



BOARD OF DIRECTORS 2025

STEVE HEMINGER, CHAIR
RICO E. MEDINA, VICE CHAIR
MARGARET ABE-KOGA
PAT BURT
DAVID J. CANEPA
DAVID COHEN
JEFF GEE
SHAMANN WALTON
MONIQUE ZMUDA

MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

May 21, 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, 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.

May 21, 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 April 16, 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. Service Vision Update (Melissa Jones) **(6:10 pm)** Informational
9. Caltrain Marketing Plan (Taylor Huckaby) **(6:35 pm)** Informational
10. Staff Report (John Hogan) **(7:00 pm)**
 - 10.a. Customer Experience Task Force Update Informational
 - 10.b. JPB CAC Work Plan Update Informational
11. Committee Member Comments **(7:10 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.
12. Date / Time / Location of Next Regular Meeting: Wednesday, June 18, 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.
13. 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 April 16, 2025

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

Members Absent: A. Kulkarni (Alternate), P. Wickman (Alternate)

Staff Present: J. Brook, S. Bullock, J. Hogan, M. Jones, A. Marx, M. Meader, S. Sargent

1. Call to Order

Chair Adrian Brandt called the meeting to order at 5:43 pm.

2. Roll Call

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

3. Pledge of Allegiance / Safety Briefing

Member Davis Albohm led the Pledge of Allegiance. Chair Brandt delivered the Safety Briefing.

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 March 19, 2025

Member Kristopher Linquist made a correction indicating the Pledge of Allegiance was led by Member Peter Wickman.

Motion/Second: Pagee/Leung

Ayes: Albohm, Kutler, Linquist, Pagee, Sarathy, Leung, Brandt

Absent: Kulkarni, Wickman

6. Public Comment for Items Not on the Agenda

Jeff Carter, Millbrae, requested more information about Clipper use and ticket purchase trends.

Doug DeLong, Mountain View, commented on statutory change for Caltrain to receive credit for braking regeneration, battery storage, and the strategic financial plan.

Helene Grossman, Palo Alto, proposed each train have a quiet car that prohibits phone use.

Aleta Dupree commented on cell reception in tunnels and Clipper 2.

Roland commented on a Palo Alto community meeting on a quiet zone at Churchill, Meadow, and Charleston, and Caltrain partnerships with cities.

7. Report of the Chair

Chair Brandt reported on the following:

- Growing ridership; conductors' union reached an agreement with TASI (TransitAmerica Services, Inc.) for retroactive pay increase
- New station Throne bathrooms – one currently taken out of service; close at midnight while trains are still running
- Train washers need adjustment to clean trains below the taper
- Redwood City Council approved an MOU (memorandum of understanding) with Caltrain to do a project study report on a new four-track station and fully grade separating Redwood City

8. Safety Quarterly Update

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

- Enhancing safety culture – recognition programs, survey, roadshows
- Reportable injuries declining – zero injuries this year
- Vehicle track incursions declining
- Grade crossing enhancements – RailSentry, pavement markings, solar lane markers, delineators, signage, lighting, technology, trespasser panels
- Technology and enforcement – CCTV (closed circuit television), partnerships with law enforcement; suicide prevention – partnerships with mental health groups
- Tree management – completed meetings with cities, now working with private property owners; electrified service safety – trains are quieter and quicker, high-voltage environment
- Community partnerships and outreach – mitigate station safety issues
- Security – reevaluating passenger Code of Conduct, fare evasion appeals process, camera towers, bike theft investigations; transit police calls for service slightly increased due to increased reporting

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

- Trespasser panels on ground – makes it impossible for people to walk on the tracks
- 5 to 10 percent of trespasser strikes were unintentional; audible warning announcement activates when not near the tracks
- Safety statistics from previous quarter in future presentations; Sequoia station camera tower – monitored by Security team at Central; can contact transit police as needed
- Public service announcements to prevent unintentional trespasses

Public Comment

Doug DeLong, Mountain View, commented on the lack of meeting video in the Auditorium and successful tree removal.

Jeff Carter, Millbrae, commented on the Caltrain safety dashboard and tree removal.

Aleta Dupree commented on four-track stations and intrusion mitigation methods.

Chair Brandt announced the upcoming CAC recruitment.

9. Service Vision Update

Dahlia Chazan, Chief of Planning, provided a summary of the service vision. Melissa Jones, Deputy Director, Policy Development, provided the presentation, which included the following:

- Service vision is key output of Caltrain business plan process
- Maintain core service in current service area while expanding throughout region
- Plan for next decade; adoption planned for late summer or early fall 2025

Public Comment

Jeff Carter, Millbrae, commented on four-track stations with passing tracks and having shorter trains.

Aleta Dupree commented on the proposed frequency of eight trains per hour and four-track stations.

Adina Levin, Friends of Caltrain, Seamless Bay Area, commented on the frequency of updating the service plan and increasing ridership at a given level of service.

Item 11 was heard before Item 10

10. Wireless Crossing

Aaron Marx, Consultant, CalMod Program Management, provided the presentation, which included the following:

- Operations – communication between onboard computer, signal, and dispatch
- Reduces congestion and prioritizes safety; inhibit feature launched January 2025
- Manual start activation to launch early 2026; Amtrak to start using system mid-2025

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

- HMI (human/machine interface) negatively affected on-time performance; current on-time performance model does not include inhibit function; reconfigured inhibit feature expected early 2026
- Island spaces too wide, need adjustment; speed checks happen at beginning of circuit; 20 seconds minimum warning time

Public Comment

Jeff Carter, Millbrae, commented on reduction of gate downtime, Broadway station weekend service, and trains not pulling up far enough to activate gates.

Adina Levin, Friends of Caltrain, Seamless Bay Area, commented on gate downtime and unsafe passenger behavior at Menlo Park platform.

Andy Chow commented on improved safety of at-grade crossings and concerns with people being unable to board trains.

Roland commented on warning times.

11. Staff Report

11.a. Customer Experience Task Force Update

John Hogan, Chief Operating Officer, provided the staff report, which included the following:

- Better cooperation with transit police on trespasser strikes; one incident in March
- Partnerships with Chase Center, San Jose Earthquakes; wayfinding signs on trains showing restroom locations
- Update on flat spots – trains under warranty; Caltrain to receive reimbursement once responsible entities are determined

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

- Vibrations on trains at certain speeds may be flat-spot related; trains unintentionally going into emergency braking – issue mostly fixed; down to average of one incident per day
- Make last car a quiet car; some crew members lack Clipper readers to check fares – issue with Clipper 2
- Learning curve for conductors and mechanics working with EMUs (electric multiple units); no spare trains when one EMU is out of service
- Cleanliness of trains with heavy use following events such as Giants games
- Sliding doors not always working; bathroom doors not latching properly –new latches to be installed in coming months.

Public Comment

Doug DeLong, Mountain View, commented on Stadler delivery delays.

Adina Levin, Friends of Caltrain, Seamless Bay Area, commented on battery life of Clipper readers, passenger counters, and problems with power outlets.

Aleta Dupree, Team Folds, commented on power outlets, Clipper readers and restrooms on trains, WiFi, and flat spots.

Roland commented on flat spots, emergency braking, and acceleration testing.

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

12. Committee Member Comments – There were none.

13. Date / Time / Location of Next Regular Meeting

May 21, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. Adjourn - The meeting adjourned at 8:16 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) –

- **April:** The April 2025 OTP was 96% compared to 89.4% for April 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 12th (16th St., San Francisco @ 3:45 am), caused 0 trains delayed. The vehicle on the 13th (Castro St., Mountain View @ 1:40 am), caused 0 trains delayed. Another vehicle on the 13th (3rd Ave., San Mateo @ 8:32 am), caused 2 trains delayed.
 - **Mechanical Delays** – In April 2025 there was 0 minutes of delay due to mechanical issues and 253 delays due to mechanical EMU issues.
 - **Trespasser Strike** – There was one trespasser strike on April 25th (Santa Clara @ 11:07 am), which caused 1 train annulled & 4 trains delayed.
- **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.

- **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.

Caltrain Wins 2025 Sustainability Award for New High-Performance Electric Trains

Caltrain received Sustainable San Mateo County's (SSMC) 2025 Sustainability Award at the 26th Annual Sustainability Awards on April 3, 2025, for its historic transition from diesel trains and infrastructure components to a greener, faster, more frequent electric transportation network along the San Francisco Peninsula.

The honor was awarded to Caltrain for its exemplary commitment to delivering environmental, economic and social equity benefits. Additionally, SSMC commended Caltrain for fostering and utilizing partnerships and public engagement efforts to reimagine the region's transportation system.

Electrification is advancing ambitious regional and state sustainability goals by lowering greenhouse gas emissions, improving air quality and relieving traffic congestion. The transition from diesel to electric trains has significantly reduced greenhouse gas emissions, comparable to taking tens of thousands of cars off the road annually. Additionally, it has created jobs in 36 states, fueling economic growth and innovation both within the local communities and nationwide. The collaborative effort to manufacture the electric trains and infrastructure underscores a commitment to sustainability and job creation.

"At Caltrain, sustainability is a core value underlying our work across the Peninsula," said Caltrain Executive Director Michelle Bouchard. "We are honored to be recognized by Sustainable San Mateo County for our electrification project's impact on furthering the region's key environmental, economic and equity goals. Electrified service has reinvented our system for generations to come, and we are confident it will continue to serve as a model for other railroad systems across the nation."

"For the first time in 160 years, this rail corridor is running on 100% zero emission power," said Caltrain Board Chair Steve Heminger. "This monumental achievement will change millions of lives for the better and is a legacy that all three counties Caltrain serves can be proud of."

Caltrain Delivers Fans to Bay FC Home Opener and USWNT at PayPal Park

Soccer fans took Caltrain and caught the action at PayPal Park as Bay FC took on Racing Louisville FC on Saturday, March 22. A couple of weeks later, the United States Women's National Team hosted Brazil at PayPal Park on Tuesday, April 8, at 7:30pm. Fans took Caltrain to catch the action and root for their favorite teams. PayPal Park is served by Caltrain's Santa Clara station along with routes from partner agencies.

March Madness Rolls into San Francisco

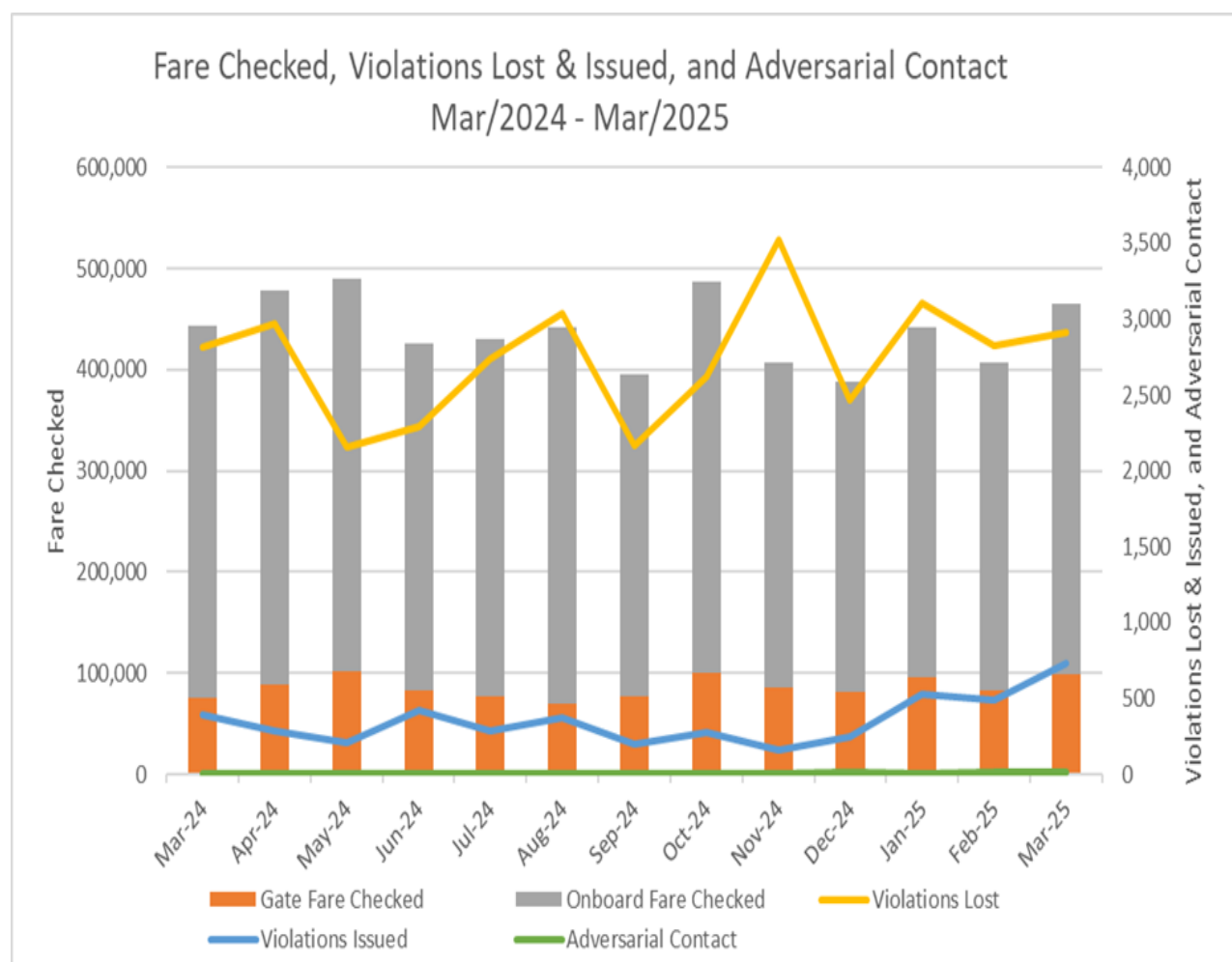
Chase Center hosted two Sweet 16 games on Thursday, March 27, at 4:39pm and 7:09pm. NCAA tournament fans took Caltrain to see Maryland vs. Florida for the first game and Arkansas vs. Texas Tech for the second game. The winners of each game, Florida and Texas Tech, respectively, went on to the Elite Eight game on Saturday, March 29.

Caltrain Runs Service to Giants Home Opener April 4

Caltrain stood ready to take San Francisco Giants fans to their home opener at Oracle park against the Seattle Mariners on Friday, April 4, with pregame festivities at 12:45pm and the first pitch at 1:35pm. Caltrain's half-hourly services makes it easy for Peninsula residents to catch home games all season long, offering up to four trains per hour during peak periods.

Fare Enforcement Report – May 2025

In March 2025, Caltrain conductors performed a total of 464,682 fare inspections at the terminal and onboard the trains. During this period, 2,915 violations were lost because the rider didn't provide identification and 732 violations were issued. 10 incidents were reported as adversarial contact.



Special Services Ridership Report (April)

San Francisco Station

- Total event-day ridership at San Francisco Station in April was 86,609, a 12.6% increase compared to 2024 (76,950), and a 33.5% decrease from 2019 (130,238).
 - In April 2025 there were 18 events (13 Giants regular season games, 3 Warriors regular season games, and 4 Warriors playoff games), compared to 20 in 2024, and 15 in 2019.

Santa Clara Station

- Total event-day ridership at Santa Clara Station in April was 984, a 23.6% increase compared to 2024 (796).
 - In April 2025 there was 1 event (USWNT vs Brazil), compared to 2 (2 Earthquakes games) in 2024. There were no events counted in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in April was 1,483, a 43.7% increase compared to 2024 (1,032), and a 1,032.1% increase from 2019 (131).
 - In April 2025 there were 4 events (4 Sharks games) compared to 6 in 2024, and 1 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 March 31, 2025, and is subject to change prior to the May 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.

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

April: Staff will continue to work with environmental permitting agencies to advance the permit amendment process and will work with the construction contractor to prepare to begin construction in 2025.

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. Staff is developing the project rebaseline schedule based on permit agencies application review status and will provide an updated schedule to the Board in June 2025.

Budget & Funding – Staff is finalizing Project rebaseline budget and funding plan assuming 2025 dry season construction, the rebaseline project budget and funding plan will require JPB board approval in June 2025.

- **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.

March: Nomad Digital performed a site survey for the 2 additional radio antennas needed to improve the coverage in the San Mateo area. Nomad is developing the design for the installation of the 2 additional required radio antennas.

April: Install the 2 additional radio antennas 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.

March: The city of Palo Alto got their advance signal preemption controller working. The city is now performing bench testing and burn-in for the controller. The cutover and testing is scheduled for May 2-4.

April: 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.

March: TASI cutover the new signal house at 5th Ave and got the new exit gates and pedestrian gates working. TASI set the new signal house at 4th Ave. TASI trenched and installed new conduits for the new signal house.

March: TASI to cutover the new signal house 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.

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

April: Seek management committee approval for Gate 7 – Start-up/Turnover and Gate 8 – Closeout. Complete the project closeout.

- **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.

March: Temporary Shoring: Working group met biweekly to refine design; initiated planning for additional field investigations. Soil Contamination Testing: Report indicated non-hazardous materials for soil management plan and cost estimating. RWQCB In-Kind Mitigation Proposal: Submitted in March; feedback pending. NMFS Coordination: Due to staffing shortage, NMFS recommended updating the Biological Assessment to support a condensed Biological Opinion (BO) to meet project schedule. Risk Analysis: Conducted risk workshop to identify key project risks with input from project team.

April: Temporary Shoring: Working group continues to meet biweekly to finalize shoring design and mitigate construction risks. Field Investigations: Conduct bridge foundation exploration; plan in-stream geotechnical investigation in upcoming dry season to support shoring design. Environmental Permits: Work with RWQCB on approval of proposed in-kind mitigation. Update biological assessments to support NMFS development of a condensed BO. Continue coordination with other agencies to ensure timely approvals. Phytophthora Planning: Develop a project-specific protocol based on applicable BMPs. Cost Estimation: Continue development of a detailed project cost estimate.

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 rebaseline 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.

March: Construction closeout continues.

April: Construction closeout and turnover will continue. An MOU for maintenance between JPB and the City will be prepared and reviewed with the City.

- **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.

March: Continued efforts to confirm TASI's cost proposal for the completion of Belmont and Tamien Stations. Reviewing A&R's final invoice and scheduled a meeting to negotiate the settlement. Evaluating the potential path forward for South County work, which remains dependent on successful negotiations with both TASI and A&R.

April: Confirm TASI's cost proposal to proceed with the completion of Belmont and Tamien Stations. Review and respond to A&R's final invoice and negotiate a settlement. Evaluate the path forward for South County work, which is contingent on successful negotiations with both TASI and A&R.

Schedule & Budget: 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 - Apr 2025

Monthly Performance

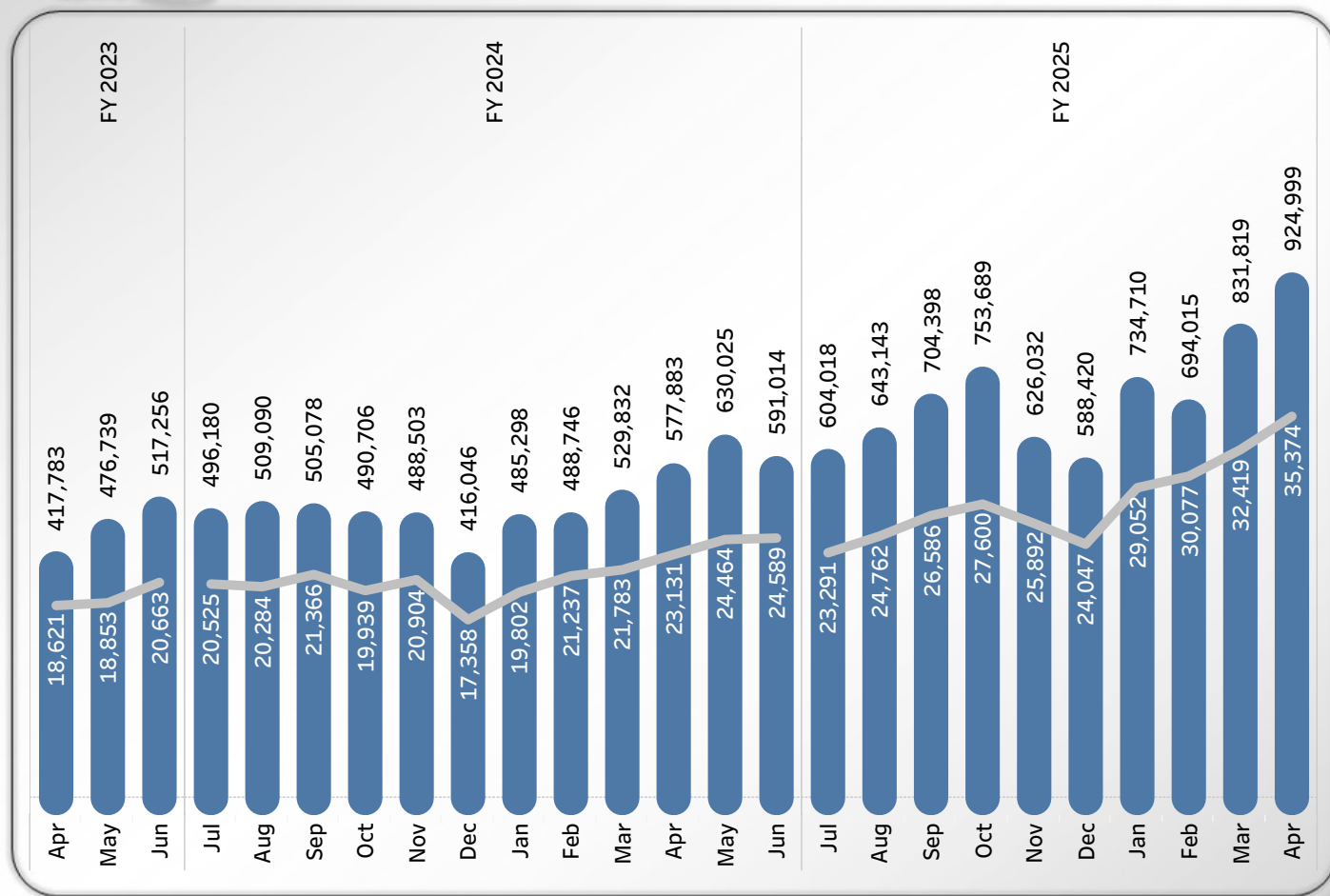
	Current Year Apr 2025	Pre-Pandemic Apr 2019	Apr 2025 % of Pre-Pandemic	Last Year Apr 2024	Apr 2024 to Apr 2025 % Change
Total Ridership	924,999	1,593,266	58.1%	577,883	+ 60.1%
Average Weekday Ridership	35,374	67,728	52.2%	23,131	+ 52.9%
Average Saturday Ridership	20,594	15,135	136.1%	9,231	+ 123.1%
Average Sunday Ridership	16,097	10,678	150.8%	8,018	+ 100.7%

Fiscal YTD Performance

	Current Year Apr 2025	Pre-Pandemic Apr 2019	Apr 2025 % of Pre-Pandemic	Last Year Apr 2024	Apr 2024 to Apr 2025 % Change
Total Ridership	7,105,242	14,344,540	49.5%	4,987,362	+ 42.5%
Average Weekday Ridership	27,948	61,584	45.4%	20,647	+ 35.4%
Average Saturday Ridership	15,331	16,995	90.2%	7,947	+ 92.9%
Average Sunday Ridership	12,255	11,497	106.6%	6,190	+ 98.0%



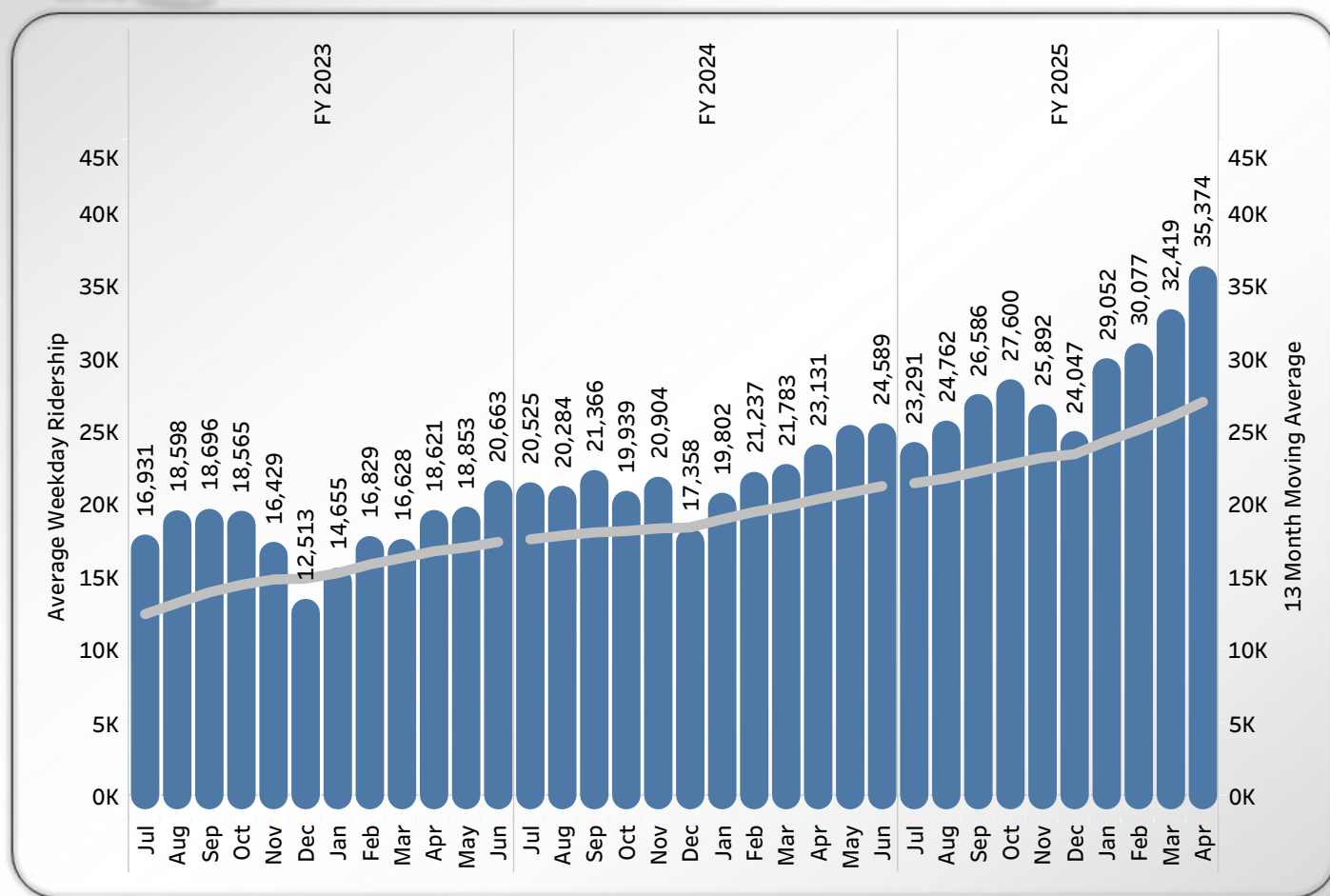
Total Ridership and Average Weekday Ridership - Apr 2025



Legend | Total Ridership | AWR



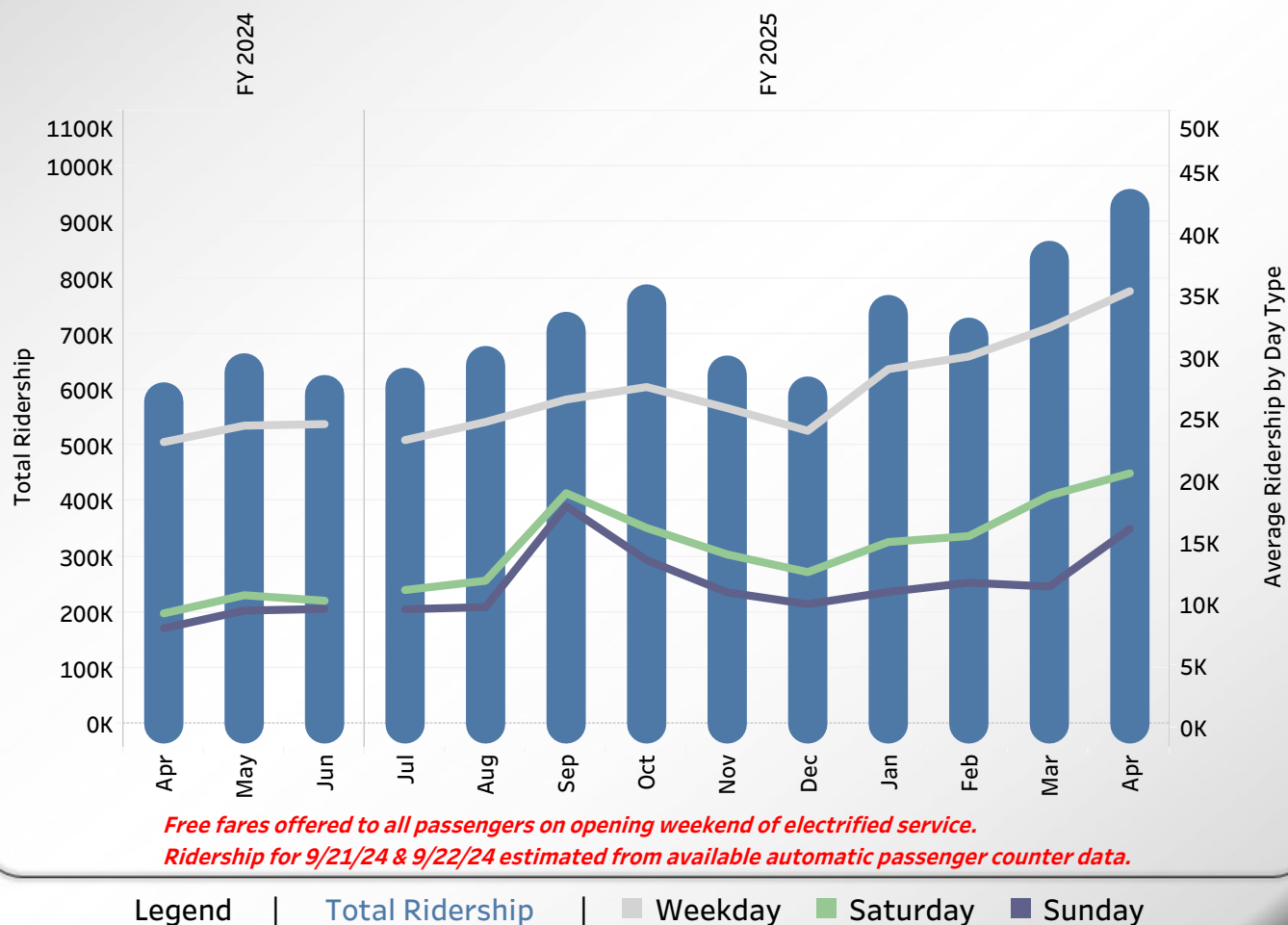
Average Weekday Ridership & 13 Month Average - Apr 2025



Legend | AWR | 13 Month Moving AWR

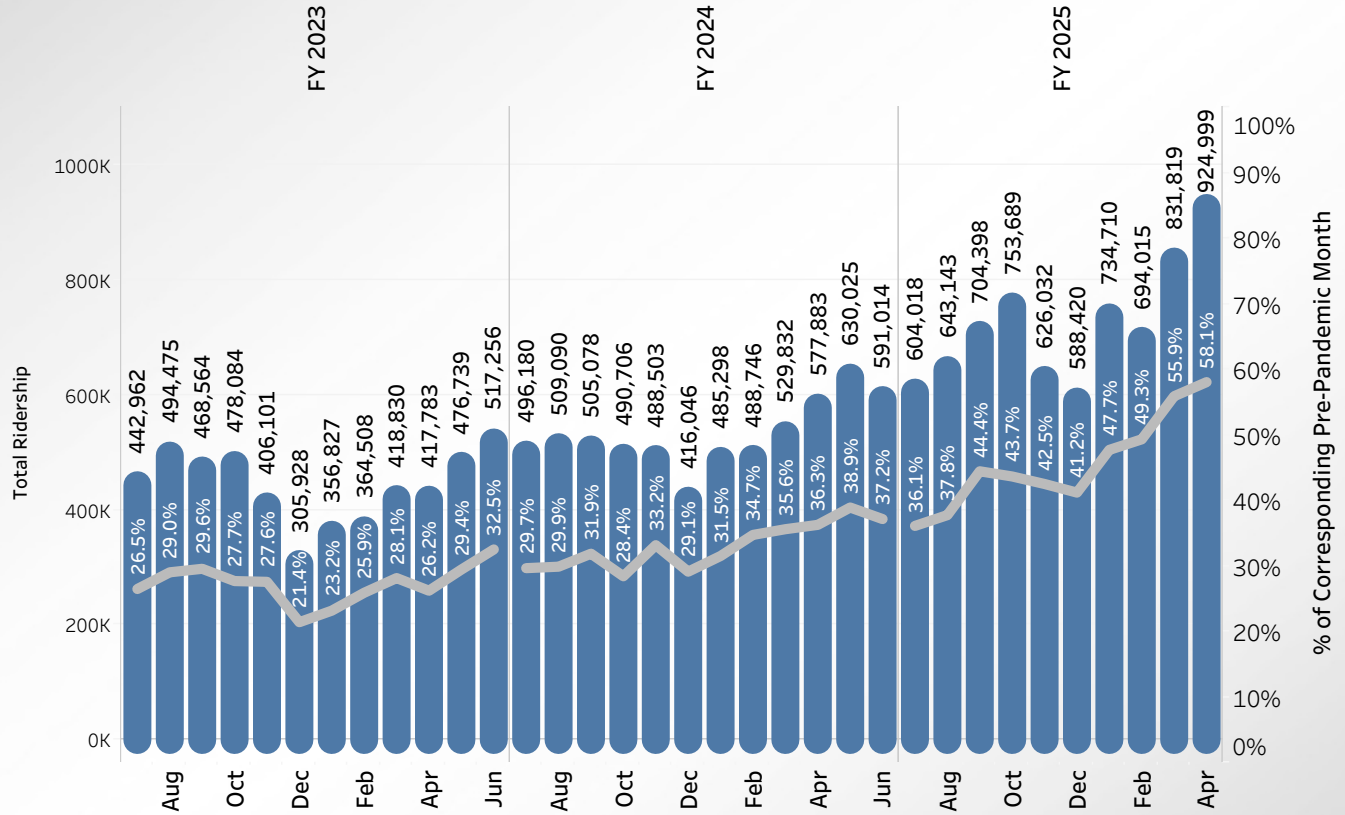


Total Ridership & Average Ridership by Day Type - Apr 2025





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

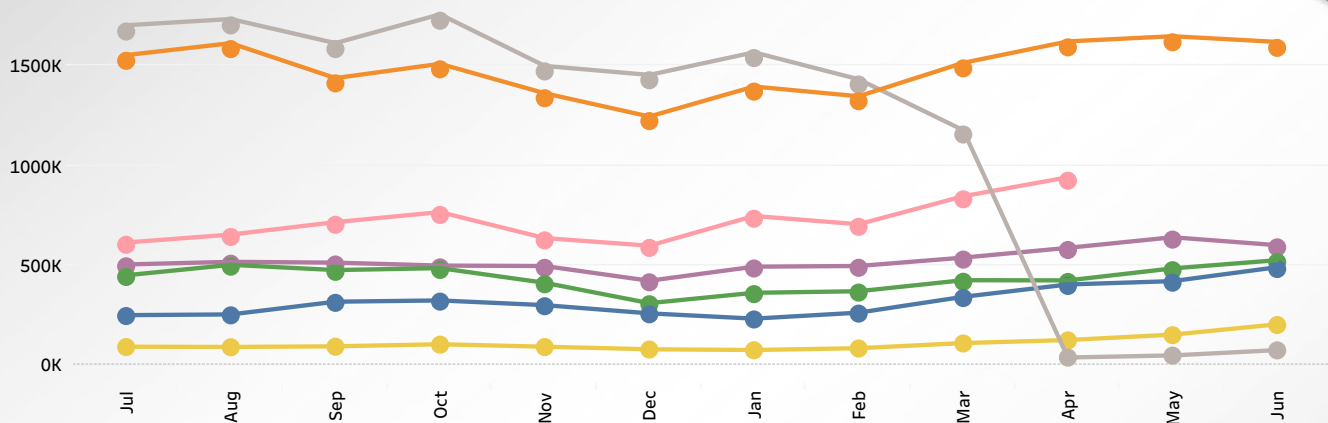


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



Caltrain Total Ridership - Apr 2025

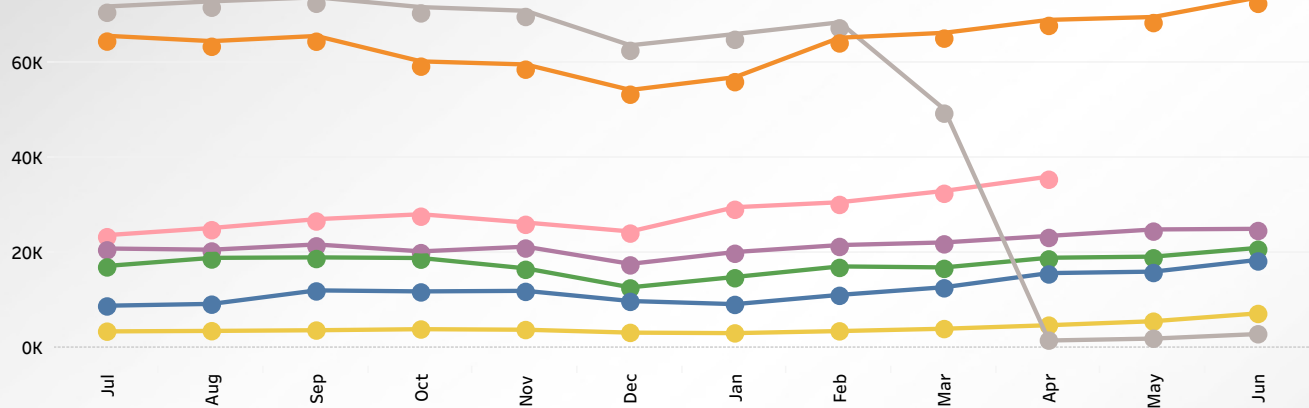


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	753,689
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,503	626,032
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,046	588,420
Jan	1,371,400	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	831,819
Apr	1,593,266	38,584	124,522	397,753	417,783	577,883	924,999
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 - Apr 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	24,762
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,586
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,600
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,892
Dec	53,258	62,480	3,162	9,687	12,513	17,358	24,047
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	32,419
Apr	67,728	1,536	4,693	15,451	18,621	23,131	35,374
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

April 2025

Total Monthly Trips*

April, 2025: 924,999

TIP:

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

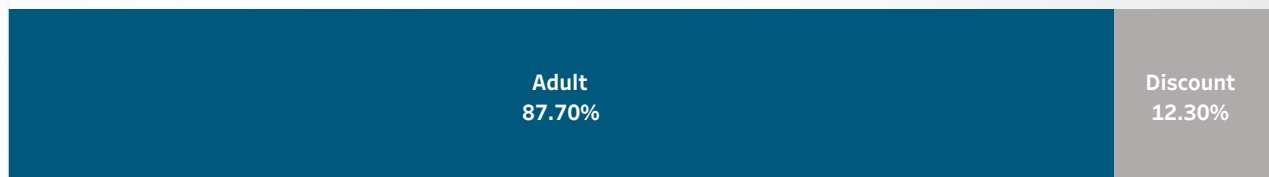
Pass Type



Fare Media Channel



Fare Type

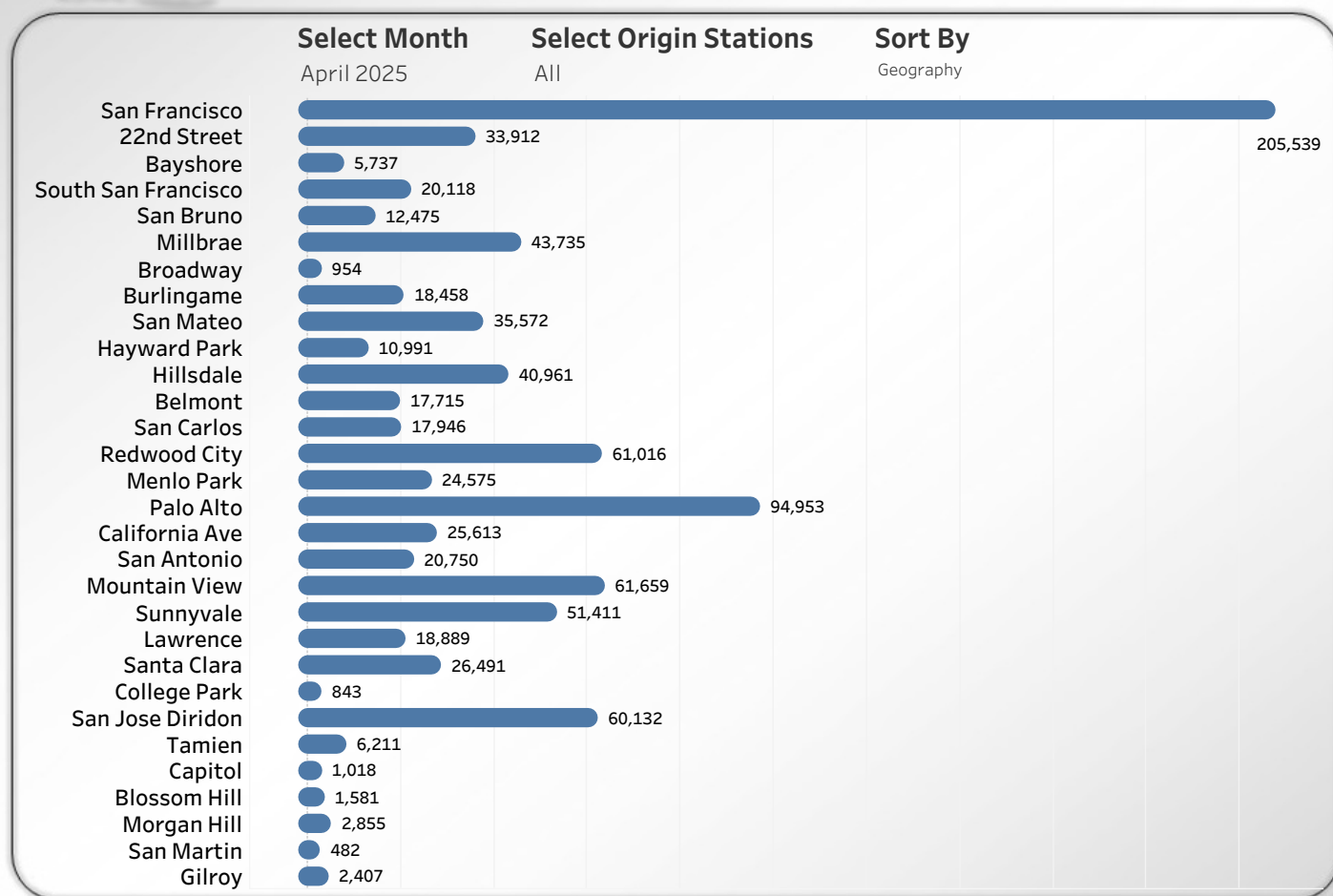


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



Caltrain Total Ridership by Origin Station



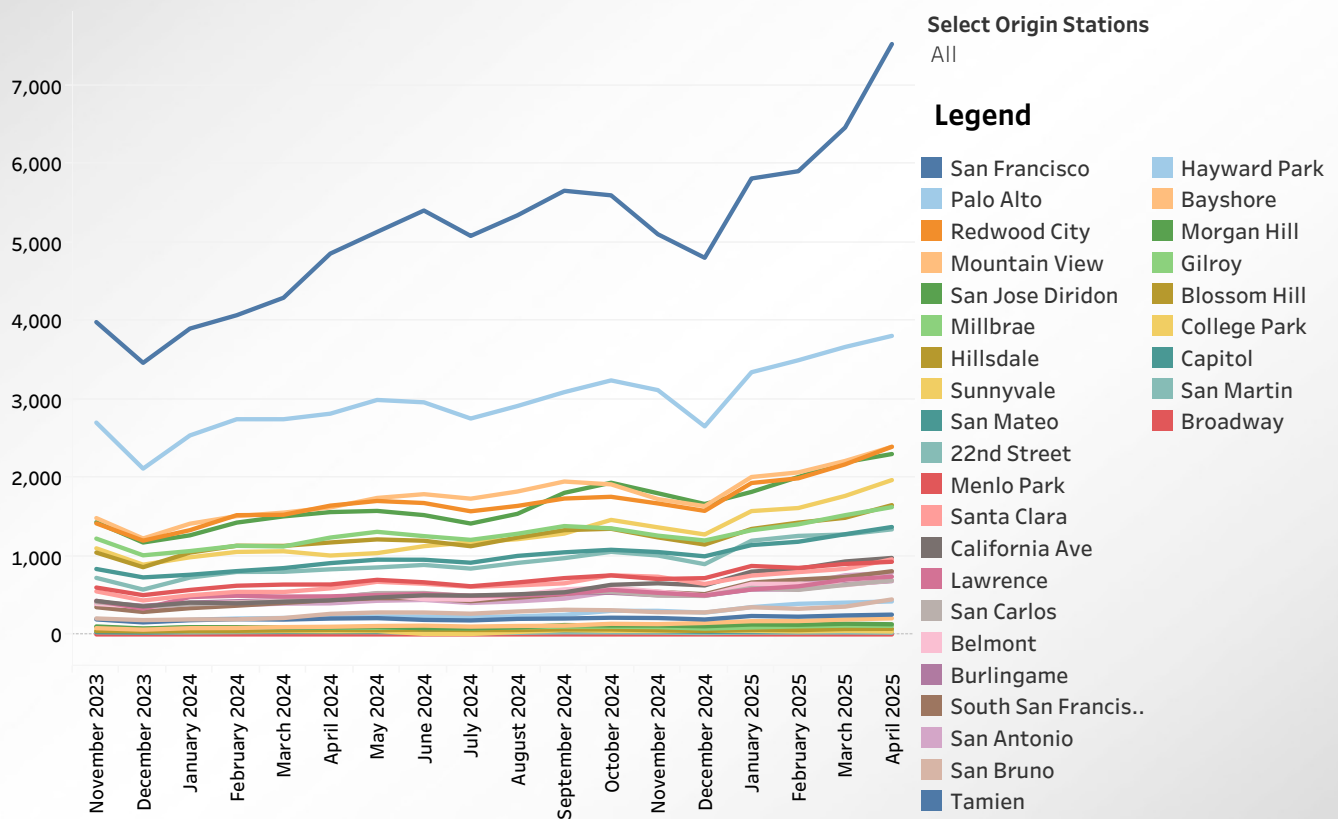
Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

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

Caltrain Average Weekday Ridership by Origin Station

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

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



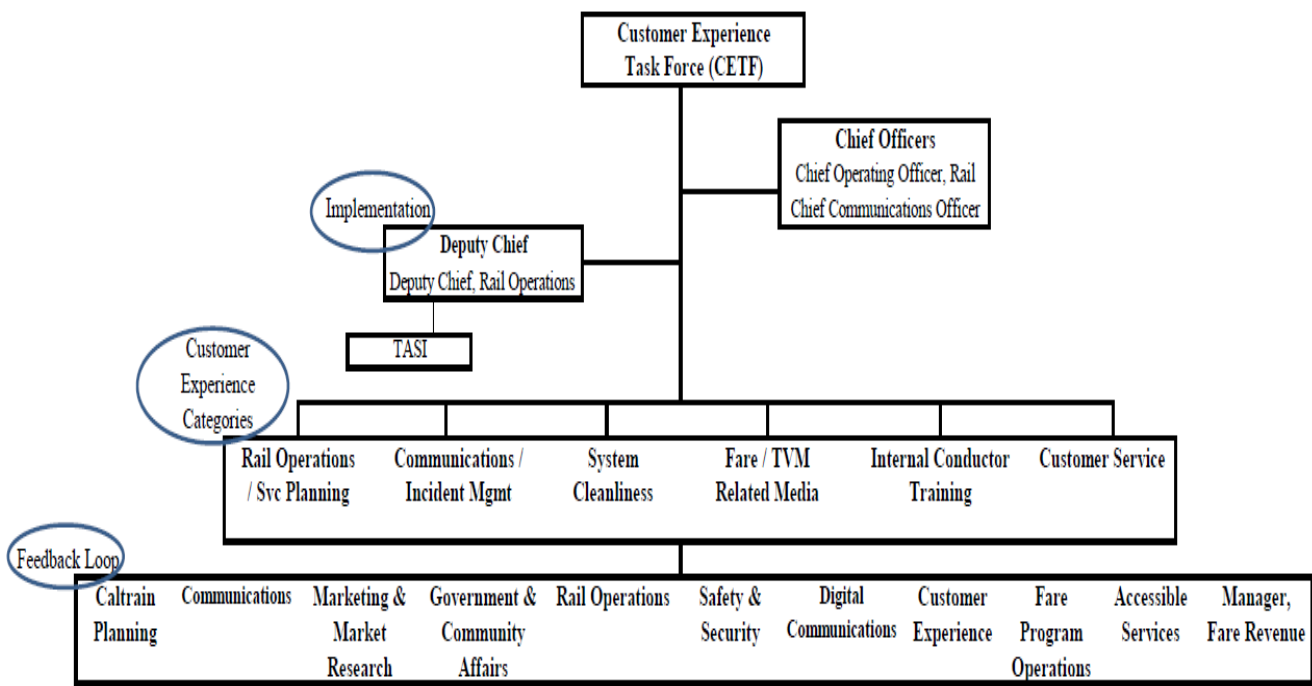
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: John Hogan
Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



Service Operations

The taskforce is spearheading efforts:

- **Temporary Service Changes to support construction for the Guadalupe Bridge Replacement Project** (Pending JPB Board Approval & Permitting Approval)
 - **Tamien Station Electric Train Service Temporarily Suspended, Free Replacement Bus Service to San Jose Diridon** - Starting Monday, June 16, 2025 and continuing for approximately eight months, electric train service to/from Tamien Station will be temporarily suspended seven days a week to accommodate construction for the [Guadalupe Bridge Replacement Project](#). During this time, all electric trains that typically serve Tamien Station will instead originate or terminate at San Jose Diridon Station.

Service Options between Tamien and San Jose Diridon Stations

	Electric Train Service	South County Connector Service	Free Replacement Bus Service
Weekdays	None	4 Morning Northbound Trains 6:35a - 8:14a Tamien departures 4 Evening Southbound Trains 4:28p - 6:28p Tamien arrivals	~Every 30-40 minutes 5:35a - 11:55p
Weekends	None	None	~Every 30 minutes 6:35a - 11:55p

- **South County Connector Service** - For those travelling northbound in the weekday morning peak and southbound in the weekday evening peak, the South County Connector service (northbound trains 805, 807, 809, 811 and southbound trains 814, 816, 820, 822) will continue to serve all stations from San Jose Diridon to Gilroy, including Tamien Station. These trains will provide a timed, cross-platform transfer for electric train service north of San Jose Diridon Station.
- **Replacement Bus Service** - Free replacement bus service between San Jose Diridon and Tamien stations will be provided by VTA and operate approximately every 30 to 40 minutes. On weekdays, buses will run from 5:35 a.m. to 11:55 p.m. and on weekends, from 6:35 a.m. to 11:55 p.m.
- **Additional Service Changes** - The weekday and weekend train schedules between San Jose Diridon and San Francisco stations will remain unchanged, with the following exceptions indicating the arrival times at San Jose Diridon:
 - Train 104 will arrive at San Jose Diridon at 6:52 a.m.
 - Train 108 will arrive at San Jose Diridon at 8:14 a.m.
- **Customer Communication**
 - Web/Mobile
 - Landing Page Notice

- Caltrain Mobile App Alert
- Social Media
- Nextdoor.com
- Stations/Onboard
 - Station Signage
 - Train Seat Drops
 - Stations Ambassadors
 - Onboard/Stations announcements
- Press Release
- Coordination with City Communication Staff
- Stakeholder Outreach

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.
- Global Positioning System application is available for train tracking on [Caltrain website](https://www.caltrain.com).

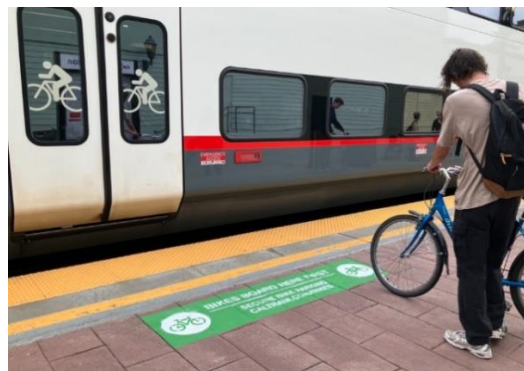
Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- **Bike Boarding Stencil:** Implementation at all stations starting with Redwood City, supporting riders with improved way finding for bike cars and helping to streamline boarding and on-time performance.



- **Bike to Wherever Days 2025:**
 - Outreach at Caltrain stations during the weekday morning commute hours of 7:30 a.m. to 10:30 a.m. Mountain View and 4th & King - May 15, San Mateo-Downtown and Millbrae - May 16.

- Outreach staff will be on-site for three hours in the morning to promote bike commuting, share info on bike lockers and storage, hand out snacks and giveaways, and answer rider questions.
- **Giants Station Signage:** Signs are being placed at high-traffic stations to promote Giants game ridership. They will rotate between various stations to maximize visibility and engagement.



- **Simplify Transit:** Continue working closely with Rail Operations and TASI Staff to improve and streamline the manual alert creation process, while ensuring clear, consistent messaging for riders.

Marketing Customer Communication

- **Electrification:** Caltrain won the 2025 Sustainability Award for the new electric trains. It was communicated that ridership was up over 40% in the month of April!
- **Digital Communications:** The Social Media team led a huge giveaway, two tickets to opening day! The team also hosted a how-to webinar to help guide current and new riders on the system.
- **Messaging Highlights:**
 - Giants Season kicked off
 - SF Giants Social Media Giveaway for Opening Day
 - Earth Day
 - Climate Survey
 - All Aboard Transit Day was announced
 - New Bike Decals started to appear at our stations

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
 - The current round of e-locker installations is adding to the existing locker count and providing parking for larger bikes. It includes:
 - Palo Alto Station: 13 e-locker spaces near the southbound platform. Most of the spaces are large spaces that can accommodate large bikes. There are currently a total of 29 e-locker spaces at Palo Alto Station in 3 different areas. More lockers will be installed as a later part of this round of installations.
 - California Avenue Station: 16 e-locker spaces in the parking lot, including 4 large bike spaces. There are currently 24 e-locker spaces at this station.
 - Tamien Station: 20 e-locker spaces near the station entrance, including 4 large bike spaces. There are currently 28 e-locker spaces at this station near Caltrain with some additional VTA spaces on the light rail side.
 - San Antonio Station: 10 e-locker spaces including 4 large bike spaces just north of the northbound platform. There are now 18 spaces available at this station.
 - Redwood City: 12 spaces including 4 large bike spaces near the southbound platform. There are now 28 spaces at this station.
 - More e-locker installations are planned for Santa Clara, Sunnyvale, Mountain View, Palo Alto, Menlo Park, 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.
- 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:

- Storm Preparedness
 - Our teams conducted checks on drains and pumps at San Francisco (SFK) and 22nd ST (TWE) stations to ensure reliable performance during storms.
- Quarterly Station Inspections
 - Routine inspections were completed at the following stations:
 - Gilroy, San Martin, Morgan Hill, Capitol, Burlingame, Millbrae, Broadway, San Mateo, and Hayward Park
- Station and Facility Maintenance

- Installed pigeon netting and replaced AED pads at San Francisco Station
 - Installed trauma kits across select facilities
 - Repaired fencing and a door at our 3rd Street Warehouse
- Elevator Maintenance
 - Completed Scheduled maintenance for elevators at Bayshore and Belmont stations to ensure continued accessibility.

AGENDA ITEM # 10 (b)
May 21, 2025

JPB CAC Work Plan

January 15, 2025

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

February 19, 2025

- State & Federal Legislative Updates
- Customer Service Initiatives

March 19, 2025

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

April 16, 2025

- Safety Quarterly Update
- Wireless Crossing
- Service Vision Update

May 21, 2025

- Service Vision Update
- Caltrain Marketing Plan

June 18, 2025

- Ridership and Service Planning Update
- TASI Staff Regarding Fare Collection

July 16, 2025

- Safety Quarterly Update
- Service Vision Update

August 20, 2025

- Ridership Growth Strategy
-

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