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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

April 16, 2025, 5:40 pm

Bacciocco Auditorium, 2nd Floor

1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBVVF0eklSWU5Vdz09> or by entering Webinar ID: **838 1814 2155**, passcode: **714398**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, 1250 San Carlos Avenue, Bacciocco Auditorium - Second Floor, San Carlos, CA, or any other noticed location.

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 CAC's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Verbal public comments will also be accepted during the meeting in person and 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.

Note: All items appearing on the agenda are subject to action by the Committee.

CAC MEMBERS: **San Francisco City & County:** Rosalind Kutler, Rohit Sarathy
San Mateo County: Davis Albohm, Amit Lohe, Adrian Brandt (Chair)
Santa Clara County: Kristopher Linquist, Patricia Leung (Vice Chair)

Each public comment is limited to three minutes. The Committee Chair has 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.

April 16, 2025 - Wednesday

5:40 pm

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes for March 19, 2025 **(5:45 pm)** Motion
6. Public Comment on Items Not on the Agenda **(5:50 pm)**
Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
7. Report of the Chair **(6:00 pm)** Informational
8. Safety Quarterly Update (Mike Meader) **(6:10 pm)** Informational
9. Service Vision Update (Melissa Jones) **(6:30 pm)** Informational
10. Wireless Crossing (Aaron Marx) **(6:50 pm)** Informational
11. Staff Report (John Hogan) **(7:10 pm)**
 - 11.a. Customer Experience Task Force Update Informational
 - 11.b. JPB CAC Work Plan Update Informational
12. Committee Member Comments **(7:20 pm)**
Committee members may make 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 / Location of Next Regular Meeting: Wednesday, May 21, 2025 at 5:40 pm.
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.
14. Adjourn

Information for the Public

All items appearing on the agenda are subject to action by the Committee. If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Committee can be emailed to cacsecretary@caltrain.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Committee Meetings

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. JPB Citizens Advisory Committee (CAC): Third Wednesday of the month, 5:40 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

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 instruction.

Public Comment*

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the Committee Secretary. Prior to the meeting's call to order, public comment may be sent to cacsecretary@caltrain.com 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 CAC's weekly correspondence and posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. 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

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested 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 94070-2420; 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 is distributed to a majority of the legislative body, will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-2420, at the same time that the 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 19, 2025

Members Present: D. Albohm, A. Brandt (Chair), A. Kulkarni (Alternate), R. Kutler, P. Leung (Vice Chair), K. Linquist, M. Pagee (Alternate), R. Sarathy, P. Wickman (Alternate)

Members Absent: L. Acosta, A. Lohe

Staff Present: B. Baney, J. Brook, H. Flores, S. Mudge (HNTB), R. Nielsen (Brown Armstrong), S. Sargent, B. Thompson, A. To

1. Call to Order

Chair Adrian Brandt called the meeting to order at 5:40 pm.

2. Pledge of Allegiance

Member Kristopher Linquist led the Pledge of Allegiance.

3. Roll Call

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

4. Consideration of Requests, if any, of Committee Members to Participate Remotely Due to Emergency Circumstances – There were none.

5. Approval of Meeting Minutes of February 19, 2025

Motion/Second: Wickman/Sarathy

Ayes: Albohm, Kulkarni, Kutler, Linquist, Pagee, Sarathy, Wickman, Brandt

Absent: Acosta, Lohe

Abstain: Leung

6. Public Comment for Items Not on the Agenda

Jeff Carter, Millbrae, commented on out-of-service bike car doors.

Roland commented on operations and maintenance of rail cars.

7. Chairperson's Report

Chair Brandt reported on the following:

- New toilet installations at Redwood City and Sunnyvale stations
- Broadway Burlingame grade separation value engineering
- RailSentry and photo monitoring to address track incursions
- New BART (Bay Area Rapid Transit) fare gates; VTA (Santa Clara Valley Transportation Authority) strike effect on other transit modes

Public Comment

Jeff Carter, Millbrae, commented on track incursion mitigation and Broadway grade separation. Roland commented on the VTA strike and grade crossings.

8. Public Hearing on the Annual Audit of Measure RR Tax Revenue & Expenditures for Fiscal Year Ended June 30, 2024

a) Open Public Hearing

Chair Brandt opened the public hearing.

b) Staff Report

Annie To, Director, Accounting, provided a summary of the audit process and introduced Ryan Nielsen, Managing Partner, Brown Armstrong. Mr. Nielsen provided the presentation, which included the following:

- Unmodified clean opinion
- No disagreements encountered in performing the audit and no findings or questioned costs on internal control and compliance

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

- Unallowed expenses include donations for political purposes, contributions to organizations that influence public policy
- Auditor examined samples of reports, including high-risk areas
- Staff to develop simplified public-facing report in coming weeks
- Suggestion to do a deeper dive into certain aspects of audit in future hearings

c) Public Comment

Roland commented the annual report should show compliance with ballot language and how funds were spent.

d) Close Public Hearing

Motion/Second: Leung/Kutler

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

Absent: Acosta, Kulkarni, Lohe

e) Board Discussion

Committee Discussion

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

- Request to include a summary or graphic in public-facing staff report

Motion/Second: Kutler/Leung

Ayes: Albohm, Kulkarni, Kutler, Linqvist, Pagee, Sarathy, Wickman, Leung, Brandt

Absent: Acosta, Lohe

9. Go Pass & Partnership Updates

Bruce Thompson, Manager, Fare Program Operations, provided the presentation, which included the following:

- Objectives include responding to changing market and building new ridership in light of declining GoPass revenue since Fiscal Year 2021
- Challenges with acquiring new business include high cost and requirement that all employees join the program
- Removing GoPass pricing from fare structure
- Educational institution category changes included free passes for undergraduate students if all staff enroll – build future customer base
- Leave Bay Pass agreement in place; outreach to current clients
- Criteria for retaining participants, pricing structure, and utilization

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

- Tagging on and off still required with GoPass
- Suggestion for discount for passholders (friends and family, residents/tenants, semiannual passes, group tickets, distance-based fares)
- Caltrain agreement with Bay Pass, suggestion for a longer-term contract than annual
- Integration with other transit benefit programs

Public Comment

Jeff Carter, Millbrae, commented on tiered fare structure, annual passes, distance-based fares, and commuter pre-tax benefits.

Victoria Carmona, San Jose, commented on monthly GoPass convenience.

Doug DeLong, Mountain View, commented on the tiered pricing structure and point-to-point pricing.

Adina Levin, Seamless Bay Area, commented on the relationship between Go Pass and Bay Pass.

Roland commented on fare structure, group discounts, and special events.

10. Update on Caltrain Strategic Sustainability Plan & Caltrain Climate Vulnerability Study

Bo Baney, Principal Sustainability Planner, provided the presentation, which included the following:

- Reducing carbon emissions, engaging staff and community, and improving efficiency
- Strategic Sustainability Plan will set direction for next ten years
- Encouraging transit use for employees and public
- Setting priorities and evaluation criteria for Plan
- Evaluation criteria included environmental impact, financial benefits, staff time requirements – get credit for sustainability achievements, and grant funding
- Caltrain Climate Vulnerability Study – analyzed climate impact on operations, riders, infrastructure, employees

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

- Outreach via social media, website, take-ones on trains
- Heat mitigation; Shade/shelter at stations; last-mile prioritized to help disadvantaged communities
- Getting more people on the train and out of cars, weighting plan evaluation criteria
- Improving labor efficiency, resulting in lower fares and improved service

Public Comment

Jeff Carter, Millbrae, commented on climate change, increased weekend frequency, and the Caltrain Strategic Sustainability Plan.

Doug DeLong, Mountain View, commented on having solar panels on shelters, and regeneration of power via battery storage.

Adina Levin, Seamless Bay Area, commented that getting people out of cars is the main priority, equity program, mode share, and TOD (transit-oriented development).

Roland commented on greenhouse gas reduction, shade at stations, and the grading alternative in San Jose.

Ashish Kulkarni left the meeting at 8:26 pm.

11. Staff Report

11 a) Customer Experience Task Force Update was heard prior to Flat Spots.

• Flat Spots

Henry Flores, Director, Rail Vehicle Maintenance, and Steven Mudge, Vice President, Transit and Rail, HNTB provided a report on flat spots, which included the following:

- Maintenance working with HNTB; Stadler and brake manufacturer are working together
- Tread conditions; Brake manufacturer - pneumatic braking effort is appropriate
- Distribution between the braking effort motor truck versus trailer truck

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

- Reasons for flat spot occurrences
- Potential design, software, or hardware defect - significant amount of tread defects
- Trains going into emergency mode for unknown reasons
- Process for crew to report to Rail Vehicle Maintenance

a) Customer Experience Task Force Update

Sam Sargent, Director, Strategy and Policy, provided the staff report, which included the following:

- Increased on-time performance; One trespasser strike in January and February

- Partner with venues for special events
- Total ridership at The Committee had a discussion and staff provided further clarification in response to the Committee 49.3 percent of pre-pandemic levels; Increased weekend ridership

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

- Trains leaving early
- Wi-Fi reliability

b) JPB CAC Work Plan Update – There was none.

Public Comment

Jeff Carter, Millbrae, inquired about APCs (automated passenger counters) tune up. Mr. Sargent said staff are still testing.

Adina Levin, Seamless Bay Area, commented on open payment systems and partnerships with venues.

Roland commented on wayfinding, inadequate power supply on trains, and flat spots.

12. Committee Comments – There were none.

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

April 16, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. Adjournment

The meeting adjourned at 9:06 pm.

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

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **March:** The March 2025 OTP was 95.4% compared to 89.6% for March 2024.
 - **Vehicle on Tracks** – There were six days with a vehicle on the tracks. The vehicle on the 18th (16th St., San Francisco @ 9:24 pm), caused 2 trains delayed. The vehicle on the 21st (Charleston Rd., Mountain View @ 6:35 am), caused 1 train delayed. The vehicle on the 22nd (16th St., San Francisco @ 6:50 am), caused 0 trains delayed. Another vehicle on the 22nd (Charleston Rd., Mountain View @ 6:35 am), caused 2 trains delayed. The vehicle on the 27th (Mission Bay Dr., San Francisco @ 10:15 pm), caused 1 train delayed. The vehicle on the 28th (UPRR Territory @ 6:09 pm), caused 2 trains delayed.
 - **Mechanical Delays** – In March 2025 there was 0 minutes of delay due to mechanical issues and 257 delays due to mechanical EMU issues.
 - **Trespasser Strike** – There was one trespasser strike in March, resulting in a fatality. The strike on the 4th (Palo Alto @ 8:48 am), caused 2 trains terminated, 1 train annulled & 16 trains delayed.
- **February:** The February 2025 OTP was 89.2% compared to 86% for February 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 2nd (Charleston Rd., Palo Alto @ 6:41 pm), caused 2 trains delayed. The vehicle on the 7th (Redwood City Station @ 10:03 pm), caused 2 trains delayed. The vehicle on the 28th (16th St., San Francisco @ 8:05 pm), caused 3 trains delayed.

- **Trespasser Strike** – There was one trespasser strike in February, resulting in a fatality. The strike on the 8th (Glenwood Ave., Redwood City @ 6:46 pm), caused 1 train terminated, 1 train annulled & 10 trains delayed.

[New Poll Show Strong Regional Approval for Caltrain](#)

A new poll of likely voters in Santa Clara, San Mateo and San Francisco counties shows overwhelming approval for Caltrain, with 82% of respondents reporting a favorable view of the transit agency. Riders of Caltrain report even stronger approval of the agency, with 84% of occasional riders and 91% of frequent riders reporting a favorable view.

Importantly, respondents recognize the need for additional funding for public transit, with 73% stating there is either some or a great need for more funding.

Nearly two-thirds of respondents in San Francisco and San Mateo counties would support a Caltrain funding measure, with support at 65% and 63%, respectively. A majority of voters polled in Santa Clara County also supported a Caltrain measure, all encouraging signs of public support for Caltrain funding.

[Caltrain Implements Safety Improvements at Grade Crossings Utilizing AI Technology With More Safety Installations to Come in 2025](#)

Caltrain has begun installing a LiDAR and camera-based artificial intelligence (AI) solution, called RailSentry, at its Churchill Avenue Crossing in Palo Alto as part of its ongoing commitment to safety improvements. This new technology, developed by Herzog, uses a combination of LiDAR and cameras to observe an area and alert railroad operations groups of lingering vehicles or other objects to mitigate collisions between trains and vehicles, people or other objects. The deployment of this technology follows its successful installation at Broadway in Burlingame.

Caltrain has implemented a host of safety infrastructure improvements in addition to the latest technological improvements, including installing pavement markings and reflective posts, with additional installations planned for throughout the year.

RailSentry's AI-based learning software analyzes the information and alerts received by dispatchers and Transit Police to any detected potential hazards. RailSentry data is also used to ensure traffic control measures are facilitating smooth traffic flow.

[Caltrain Board Gains New Members](#)

With the new year come new appointments to the PCJPB, including President of the San Mateo County Board of Supervisors, David Canepa, and San Jose City Councilmember from District 4, David Cohen. The Caltrain Board is thrilled to welcome these new Board Members.

[Caltrain Partners with the NBA for All Star Weekend at Chase Center](#)

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

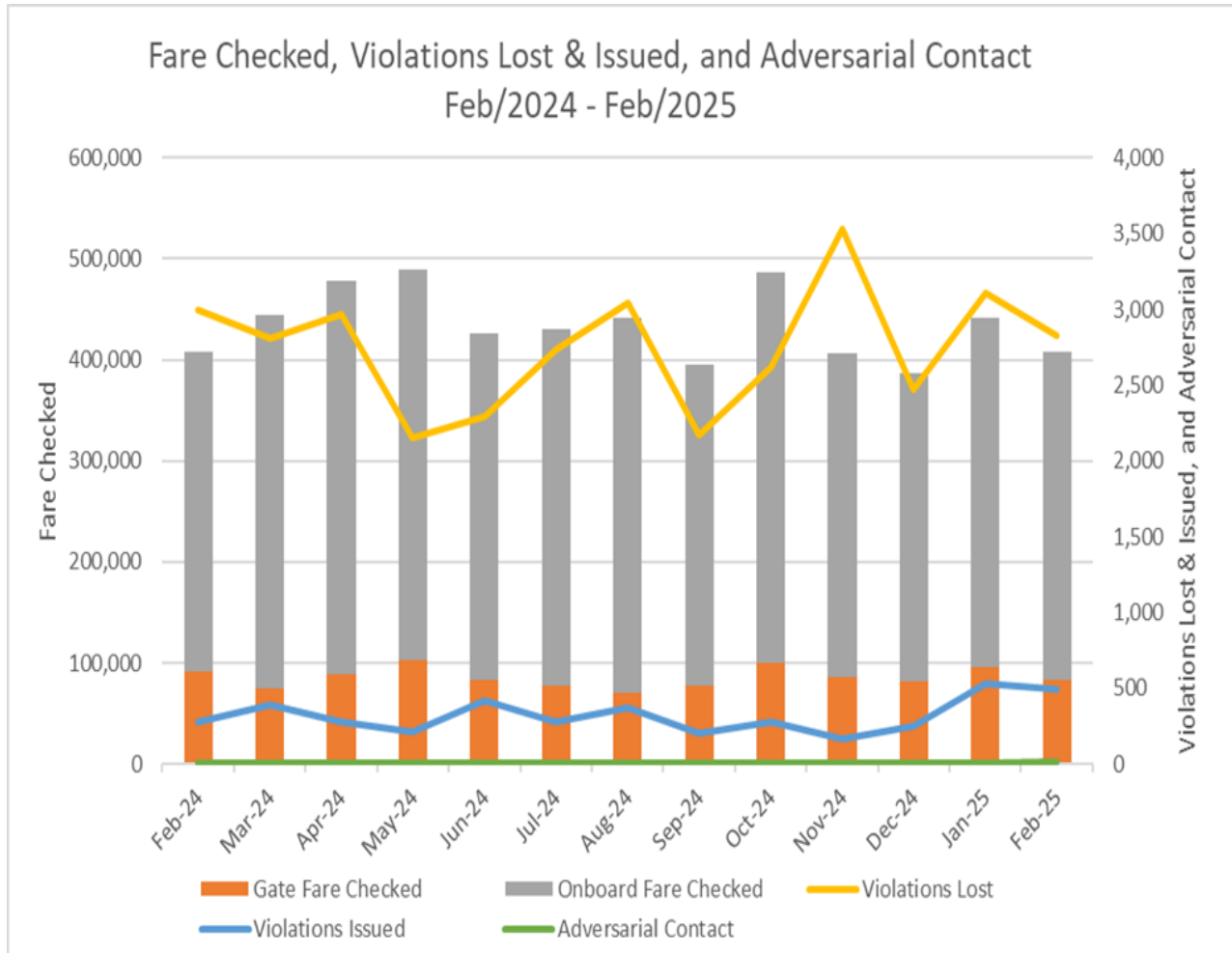
The All-Star Game took place on Sunday, Feb. 16, but there were events all weekend, including the Rising Stars game on Friday, Feb. 14, NBA All-Star Saturday Night on Saturday, Feb. 15, and concerts all weekend long.

[Caltrain and the San Jose Earthquakes Shake Up the Season Opener](#)

Major League Soccer fans joined Caltrain in watching the San Jose Earthquakes against Real Salt Lake on Feb. 22 at PayPal Park in San Jose. PayPal Park is served by Caltrain's Santa Clara station along with routes from partner agencies.

Fare Enforcement Report – April 2025

In February 2025, Caltrain conductors performed a total of 407,466 fare inspections at the terminal and onboard the trains. During this period, 2,826 violations were lost because the rider didn't provide identification and 492 violations were issued. 13 incidents were reported as adversarial contact.



Special Services Ridership Report (March)

San Francisco Station

- Total event-day ridership at San Francisco Station in March was 18,491, a 202% increase compared to 2024 (6,123), and a 19.9% increase from 2019 (15,426).
 - In March 2025 there were 12 events (2 Giants preseason games, 7 Warriors games, 2 NCAA West Regional nights, and Giants FanFest), compared to 6 in 2024, and 2 in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in March was 3,325, a 359.9% increase compared to 2024 (723), and a 4.1% increase from 2019 (3,195).
 - In March 2025 there were 8 events (8 Sharks games) compared to 6 in 2024, and 11 in 2019.

* Methodology Change: Prior to November 2023, special event ridership was reported in terms of “additional riders.” With the rollout of a new fare media sales-based estimation methodology, special event ridership is now reported in terms of total (gross) ridership on trains before and/or after special events. Gross ridership estimates are available for special events for which additional ridership was previously reported.

Capital Projects:

The Capital Projects information is current as of February 28, 2025, and is subject to change prior to the April 2025 Board meeting.

- **Guadalupe River Bridge Replacement:** JPB has extended the MT-2 railroad bridge and will replace the MT-1 railroad bridge over the Guadalupe River in San Jose. The project is located north of Willow Street and east of State Route (SR) 87 between Tamien and San Jose Diridon stations.

February: Using the updated 100% plans, JPB staff finalized and submitted for amended permits with the US Army Corps of Engineers, the California Department of Fish and Wildlife, the San Francisco Bay Regional Water Quality Control Board, Santa Clara Valley Water District, and the Federal Transit Administration.

March: JPB staff will finalize the offsite mitigation plans and continue to coordinate with environmental permitting agencies to advance the permit amendment process.

Schedule - To align the project's construction approach and environmental permits, prior environmental permits must be amended. The resulting construction approach, allowable work hours, timelines for amended permits, and resulting project schedule are the subject of ongoing discussions with environmental permitting authorities. At this time, it is apparent that project completion will be delayed. JPB staff will continue to work with environmental permitting authorities to determine the revised project approach and will provide an updated schedule to the Board.

Budget & Funding - Based on preliminary forecasts, the environmental permitting challenges discussed above will result in cost increases in excess of the current approved project budget and funding. Anticipated drivers of cost increases are construction delays, escalation, and extended overhead, including JPB's costs for environmental and construction oversight.

- **Broadband Wireless Communications:** The project will design a broadband wireless communications system along the Caltrain corridor for the wayside train maintenance diagnostics and passenger Wi-Fi service. The project will investigate leveraging the existing infrastructure such as the Overhead Contact System (OCS) poles and JPB fiber network to communicate with passing trains. Wayside antennas may be mounted on the OCS poles at a constant interval to communicate with moving trains that will be equipped with radios and antennas.

February: Nomad Digital determined 2 additional radio antennas need to be installed to improve the coverage in the San Mateo area. Nomad will perform a site survey next month to develop a design for these 2 new radio sites.

March: Nomad to improve the Wi-Fi coverage in 2 locations and rerun the Acceptance Test.

Schedule - The schedule is delayed due to the discovery of 2 locations with weak radio coverage that will require 2 new radio antenna installation in the San Mateo area. We will expedite the design, review and construction to install the 2 new antennas to achieve final acceptance as soon as possible.

- **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.

February: The city of Palo Alto received the advance signal preemption controller and traffic cabinet, but issues with the controller were uncovered during testing. The city is in the process of troubleshooting the issue. The cutover and testing is put on hold until the city of Palo Alto is ready for the cutover.

March: Cutover and test the advance signal preemption.

- **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: TASI installed the new fiber lateral to the new signal house at 5th Ave. The city of San Mateo pulled the new preemption cable to the new signal house. Will schedule the cutover with the city of San Mateo for next month.

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

- **Next Generation Visual Messaging Signs (VMS):** Full replacement of existing obsolete VMS at 22 selected stations between San Francisco and Tamien. The current VMS signs are no longer supported by the manufacturer and the predictive arrival and departure system (PADS) is becoming obsolete. Research will be done to determine whether it's best to replace the signs that will work with the current predictive arrival and departure system (PADS) or replace signs for the next generation passenger information system.

February: Continued to complete the closeout package and transfer the project to operation.

March: Complete the closeout package and transfer the project to operation.

- **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.

February: The team developed an in-kind mitigation proposal based on Regional Water Quality Control Board (RWQCB) beneficial uses, which will be presented to the resource agency for approval in March. The design team submitted a technical memo on excavation slope stability along with preliminary shoring design drawings. JPB Engineering is reviewing the revised 100% design drawings, the river diversion and dewatering plan, and the preliminary shoring design. A technical working group was formed and has begun meeting regularly to focus on temporary shoring design. The project also initiated the development of a detailed cost estimate to support planning and budgeting efforts.

March: The design team will focus on addressing JPB's comments on the revised 100% design drawings, river diversion and dewatering plan, and preliminary shoring design, with a resolution meeting scheduled for March. Additional field investigations are being explored to finalize the temporary shoring design, including an investigation of the existing railroad bridge foundation to ensure structural integrity during construction and excavation. Efforts will continue on developing a detailed project cost estimate. Also, a risk analysis will be conducted to build a risk register, identifying and evaluating potential project impacts.

Schedule: The permanent stabilization project will be postponed until the 2026 dry season, as the approvals for all three required permits are not expected until May 2025 at the earliest. Project will go to Management Committee to request re-baseline once total project cost estimate is developed.

- **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: Construction closeout continues.

March: Construction closeout and turnover to maintenance will continue through the end of March.

- **Mini-High Platforms:** The project scope will include installation of the precast platforms and modifications as needed to the existing infrastructure as needed to accommodate the installation. Grounding and bonding will be required at all the stations within the areas that will be electrified.

Project will allow for more efficient ADA access to passenger vehicles for patrons decreasing dwell time thus improving service for all passengers and reducing operating costs.

February: Received, review and prepare response to final invoice from A&R

March: Confirm costs for TASI to Proceed with Belmont and Tamien Stations completion. Respond to final Angotti & Reilly, Inc. invoice and negotiate settlement. Determine if there is a path forward for South County work.

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



Caltrain Ridership Dashboard Introduction

Ridership Background

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

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

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

Estimation Methodology

- *Prior to April 2020: Ridership was estimated with a model that used a combination of Annual Count and ticket sales data*
- *April 2020 - October 2023: Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts*
- *November 2023 - December 2024: Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation*
- *January 2025 and on: Based on results of the 2024 Origin & Destination Survey, the fare media model's estimated monthly pass ridership was increased from 26 to 37 trips/pass/month (weighted by days of week)*

Additional Ridership Notes

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



Caltrain Ridership Estimates Download

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

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

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



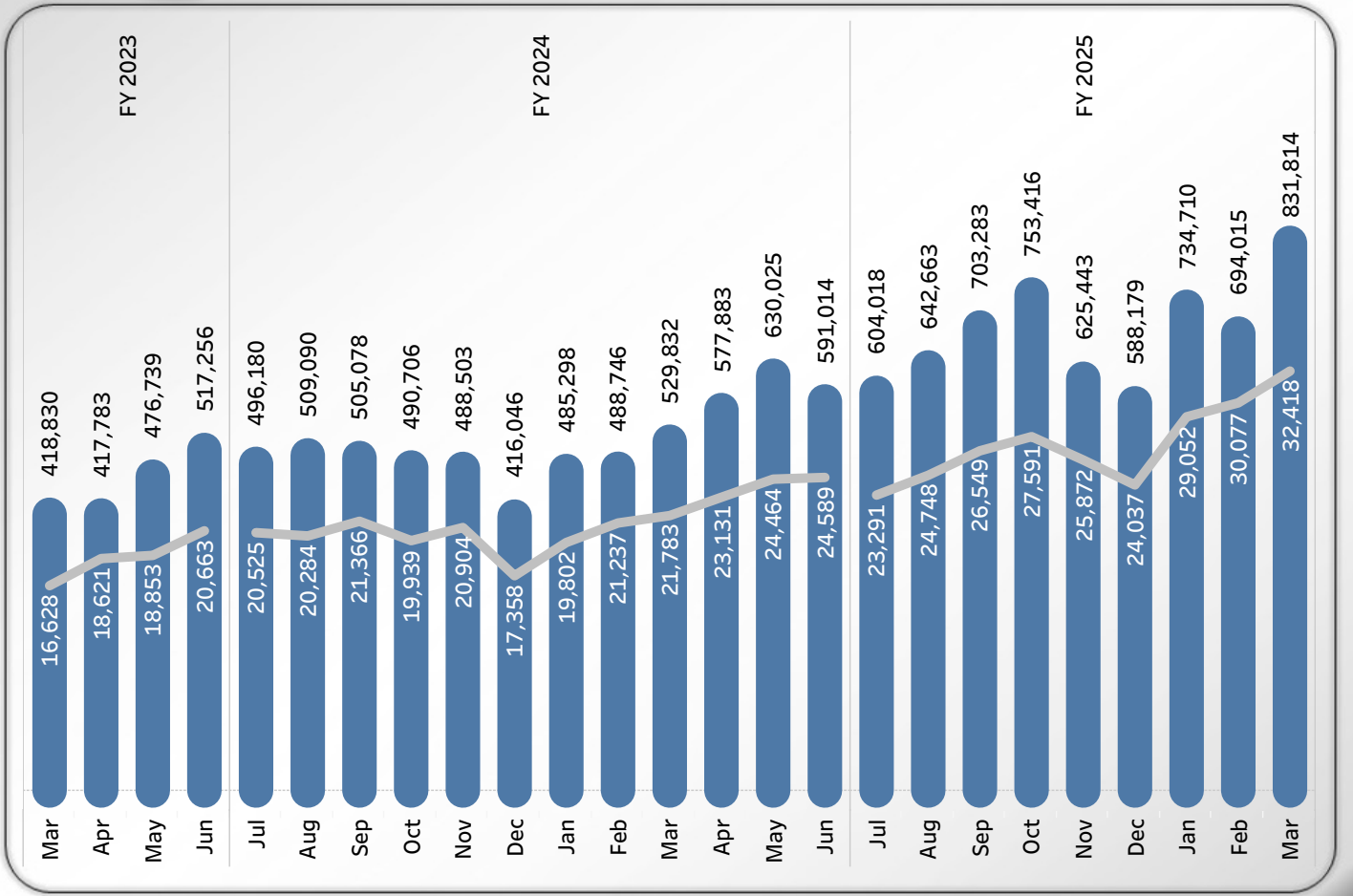
Ridership Executive Summary - Mar 2025

<u>Monthly Performance</u>	Current Year Mar 2025	Pre-Pandemic Mar 2019	Mar 2025 % of Pre-Pandemic	Last Year Mar 2024	Mar 2024 to Mar 2025 % Change
Total Ridership	831,814	1,487,889	55.9%	529,832	+ 57.0%
Average Weekday Ridership	32,418	65,057	49.8%	21,783	+ 48.8%
Average Saturday Ridership	18,794	14,338	131.1%	8,494	+ 121.3%
Average Sunday Ridership	11,412	10,001	114.1%	5,985	+ 90.7%

<u>Fiscal YTD Performance</u>	Current Year Mar 2025	Pre-Pandemic Mar 2019	Mar 2025 % of Pre-Pandemic	Last Year Mar 2024	Mar 2024 to Mar 2025 % Change
Total Ridership	6,177,540	13,683,729	45.1%	4,409,479	+ 40.1%
Average Weekday Ridership	27,059	60,865	44.5%	20,354	+ 32.9%
Average Saturday Ridership	14,807	15,371	93.3%	7,819	+ 89.4%
Average Sunday Ridership	11,851	10,943	91.4%	6,007	+ 97.3%



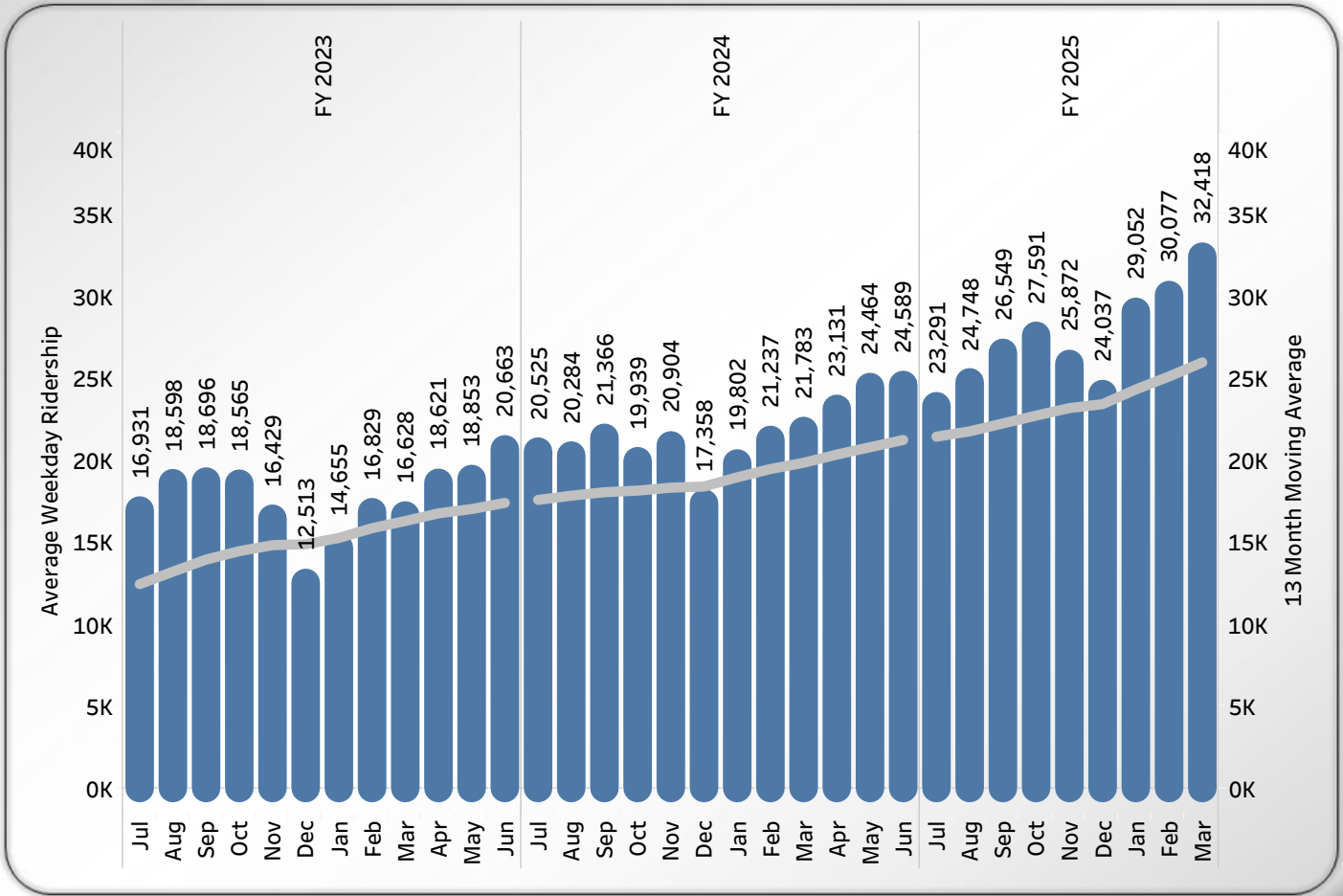
Total Ridership and Average Weekday Ridership - Mar 2025



Legend | Total Ridership | AWR



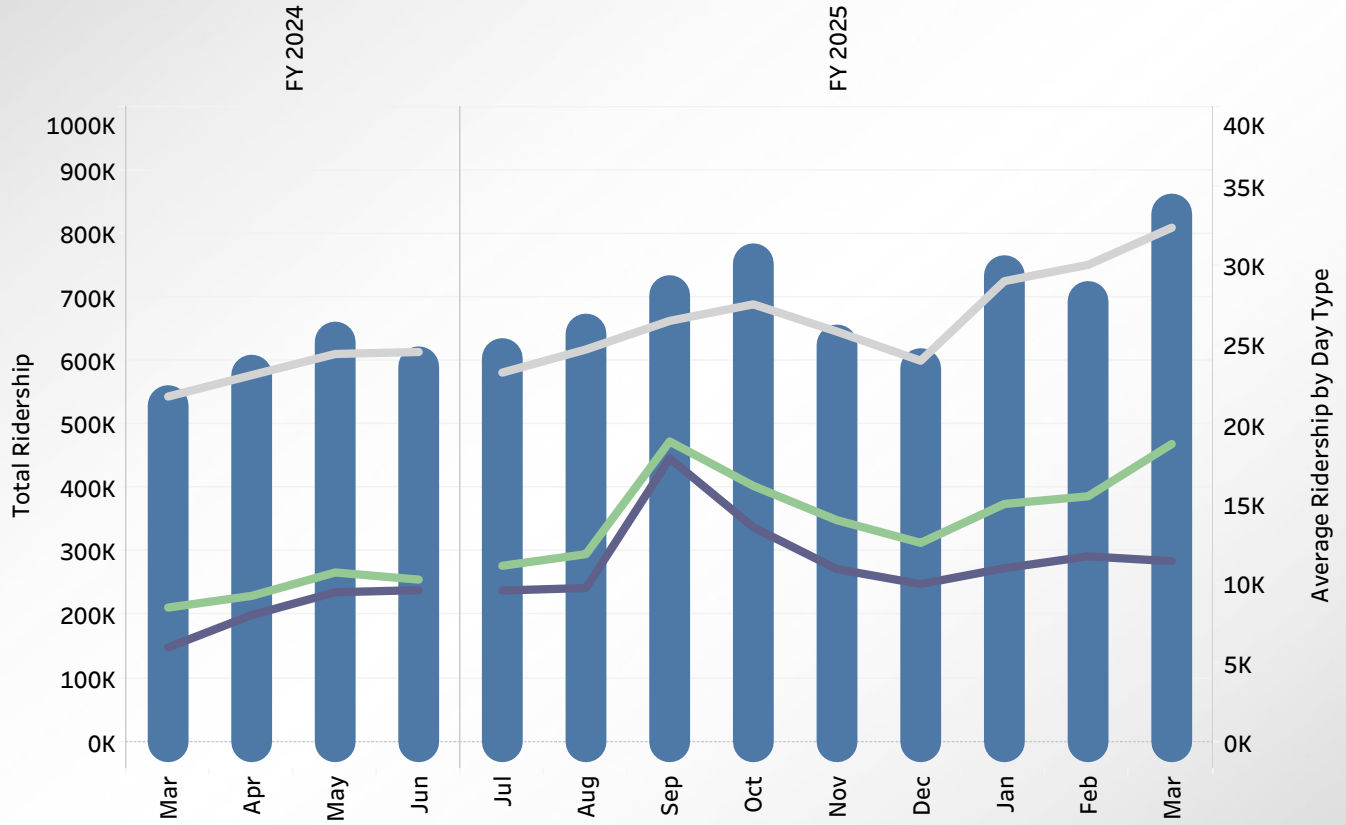
Average Weekday Ridership & 13 Month Average - Mar 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Mar 2025



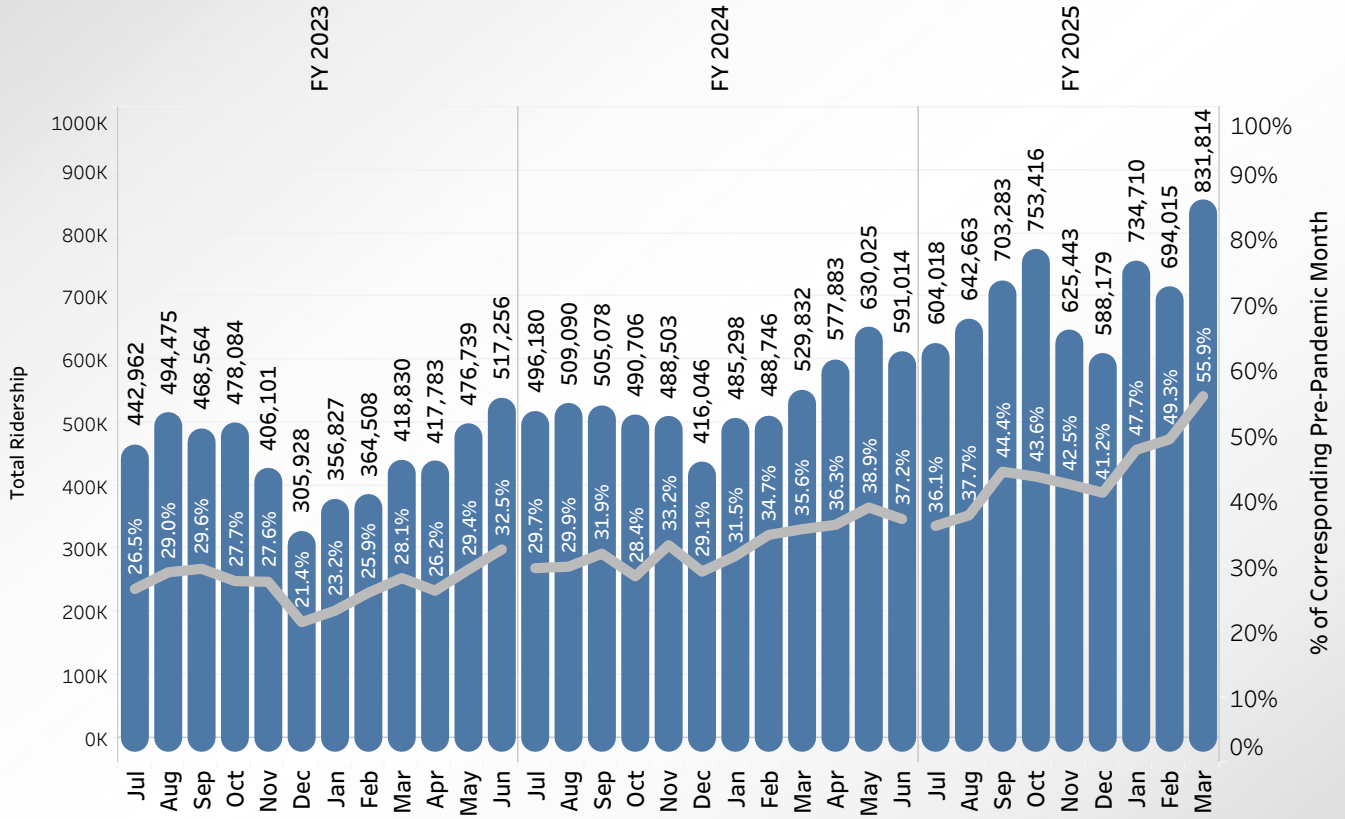
Free fares offered to all passengers on opening weekend of electrified service.

Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.

Legend | Total Ridership | Weekday | Saturday | Sunday



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

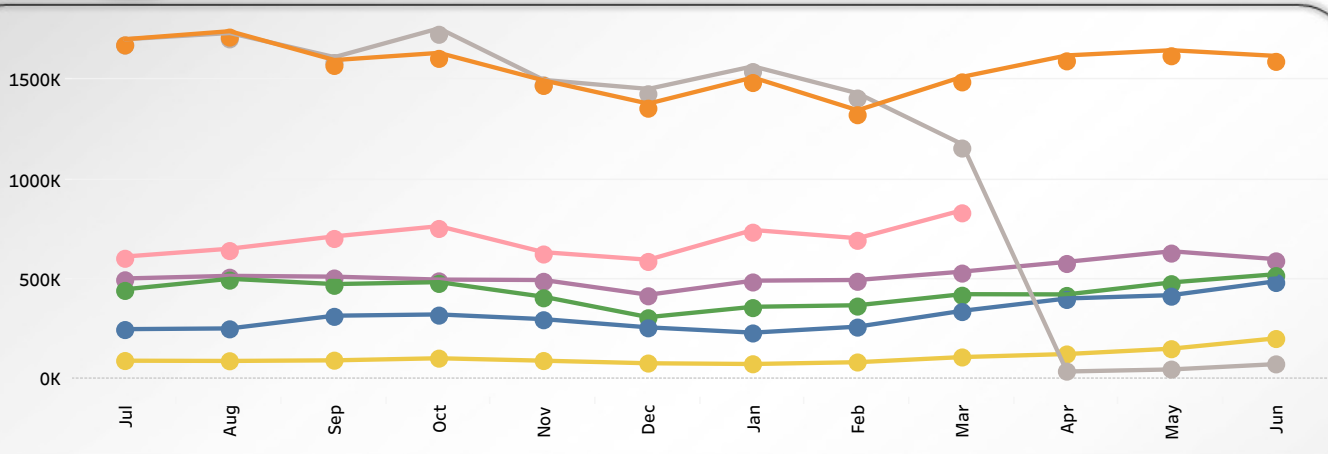


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Mar 2025

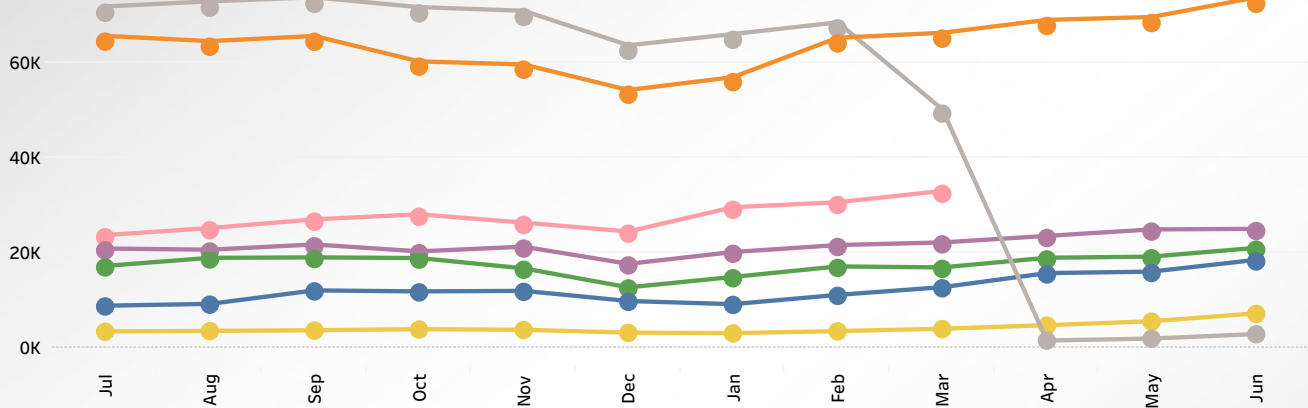


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,673,035	1,672,672	91,703	246,902	442,962	496,180	604,018
Aug	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,663
Sep	1,570,308	1,584,833	93,486	313,026	468,564	505,078	703,283
Oct	1,605,671	1,726,436	103,686	319,258	478,084	490,706	753,416
Nov	1,470,239	1,472,693	91,699	296,065	406,101	488,503	625,443
Dec	1,356,071	1,428,363	79,078	255,679	305,928	416,046	588,179
Jan	1,484,727	1,539,666	75,485	229,746	356,827	485,298	734,710
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,746	694,015
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,832	831,814
Apr	1,593,266	38,584	124,522	397,753	417,783	577,883	
May	1,618,825	48,745	150,923	414,196	476,739	630,025	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,014	

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



Caltrain Average Weekday Ridership - Mar 2025



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,291
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,748
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,549
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,591
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,872
Dec	53,258	62,480	3,162	9,687	12,513	17,358	24,037
Jan	55,897	64,806	3,058	9,044	14,655	19,802	29,052
Feb	64,041	67,218	3,484	10,956	16,829	21,237	30,077
Mar	65,057	49,276	3,965	12,539	16,628	21,783	32,418
Apr	67,728	1,536	4,693	15,451	18,621	23,131	
May	68,326	1,935	5,521	15,757	18,853	24,464	
Jun	72,370	2,871	7,143	18,187	20,663	24,589	

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



Ridership Type Trip Distribution

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

Select Month

March 2025

Total Monthly Trips*

March, 2025: 831,814

TIP:

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

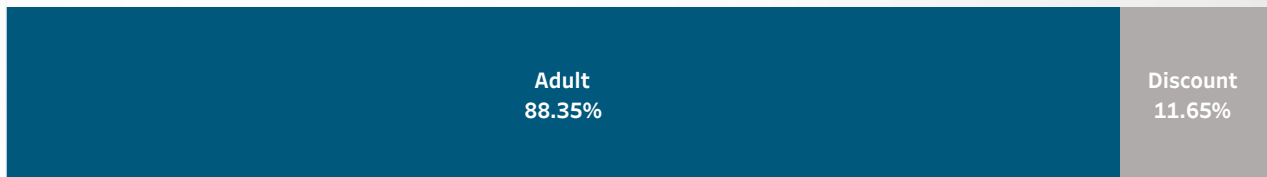
Pass Type



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

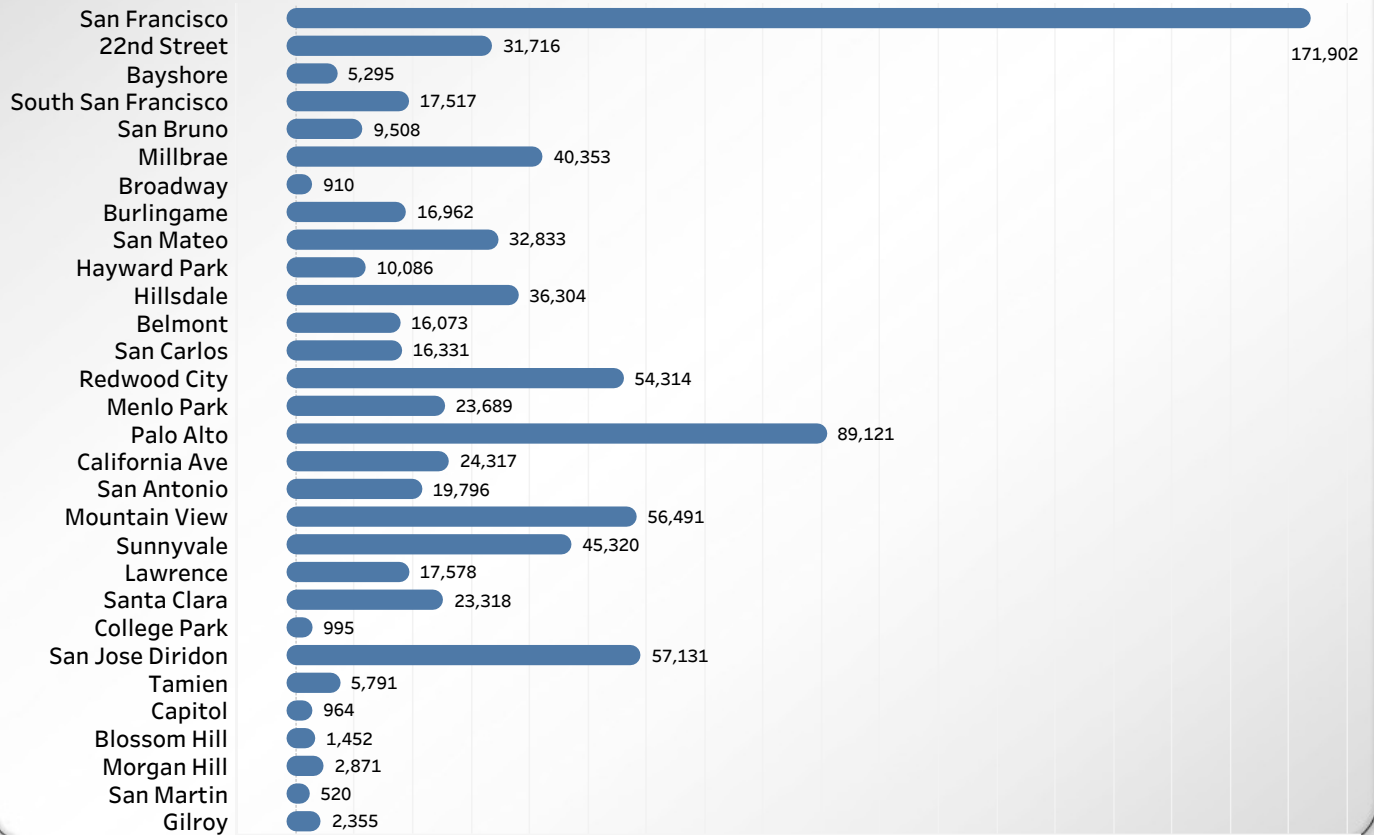
March 2025

Select Origin Stations

All

Sort By

Geography



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

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

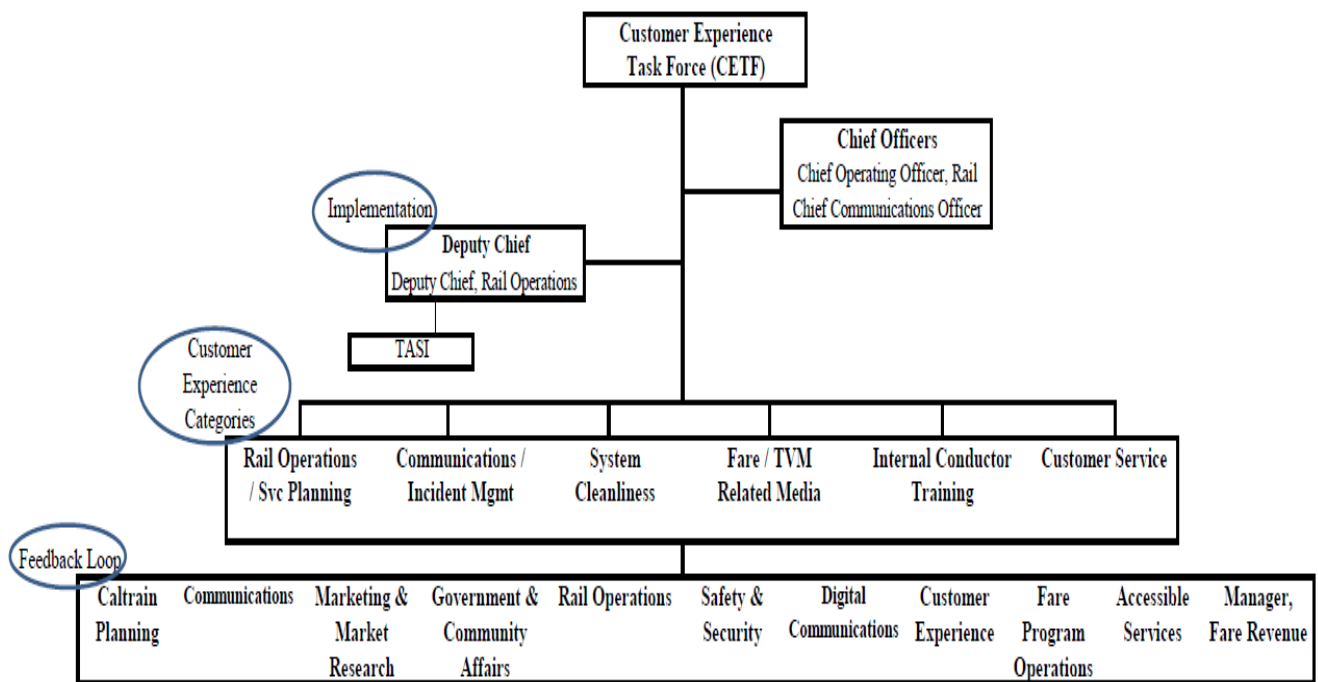
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
 Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



Service Operations

The taskforce is spearheading efforts:

- Caltrain implemented minor schedule changes for weekdays and weekend on Monday, January 27, 2025. Staff is monitoring on-time performance and customer feedback to determine what adjustments may be needed in August 2025. Caltrain is also reviewing BART’s planned August 2025 schedule changes for Millbrae transfer times.

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](#).

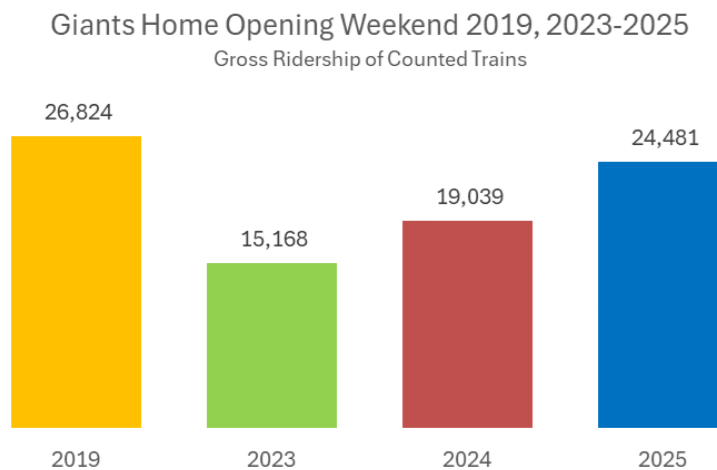
Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- **Driving Ridership:** Giants season has arrived, boosting ridership numbers. “More trains on weekends mean more space onboard to get to the game! Go Giants!” Opening day outreach at SFK Station engaged over 300 riders! Gearing up for two large concert events in May – Coldplay at Stanford Stadium (Palo Alto Station outreach), and Kendrick Lamar & SZA at Oracle Park, (dedicated train cars, raffles, swag and fun).



**Gross counts with improved weekend services which added trains.*

- **Caltrain Satisfaction Survey:** Starting on May 1st and running for several weeks, these surveys will be conducted in person to ensure higher engagement and to obtain meaningful metrics regarding our new EMUs and rider satisfaction.
- **Caltrain Alerts:** Our subscriber base has reached 11,319 and is growing monthly. We are refining our alert messages to ensure they are presented consistently and are easy for riders to understand.
- **Wayfinding Update:** “Out of Order” door and restroom signs, along with restroom location stickers, are nearing rollout—improving visibility and boosting rider confidence.

Marketing Customer Communication

- **Electrification:** Caltrain implemented safety improvements at crossings utilizing AI Technology. Rolled out a restroom pilot program with Throne Bathrooms at Sunnyvale & Redwood City stations.
- **Events:** Women’s History Month, FanFest, Giants Exhibition games, Transit Employee Appreciation Day
- **Digital Communications:** Continued Destination Downtown – a social media campaign meant to target current and new riders by showcasing different places along the corridor launch date first week of May, prepping for Kendrick + Sza themed car in May (not yet public), Summer of Caltrain (Part II) coming this summer.
- **Messaging Highlights:**
 - Women’s History Month
 - Caltrain tabled at SF Fan Fest
 - Throne Bathroom Pilot Program
 - Transit Employee Appreciation Day
 - Climate Survey

Government and Community Affairs - Community Outreach Efforts

- **Bike Security Outreach Effort**
 - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at San Francisco station, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.

- On Demand Electronic Bike Lockers
 - 13 additional e-locker spaces have been installed near the southbound platform at Palo Alto Station. Most of the spaces are large spaces that can accommodate large bikes.
 - Additional e-lockers are currently being installed at California Avenue Station
 - More e-locker installations are planned for Tamien, Diridon, Santa Clara, Sunnyvale, Mountain View, San Antonio, Palo Alto, Menlo Park, Redwood City, San Carlos, Belmont, Hillsdale, Hayward Park, San Mateo, Burlingame, Millbrae and San Bruno stations in the next few months.
 - More about the e-lockers is available at www.bikelink.org.
 - Outreach:
 - At a February 11 outreach event, key pain points in customer education were identified. Bike cars filled at 22nd Street, leaving some riders unable to board, while San Francisco station still had 25 open spots. Many riders were unaware of e-lockers, free bike valet, or the electric train's schedule benefits. Staff look into potentially improving promotion, especially from San Francisco to Palo Alto.

- Bike Parking Vendor
 - Designs are being finalized for bike room upgrades at both Menlo Park and Redwood City stations. Existing structures would get security upgrades, new bike racks and an access kiosk for people to lock up their bikes in a controlled access area. Upgrades would be in by late summer 2025.

- Mini-High Platform Project
 - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, we obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.

 - The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Currently, passengers needing mobility assistance use manual wayside lifts at these stations, which require frequent maintenance and can disrupt train schedules.

 - To date, the pre-casting phase for the mini-high platforms at Bayshore, Hayward Park, Burlingame, California Avenue, San Antonio, and Lawrence stations has been completed. Construction work at these stations was finalized in November, and Bayshore, Burlingame, California Avenue, and San Antonio stations are now

open and in service. For Tamien and Belmont stations, construction is expected to be completed in spring 2025. The remaining stations—Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops)—are scheduled to have their mini-high platforms completed at various times throughout 2025.

System Cleanliness

The taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements to maintain a consistent look amongst all Caltrain stations.
- To improve restroom service frequency, honey wagons have been purchased, and a new dump station has been installed, expanding service locations to include CEMOF, San Jose Diridon, and San Francisco stations. This enhancement supports more efficient toilet maintenance.

Station Improvements

The taskforce is leading initiatives to enhance the station experience, focusing on the following key areas:

- Consistent System-Wide Appearance:
 - Efforts are underway to standardize the appearance of stations across the network.
- State of Good Repair (SOGR):
 - The station team is actively upgrading station amenities to provide a better and more enjoyable experience for riders using the new electric train.
- Station Signage:
 - New standard directional signage on center track fence:
 - Installation is in progress to provide clear platform directions, using terms like "northbound" and "southbound" to help guide passengers to their destinations.
- San Bruno Parking Lot Signage:
 - Finalizing the installation of new signage to enforce parking regulations in compliance with the current California Vehicle Code (CVC).

- Station Mini-High Platforms: This project is currently on-hold.
 - Mini-high platforms are being installed at 13 stations to improve accessibility and to better serve passengers with a mobility device in accordance with Americans Disability Act (ADA).

- Parking Lot Striping and Stall Numbering:
 - To improve visibility and ease of navigation for passengers, striping and numbering projects are currently on-going at the following stations:
 - San Francisco Employee Parking Lot striping and numbering project started on February 6, 2025
 - Hayward Park will follow with completion expected in March 2025.

- New Trash Cans:
 - As part of the station beautification effort, new trash cans have been installed at the following stations:
 - San Bruno - 12
 - Palo Alto - 14
 - Hayward Park - 12
 - Menlo Park - 2
 - Bayshore - 10
 - Additional Trash Cans:
 - Additional trash cans will be installed at California Avenue or 22nd Street stations with an estimated completion in 2025.

- Throne Restrooms:
 - As part of a pilot program, Caltrain installed Throne Labs smart restrooms at three stations:
 - Redwood City Station
 - Sunnyvale Station
 - Palo Alto Station
 - Caltrain has seen positive reviews during the first month of installation with over 1,300 uses at the three stations and a 4.6 rating out of 5.
 - These restrooms are solar-powered units designed for quick installation and easy maintenance. Features include:
 - Touchless soap dispensers and sinks
 - Enhanced ventilation
 - Daily cleanings by staff
 - Baby changing stations
 - ADA-accessible
 - Free menstrual products
 - Access to these restrooms is available during station service hours. Entry is managed via a QR code scan or a text message from your phone, ensuring security and ease of use. The QR code and text instructions are on the outside of the restroom.

- This pilot program aims to assess the effectiveness of these facilities in meeting passenger needs. We will monitor usage and gather feedback to determine the success of this pilot

Fare Systems

- Caltrain Mobile App Quarterly Update –January to March 2025
 - Caltrain Mobile App was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the third quarter of FY2025, usage of the Caltrain Mobile App continued to grow. Ticket sales through the app increased by 11% compared to the previous quarter, accompanied by a 9% rise in revenue. Year-over-year comparisons show even more pronounced growth, with the number of mobile tickets sold rising by 56% and revenue up by 41%.
 - Parking activity through the app also saw significant gains. Daily parking ticket sales rose by 45% compared to the same quarter last year, while parking revenue more than doubled, increasing by 118%. The surge in parking revenue is largely due to the absence of the promotional discount that was offered during the same period last year.
 - During the quarter, about 63% of all daily parking permits were purchased through the Caltrain Mobile App, underscoring its role as the primary channel for daily parking transactions. These upward trends align with the overall increase in Caltrain ridership observed throughout the fiscal year.

The table below provides a detailed overview of the results.

	Q3 FY25 Actuals	% ▲ vs. Q2 FY25	% ▲ vs. Q3 FY24
Revenue \$'s - (excluding parking)	\$ 1,234,317	9%	41%
Tickets Sold - Parking	62,818	24%	45%
Revenue \$'s - Parking	\$ 345,499	24%	118%

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

JPB CAC Work Plan

January 15, 2025

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

February 19, 2025

- State & Federal Legislative Updates
- Customer Service Initiatives

March 19, 2025

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

April 16, 2025

- Safety Quarterly Update
- Wireless Crossing
- Service Vision Update

May 21, 2025

- Ridership Growth Strategy
- Service Vision Update

June 18, 2025

- Ridership and Service Planning Update
-

July 16, 2025

- Safety Quarterly Update
- Service Vision Update

August 20, 2025

-
-

September 17, 2025

-
-

October 15, 2025

- Safety Quarterly Update
-

November 19, 2025

-
-

December 17, 2025

-
-

Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Electrified Service Risk Management Strategy
- Distance Based Fares
- Grade Crossing Strategy – 2025
- Level Boarding
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler
- TASI (operating) come in person and provide an overview of their job, requested by Chair, Adrian Brandt