



**BOARD OF DIRECTORS 2025**

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## **REVISED AGENDA**

### **Peninsula Corridor Joint Powers Board**

#### **Citizens Advisory Committee (CAC) Meeting**

June 18, 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](mailto: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.

**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.

## June 18, 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 May 21, 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. TASI Staff Regarding Fare Enforcement (Jeff Allen, TASI) (6:10 pm) Informational
9. Service Planning & Regional Coordination (Ted Burgwyn) (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, July ~~15~~16, 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](mailto: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](mailto: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](mailto: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, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070

**Draft Minutes of May 21, 2025**

**Members Present:** D. Albohm, R. Kutler, K. Linquist, R. Sarathy (arrived at 6:07 pm),  
P. Leung (Acting Chair), A. Kulkarni (Alternate) (arrived at 5:47 pm),  
M. Pagee (Alternate), P. Wickman (Alternate)

**Members Absent:** A. Brandt (Chair)

**Staff Present:** J. Brook, J. Hogan, T. Huckaby, M. Jones

**1. Call to Order**

Acting Chair Patricia Leung called the meeting to order at 5:41 pm.

**2. Roll Call**

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

**3. Pledge of Allegiance / Safety Briefing**

Acting Chair Leung led the Pledge of Allegiance and 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 April 16, 2025**

Motion/Second: Pagee/Kutler

Ayes: Albohm, Kutler, Linquist, Pagee, Wickman, Leung

Absent: Brandt, Kulkarni, Sarathy

**6. Public Comment for Items Not on the Agenda**

Jeff Carter, Millbrae, spoke in support of students riding Caltrain to the San Francisco Giants game and service to Sunday's Bay to Breakers event.

Roland commented on passing tracks and expanded site storage.

**7. Report of the Chair – There was none.**

*Member Ashish Kulkarni arrived at 5:47 pm.*

## **8. Service Vision Update**

Melissa Jones, Deputy Director, Policy Development, provided the presentation, which included the following:

- Service vision is key output of Caltrain business plan process; used for decision-making by Caltrain and partners
- Plan for next decade; adoption planned for late summer or early fall 2025
- Removing expanded growth – improves viability of railyard development, saves capital costs for Caltrain and partners
- Adjusting policy direction to improve functionality of policy; continue with strategic planning efforts

*Member Rohit Sarathy arrived at 6:07 pm.*

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

- Prudent to change direction at this time – Caltrain struggling financially with expanded vision
- Removing targeted dates from plan
- Number of four-tracked stations reduced from expanded growth plan
- 4<sup>th</sup> and King station – will not be four-tracked; no room for fleet required to provide expanded service; fewer opportunities for joint railyard project

### Public Comment

Jeff Carter spoke in support of not giving up right of way for sake of development, continued funding, and four-tracked stations.

Doug DeLong, Mountain View, commented on ridership growth and spoke in support of compensation for Caltrain's easement and removing expanded growth from the service vision.

Roland commented on offsite storage for trains with expanded service and passing tracks.

## **9. Caltrain Marketing Plan**

Taylor Huckaby, Deputy Chief, Communications, provided the presentation, which included the following:

- Success of digital communications
- Go Faster Go Caltrain campaign – segmented customers by type, developed targeted advertising
- Website, digital billboards on US 101, Spotify, social media
- Passenger Information systems on new trains – San Francisco Giants ads; 30 percent discounted Giants tickets for Caltrain and SamTrans employees
- Partnerships with Bay FC (Bay Football Club) and Golden State Valkyries; Outfront Media, Inc. developing branded exterior/internal train wraps/ads
- Summer activations campaigns – specially branded train cars (Singers SZA and Kendrick Lamar, Lady Gaga, Wu-Tang Clan)

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

- Time comparisons between driving and riding the train; train frequency; post-game service
- First and last mile options
- Timing of billboard ads to maximize exposure
- Partnerships with sports teams; Bike to Work Day; Spotify ads
- Partnerships with bars and restaurants along the corridor – coordinate with individual cities
- Humor in ad campaigns sticks with people

#### Public Comment

Jeff Carter, Millbrae, commented on increased weekend service, marketing for events near stations.

### **10. Staff Report**

#### **10.a. Customer Experience Task Force Update**

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

- RailSentry
- Mechanical delays down
- One trespasser strike
- Received sustainability award; working with PG&E (Pacific Gas and Electric) on regenerative braking compensation
- Fare enforcement – to improve with Clipper 2 and new Clipper readers
- New classes of conductors graduating – will now be two conductors per train
- Difficulty collecting fares – working with transit police
- Bay to Breakers event May 18 – crowd control at 4<sup>th</sup> and King challenging; likely bring back express train for 2026 event
- APC (automated passenger counters) testing
- Guadalupe bridge work to start June 16, projected to last 16 months. Terminus will be Diridon; Tamien service will stop

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

- Employee safety
- Escalation training for conductors; conductors need to acknowledge Go Pass holders
- New onboard Clipper readers with longer-lasting batteries coming out next week

#### Public Comment

Roland commented on intrusion detection systems and PTC (positive train control).

Mr. Hogan responded that RailSentry could potentially be tied to PTC, noting that there are other intrusion detection systems that could be connected.

John commented on Caltrain's focus on safety and marketing, partnering with community, train noise, and quiet zones.

Mr. Hogan responded that Caltrain does not control quiet zones, which are controlled by the FRA (Federal Rail Administration); decibel level has been lowered to the lowest level allowed by the FRA.

**10.b. JPB CAC Work Plan Update** – There was none.

**11. Committee Member Comments**

- Member Kulkarni requested to increase to four cars per train to accommodate increased ridership

Mr. Hogan responded that Caltrain has cars available to accommodate ridership.

Public Comment

Roland commented on three-car EMUs (electric multiple units) and decibel level of train noise.

**12. Date / Time / Location of Next Regular Meeting**

June 18, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

**13. Adjourn** - The meeting adjourned at 7:18 pm.

Motion/Second: Linquist/Albohm

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

Absent: Brandt

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

TO: JPB CAC

FROM: John Hogan  
Chief Operating Officer

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **May:** The May 2025 OTP was 94.8% compared to 92.2% for May 2024.
  - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 4<sup>th</sup> (Mission Bay Dr., San Francisco @ 9:50 pm), caused 0 trains delayed. The vehicle on the 12<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 9:29 pm), caused 3 trains delayed. The vehicle on the 17<sup>th</sup> (Menlo Park @ 10:09 am), caused 3 trains delayed.
  - **Mechanical Delays** – In May 2025 there was 0 minutes of delay due to mechanical issues and 347 delays due to Stadler warranty issues.
- **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 12<sup>th</sup> (16<sup>th</sup> St., San Francisco @ 3:45 am), caused 0 trains delayed. The vehicle on the 13<sup>th</sup> (Castro St., Mountain View @ 1:40 am), caused 0 trains delayed. Another vehicle on the 13<sup>th</sup> (3<sup>rd</sup> Ave., San Mateo @ 8:32 am), caused 2 trains delayed.
  - **Trespasser Strike** – There was one trespasser strike on April 25<sup>th</sup> (Santa Clara @ 11:07 am), which caused 1 train annulled & 4 trains delayed.



## Caltrain Celebration Bike to Wherever Days

Bike to Wherever Days returned Thursday, May 15, through Saturday, May 17, and Caltrain helped Bay Area cyclists get to wherever they want to go.

Caltrain, in partnership with the Silicon Valley Bicycle Coalition (SVBC) and San Francisco Bicycle Coalition (SFBC), and in recognition of National Bike Month, co-sponsored energizer stations at Caltrain Stations across the three counties the rail agency serves. Caltrain also hosted additional energizer stations at San Francisco, Millbrae, San Mateo and Mountain View stations with snacks, coffee, free swag, and much more in order to welcome bike riders.

Currently, approximately 20% of Caltrain riders access the system with a bicycle. Caltrain has more on-board bike space than any train system in the country, but space on the bike cars is filling up. People are encouraged to use the bike lockers or the free bike valet service on Townsend Street in San Francisco, especially if they do not need a bike on both ends of their journey. The eLockers and bike valet provide customers with easy to use, secure facilities and help alleviate some of the demand for bike space on trains.

In addition to the bike parking improvements, Caltrain is also installing signage on the platforms that show customers where the bike car doors are located. These stencils help guide customers with bikes to the bike cars while also helping other riders to access the non-bike cars.

People who use bikes to access Caltrain can take advantage of more than 350 bicycle eLockers at 22 Caltrain stations, including several new spaces that accommodate large bikes designed to carry a passenger. Standard eLocker rates can be as low as 5 cents per hour, with large bike rates of 8 cents per hour. Caltrain is currently giving 100 free hours of bicycle parking at Caltrain-owned eLockers to riders when they download the easy-to-use BikeLink app and use it to access a BikeLink locker at a Caltrain station for the first time. The eLocker installations provide customers with an easy to use, secure facility and help alleviate some of the demand for bike space on trains. The eLockers are funded from the Bay Area Air Quality District and the State of California.

## Caltrain Celebrated All Aboard Bay Area Transit Day on May 6

As transit ridership continues to rebound onboard Caltrain and around the Bay Area, Caltrain joined its fellow Bay Area agencies for All Aboard Bay Area Transit Day to celebrate public transit's vital role in reducing traffic congestion, improving air quality, and connecting communities. All Aboard Day also marked the beginning of Spare the Air's summer smog season.

This regional effort, led by the Metropolitan Transportation Commission (MTC) and the Bay Area Air Quality District, highlighted the many essential economic, environmental, and social benefits that public transit provides.

To commemorate the day, regional transit leaders gathered for a press event at the San Francisco Ferry Plaza on Tuesday, May 6 at 10 a.m. to highlight service improvements and collaborative initiatives that are making transit more efficient, sustainable, and rider-friendly.

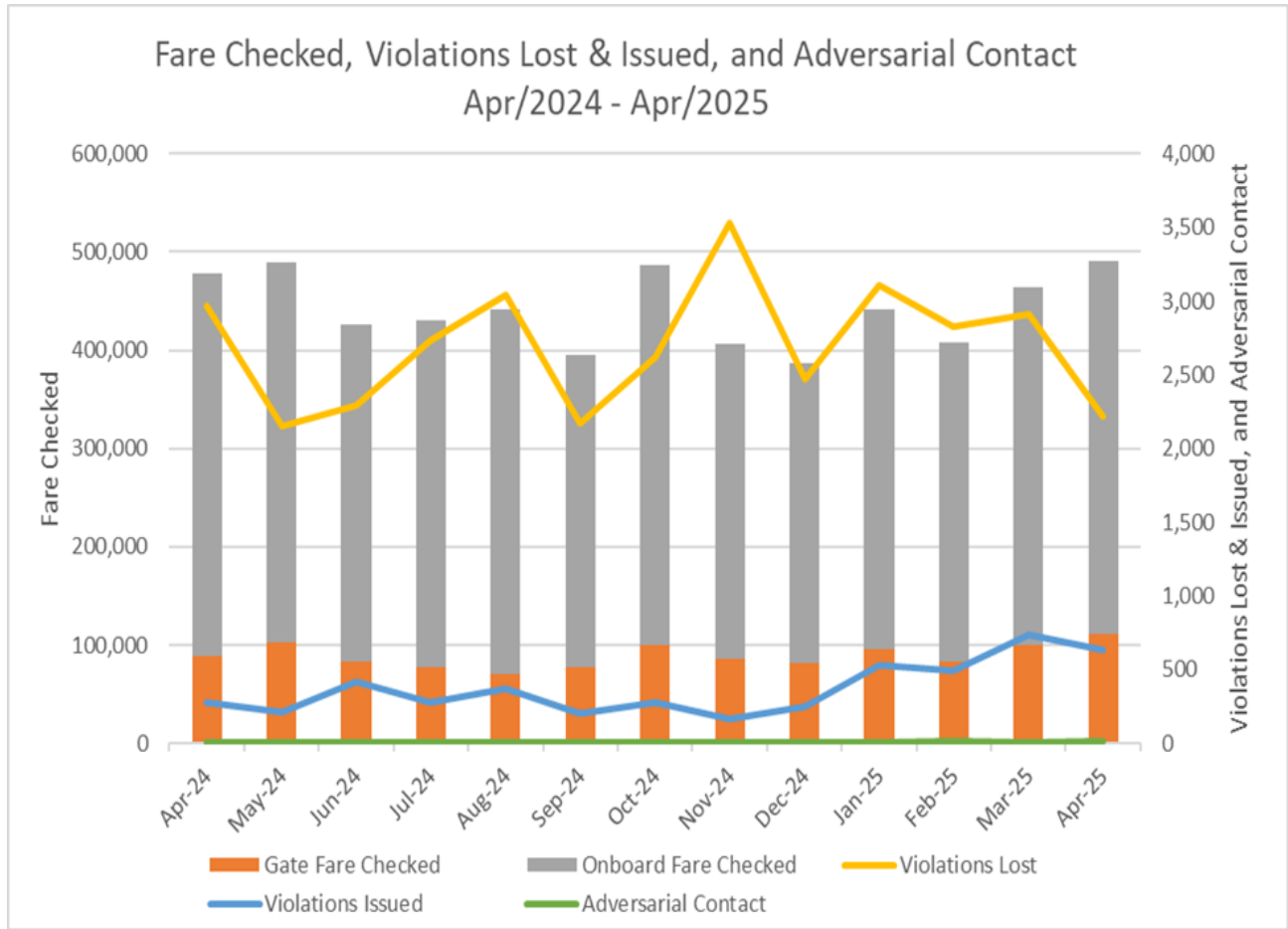
"Faster trips, more trains, and a smoother, quieter ride — Caltrain's new electric trains deliver a better experience for riders and a cleaner future for our communities," said Michelle Bouchard, Caltrain Executive Director. "Every ride helps cut pollution and protect the Bay Area for generations to come. We invite everyone to hop on board and experience the difference."

## Caltrain: Your Ride to the Valkyries

The Golden State Valkyries kicked off their preseason on May 6, at 7:00 p.m. when they took on the LA Sparks, and they did so again for their regular season home opener on Friday, May 16; Caltrain delivered fans to both games, as well as every other home game at Chase Center this season. WNBA fans can take Caltrain to the San Francisco Station at 4th and King Streets, where they can walk less than a mile to Chase Center or take advantage of a free transfer to Muni Light Rail with a Valkyries ticket.

## Fare Enforcement Report – June 2025

In April 2025, Caltrain conductors performed a total of 490,536 fare inspections at the terminal and onboard the trains. During this period, 2,217 violations were lost because the rider didn't provide identification and 630 violations were issued. 13 incidents were reported as adversarial contact.



## Special Services Ridership Report (May)

### **San Francisco Station**

- Total event-day ridership at San Francisco Station in May was 121,863, a 63.2% increase compared to 2024 (74,661), and a 17.8% increase from 2019 (103,451).
  - In May 2025 there were 22 events (13 Giants regular season games, 3 Valkyries regular season games, 3 Warriors playoff games, Stray Kids, Kendrick Lamar & SZA, and Bay to Breakers), compared to 14 in 2024, and 14 in 2019.

### **Palo Alto Station**

- Total event-day ridership at Palo Alto Station in May was 5,561.
  - In May 2025 there was 1 event (Coldplay). There were no events counted in 2024, or 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

Service changes effective Sept 21, 2025, included increase in weekend trains from one to two trains per hour

## **Capital Projects:**

The Capital Projects information is current as of April 30, 2025, and is subject to change prior to the June 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.

**April:** Staff continued to work with environmental permitting agencies to advance the permit amendment process and has been working with the construction contractor to prepare to begin construction in 2025.

**May:** Staff will continue to work with environmental permitting agencies to advance the permit amendment process and prepare to resume construction in June of 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.

**April:** Nomad submitted the design and Site-Specific Work Plan for the installation of the 2 additional radio antennas required. There was damaged to one radio site due to a vehicle accident at the Linden grade crossing. Nomad is investigating the necessary repair for that location.

**May:** Repair the damaged radio site at the Linden grade crossing in San Bruno. 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.

**April:** The city of Palo Alto performed their bench testing for their traffic controller and it failed. The cutover scheduled for May 2 - 4 has been cancelled until the city has fixed the issues with their traffic controller.

**May:** Cutover and test the advance signal preemption. Schedule: The cutover for the advance signal preemption scheduled for the weekend of May 2-4, 2025, has been cancelled until the city of Palo Alto corrects the issues with their traffic controller.

- **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.

**April:** TASI continued to trench and installed new conduits for the new signal house at 4th Ave. TASI pulled the new cables to the new signal house. The city of San Mateo pulled the new preemption cable to the new signal house. TASI was not able to get the fiber sub to install the fiber lateral cable to the new signal house in April.

**May:** TASI to install the new fiber cable for the new signal house. 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.

**April:** Management committee approved for Gate 7 – Start-up/Turnover and Gate 8 – Closeout. Completed the project closeout.

**May:** None. Project is now closed.

- **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.

**April:** Temporary Shoring: Held biweekly technical workshops to coordinate field investigations and finalize shoring design. Completed site reconnaissance at the bridge foundation to inform next month's potholing. Continued planning for geotechnical borings, in-stream investigations, and 2025 dry-season tree removal. Environmental Compliance: Revising the Biological Assessment to support a condensed Biological Opinion from NMFS. Developing a project-specific Phytophthora protocol. RWQCB In-Kind Mitigation: Followed up with RWQCB and the city of Palo Alto on the mitigation proposal. Project Schedule: Aligned design deliverables and anticipated permit approvals with key project milestones.

**May:** Temporary Shoring: Conduct foundation potholing in May and Geotechnical borings in June. Perform instream investigations upon agency approval, targeted for June. Environmental Compliance: Finalize and submit the revised Biological Assessments to NMFS. Continue coordinating with resource agencies for permit approvals. Finalize the Phytophthora protocol and plan field testing. RWQCB In-Kind Mitigation: Meet with City of Palo Alto to review the proposed riparian enhancements and obtain input on irrigation design. Risk Analysis: Refine risk register with subject matter experts and hold a risk workshop with all JPB departments. Cost Estimation: Finalize soft cost estimates and prepare for procurement of professional services to support the construction 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 June 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.

**April:** Construction closeout continues.

**May:** 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.

**April:** 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.

**May:** 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 10<sup>th</sup> of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10<sup>th</sup>, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



## Caltrain Ridership Estimates Download

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

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

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



## Ridership Executive Summary - May 2025

### Monthly Performance

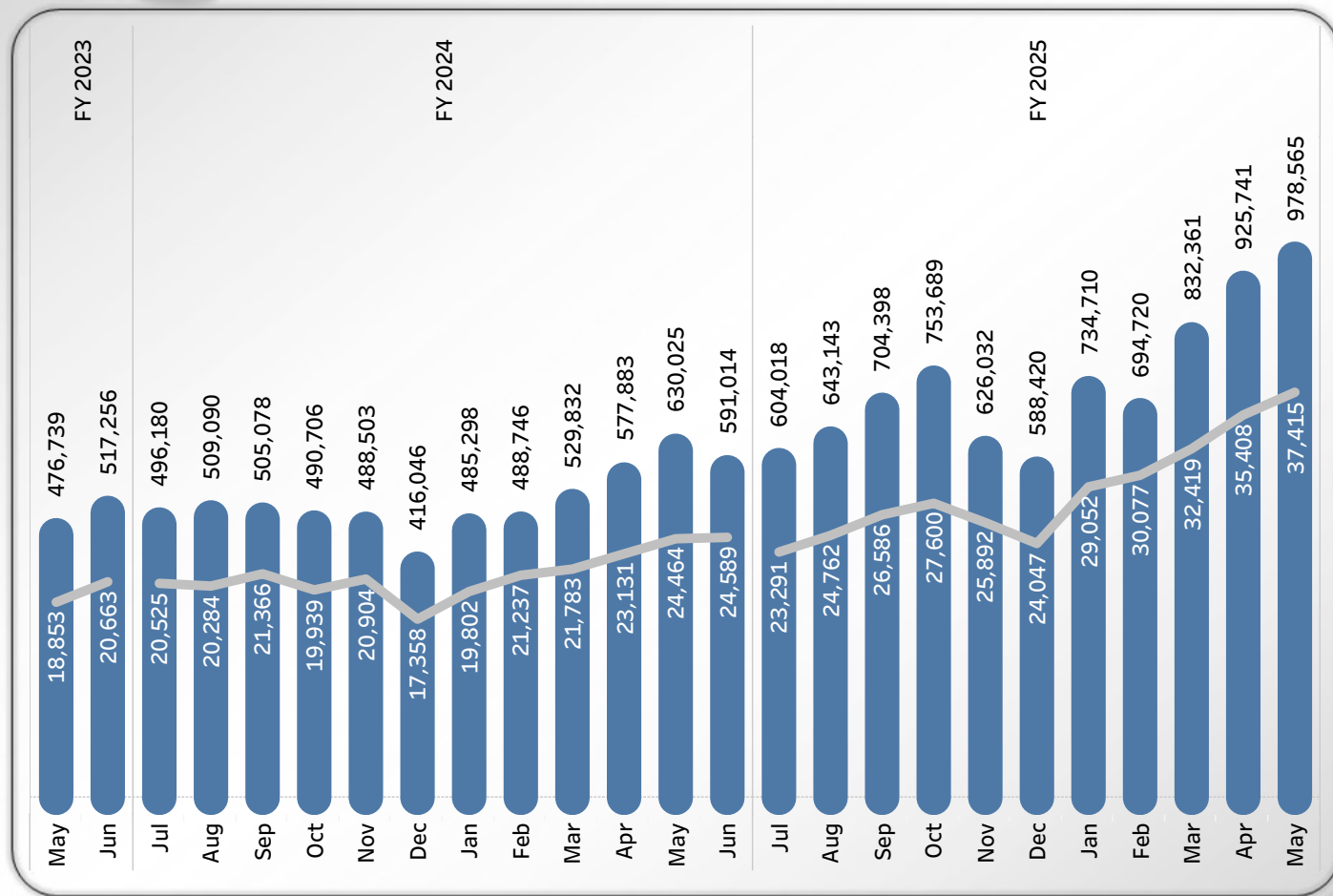
	Current Year May 2025	Pre-Pandemic May 2019	May 2025 % of Pre-Pandemic	Last Year May 2024	May 2024 to May 2025 % Change
Total Ridership	978,565	1,618,825	60.4%	630,025	+ 55.3%
Average Weekday Ridership	37,415	68,326	54.8%	24,464	+ 52.9%
Average Saturday Ridership	21,231	15,338	138.4%	10,703	+ 98.4%
Average Sunday Ridership	18,195	10,862	167.5%	9,459	+ 92.4%

### Fiscal YTD Performance

	Current Year May 2025	Pre-Pandemic May 2019	May 2025 % of Pre-Pandemic	Last Year May 2024	May 2024 to May 2025 % Change
Total Ridership	8,085,796	15,963,365	50.7%	5,617,387	+ 43.9%
Average Weekday Ridership	28,819	62,223	46.3%	21,010	+ 37.2%
Average Saturday Ridership	15,921	16,857	94.4%	8,177	+ 94.7%
Average Sunday Ridership	12,787	11,444	111.7%	6,462	+ 97.9%



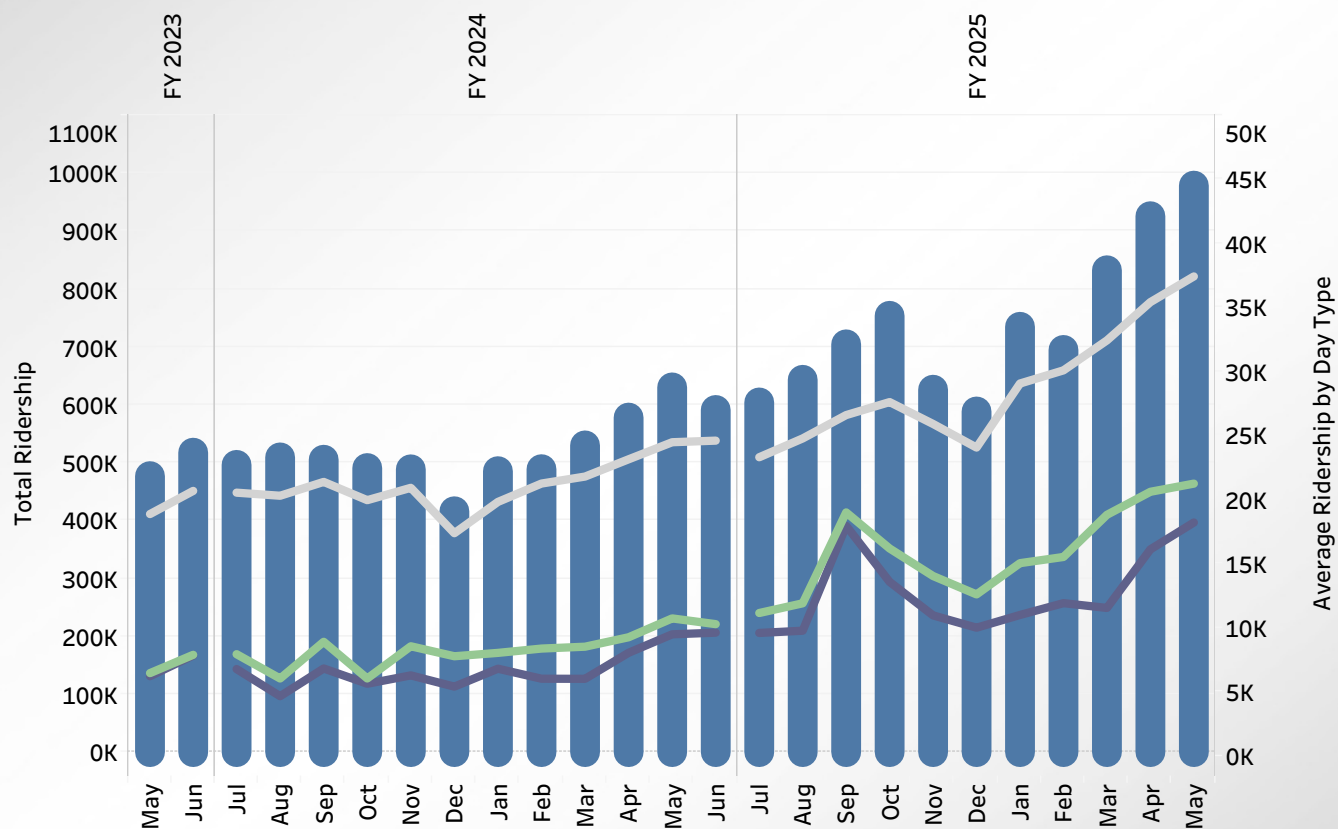
## Total Ridership and Average Weekday Ridership - May 2025



Legend | Total Ridership | AWR



## Total Ridership & Average Ridership by Day Type - May 2025



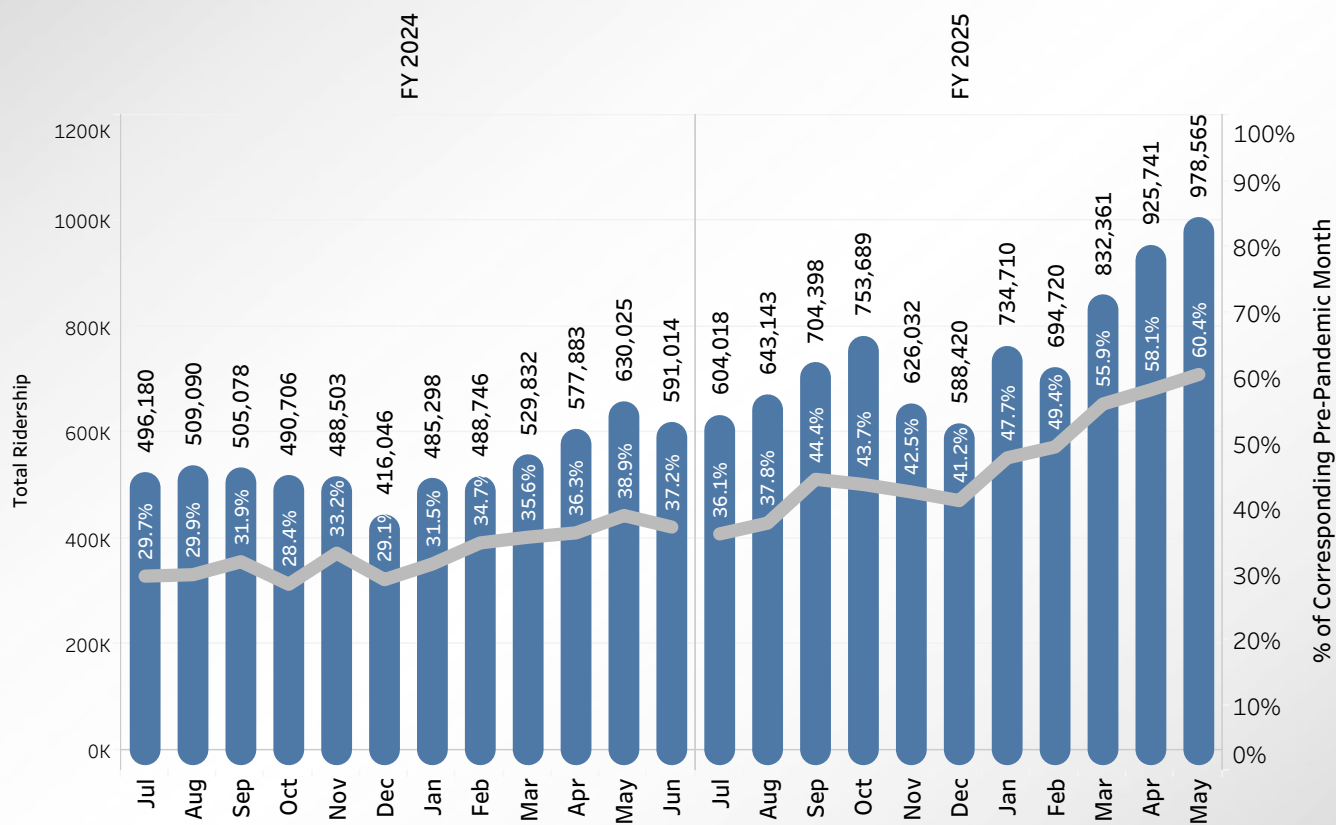
Free fares offered to all passengers on opening weekend of electrified service.

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 - May 2025



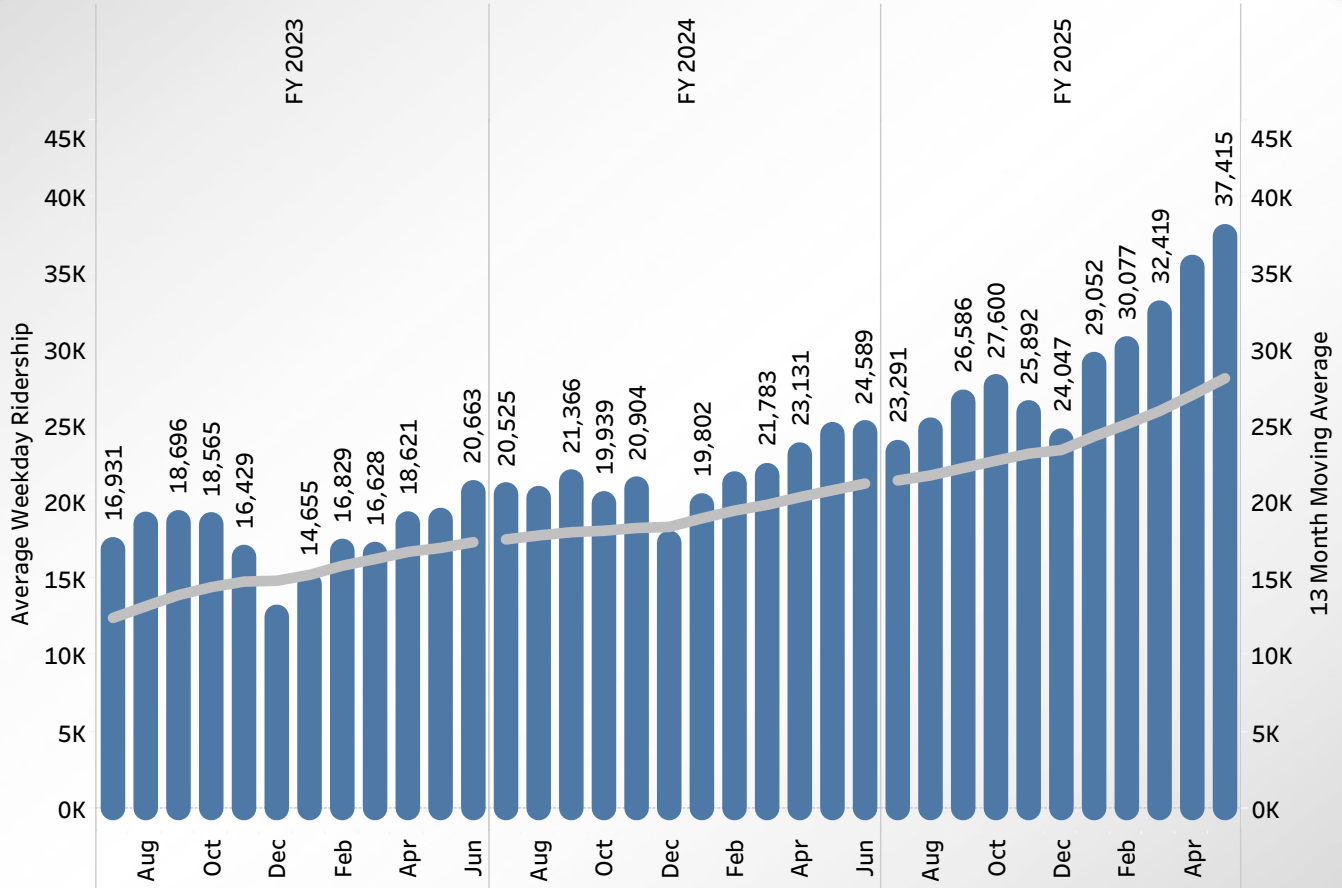
This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



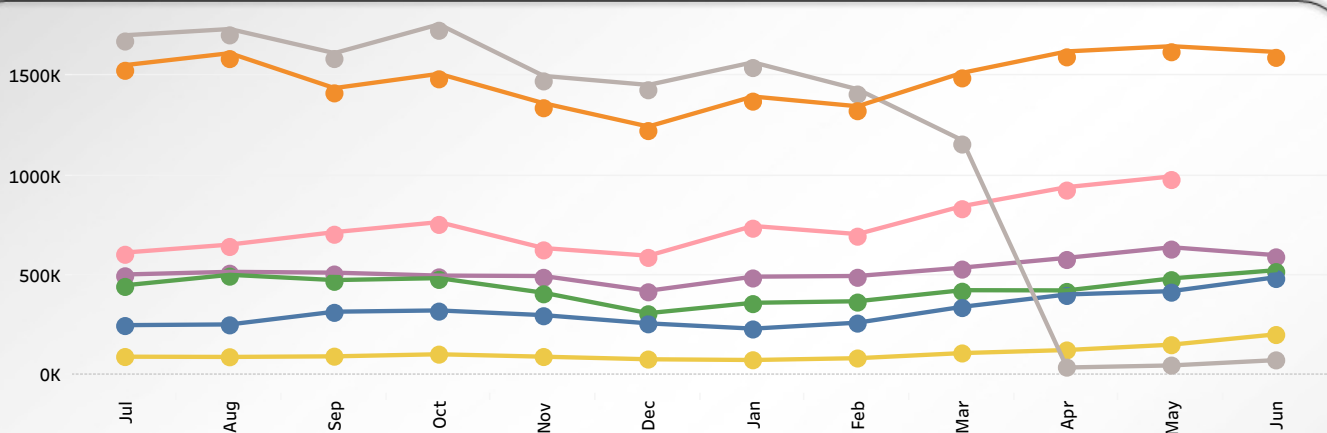


## Average Weekday Ridership & 13 Month Average - May 2025





## Caltrain Total Ridership - May 2025



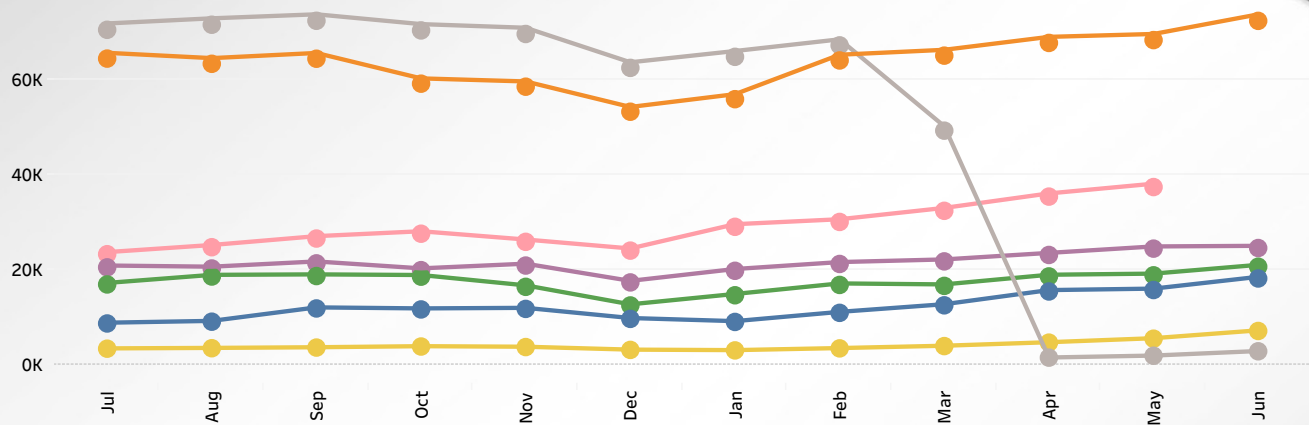
	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	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	694,720
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,832	832,361
Apr	1,593,266	38,584	124,522	397,753	417,783	577,883	925,741
May	1,618,825	48,745	150,923	414,196	476,739	630,025	978,565
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 - May 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	35,408
May	68,326	1,935	5,521	15,757	18,853	24,464	37,415
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



## Ticket Type Trip Distribution

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

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

### Select Month

May 2025

### Total Monthly Trips\*

May, 2025: 978,565

### TIP:

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

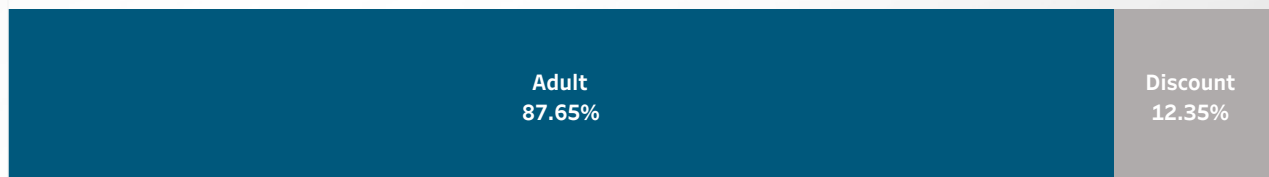
#### Pass Type



#### Fare Media Channel



#### Fare Type

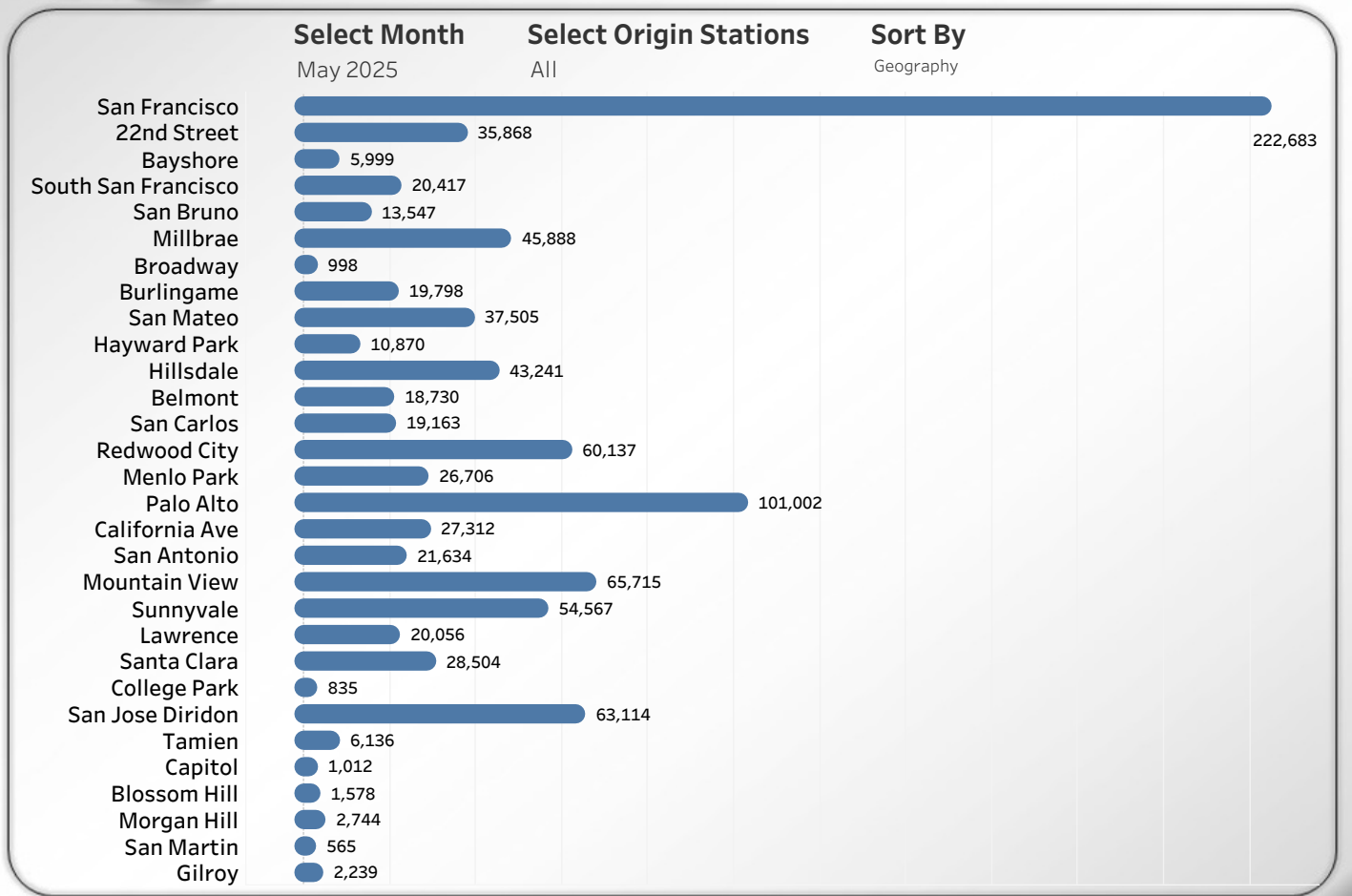


\*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



## Caltrain Total Ridership by Origin Station



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

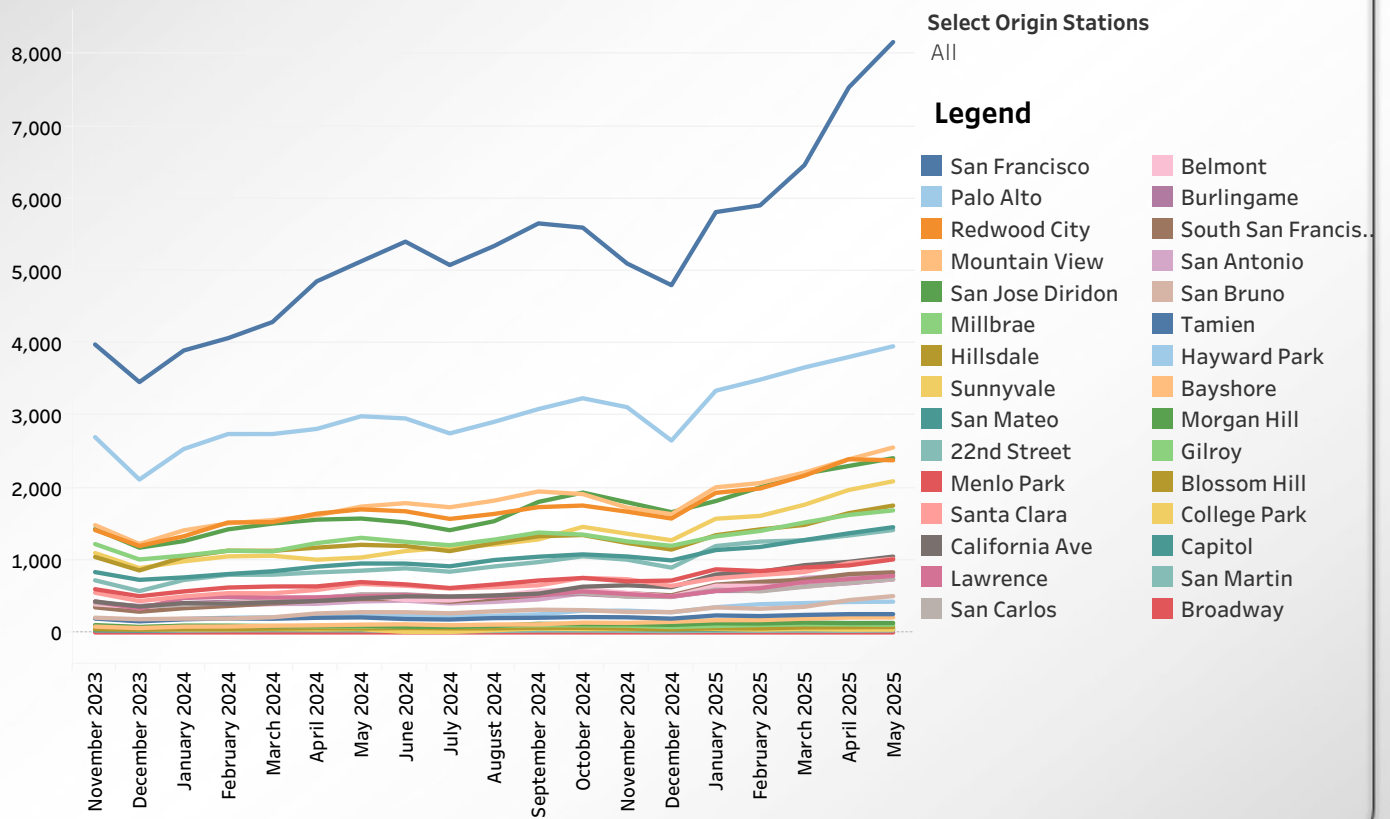
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



## 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>



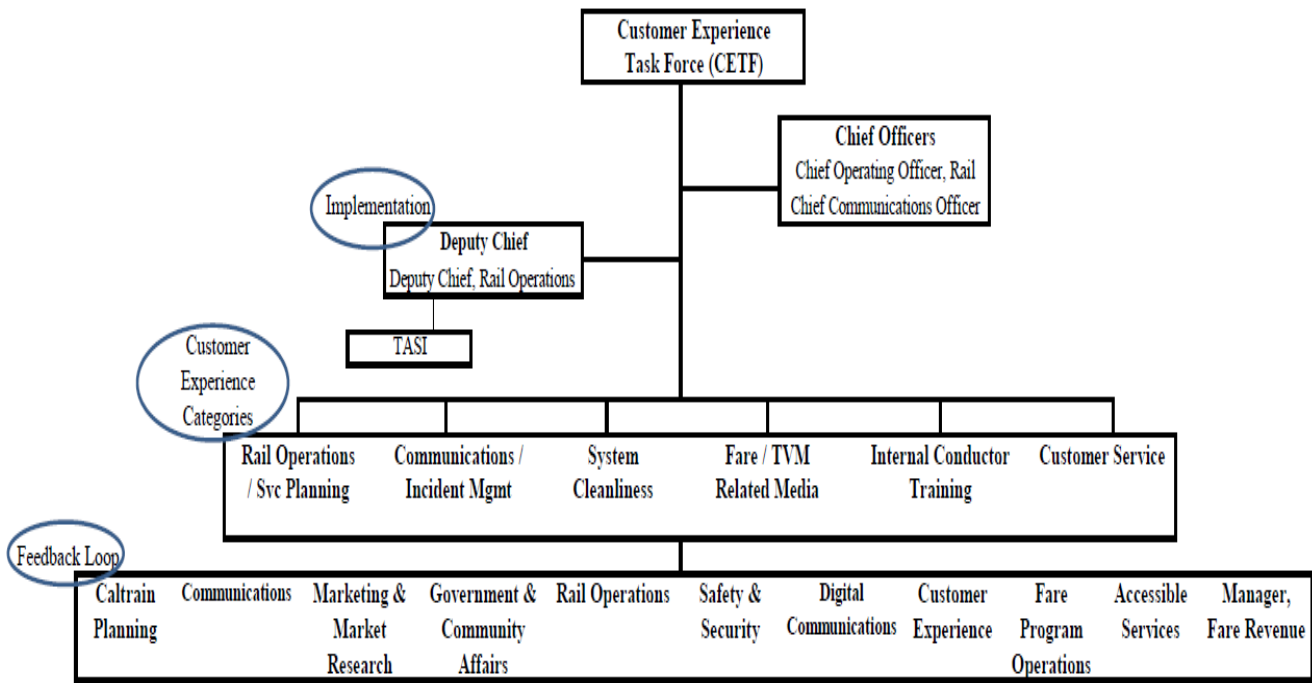
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT

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**
  - **Tamien Station Electric Train Service Temporarily Suspended, Free Replacement Bus Service to San Jose Diridon**
    - Beginning Monday, June 16, 2025 and continuing for approximately eight months, electric train service to and from Tamien Station will be temporarily suspended seven days a week to accommodate construction for the [Guadalupe Bridge Replacement Project](#).
  - **During this time:**
    - Electric service will be replaced by free VTA-operated buses between Tamien and San Jose Diridon.
    - South County Service will continue to operate four northbound morning and four southbound evening trains at Tamien Station on weekdays.

Service Options between Tamien and San Jose Diridon Stations		
Service Type	Weekdays	Weekends
Electric Train Service	None	None
South County Connector	Four AM Northbound Trains, 6:35a.m. - 8:14a.m. Tamien departures  Four PM Southbound Trains, 4:28p.m. - 6:28p.m. Tamien arrivals	None
Free Replacement Bus Service	Every 30-40 minutes, 5:35a.m. - 11:55p.m.	Every 30 minutes, 6:35a.m. - 11:55p.m.

- **South County Connector Service**
  - South County Connector trains—Northbound (805, 807, 809, 811) and Southbound (814, 816, 820, 822)—will continue to serve all stations between San Jose Diridon and Gilroy, including Tamien Station. Riders can make a timed, cross-platform transfer to electric trains at San Jose Diridon.
- **Replacement Bus Service**
  - VTA will operate free buses between San Jose Diridon and Tamien stations every 30 to 40 minutes:
    - Weekdays: 5:35 a.m. – 11:55 p.m.
    - Weekends: 6:35 a.m. – 11:55 p.m.

Plan your trip by using weekday bus schedule or weekend bus schedule. Travel time is approximately 10–15 minutes, depending on traffic.

Buses are ADA accessible with limited bicycle space. Look for buses marked “Caltrain Bus Bridge.”

- At San Jose Diridon: Board at Bus Bay 7
- At Tamien: Board in the Caltrain parking lot on the east side of the station
- **Clipper Card Users**
  - While bus service is free, passengers must have a valid fare for train travel. Clipper users must tap on and off for the train portion of their trip.
- **Train Schedule Adjustments**
  - The regular schedule between San Jose Diridon and San Francisco remained unchanged, except for the following
    - 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
    - Caltrain Website & Service Alert
    - Caltrain Mobile App Alert
    - 3<sup>rd</sup> Party Applications Service Alert
    - Social Media
    - Nextdoor.com
  - Stations/Onboard
    - Station Signage
    - Take One Flyers
    - Station Outreach Ambassadors
    - Onboard/Stations announcements
  - Press Release
  - Coordination with City Communication Staff
  - Stakeholder Outreach
- For more information, visit [www.caltrain.com/status](http://www.caltrain.com/status)

### **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](http://Caltrain website).

## **Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

## **Customer Experience**

- Getting Ready for July Fare Changes:
  - To help riders prepare for the upcoming fare changes in July, Communications is rolling out clear, consistent information across all channels, —onboard announcements, digital signs, printed materials, and online resources. By sharing updates in advance, Caltrain is making it easier for customers to understand what's changing and plan accordingly. This effort reflects Caltrain's commitment to keeping riders informed every step of the way.
- Listening to Riders: Customer Satisfaction Survey Wraps Up:
  - Caltrain's annual Customer Satisfaction Survey closed on June 1. Preliminary findings are expected in August and will help guide service improvements based on rider feedback.
- Bringing Real-Time Transit Info to South County: Coming soon:
  - Digital displays at South County stations that provide real-time transit information—helping riders better plan their trips and reduce wait times. Each screen includes an audio button for spoken announcements, supporting greater accessibility and ensuring more riders can access the information they need. This upgrade is part of our broader effort to improve communication, wayfinding, and communication equity across the system.
- Improving Lost & Found for Riders:
  - Caltrain has made it easier for passengers to report and recover lost items with a new, more user-friendly Lost & Found online form. The updated system is quicker and more convenient than the old webform, helping riders reconnect with their belongings faster. This improvement reflects our ongoing commitment to enhancing the customer experience in meaningful, everyday ways.
- Events, Concert Trains & Community:
  - Caltrain proudly engaged with over 300 riders during Bike to Wherever Days, hosting four energizer stations across the corridor. These events provided meaningful touchpoints with cyclists, allowing us to listen, share resources, and strengthen ties with the biking community—many of whom rely on Caltrain as part of their commute.
  - Staff also turned up the volume for Bay Area concertgoers with special outreach tied to recent Kendrick Lamar, SZA, and Coldplay shows. Riders were greeted with festive station pop-ups, themed train for Kendrick concert, and fun giveaways, making the journey to the concert part of the experience.



From pedal-powered commutes to music-filled evenings, these efforts are more than events—they're part of building trust, boosting ridership, and showing how Caltrain connects people to culture, community, and everyday joy.

- Improving Real-Time Alerts for Riders:
  - Caltrain is upgrading the Caltrain Alerts page to make it faster and easier for riders to get real-time service information. The new design will bring elevator updates, service changes, and sign-up tools into one clear, mobile-friendly location. This means less searching, less confusion, and more confidence for riders planning their trips. Launching in June.

### **Caltrain Strategic Communications (Social and Media Relations)**

- Electrification: Introduced RailSentry, an AI technology which uses a combination of LiDAR and cameras to observe an area and alert Caltrain staff of vehicles or other objects on the tracks to help prevent collisions.
- Strategic Communications (Social): The launch of Destination Downtown kicked off with the city of San Mateo, a campaign uniquely designed to highlight the downtowns we service, and their vibrant places. The Kendrick + SZA car was a project that took place on May 29, after months of planning fans were surprised onboard, bringing awareness to of transit to a new demographic with a themed train car experience. Coldplay played at Stanford stadium, first concert of its kind, and members of the Caltrain communications department had information tables set up on the first day of the event.
- Messaging Highlights:
  - Mental Health Awareness Month
  - AAPI Month
  - Bike Month - Bike to wherever day
  - All Aboard Transit Day
  - Golden State Valkyries Debut @ Chase Center
  - Warriors Playoffs
  - Kendrick + SZA themed train
  - Coldplay at Stanford
  - Memorial Day

### **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:
  - Previously reported:
    - 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.
  - Since last meeting
    - Hillsdale: 16 spaces including 4 large spaces in the north parking lot. There are now 24 spaces at this station.
    - Diridon: 12 spaces including 4 large bike spaces. There are now 28 spaces at this station.
    - San Mateo: 13 spaces including 5 large spaces. There are now 47 spaces available at this station.
  - More e-locker installations are planned for Santa Clara, Sunnyvale, Mountain View, Palo Alto, Menlo Park, San Carlos, Belmont, Hayward Park, Burlingame, Millbrae and San Bruno stations in the next few months.
  - More about the e-lockers is available at [www.bikelink.org](http://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 2026 or early 2027.
- 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. For Tamien and Belmont stations, construction is expected to be completed in 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.

### **Station Improvements**

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

- Painting and Signage
  - Crews completed several projects to improve visibility and aesthetics across the corridor. This included repainting faded signage and posts at Menlo Park, replacing ADA markings at Mountain View, and installing new EMU signs at Lawrence station. Roadway Worker In Charge support was provided for tunnel and ramp painting at San Jose Diridon.
  - In addition, “bikes board here first” platform signage was added at six key stations, improving wayfinding for cyclists, San Francisco, San Mateo, Mt. View, Palo Alto and Millbrae.
- Pedestrian Gate Maintenance
  - Preventative maintenance and repairs were completed at several pedestrian crossings to ensure safety and operational reliability. Work took place at Maple

Street, Whipple Avenue, and South San Francisco station, addressing wear and potential issues at these key access points.

- Wheelchair Lift Inspections and Maintenance / Safety
  - To support a safe and inclusive environment for all passengers, the team completed wheelchair lift inspections and routine maintenance.
  - Safety improvements also included replacing fire extinguishers, resolving a water heater leak at San Jose Diridon station, and repairing handrails at Millbrae. New benches were installed at San Mateo and Redwood City stations, and curb stop repairs were completed at San Bruno.
- General Station Maintenance and Improvements
  - Ongoing efforts to ensure the reliability and cleanliness of station facilities included inspections at multiple locations.
  - Maintenance work addressed worn or damaged doors and signage at San Francisco station, tightened glass panels at Hillsdale station, and cleaned tracks at San Francisco station.
  - State of Good Repair work commenced at San Mateo.
- Fence Maintenance
  - Installed of high-security fence panels at Hillsdale and repaired the fence near the San Francisco station bike shop. These updates help prevent trespassing and ensure safe separation between train operations and public areas.
- Vandalism and Graffiti Abatement
  - In response to recent incidents of vandalism, exposed wires and damaged junction boxes were repaired at South San Francisco shelters. Graffiti removal efforts targeted Hillsdale, Hayward Park, and Santa Clara, restoring the appearance and safety of these stations.
- Elevators Maintenance
  - To ensure continued accessibility for all riders, scheduled elevator maintenance was completed at San Bruno station.

**AGENDA ITEM # 10 (b)**  
**June 18, 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

- Service Planning & Regional Coordination
- TASI Staff Regarding Fare Enforcement

July 16, 2025

- Safety Quarterly Update

#### August 20, 2025

- Ridership Growth Strategy
- Brown Act Training
- Service Vision Update

#### 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
- Quiet Car, requested by member, Rosalind Kutler