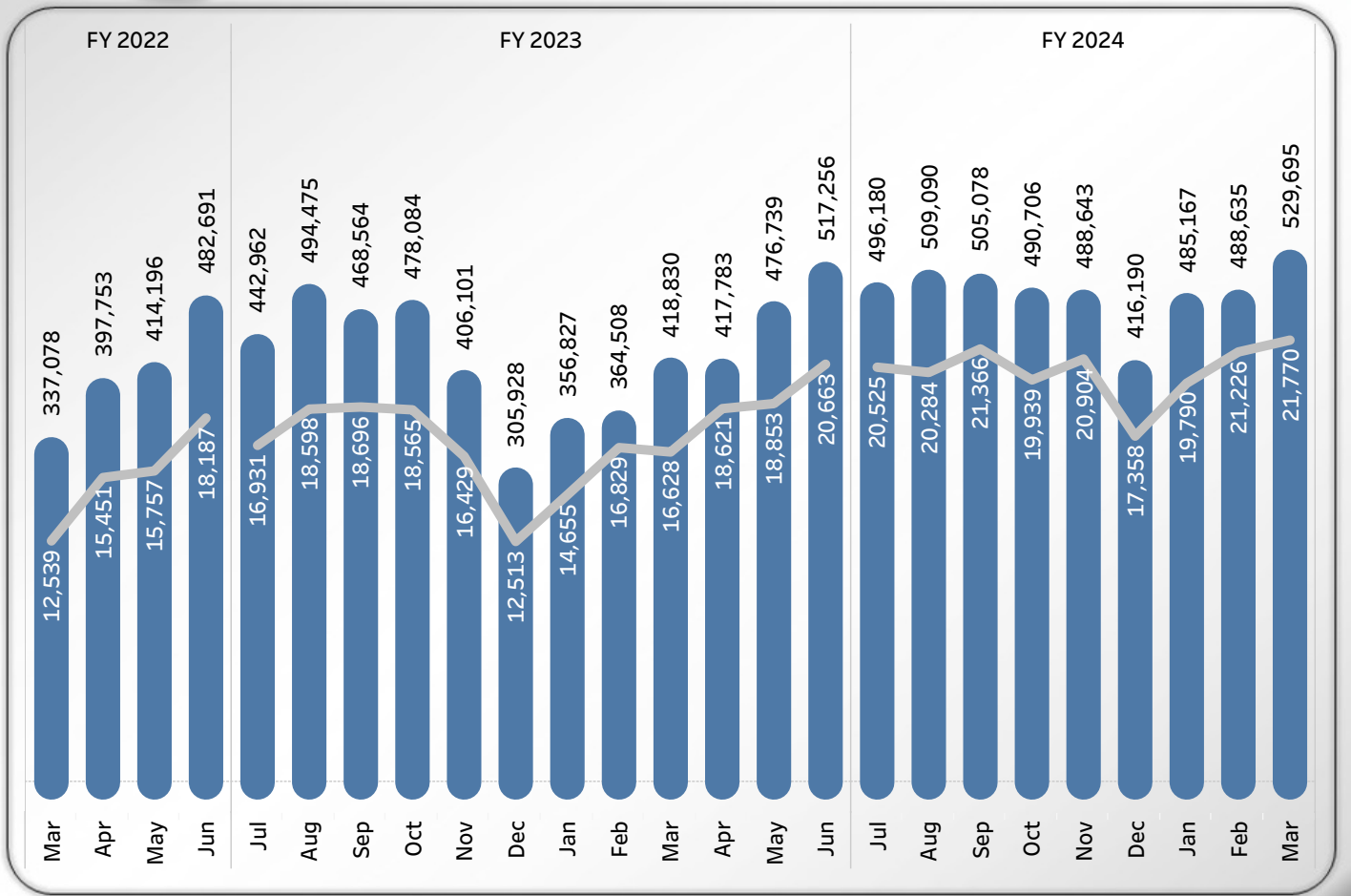
Ridership Executive Summary - Mar 2024

<u>Monthly Performance</u>	Current Year Mar 2024	Pre-Pandemic Mar 2019	Pre-Pandemic to Mar 2024 % Δ	Last Year Mar 2023	Last Year to Mar 2024 % Δ
Total Ridership	529,695	1,487,889	-64.4%	418,830	26.5%
Average Weekday Ridership	21,770	65,057	-66.5%	16,628	30.9%
Average Saturday Ridership	8,508	14,338	-40.7%	5,050	68.5%
Average Sunday Ridership	5,997	10,001	-40.0%	4,048	48.1%

<u>Fiscal YTD Performance</u>	Current Year Mar 2024	Pre-Pandemic Mar 2019	Pre-Pandemic to Mar 2024 % Δ	Last Year Mar 2023	Last Year to Mar 2024 % Δ
Total Ridership	4,409,386	13,683,729	-67.8%	3,736,279	18.0%
Average Weekday Ridership	20,350	60,865	-66.6%	16,677	22.0%
Average Saturday Ridership	7,827	26,494	-70.5%	7,515	4.2%
Average Sunday Ridership	6,015	25,578	-76.5%	6,376	-5.7%



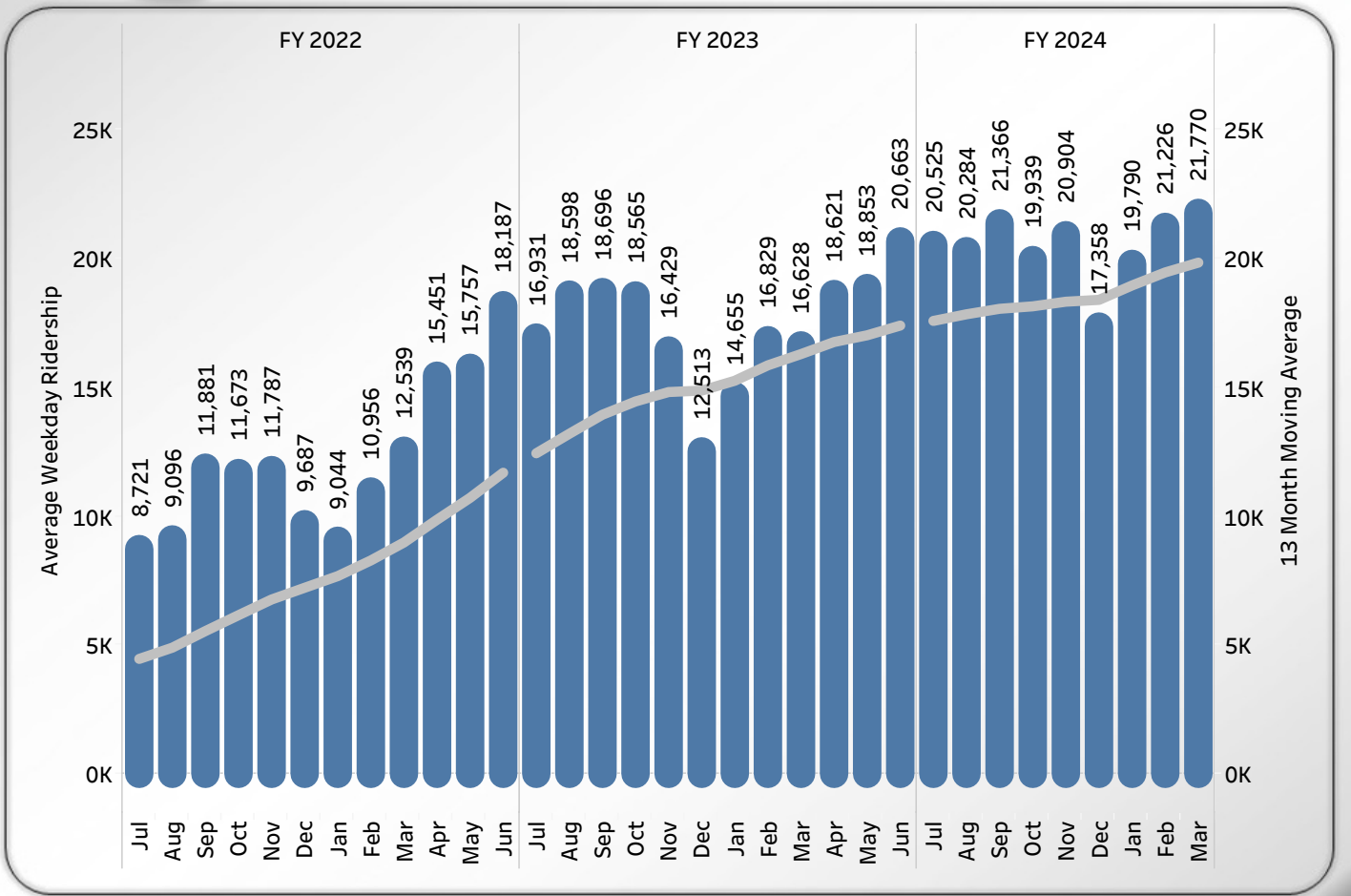
Total Ridership and Average Weekday Ridership - Mar 2024



Legend | Total Ridership | AWR



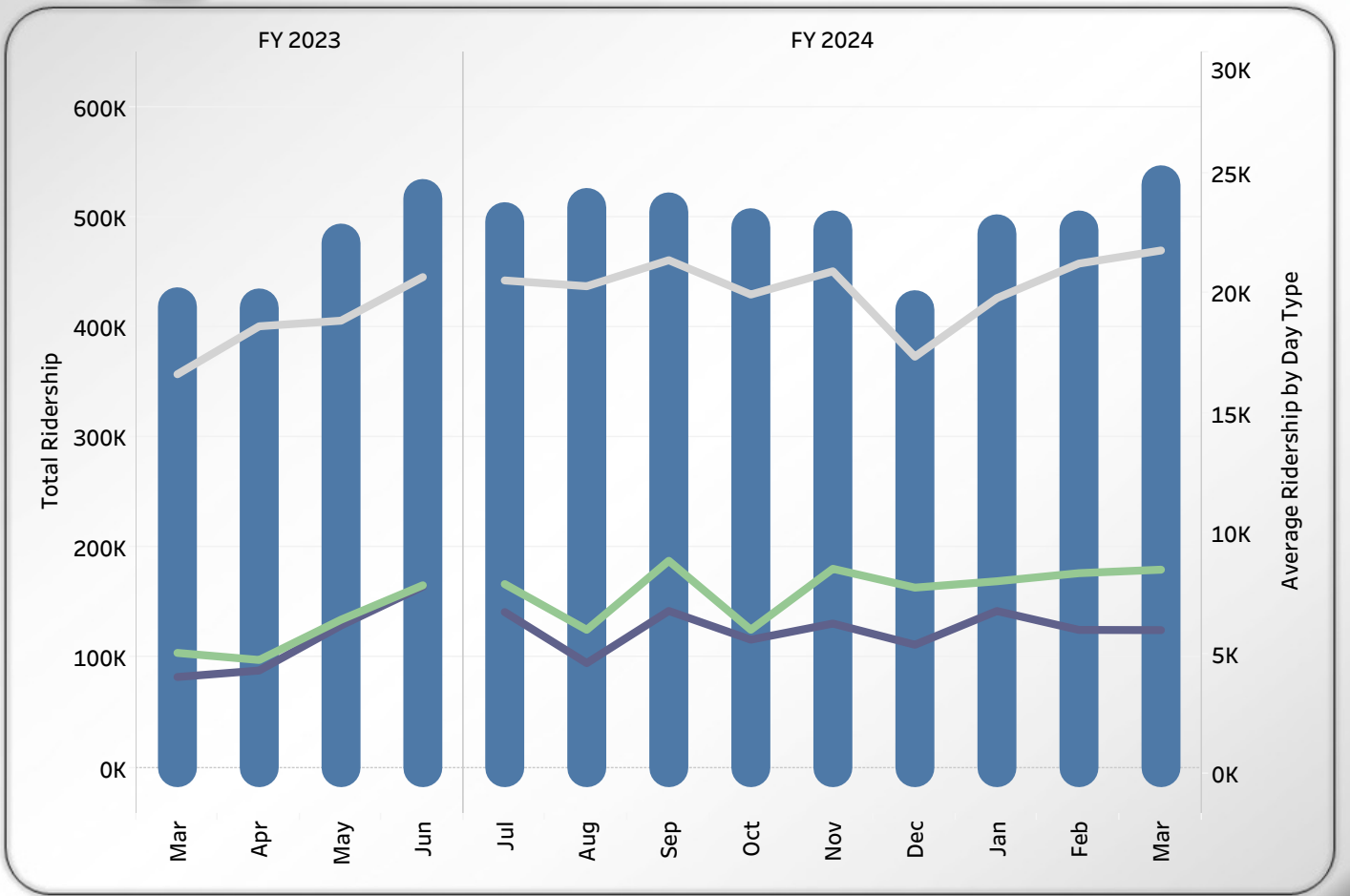
Average Weekday Ridership & 13 Month Average - Mar 2024



Legend | AWR | 13 Month Moving AWR



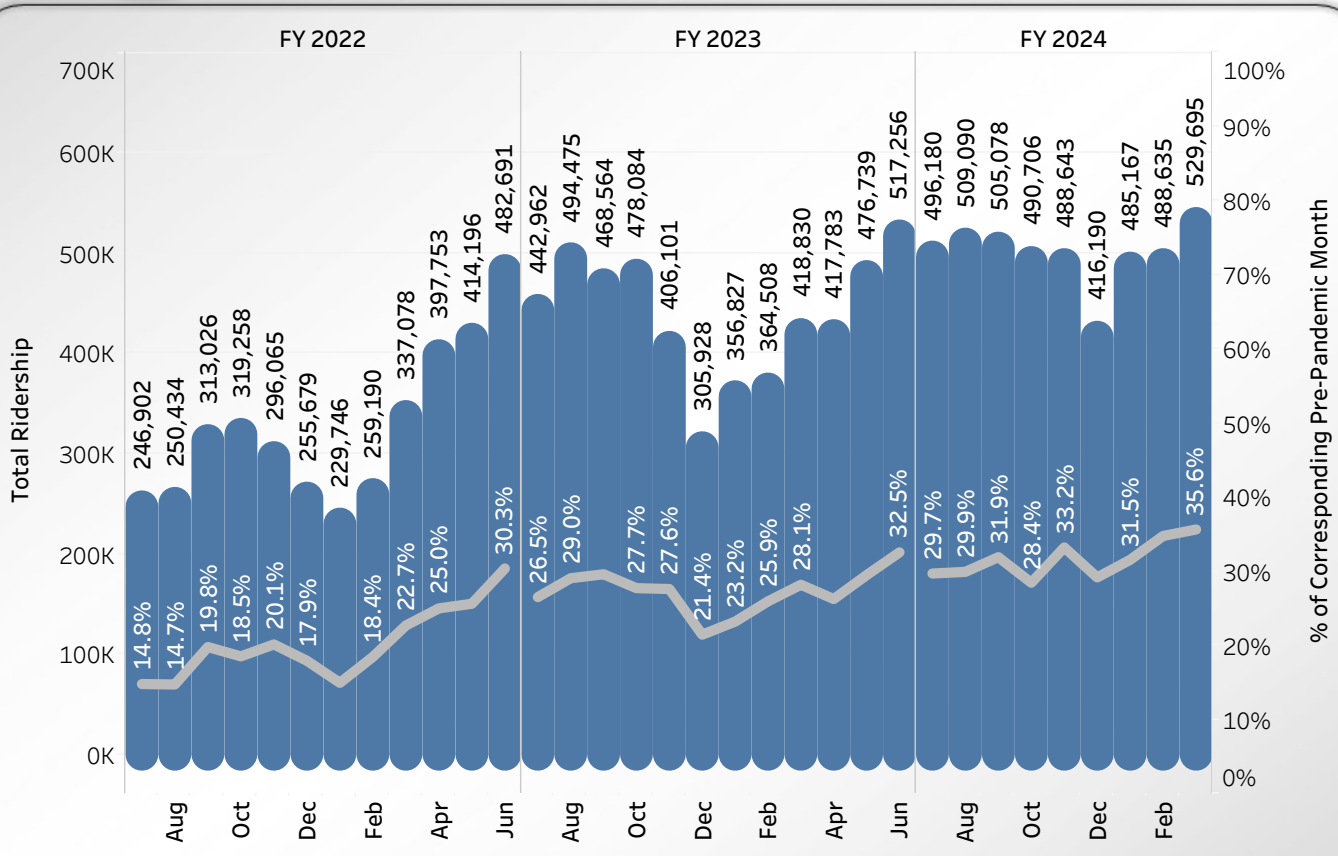
Total Ridership & Average Ridership by Day Type - Mar 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



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

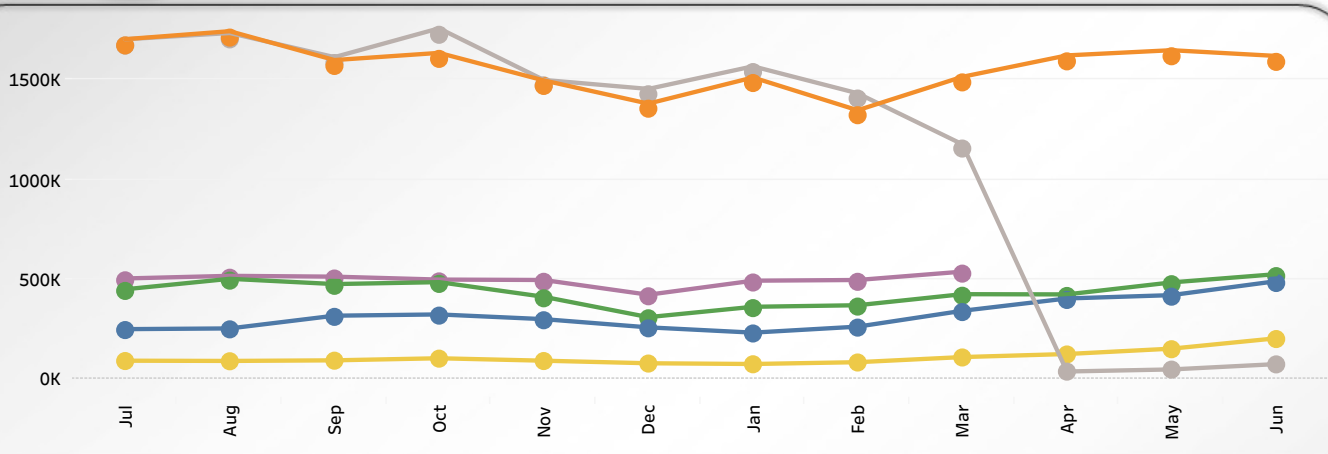


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Mar 2024

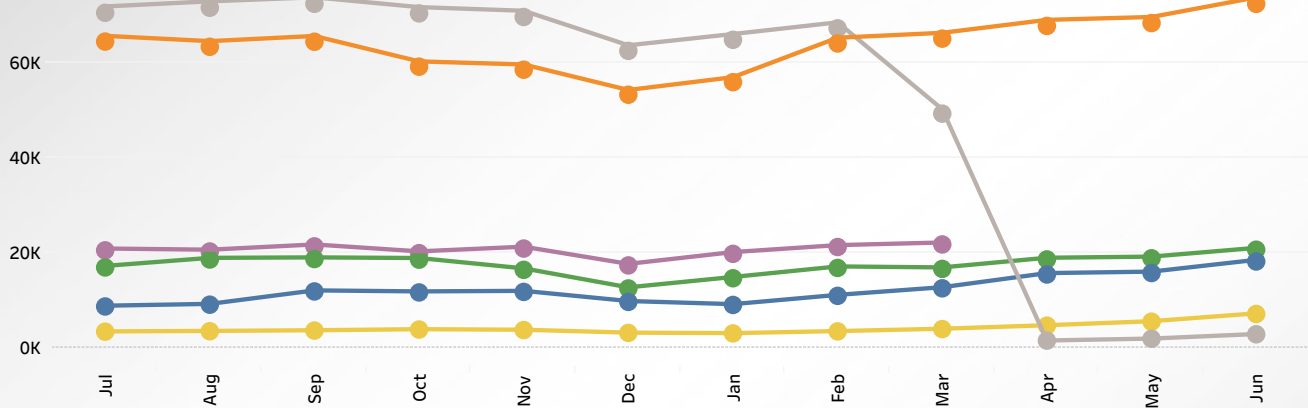


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,643
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,190
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,167
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,635
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,695
Apr	1,593,266	38,584	124,522	397,753	417,783	
May	1,618,825	48,745	150,923	414,196	476,739	
Jun	1,590,653	74,908	201,872	482,691	517,256	

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



Caltrain Average Weekday Ridership - Mar 2024



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	64,435	70,493	3,419	8,721	16,931	20,525
Aug	63,340	71,557	3,517	9,096	18,598	20,284
Sep	64,405	72,387	3,654	11,881	18,696	21,366
Oct	59,159	70,360	3,873	11,673	18,565	19,939
Nov	58,523	69,607	3,760	11,787	16,429	20,904
Dec	53,258	62,480	3,162	9,687	12,513	17,358
Jan	55,897	64,806	3,058	9,044	14,655	19,790
Feb	64,041	67,218	3,484	10,956	16,829	21,226
Mar	65,057	49,276	3,965	12,539	16,628	21,770
Apr	67,728	1,536	4,693	15,451	18,621	
May	68,326	1,935	5,521	15,757	18,853	
Jun	72,370	2,871	7,143	18,187	20,663	

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



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

March 2024

Total Monthly Trips*

March, 2024: 529,695

TIP:

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

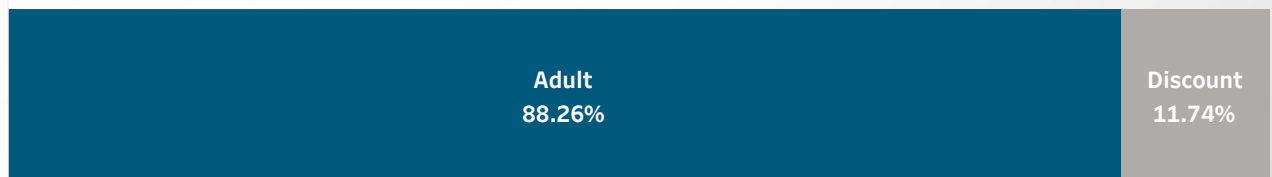
Pass Type



Fare Media Channel



Fare Type



*Trip estimates are distinct from ticket sales data
TVM = Ticket Vending Machine



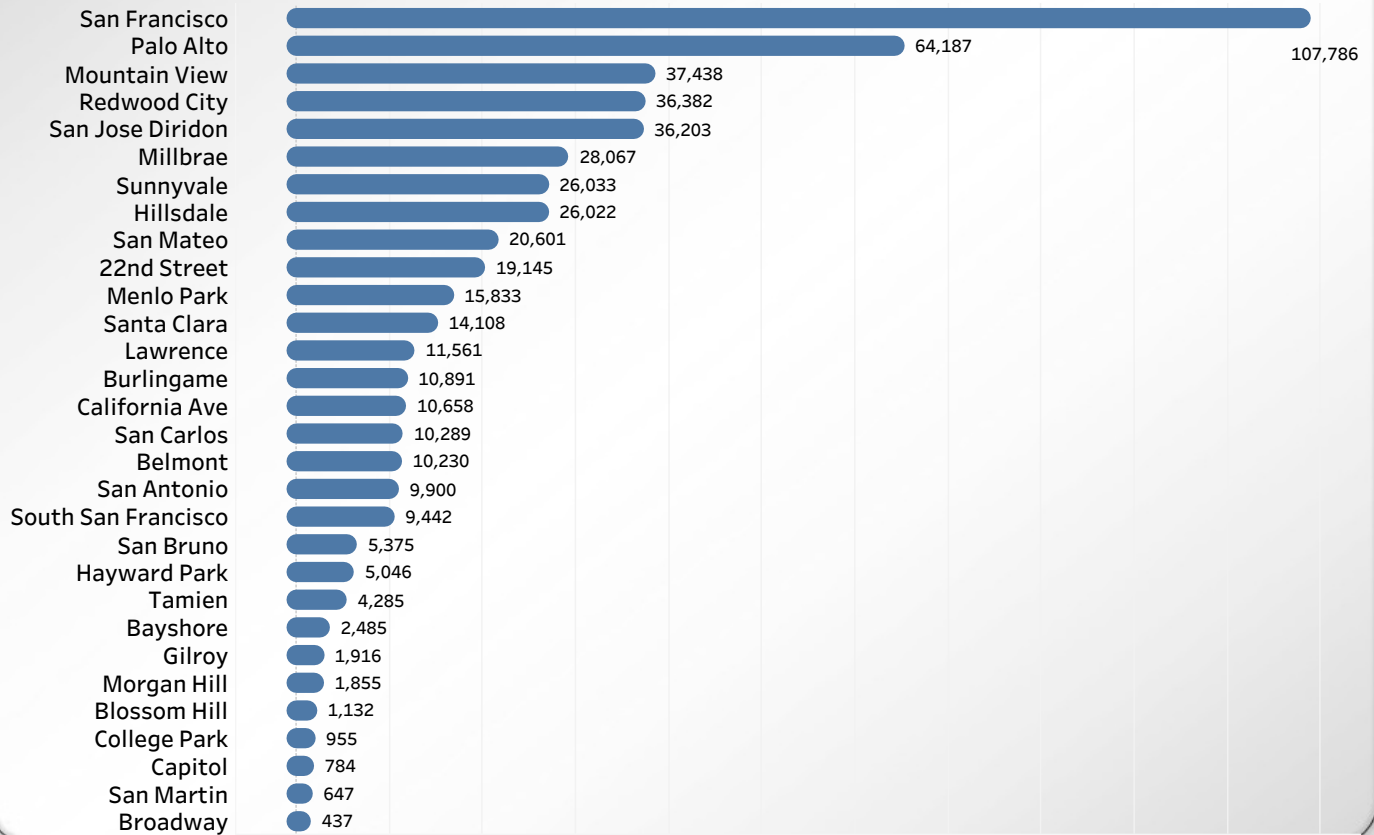
Caltrain Total Ridership by Origin Station

Select Month

March 2024

Select Origin Stations

All



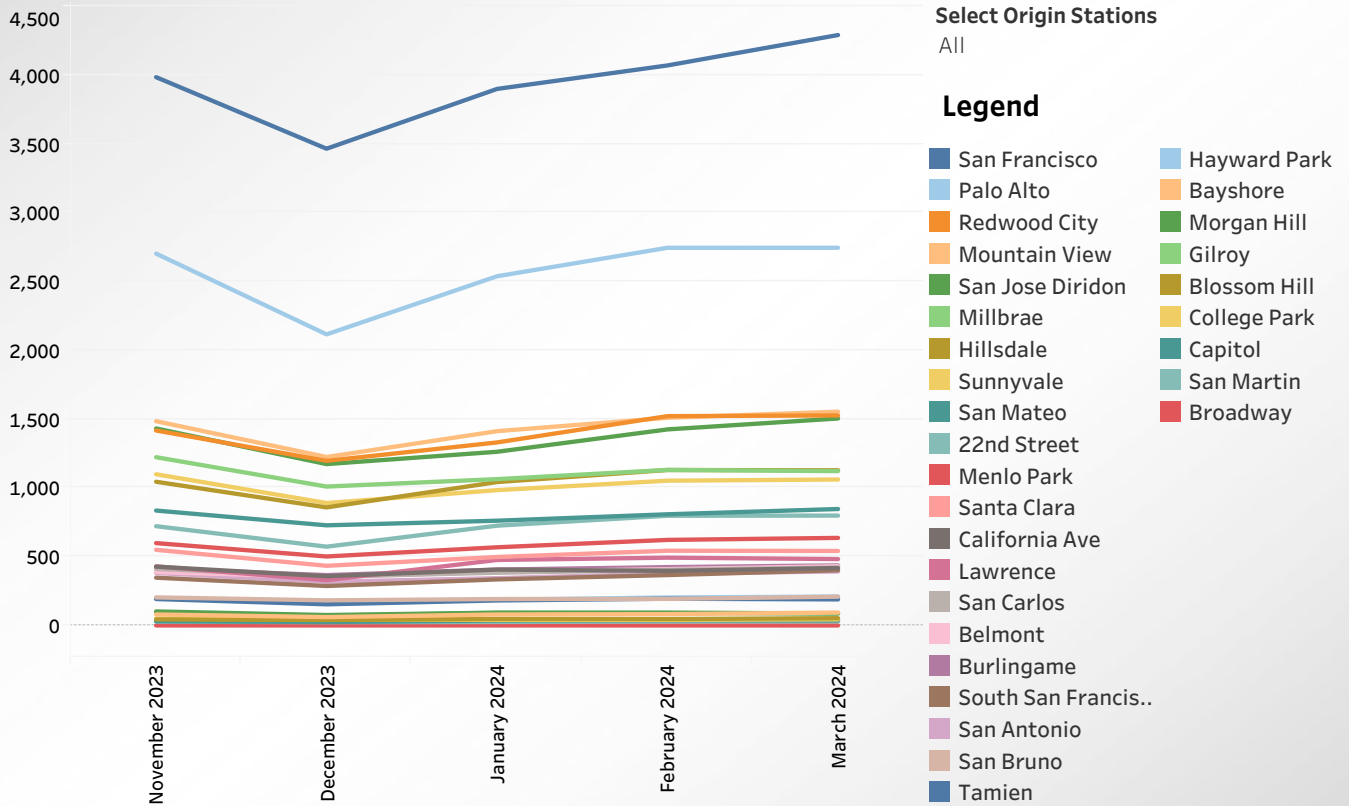
Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

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



Caltrain Average Weekday Ridership by Origin Station

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



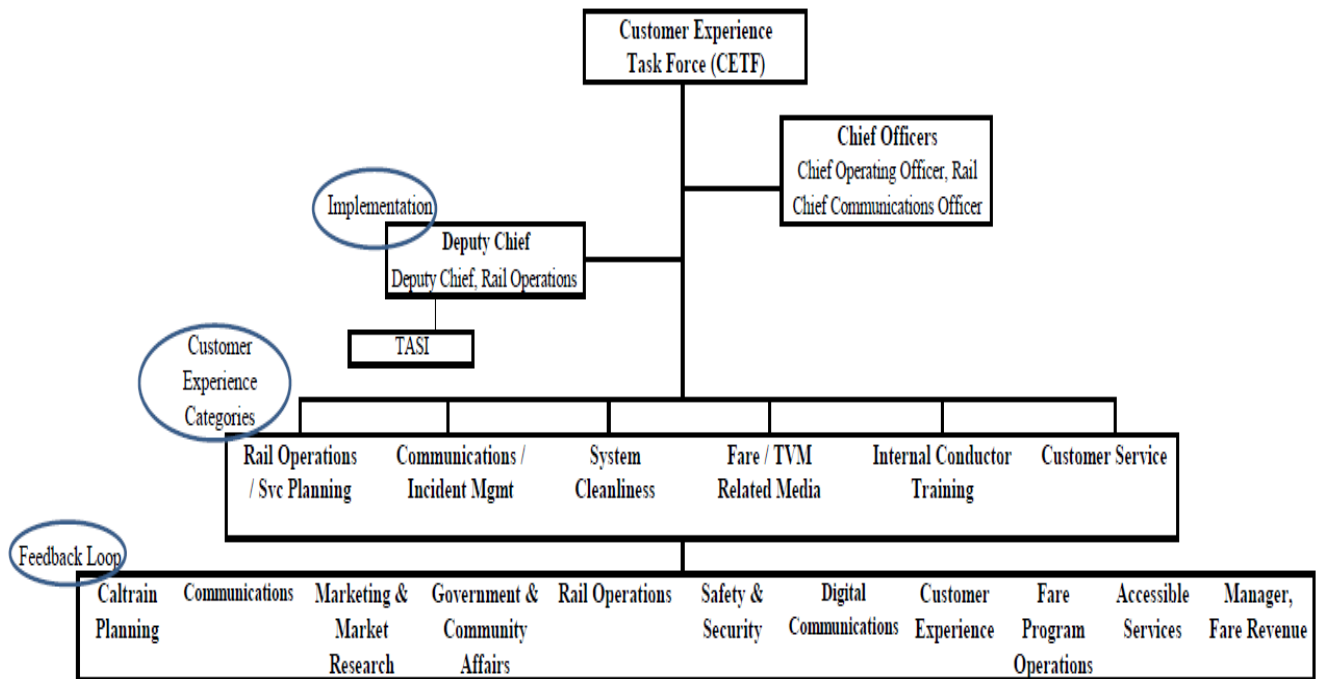
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



Service Operations

The taskforce is spearheading efforts:

- Additional weekend shutdowns and service adjustments will be required in 2024 to support the Peninsula Corridor Electrification Project (PCEP) testing.
 - Caltrain Suspends Morning and Late-Night Train Service on Weekends of April 13-14 & 20-21 to accommodate the testing of the new electric fleet.
 - The first four northbound trains (#221, 225, 229, 233) and the first three southbound trains (#224, 228, 232) will be replaced by bus service between San Francisco and Mountain View.
 - The last northbound (#281) and southbound (#284) trains will be cancelled, and the southbound #280 will be renumbered as #680 and will depart San Francisco a half hour early at 10:28 p.m.
 - Riders should avoid Caltrain and seek alternative transportation if they are planning to travel during these times
 - Limited capacity replacement bus service will stop at selected stations: San Francisco, Millbrae, Hillsdale, Redwood City, Palo Alto, and Mountain View. There will be no replacement bus or train service at other stations between San Francisco and Mountain View during these times.
 - Buses will have limited capacity for luggage and bikes. Riders can use bike parking options, which are available at most stations. Buses will be ADA accessible for each route.
 - Caltrain encourages riders, including Giants fans heading to the home games at Oracle Park on April 20 & 21, to seek alternative transit options. Weekday service will not be affected.
 - If you are using a Clipper Card while traveling on both the bus bridge and rail service, please remember to tap your card or smart device at the Clipper® reader upon boarding the train and again upon exiting the train at your final destination.
 - Caltrain customers using the bus bridge do not need to make an additional payment.
 - Regular weekend service will resume on April 27.
 - Customer Communications:
 - Web/Mobile
 - Landing page: <https://www.caltrain.com/status>
 - Caltrain Mobile App Alerts
 - Social Media
 - Nextdoor.com Posting
 - Website & 511 Transit Alerts
 - Stations/Onboard
 - Station Signage (Notification and Wayfinding)
 - Train Seat Drops
 - Station Ambassadors
 - Station Visual & Audio Announcements

- Press Release
 - Transit Alternatives List
 - Notifications to various stakeholders
- Platform Signage:
 - During construction, station platforms may need to be closed, assigning one designated platform for boarding. Static signs are located on the platforms notifying passengers to “look up and listen” for boarding announcements. Visual messaging and audible station announcements will be made accordingly.
 - Please visit <http://calmod.org/construction/> for further work segment and construction details.

Communications/Incident Management (CICS)

The taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU’s with electrification.
- Global Positioning System application is available for train tracking on [Caltrain website](#).

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

The taskforce is spearheading efforts to:

- Trend customer complaints to establish patterns for improvements.
- Partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer’s experience.
- Systematize customer feedback assessments and then consistently prioritize new initiatives that enhance the customers’ experience.
- RTC Discount Program:
 - We’re partnering with the MTC Transformative Action Plan, to include an option for paratransit applicants to also apply for the Regional Transit Connection Discount program on the paratransit application. This should make the opportunities more inclusive for community members.
- Bike to Wherever Days (BTWD):
 - On May 16, staff will be sponsoring with Silicon Valley Bike Coalition energizer stations at San Mateo and Mountain view. It’s a great day to dust off your bike and get back in the saddle. Stop by Caltrain’s Energizer Stations at Mountain View and San Mateo from 7:30 AM to 10:30 AM. Sign the Pledge and get a free BTWD tote bag, snacks, and swag.

- Coming this Spring:
 - Caltrain is enhancing its real-time service alerts to keep passengers informed about train status through text and email notifications. With this upgrade, passengers will have more control over alerts, tailored to their preferred trains and stations. Caltrain is ramping up the speed and precision of all service alerts, ensuring passengers stay in the know every step of the way. This includes seamless integration with third-party trip planning apps and easy access on [Caltrain.com/alerts](https://caltrain.com/alerts) (also accessible via the Caltrain app).
- Ambassador Program:
 - Our outreach team engaged customers at stations from San Francisco to Mountain View the weekend of March 9-10. Ambassadors also supported Bay FC fans at Santa Clara station who were traveling to PayPal Park for the inaugural home game. Next up: weekend bus bridge outreach for two weekends in April.
- San Carlos Digital Display Pilot Program
 - Four 13-inch digital displays were installed at the street level at the San Carlos Caltrain Station to provide customer with real-time train departure time and a replica of the announcements posted at the Visual Messaging System available on the platform level. This pilot program will assess durability, reliability, and ease of customer communication to be used in future expansion to other stations.

Marketing Customer Commination

- Digital Marketing:
 - Electrification updates: Electric trains tested at full speed, March bus bridge was implemented on March 9 and 10, alongside SPUR Caltrain hosted an electric train tour on March 26 in San Francisco.

 - Sports was a large focus for Caltrain ridership in March, with the return of Baseball (SF Giants) and the debut of BayFC.

 - Caltrain celebrated Women’s History month by passing a proclamation at the March Board Meeting, followed by content on social media, as well as an internal event for staff to celebrate the women of the district.
- Caltrain Digital Marketing Highlights:
 - New Women’s History Month
 - Bad Bunny Chase Center Coverage
 - During the March Board Meeting Engineer Gabe Chavez Jr, Conductor Fabian Alcala, and Conductor Dominique Jolivet were honored with certificates of appreciation and Safety Leader jackets for their help and guidance with an event that happened on the corridor on Feb. 28th.
 - Weekly “Throwback” post leading to the 160th celebration
 - Continued promotion of the new fare rates – Extended
 - New Trains, Faster Experience – Electrification Highlights

- Next Electric Train Tour: May 11th San Carlos
- Caltrain Instagram surpassed 10k followers
- Electric trains tested running at full speed
- Proof of payment – social messaging
- Transit Employee Appreciation Day
- 12 Gallery car were retired the weekend of 3/23, social and in person coverage to capture historic event
- Giants Baseball season returns
- BayFC Home Opener 3/30
- SPUR Electric Train Tour
- Easter

Government and Community Affairs - Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at 4th and King, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
- On Demand Electronic Bike Lockers
 - E- lockers are now available at 22 Caltrain stations. The existing lockers are still meeting demand. We will be doing some on board marketing about the e-lockers for bike month in May of 2024. We will continue to monitor use with an eye toward adding more lockers as needed. More about the e-lockers is available at www.bikelink.org.
- Bike Parking Vendor
 - Station visits and site analysis related to unstaffed bike rooms has begun. Concept ideas for priority stations should be available in late 2024.
- Caltrain Electrification
 - 2024 Service Changes to support the Peninsula Corridor Electrification Project (PCEP) Construction (caltrain.com/status)
 - Additional weekend area shutdowns planned for spring 2024
 - 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.
- 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.
- For more information visit [Caltrain.com/Bayshore](https://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.
- State of Good Repair (SOGR) Station of the Quarter:
 - San Antonio Station SOGR started on October 21, 2023, and the estimated completion date is April 2024. New standard trash receptacles have been replaced for easy maintenance and shelters have been newly painted at the station.
 - New standard station median directional signages will be installed at the San Carlos and San Antonio Stations. Median signs will clearly identify platform designation with "northbound" and "southbound" verbiage added to the signs.
 - San Bruno will be the next SOGR station to begin in April 2024.

AGENDA ITEM #11 (b)
April 17, 2024

JPB CAC Work Plan

January 17, 2024

- TOD presentation
- Safety Quarterly Update
- Public Comment Process

February 21, 2024

- Mini High Project
- Customer Experience Roadmap

March 20, 2024

- Measure RR Audit
- Strategic Financial Plan

April 17, 2024

- Safety Quarterly Update (tree maintenance)
- Wayfinding
- Access policy update

May 15, 2024

- Electrification Update / Broadband Wireless
- Legislation Update (tentative)

June 19, 2024

- Fare Enforcement Update
-

July 17, 2024

- Safety Quarterly Update
- Grade Crossings (tentative)

August 21, 2024

- Electrification Update

September 18, 2024

-
-

October 16, 2024

- Safety Quarterly Update
- Go Pass Pricing

November 20, 2024

- Brown Act Training
-

December 18, 2024

-
-

Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Communication Strategy
- Electrified Service Risk Management Strategy
- Distance Based Fares