



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

June 19, 2024 – Wednesday

5:40 p.m.

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVF0ekISWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>

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

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

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak. Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Items in bold are CAC member-requested presentations

1. Pledge of Allegiance
2. Roll Call
3. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
4. Approval of Meeting Minutes of May 15, 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. 2024 Fare Change Recommendations (Bruce Thompson)
8. Fare Enforcement Update (John Hogan)
9. Staff Report (John Hogan)
 - a) Customer Experience Task Force Update
 - b) JPB CAC Work Plan Update
10. Committee Comments
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.
11. Date, Time, and Place of Next Meeting
July 17, 2024, 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: 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 MAY 15, 2024

MEMBERS PRESENT: D. Albohm, A. Brandt, R. Kutler, P. Leung, J. Torres, (Alternate), M. Pagee (Alternate), S. Seebart

MEMBERS ABSENT: D. Hernandez, R. Jaques (Alternate), A. Lohe, B. Shaw (Chair)

STAFF PRESENT: J. Hogan, J. Navarrete, L. Peabody, D. Ryan, S. Sargent, B. Tietjen

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

CONSIDERATION OF REQUESTS

There were none.

APPROVAL OF MEETING MINUTES OF APRIL 17, 2024

Motion/Second: Pagee/Leung

Ayes: Albohm, Brandt, Kutler, Torres

Abstain: Seebart

Absent: Hernandez, Jaques, Lohe, Shaw

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jeff Carter commented on the EMU public tour event held at San Carlos.

CHAIRPERSON'S REPORT

Vice Chair Brandt Chair commented on the EMU public tour event held at San Carlos. He also commented on the Transbay Joint Powers Authority (TJPA) Tunnel, receiving a grant from the FTA to advance the Portal/Downtown Extension. Lastly, he commented on grade separation interest and Diridon Integrated Station Concept Plan.

Public Comment

Jeff Carter provided historical comments about the railroad.

COMMITTEE COMMENTS

Members commented and applauded staff on the EMU Tour event at San Carlos.

LEGISLATION UPDATE

Devon Ryan, Government & Community Affairs Officer, provided a Legislative update on the Regional Transit Revenue Measure, SB1031, which included the following:

- The timeline.
- The Caltrain Board current position.
- South county service next steps.
- SB1031 Updates.

The full Power Point presentation can be found on caltrain.com.

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

- Further discussion regarding SB1031 regarding funding and conflicting information.
- Proposed amendments to address concerns and amendments that have already been made.
- Request to include labor in the regional financial approach.

Public Comment

Jeff Carter mentioned the importance of the Regional Transit Revenue Measure. He also mentioned other potential forms of funding.

CALTRAIN WAYFINDING

Lisa Peabody, Director, Customer Experience, provided the presentation which included the following:

- Overview of the Regional Mapping and Wayfinding Project
- Updates on Caltrain Alerts & Wayfinding

The full Power Point presentation can be found on caltrain.com.

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

- Request for a tutorial on how to ride Caltrain.
- Regional Mapping and Wayfinding Hubs and user testing will be needed before implementation.
- The outreach strategy was discussed.
- Request to consider cost of the Regional Mapping and Wayfinding Project.
- Further discussion covered social media/platforms topics, including the longevity of QR codes, Caltrain app requests, and Discord.

Public Comment

Jeff Carter mentioned the importance of regional wayfinding between transit agencies as well as regional seamless fares. He also commented on the plans to update the website and future subscription signups.

Andy commented on the wayfinding signage at Hillsdale mall and at the Hillsdale station.

CMF commented on wayfinding, request for more station information including accurate single tracking information. CMF also commented on social media platform Discord.

ELECTRIFICATION UPDATE / BROADBAND WIRELESS

Brent Tietjen, External Affairs Manager, Caltrain Electrification, provided the presentation which included the following:

- Caltrain electrification milestones.
- Electric train testing.
- Upcoming weekend service changes.
- Electrified service plan benefits.
- Public Outreach safety campaign.
- Electric train tour and 160th anniversary celebration at San Carlos.

The full Power Point presentation can be found on caltrain.com.

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

- Caltrain electrification soft launch plan.
- Appreciation of the electric train tour and 160th anniversary celebration at San Carlos and the changes that were made to the safety brochure.
- Status of Wi-Fi on electric trains at the time of full launch in September. Wi-Fi availability is on track.
- Further discussion regarding full shutdown of service in June.
- Comments on environmental benefits were made.

Public Comment

Jeff Carter commented on the launch of Caltrain's electrification and the new electric trains.

Doug DeLong commented on the theft of impedance bonds, wiring on the south end of the corridor, and the paralleling station 7.

Andy commented on his experience in other transit agencies with electric trains.

CMF requested staff to monitor bike capacity.

Sam Sargent, Director of Strategy and Policy, stated that he would add the question regarding monitoring bike capacity on trains to the follow-up list.

STAFF REPORT

- a) Customer Experience Task Force Update
- b) JPB CAC Work Plan Update
- c) Measure RR Report Summary

Sam Sargent, Director of Strategy and Policy, requested the review of Measure RR be pretended before the staff report.

Li Zhang, Chief Rail Commercial & Business Development presented the Measure RR summary and requested the Citizen's Advisory Committee to accept the report by committee vote.

ACCEPTANCE OF MEASURE RR REPORT

Motion/Second: Seebart/Brandt

Ayes: Albohm, Kutler, Leung, Patee, Torres

Absent: Hernandez, Jaques, Lohe, Shaw

Li Zhang advised that a subcommittee would need to be created at least three months prior to the financial audit. Vice Chair Brandt suggested three members make up the subcommittee and requested staff to provide the CAC advance notice.

Sam Sargent, Director of Strategy and Policy provided the following information:

- A summary of the electric train tour events at San Jose Diridon, San Francisco and San Carlos.
- The continued electric train testing.
- The fare enforcement report.
- Ridership trend summary.
- Sam confirmed follow-up items, including the flat spots, automatic people counter distinguishing between people and bicycles and whether bike capacity instances can be made available to the public.
- Reported on Bike to Word Day energizer stations for events later that week.

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

- Fare enforcement data for March and conductor politeness during the process.

COMMITTEE COMMENTS

Member Brandt commented on the incident involving train 109 in Menlo Park, which affected the island circuit and impacted the crossings. He requested an update from staff on the crossing wireless optimizations. Sam stated that he would forward the comment to John Hogan for a response.

Public Comment

Doug DeLong commented on capital projects report and provided feedback on ridership.

DATE, TIME, AND LOCATION OF NEXT REGULAR MEETING

June 19, 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 8:02 pm

DRAFT

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **May:** The May 2024 OTP was 92.2% compared to 93.8% for May 2023.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 4th (Sunnyvale Ave., Sunnyvale @ 9:45 pm), caused 0 trains delayed. The vehicle on the 8th (Sunnyvale Ave., Sunnyvale @ 8:51 pm), caused 10 trains delayed. The vehicle on the 24th (South San Francisco @ 11:50 pm), caused 2 trains delayed.
 - **Mechanical Delays** – In May 2024 there were 1039 minutes of delay due to mechanical issues compared to 1249 minutes in May 2023.
 - **Trespasser Strike** – There was one trespasser strike on May 12th (Hillsdale @ 10:10 am), causing 3 trains delayed, resulting in a fatality.
- **April:** The April 2024 OTP was 89.4% compared to 90.2% for April 2023.
 - **Vehicle Strike** – There was one vehicle strike on April 25th (San Francisco @ 5:19 pm), causing 1 train terminated, 1 train annulled, and 24 trains delayed.
 - **Trespasser Strikes** – There were two trespasser strikes in April, resulting in fatalities. The strike on the 6th (San Carlos Station, San Carlos @ 12:06 am), caused 1 train delayed. The strike on the 12th (California Avenue Station, Mountain View @ 9:20 am), caused 8 trains delayed, 1 train terminated, and 1 train annulled.

- **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 15th (UPRR Territory @ 6:28 pm), caused 2 trains terminated. The vehicle on the 19th (Churchill Ave., Palo Alto @ 11:50 am), caused 0 trains delayed. The vehicle on the 28th (Scott St., San Bruno @ 9:28 am), caused 0 trains delayed.

Caltrain Launches Bay Area Transit Discord Server

On Saturday, May 11, Caltrain launched the Bay Area Transit Discord Server, a social media outlet to help keep both current and potential riders informed and engaged.

The Discord Project will be housing service alerts from all the major Bay Area Transit Agencies - BART, VTA, AC Transit, WETA, Caltrain, and SamTrans. All of the participating agencies will have representatives active on the platform to engage with their respective riders.

An events tab will list both in-person and virtual events from each agency so people can ask questions and coordinate with other transit agencies. People can learn about and RSVP for events, staying abreast of developments throughout the Bay Area's many transit systems. Additionally, the server allows transit users to interact with one another, share photos and discuss transit policy.

Later this year, the server will introduce a feature which auto-populates press releases and blog posts, so riders can stay up to date with what's currently going on at each participating agency.

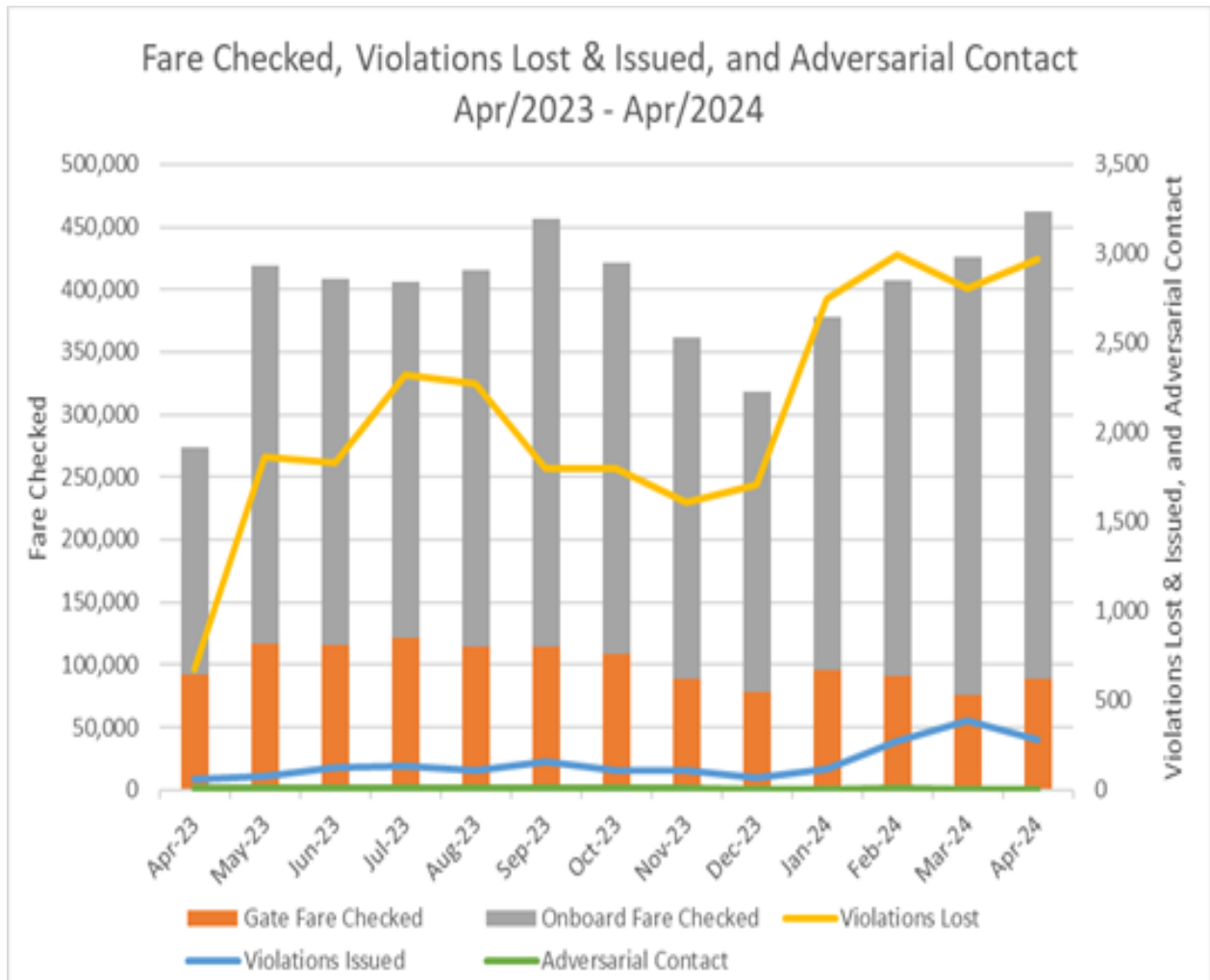
Electrified Corridor Substantial Completion

The Caltrain Electrification project reached substantial completion in May. This milestone signifies the successful turnover of the electrified, 51-mile corridor between San Francisco and San Jose, as Caltrain prepares to transform the system into a faster, more efficient, and sustainable service for commuters throughout the Bay Area.

Post-substantial completion, Caltrain is continuing to work with Balfour Beatty and other partners to deliver operations and maintenance training, conduct pre-revenue service testing, and complete punch list items. Official revenue service with faster and more frequent service will begin in September 2024.

Fare Enforcement Report – June 2024

In April 2024, Caltrain conductors performed a total of 462,670 fare inspections at the terminal and onboard the trains. During this period, 2,970 violations were lost because the rider didn't provide identification and 282 violations were issued. Five incidents were reported as adversarial contact.



Special Services Ridership Report (April)

San Francisco Station

- San Francisco Giants
 - 16 regular season games in April.
 - Season-to-date ridership at San Francisco station was 80,255, a 19.4% increase compared to 2023 (67,221) and a 63.1% decrease from 2019 (128,613).
- Golden State Warriors
 - Four regular season home games in April with post-game ridership boarding at San Francisco station of 1,909.
 - Total season ridership boarding at San Francisco station was 17,671, an 11% increase compared to 2022 (15,922) and a 37.6% decrease compared to 2019 (32,556).

Santa Clara Station

- San Jose Earthquakes
 - One regular season game in April
 - Season-to-date ridership at Santa Clara station was 805.
- Bay FC
 - One regular season game in April.
 - Season-to-date ridership at Santa Clara station was 966.

San Jose Diridon Station

- San Jose Sharks
 - Four regular season home games in April with post-game ridership boarding at San Jose Diridon station of 723.
 - Total season ridership is 7,224, a 74.1% increase compared to 2022/23 season (4,150) and a 26.9% decrease compared to 2019/20 season (9,878).

* 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 April 30, 2024, and is subject to change prior to the June 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.

In April 2024, the project successfully completed the relocation of third-party fiber optic cables and positive train control cables from the MT1 bridge to the MT2 bridge, clearing the way for the upcoming demolition of the MT1 bridge. The project team met with the Federal Transit Administration, the US Army Corps of Engineers, the Regional Water Quality Control Board, the National Marine Fisheries Service, and Valley Water in pursuit of concurrence to commence demolition of the MT1 bridge from above the tops of the riverbanks.

In May 2024, pending concurrence from the agencies listed above, the project will cut and remove portions of the existing MT1 track, excavate the existing track bed south of the Guadalupe River, and begin to install large-diameter cast-in-drilled-hole pile foundations for abutment 5 of the future MT1 bridge. The project will continue to pursue an encroachment permit from Caltrans to access the project site from State Route 87.

The "Funding" status light will remain "Red" until FY24 funding appropriated by the Board in June 2023 is made available to the project.

- **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.

April: The hatches were blasted and primed, continued rust repairs, and fuel tank cleaning for 923. For 928, completed air tank battery box, wiring testing, and built cap interior.

May: The hatches were blasted and primed, continued rust repairs, and fuel tank cleaning for 923. For 928, completed air tank battery box, wiring testing, and built cap interior.

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. Requested supplemental funding as part of the FY25 budget amendment.

- **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.

April: 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.

May: 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.

April: Stadler continued the installation of the Wi-Fi equipment in the EMU trains in Salt Lake City and in the San Jose CEMOF. A total of 7 EMU trains have been equipped with the Broadband equipment to date. Completed the trenching and antenna installation in Segments 3 and 4. Continued construction in Segments 1 and 2. Continued the fiber splicing for the Control Points and wayside radios. Work is 80% completed with the Wayside radio installations. Conducted a segment test in Segment 3 with a EMU train. Awaiting test results from the segment test.

May: Complete the construction in Segment 2 and continue the construction in Segment 1. Continue fiber splicing and testing of the fiber network. Analyze the test results from the Segment test and make corrections if necessary.

Delay in availability of remaining funds: The remaining activated funds are insufficient to cover the entire construction phase. The "Funding" status light will remain "Red" until the remaining funds are available to the project.

- **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.

In April 2024, TASI mobilized on site to perform predecessor work required for Stacy and Witbeck (SWI) to remobilize . TASI progress has been impacted by weather and other high priorities on the railroad. Bi-Weekly progress meetings are being held with TASI. CM staff continue to support the project, on an as-needed basis and continue to hold weekly progress meetings with SWI to work through administrative and planning items. Worked with SWI and Caltrain Operations to schedule track related work for the weekend of June 1st & 2nd.

In May 2024, TASI and SWI will coordinate work and continue construction work in May. 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.

April: Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Ongoing bi-weekly progress meetings being held with TASI for signal construction scope. Worked with SWI and Caltrain Operations to schedule track related work for weekend August 17th/18th to assure completion ahead of PCEP revenue service.

May: Stacy and Witbeck, Inc. work is currently on hold awaiting completion of City of Palo Alto work that is a predecessor to JPB work. Work is not likely to resume until late July or early August of 2024, pending further updates from the City of Palo Alto.

The Schedule status light is red 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.

April: Site Specific Work Plan (SSWP) for Santa Clara, Mountain View and Palo Alto were approved. VMS delivery status was updated. Bench test for material was started. Path verification has been completed . Supplier continues with their preparation to start the site work.

May: Start site work with VMS replacement.

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

In the month of April 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 and performed archaeological coring's at the request of the US Army Corps of Engineers.

In the month of May 2024, the JPB team plans to monitor the performance of the temporary stabilization measures, analyze archaeological coring samples from the permanent stabilization site, prepare a report concluding the results of the archaeological corings, and continue to pursue a Section 404 Permit from the US Army Corps of Engineers. Delays to archaeological corings and the potential need for a formal Section 7 consultation have increased the risk that the Section 404 Permit will not be obtained in time to construct the permanent stabilization during the 2024 dry season.

- **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.

April: SWI mobilized to site and began heritage tree removals. Bird nesting in one tree prevented completion of this activity and other site work as scheduled. Bird fledged nest at end of April so delays to project were limited to 3 weeks. Budgets/Grants continues to work with Caltrans on Program Supplement (PS) for \$3.77M in LPP funds, will proceed with requesting Pre-approval spending authority (PASA) if PS is not executed. 54 Hour

single tracking outage was coordinated with PCEP schedule and is planned for final weekend of August 2024.

May: Grants team will continue to work with Caltrans to execute Program Supplement agreement for LPP funds. SWI will complete removal of remaining trees and proceed with site grading activities.

Additional funding is required to be activated to cover construction phase of the project. \$3.77M in LPP funds still need to be activated. Grants staff are working on the Program Supplement with Caltrans, will proceed with requesting Pre-approval Spending Authority (PASA).



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.



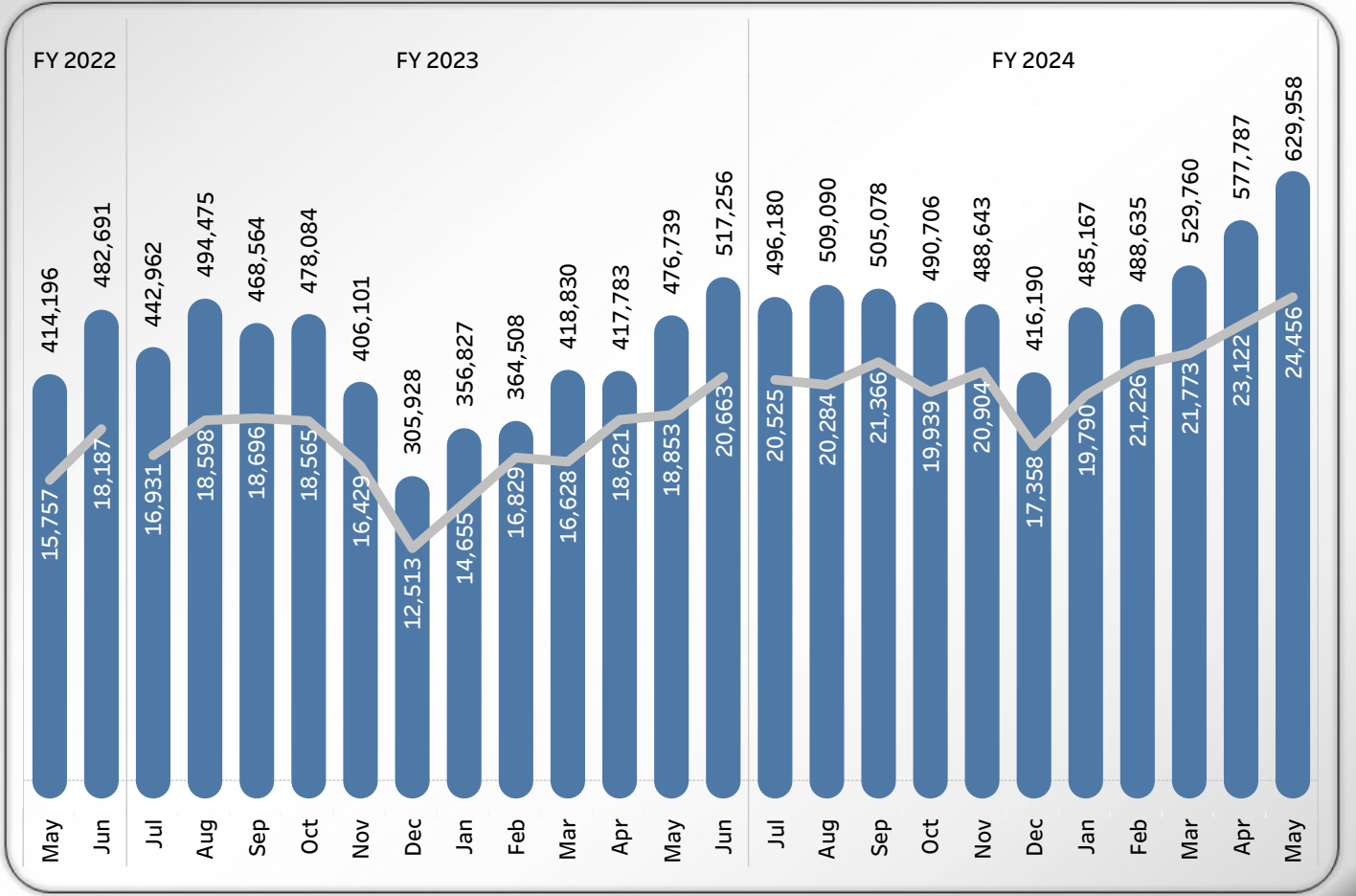
Ridership Executive Summary - May 2024

<u>Monthly Performance</u>	Current Year May 2024	Pre-Pandemic May 2019	May 2024 % of Pre-Pandemic	Last Year May 2023	May 2023 to May 2024 % Change
Total Ridership	629,958	1,618,825	38.9%	476,739	+ 32.1%
Average Weekday Ridership	24,456	68,326	35.8%	18,853	+ 29.7%
Average Saturday Ridership	10,718	15,338	69.9%	6,430	+ 66.7%
Average Sunday Ridership	9,472	10,862	87.2%	6,188	+ 53.1%

<u>Fiscal YTD Performance</u>	Current Year May 2024	Pre-Pandemic May 2019	May 2024 % of Pre-Pandemic	Last Year May 2023	May 2023 to May 2024 % Change
Total Ridership	5,617,195	16,895,820	33.2%	4,630,801	+ 21.3%
Average Weekday Ridership	21,006	62,223	33.8%	17,052	+ 23.2%
Average Saturday Ridership	8,186	24,618	33.3%	7,137	+ 14.7%
Average Sunday Ridership	6,471	23,110	28.0%	6,146	+ 5.3%



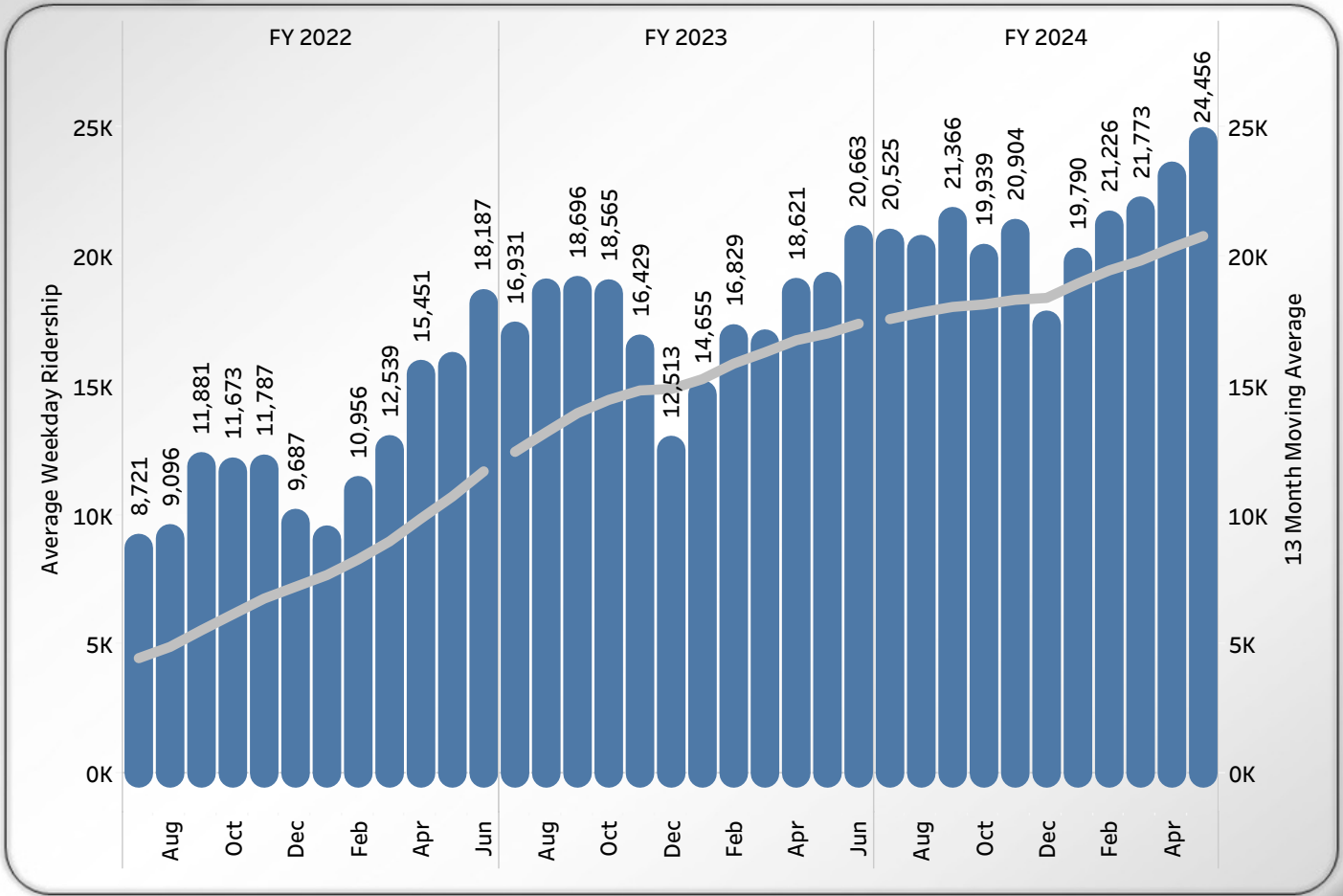
Total Ridership and Average Weekday Ridership - May 2024



Legend | Total Ridership | AWR



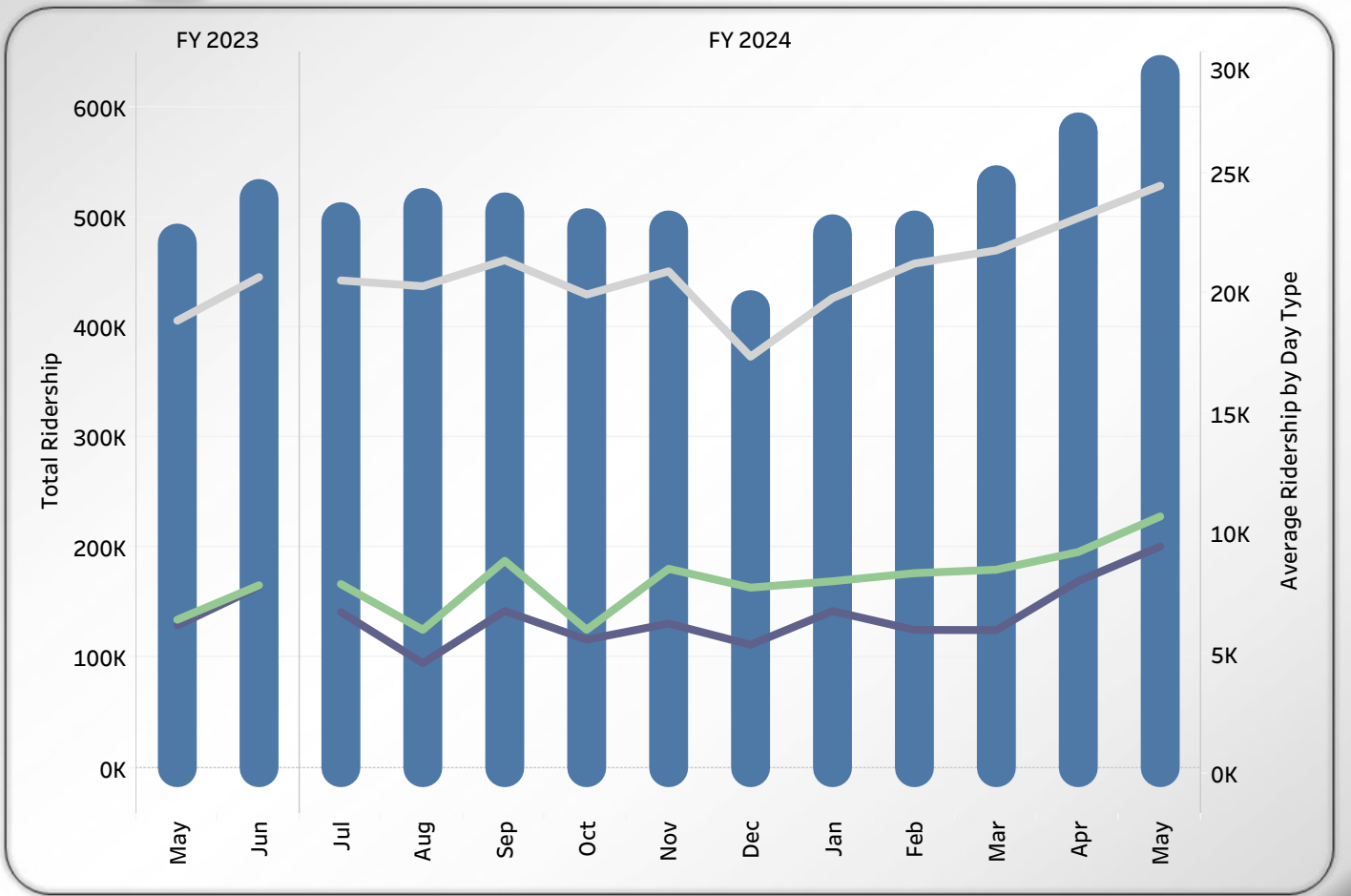
Average Weekday Ridership & 13 Month Average - May 2024



Legend | AWR | 13 Month Moving AWR



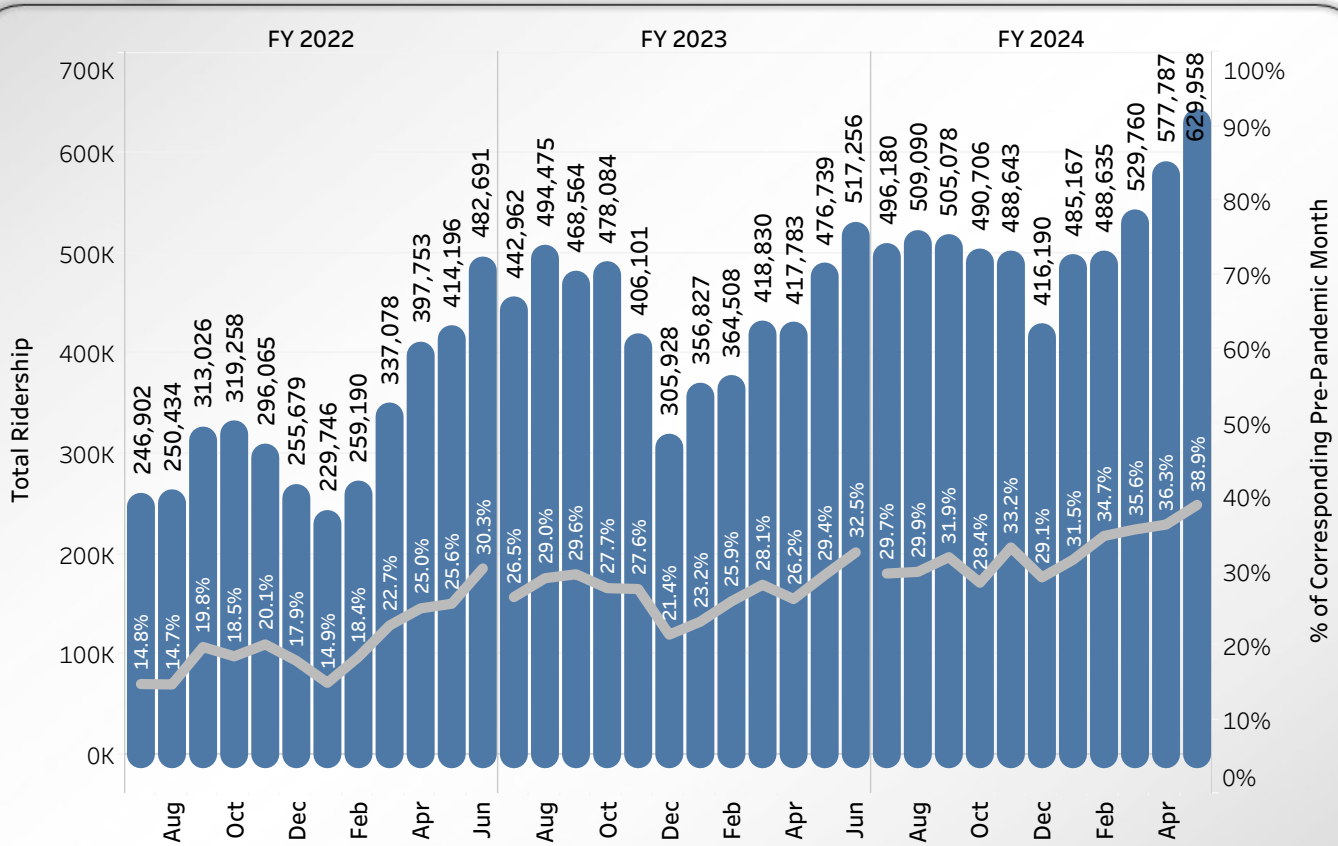
Total Ridership & Average Ridership by Day Type - May 2024



Legend | Total Ridership | Weekday | Saturday | Sunday



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

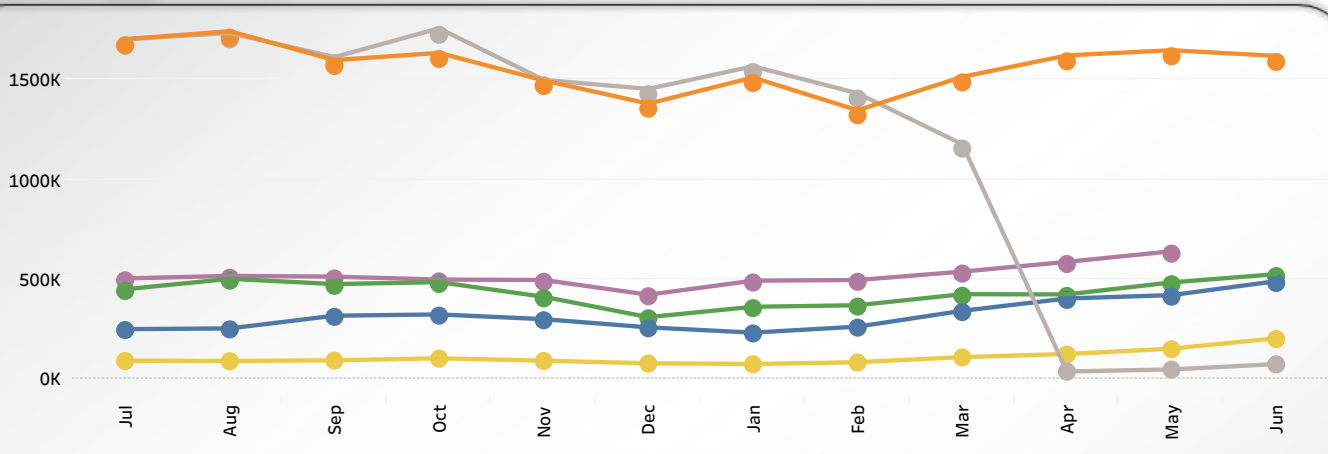


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - May 2024

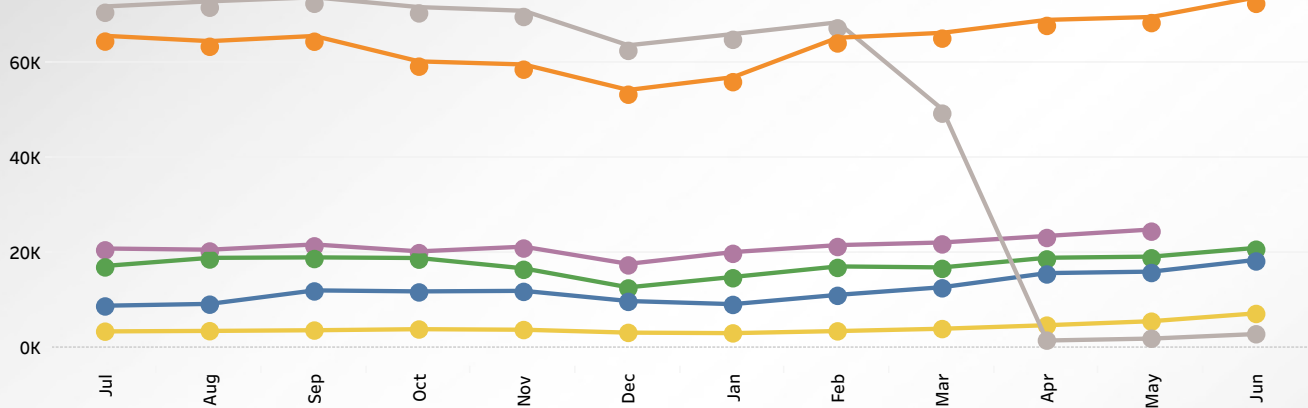


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706
Nov	1,470,239	1,472,693	91,699	296,065	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	529,760
Apr	1,593,266	38,584	124,522	397,753	417,783	577,787
May	1,618,825	48,745	150,923	414,196	476,739	629,958
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 - May 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	21,773
Apr	67,728	1,536	4,693	15,451	18,621	23,122
May	68,326	1,935	5,521	15,757	18,853	24,456
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

May 2024

Total Monthly Trips*

May, 2024: 629,958

TIP:

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

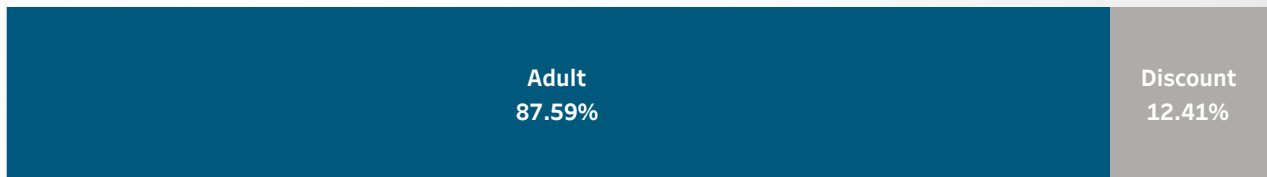
Pass Type



Fare Media Channel



Fare Type

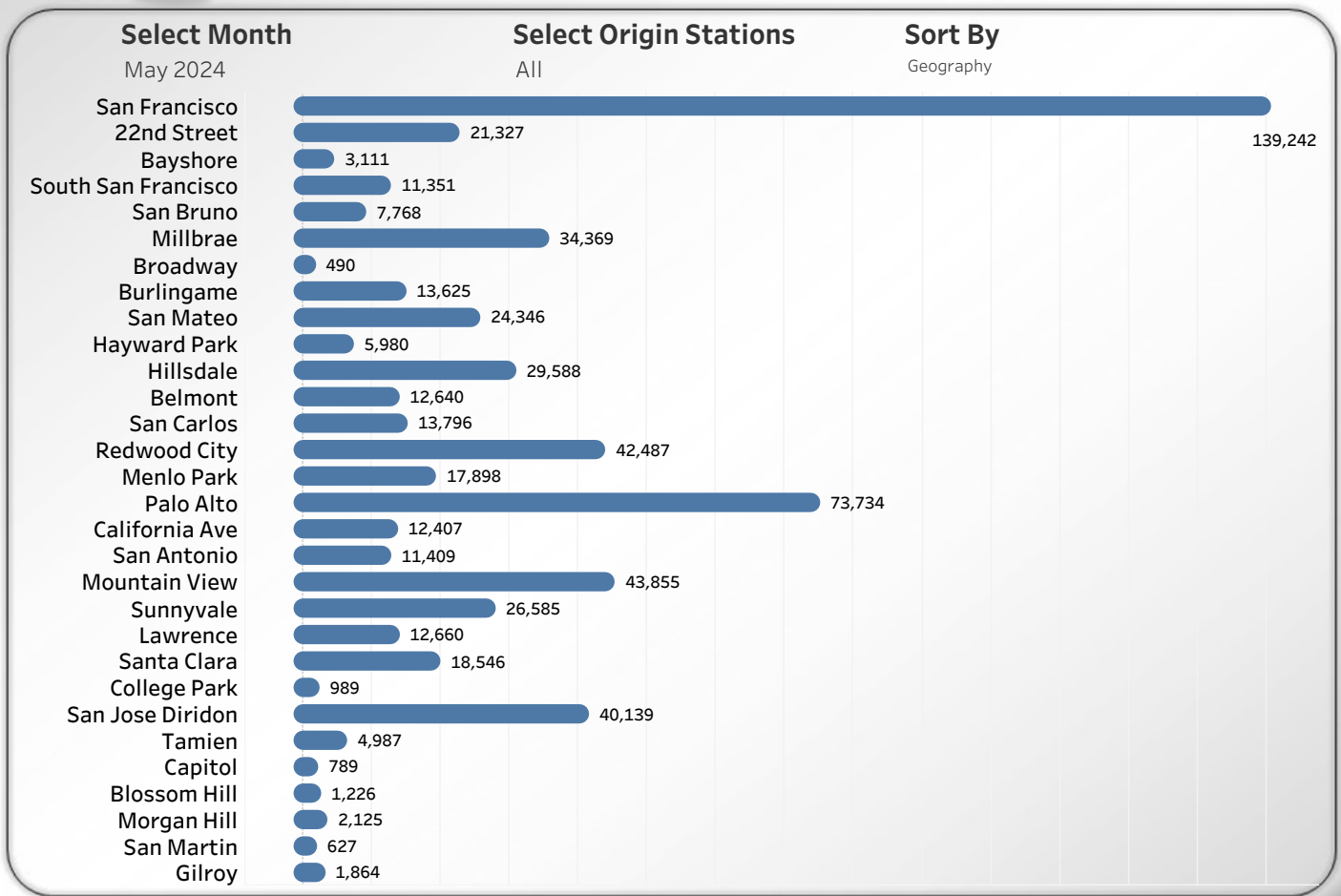


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



Caltrain Total Ridership by Origin Station



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>

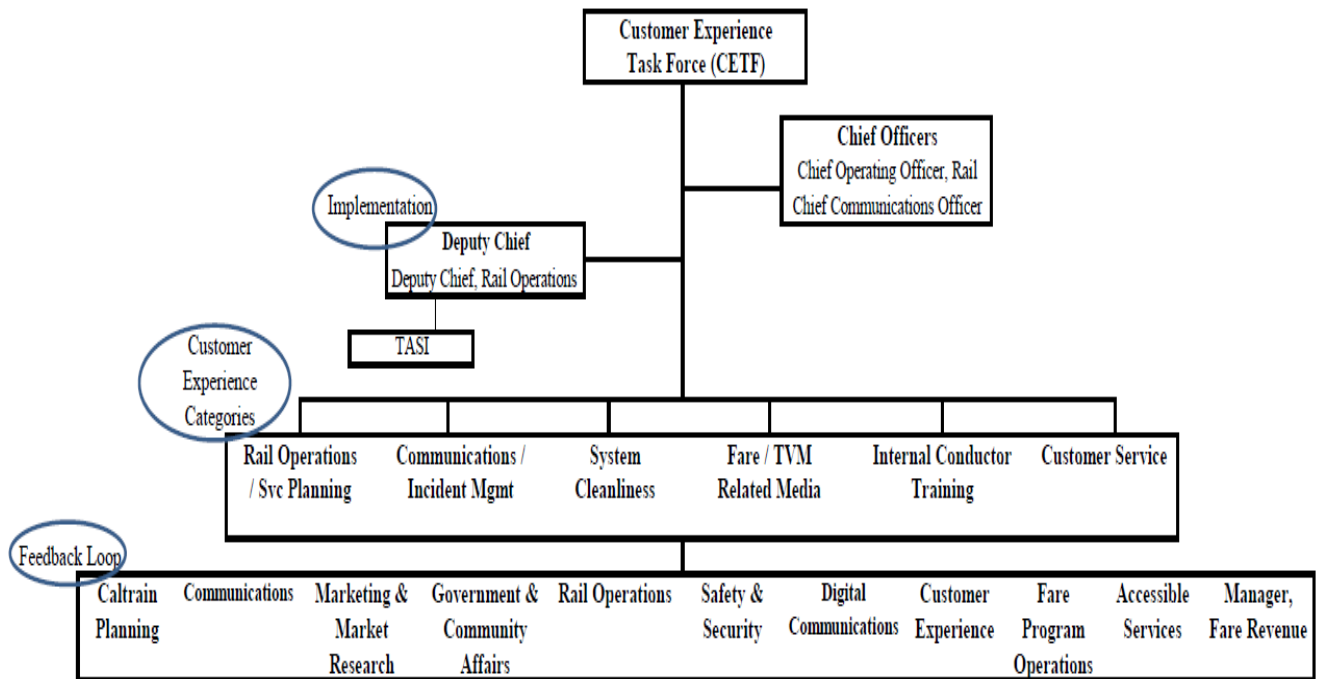
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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:

- 2024 Weekend Service Shutdowns: There are no additional service adjustments needed to support the Caltrain Electrification Project.
 - On June 8-9 during the train service shutdown along the entire corridor, Caltrain conducted a successful test of eight trains running simultaneously. This marks the final corridor wide test before the launch of electrified service, as well as the last weekend service change for the Electrification project.
 - Thank you to all our riders for your patience as we have worked to improve the railroad. Faster, more frequent and sustainable electric service will start in September 2024.
- Caltrain Electrified Service Plan:
 - The new Electrification Schedule will go into effect on September 21, 2024
 - The weekday and weekend timetables are in the process of being finalized.
 - For more information: <https://www.caltrain.com/projects/electrification/project-benefits/Caltrain-electrified-service-plan>
- 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 partner with Rail Operations and Maintenance to use customer feedback to drive changes to enhance the customer’s experience.

- New LED display monitors are being installed in San Jose Diridon station tunnel for Caltrain service information.

- New Visual Message Signs (VMS) are being installed up and down the corridor to modernize and have more flexibility and capabilities for platform communications.
- June 8th-9th Caltrain weekend service shutdown. A bus bridge served San Jose Diridon, Palo Alto, and Millbrae stations. Outreach ambassadors were on hand for assistance from 8am – 8pm.
- Coming this Summer: Caltrain is enhancing 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. Alerts will still be available on caltrain.com/alerts, @CaltrainAlerts X (Twitter) account, and via third-party trip planning apps like Google Maps and Apple Maps.
- Recent events:
 - Bike to Wherever Days: On May 16th Caltrain sponsored, with Silicon Valley Bike Coalition, energizer stations at San Mateo and Mountain View to raise awareness of Caltrain customers who use bikes & scooters as a first and last mile option. Caltrain continues its “Free 100 hours of eLocker Service” promotion in support of our cyclists. More information at www.caltrain.com/rider-information/bicycles/bike-parking
 - Bay FC Woman’s Pro Soccer: Caltrain wrapped up their third ambassador outreach at Santa Clara station on May 1st to support fans using Caltrain to travel to and from the game.
 - Bay to Breakers: Ambassadors provided support for the extra Caltrain service at San Jose Diridon and Palo Alto for the annual event, as a way to travel safely to and from the event.

Marketing Customer Commination

- Digital Marketing:
 - Electrification updates: The last electric train tour was held on May 11th at San Carlos, this tour garnered over 5000 RSVPs, concluding the public tour series. During the event, the Discord server was announced. In addition, the complete corridor shutdown was made public to test for electrification.
 - Sports were a large focus for Caltrain ridership in May. The Los Angeles Dodgers visited the Bay bringing a large influx of riders for the series.
 - Caltrain celebrated Bike Month, hosting energizer stations in Gilroy, Mountain View, and San Mateo.
- Caltrain Digital Messaging Highlights:
 - Launch Public Tour, San Carlos May 11th
 - Giants Baseball
 - Teasing new ways to communicate delays – Discord was launched on May 11th
 - Bike Month
 - Bike To Wherever Day
 - Bay to Breakers – Extra service was provided to the event.

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 and at station e-locker marketing in Summer 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.
- Bike to Wherever Days (BTWD)
 - On May 16th Caltrain teamed with Silicon Valley Bike Coalition to sponsor energizer stations at San Mateo and Mountain View stations. Customers who pledged to ride a bike received free BTWD tote bag, snacks, and swag. Several people were shown a demo about how to use a bike e-locker.
- Caltrain Next Generation Visual Message Signs
 - The Next Generation Visual Messaging Signs (VMS) Project is upgrading the VMS at 22 Caltrain stations, including San Francisco, 22nd Street, Bayshore, San Bruno, and others. These signs provide critical information to riders, such as train arrivals, delays, and platform changes. The new signs will feature color capability, improved resolution, better pixel density, enhanced maintainability, easier troubleshooting, and modular repair options. Construction began on May 13, 2024, and will continue through Fall 2024, enhancing the overall experience for Caltrain riders.
- 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.

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):
 - Mini SOGR Project: Prepare various stations for the Electric Train Launch in September 2024. Starting in Burlingame in May 2024.
 - San Antonio Station SOGR: Installation of new standard trash receptacles for easier maintenance and newly painted shelters has been completed in May 2024.
 - Various Station Signage: Installation of new standard median directional signage at San Carlos and San Antonio stations with clear platform designation with “northbound” and “southbound” verbiage has been completed in May 2024.
 - Mountain View Parking Lot: Striping and numbering of the parking lot has been completed in May 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)
- Wayfinding

June 19, 2024

- Fare Enforcement update
- Fare Changes effective September 1

July 17, 2024

- Safety Quarterly Update
- Grade Crossing Strategy (tentative)
- Access Policy update

August 21, 2024

- Electrification Update
- Fare Promotions update (tentative)

September 18, 2024

- Distance Based Fares (tentative)
- Energy Procurement (tentative)

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