

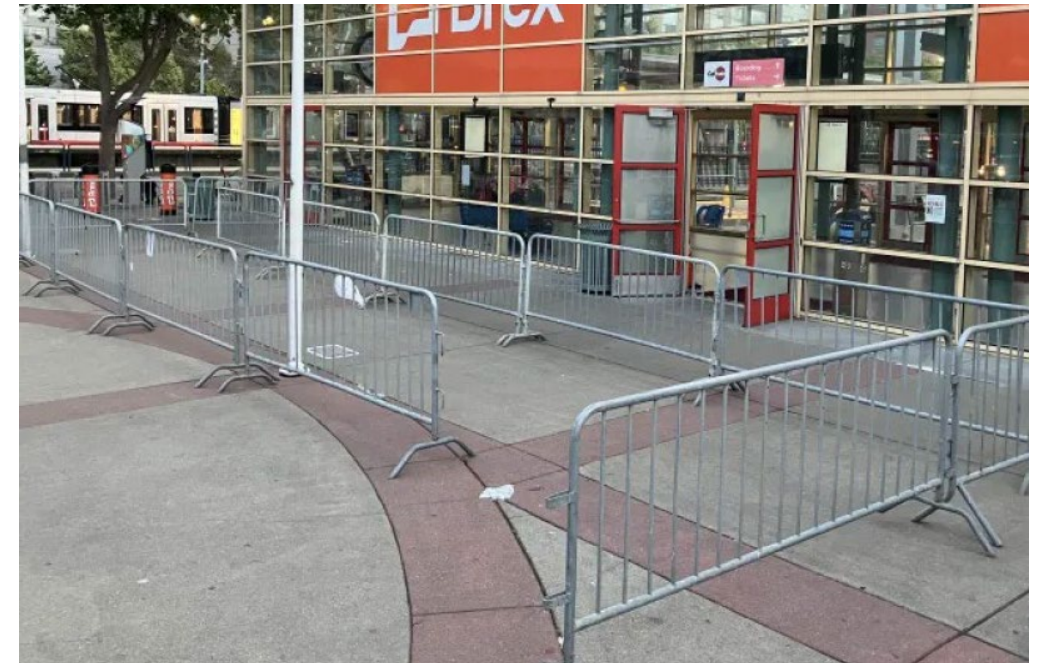
Caltrain 4th and King Boarding Process

**JPB TOPS Committee
May 28, 2025**



Post-Special Event/Game Queuing

- Implemented more efficient and effective queuing, fare enforcement and boarding procedures
- Action taken in response to customer and Board comments
- Staff implemented snaking barricades to manage crowds in plaza
- Separated pre-boarding and general passenger flow



Results and Next Steps

- Staff saw improved passenger flow and experience
- No security issues and trains departed on time

Next Steps:

- Expand barricades to accommodate larger crowds
- Increase staff and devices for quicker fare enforcement prior to boarding
- Continue to pilot and refine process based on staff and customer feedback



FOR MORE INFORMATION

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