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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

August 20, 2025, 5:40 pm

Primary Location:

San Mateo County Transit District
Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue
San Carlos, CA 94070

Alternate Location:

822 Green Street
Alexandria, Virginia 22314

Members of the public may participate in person at the noticed locations listed above or 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>.

Public Comments: Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, 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:** William Abbott, Rosalind Kutler, Rohit Sarathy
San Mateo County: Davis Albohm, Madeeha Ayub, Adrian Brandt (Chair)
Santa Clara County: Patricia Leung, (Vice Chair), Kristopher Linquist, Mark Thurber

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.

August 20, 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. Introduction of New CAC Members
 - William Abbott – San Francisco County
 - Madeeha Ayub – San Mateo County
 - Mark Thurber – Santa Clara County
- Re-Appointment of CAC Members
 - Adrian Brandt – San Mateo County
 - Rosalind Kutler – San Francisco County
4. Pledge of Allegiance / Safety Briefing
5. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
6. Approval of Meeting Minutes for June 18, 2025 (5:45 pm) Motion
7. 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.
8. Report of the Chair (6:00 pm) Informational
 - 8.a. Order of Business Considerations Informational
9. Safety Quarterly Update (Mike Meader) (6:15 pm) Informational
10. Fiscal Year 2025 Annual Ridership Report (Nick Atchison) (6:35 pm) Informational
11. Staff Report (Ted Burgwyn) (6:55 pm)
 - 11.a. Customer Experience Task Force Update Informational

11.b. JPB CAC Work Plan Update

Informational

12. Committee Member Comments (7:05 pm)

Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.

13. Date / Time / Location of Next Regular Meeting: Wednesday, September 17, 2025 at 5:40 pm

The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.

14. Adjourn

Information for the Public

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

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

Date and Time of Board and Committee Meetings

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

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom. Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instruction.

Public Comment*

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the Committee Secretary. Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, 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 June 18, 2025

Members Present: D. Albohm, K. Linquist, R. Sarathy, P. Leung (Vice Chair), A. Brandt (Chair), A. Kulkarni (Alternate), P. Wickman (Alternate, arrived at 6:09 pm)

Members Participating via Teleconference R. Kutler

Members Absent: M. Pagee (Alternate)

Staff Present: J. Allen (TransitAmerica Services, Inc.), J. Brook, T. Burgwyn, A. Metz (Alameda-Contra Costa Transit District),

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

Chair Brandt 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

The Committee voted to approve Member Rosalind Kutler to participate via teleconference.

Motion/Second: Leung/Linquist

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

Absent: Pagee, Wickman

5. Approval of Meeting Minutes of May 21, 2025

Motion/Second: Leung/Linquist

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

Abstain: Brandt

Absent: Pagee, Wickman

6. Public Comment for Items Not on the Agenda

Jeff Carter, Millbrae, commented on his document provided to the Committee showing fare inequities.

Roland commented on South Bay diesel service.

Aleta Dupree, Team Folds, commented on the ease of attending meetings at the new Millbrae headquarters and energy capture, and spoke in support of Clipper 2 and fare accumulation.

7. Report of the Chair

Chair Brandt reported on the following:

- Scaling back service vision – Caltrain should hesitate to relinquish any part of right of way for future four-tracking
- Guadalupe Bridge project – light ridership on bus bridge connecting Diridon to Tamien
- Regional measure – San Mateo and Santa Clara counties must decide to opt in
- Safety issue – Broadway passengers must stand in middle island to reach northbound trains
- Resuming Broadway weekday service
- Link 21 rail service is going standard gauge
- Bait bike program introduced at June 9 BATAC (Bicycle and Active Transportation Advisory Committee) meeting – currently being tested by Transit Police

Public Comment

Jeff Carter, Millbrae, spoke in support of Link 21 and fast train service from the Tri-Valley area to the Peninsula.

Member Peter Wickman arrived at 6:09 pm.

Aleta Dupree, Team Folds, spoke in support of standard gauge for Link 21 and interface with the Transbay Terminal, and preserving Caltrain's right of way; commented on bike theft and law enforcement tactics not being publicized and service planning.

Roland commented on converting Broadway station to have outside boarding; safer than using middle platform.

8. TASI Staff Regarding Fare Enforcement

Jeff Allen, Deputy General Manager of Operations, TransitAmerica Services, Inc. (TASI), provided the presentation, which included the following:

- Proof of payment system supported by conductors
- Inspect at least two cars per zone
- \$75 citations for non-payment
- Inspections requirements – goal to inspect entire train within two fare zones
- Dwell time affected when issuing citations
- Crowds hinder conductor movement

- Temporary suspension of fare checks during major events
- New FIMPS (Fare Inspection Mobile Payment System) scanner – takes additional 14 minutes to scan all passengers on train; cellular-based – does not work in tunnels

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

- FIMPS versus legacy HCR4 (Handheld Card Reader version 4)
- 90-day suspension for multiple offenders (more than three offenses)
- Go Pass not getting scanned – can tap onboard with new devices.
- Adjusting fare enforcement policies - revisiting conductor training to avoid profiling riders
- Zero tolerance policy – may be too harsh in some cases
- Dedicated fare inspectors versus conductors to check proof of payment
- Clipper reader batteries – have onboard battery back-ups assigned to each trainset; make readers WiFi capable.
- ADA (Americans with Disabilities Act) riders or minors – will not receive citation per fare policy; expand to people with cognitive disabilities

Public Comment

Jeff Carter, Millbrae, commented on multiple issues with new scanners, using discretion when issuing citations, tapping on with Go Pass, and gate checks prior to boarding.

Doug DeLong, Mountain View, commented on the disparity between the number of fare evaders and citations issued, and spoke in support of dedicated fare inspectors.

Roland commented on the inconsistency of fare enforcement, fare gates, cross-checking with APCs (automated passenger counters).

Aleta Dupree, Team Folds, commented on the ADA/minors exclusion policy, zero tolerance, and onboard fare payments.

Adina Levin, Friends of Caltrain, commented on fare policy and the need for Caltrain performance requirements to address scanner software design flaws.

9. Service Planning & Regional Coordination

Theodore Burgwyn, Director, Rail Network and Operations Planning, and Andy Metz, Principal Planner, Alameda-Contra Costa Transit District (AC Transit), provided the presentation, which included the following:

- Transfer Plan: Bay Area Transit Reliability and Accessibility Network Scheduling Framework and Equitable Regional Plan
- Aim to align schedule changes January and August; Caltrain began in January 2025
- August 2024 and January 2025 – study transfer timing at initial transfer pilot hubs: El Cerrito del Norte and San Rafael Transit Center
- August 2025 – four additional hubs, including Palo Alto Caltrain – improve transfers for Dumbarton Express and SamTrans routes

- Transfer windows for BART (Bay Area Rapid Transit) and Caltrain

Member Ashish Kulkarni left the meeting at 7:25 pm.

- Dramatic increase in Caltrain ridership post electrification – station-level data only available
- Electrified service plan – based on business plan and core goals – equity, connectivity, recovery, and growth
- January 2025 – Caltrain schedule adjusted for improved on-time performance; went from 89 to 94 percent within first month
- August 2025 – will not make schedule changes beyond those made in June; provide other agencies opportunity to work around current Caltrain schedule

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions from Chair Brandt, which included building out project framework going forward, implementation of Clipper 2, and transfer data from MTC (Metropolitan Transportation Commission).

Public Comment

Jeff Carter, Millbrae, spoke in support of transfer and fare coordination, retaining right of way to use for passing tracks, and adding more data to the web page.

Doug DeLong, Mountain View, commented on regional coordination and data centers doing transfer analysis, increased ridership in San Francisco, and long-range financial planning.

Adina Levin, Friends of Caltrain, commented on schedule coordination, ridership trends, cost-neutral implementation of the project, and exceptions to transfer windows.

Mr. Metz stated TASI staff waiting for additional Clipper data to become available.

Roland commented on Tamien and Blossom Hill Station service and coordination with VTA (Santa Clara Valley Transportation Authority).

10. Staff Report

Mr. Burgwyn provided the staff report, which included the following:

- 94.8 percent on-time performance
- Three days with vehicle on tracks
- 62 percent increase in event day ridership
- San Francisco Pride events – service plan not finalized; will have trains in reserve if heavier than normal crowding
- Software modifications have improved accuracy of APCs but some objects still being counted as people – continuously working with Stadler on additional software updates to get accurate data
- Monthly passholders will need to tag on and off

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

- Temperature inconsistent between cars – TASI or staff audit temperatures in cars
- Onboard displays in crashed state – reported to Stadler on regular basis
- Status of quiet car request (mute or reduce announcements, lower lighting)
- CCTV (closed-circuit television) to monitor bikes upstairs – no budget for it
- Lowered volume of door announcements
- Locations and integrity of onboard electrical outlets – riders unaware of locations, difficult to access

Public Comment

Jeff Carter, Millbrae, commented on trains leaving ahead of schedule during special events service, echo during onboard announcements, and reducing the number of rides per month to 37 for a monthly pass.

Adina Levin, Friends of Caltrain, commented on bike cars being full, and spoke in support of bike racks and CCTV monitoring, bike lockers, single tracking, and providing more information on transfers.

10.a. Customer Experience Task Force Update – There was none.

10.b. JPB CAC Work Plan Update

- Member Kutler requested a presentation on quiet cars
- Member Sarathy requested a general update on level boarding – obstacles, parties involved
- Chair Brandt requested a presentation on BEMU (battery electric multiple unit)

11. Committee Member Comments

Vice Chair Leung spoke in support of the increased collaboration with venues, such as the Chase Center for special events and the promotion of special \$1 youth fares.

10. Date / Time / Location of Next Regular Meeting

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

11. Adjourn - The meeting adjourned at 8:33 pm.

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

TO: JPB CAC

FROM: Ted Burgwyn
Director, Rail Network & Operations Planning

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **July:** The July 2025 OTP was 95.3% compared to 87.3% for July 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 1st (Alma St., Palo Alto @ 5:52 am), caused 1 train delayed. The vehicle on the 14th (UPRR Territory @ 4:38 pm), caused 2 trains delayed. The vehicle on the 16th (Bellevue Ave., San Mateo @ 11:12 pm), caused 3 trains delayed.
 - **Mechanical Delays** – In July 2025 there were 7 minutes of delay due to mechanical issues and 523 delays due to Stadler warranty issues.
 - **Trespasser Strike** – There were two trespasser strikes in July, resulting in one fatality. The strike on the 17th (Menlo Park @ 7:02 am), caused 1 train terminated & 28 trains delayed (fatality). The strike on the 18th (Bellevue Ave., San Mateo @ 10:25 pm), caused 6 trains delayed.
- **June:** The June 2025 OTP was 92.7% compared to 90.8% for June 2024.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 7th (Mission Bay Dr., San Francisco @ 5:05 am), caused 0 trains delayed.
 - **Trespasser Strike** – There was one trespasser strike in June, resulting in a fatality. The strike on the 24th (East Meadow Dr., Palo Alto @ 10:48 am), caused 1 train terminated & 21 trains delayed.

Ride Caltrain to Pride Celebrations

Caltrain is your ride to San Francisco Pride, with events taking place throughout the city all weekend long.

On Sunday, June 29, Caltrain welcomed parade goers at San Francisco Station from 9:30 a.m. to 1 p.m., offering giveaways and swag for Pride attendees as they headed to the parade. The Caltrain DJ team was also out entertaining the crowd with music and an upbeat atmosphere. Caltrain operated its half hourly regular weekend schedule, which offers plenty of opportunities to get to the festivities easily and affordably.

Caltrain Hosts Themed Car for Wu-Tang Clan Show at Chase Center

The Wu-Tang Clan and Run the Jewels performed at Chase Center on Tuesday, June 24, and Caltrain (aka X-cessive Conqueror) offered a special themed car on northbound train #429, offering onboard entertainment and a chance to win WuTang and Caltrain merch. The theme car was the southernmost car on the 429.

Caltrain Suspending Electric Train Service Between San Jose Diridon and Tamien to repair Guadalupe Bridge

Starting Monday, June 16, Caltrain suspended electric train travel between Tamien and San Jose Diridon Stations to perform necessary repairs to the Guadalupe Bridge.

Free bus service, provided every 30-40 minutes by VTA, will replace electrified rail service between San Jose Diridon and Tamien Stations for the eight-month construction period. Caltrain's South County Connector service is unaffected by construction and will continue to serve Tamien Station eight times per weekday.

The Guadalupe Bridge Replacement Project will replace the wooden trestle bridge that supports the northbound track, which was built in 1935. Additionally, the project will extend the southern end of the concrete bridge that supports the southbound track to protect against riverbank erosion.

Caltrain Board of Directors Approves Budget for FY2026

Caltrain's Board of Directors approved its operating and capital budgets for Fiscal Year (FY) 2026 at the rail agency's monthly board meeting. The FY2026 operating budget is nearly \$260 million, with funds coming from fares, Measure RR, state SB 125 funding and utilization of State Transit Assistance (STA) carryforward funds. Caltrain identified \$10.9 million in operating cost reductions compared to its earlier financial projections by reducing both labor and non-labor expenses. These reductions were achieved while maintaining current service levels and reflect Caltrain's commitment to cost control and financial stewardship.

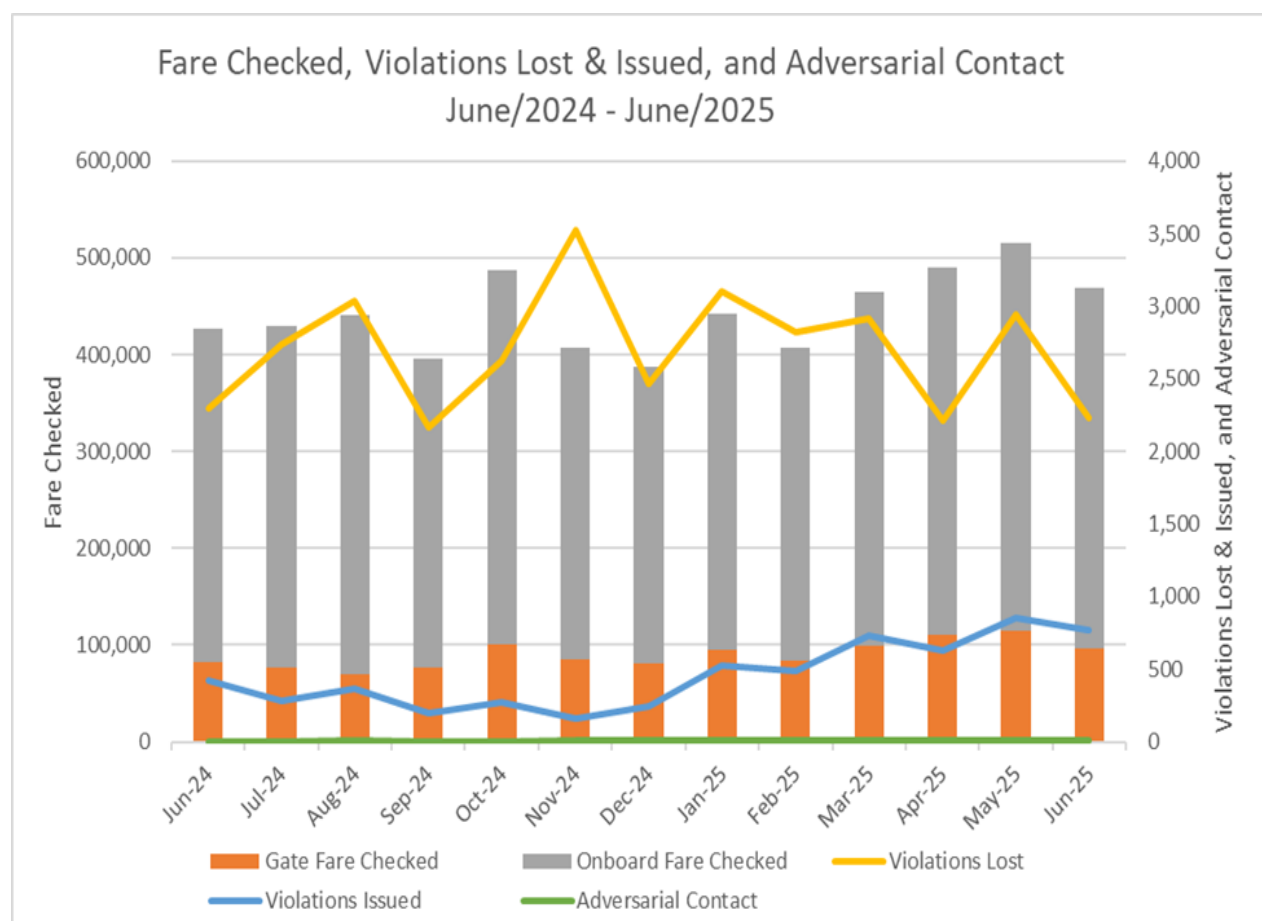
The balanced FY2026 operating budget will continue to fund Caltrain's popular electric service, running trains every 15 minutes at most stations during peak hours and half hourly service at all other times including on the weekend. The agency continues to break post-quarantine ridership records. April's ridership saw a 60% increase over the same month the previous year, and weekend ridership is currently higher than it has been in the 161-year history of the rail corridor.

Caltrain's FY2026 \$34.8 million capital budget will be funded through a combination of federal, regional and state grants, local funding and member agency funding. Caltrain's capital budget focuses on state of good repair and safety and includes funding for grade crossing safety improvements.

Caltrain is projecting an average annual deficit of close to \$75 million between FY2027 and FY2035. The agency is reducing internal costs and exploring new revenue strategies to address the funding deficit, as well as working closely with regional and state partners to secure external funding. Caltrain is also working hard to increase ridership, and revenues along with it, by increasing marketing and promotion around special events, redesigning the GoPass Program, partnering with local cities to pursue land use and development policies that encourage transit use, among other things.

Fare Enforcement Report – August 2025

In June 2025, Caltrain conductors performed a total of 468,943 fare inspections at the terminal and onboard the trains. During this period, 2,227 violations were lost because the rider didn't provide identification and 768 violations were issued. Eight incidents were reported as adversarial contact.



Special Services Ridership Report (July)

San Francisco Station

- Total event-day ridership at San Francisco Station in July was 135,055, a 113.6% increase compared to 2024 (63,224), and a 41.1% increase from 2019 (95,708).
 - In July 2025 there were 19 events (13 Giants regular season games, 2 Valkyries regular season games, Post Malone, My Chemical Romance, and Lady Gaga concerts, 4th of July Fireworks), compared to 12 in 2024, and 11 in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in July was 4,725, a 14.5% increase compared to 2024 (4,126), and a 435.7% increase from 2019 (882).
 - In July 2025 there were 3 events (2 The Weeknd concerts, and the Gold Cup semi-final), compared to 4 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

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 May 27, 2025, and is subject to change before the publication date of this report.

- **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.

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

June: 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.

May: 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.

June: Cutover and test the advance signal preemption on the weekend of June 6-8.

- **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.

May: 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.

June: TASI to install the new fiber cable for the new signal house. TASI to cutover the new signal house at 4th Ave., on June 13, 2025.

- **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.

May: Temporary Shoring: Held biweekly technical workshops to coordinate field investigations and advanced design. Completed potholing at NE and SW bridge corners to support shoring design at the bridge abutments. Continued planning for geotechnical borings, in-stream investigations, and advanced tree removal. Environmental Compliance: Permit coordination with resource agencies is ongoing. A revised Biological Assessment was submitted to support NMFS's expedited review. RWQCB In-Kind Mitigation: Proposal approved by RWQCB and the City of Palo Alto. Risk Management: Held workshops with subject matter experts and JPB stakeholders to refine and mitigate project risks.

June: Temporary Shoring: Conduct top-of-bank soil borings and in-stream hand augering in June, with agency approvals secured. Environmental Compliance: Continue coordinating with resource agencies; permit approvals expected by early July. Finalize the Phytophthora protocol and plan field testing. RWQCB In-Kind Mitigation: Develop design drawings for the riparian enhancement, incorporating input from the City of Palo Alto on the irrigation tie-in. Update HMMP to include the enhancement area. Risk Management: Continue evaluating and implementing mitigation strategies to reduce project risks. Cost Estimation: Onboard professional services to develop the construction cost estimate for total project budget planning.

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 July 2025. Project will go to Management Committee to request rebaseline once total project cost estimate is developed.

- **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.

May: 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.

June: 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.

- **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.

May: Construction closeout continues. Maintenance MOU being reviewed.

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

Schedule: The coordination efforts for maintenance agreement has extended beyond initial expectations.



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 - Jul 2025

Monthly Performance

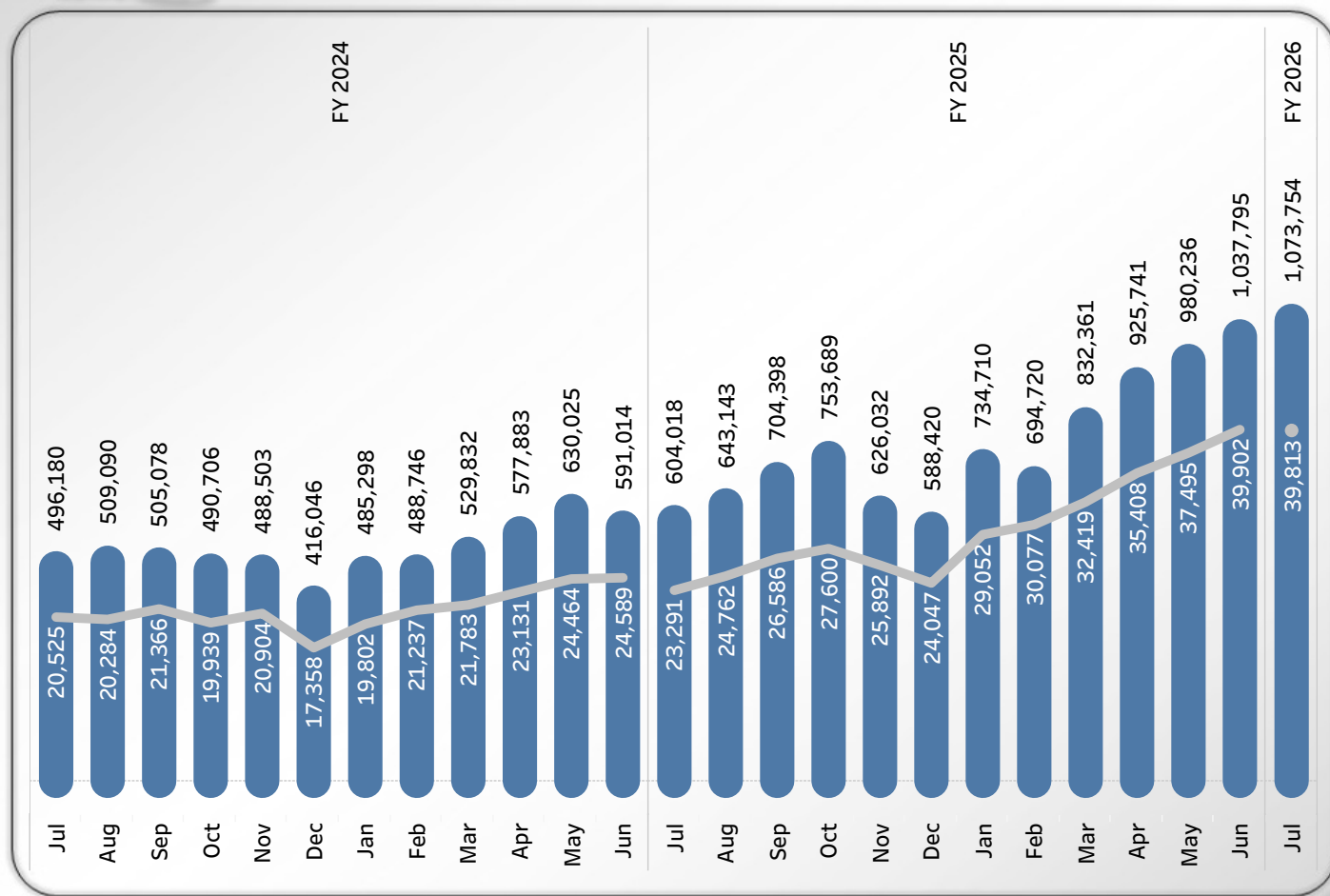
	Current Year Jul 2025	Pre-Pandemic Jul 2019	Jul 2025 % of Pre-Pandemic	Last Year Jul 2024	Jul 2024 to Jul 2025 % Change
Total Ridership	1,073,754	1,672,672	64.2%	604,018	+ 77.8%
Average Weekday Ridership	39,813	70,493	56.5%	23,291	+ 70.9%
Average Saturday Ridership	24,818	16,060	154.5%	11,125	+ 123.1%
Average Sunday Ridership	19,699	11,518	171.0%	9,568	+ 105.9%

Fiscal YTD Performance

	Current Year Jul 2025	Pre-Pandemic Jul 2019	Jul 2025 % of Pre-Pandemic	Last Year Jul 2024	Jul 2024 to Jul 2025 % Change
Total Ridership	1,073,754	1,672,672	64.2%	604,018	+ 77.8%
Average Weekday Ridership	39,813	70,493	56.5%	23,291	+ 70.9%
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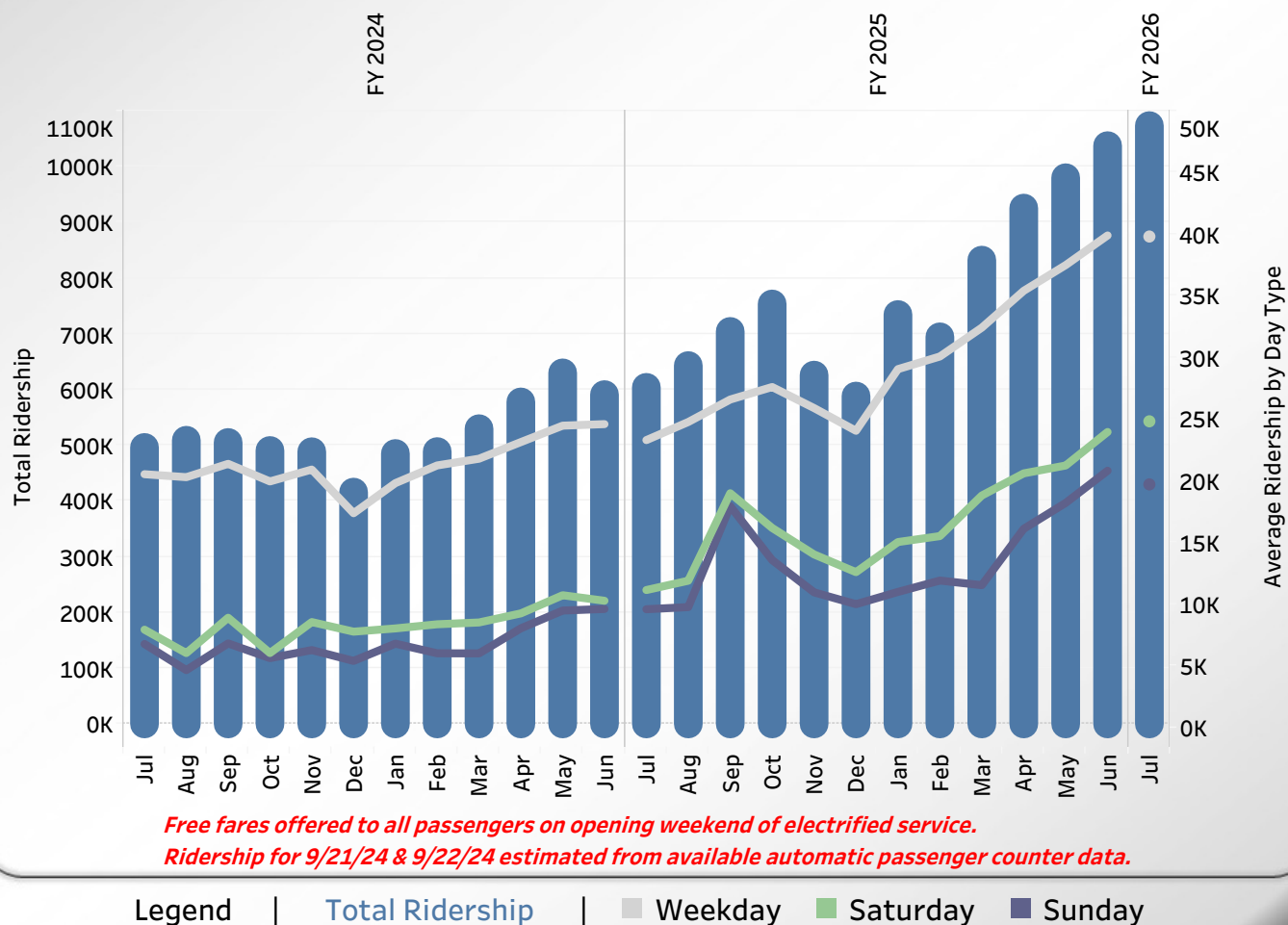
Total Ridership and Average Weekday Ridership - Jul 2025



Legend | Total Ridership | AWR

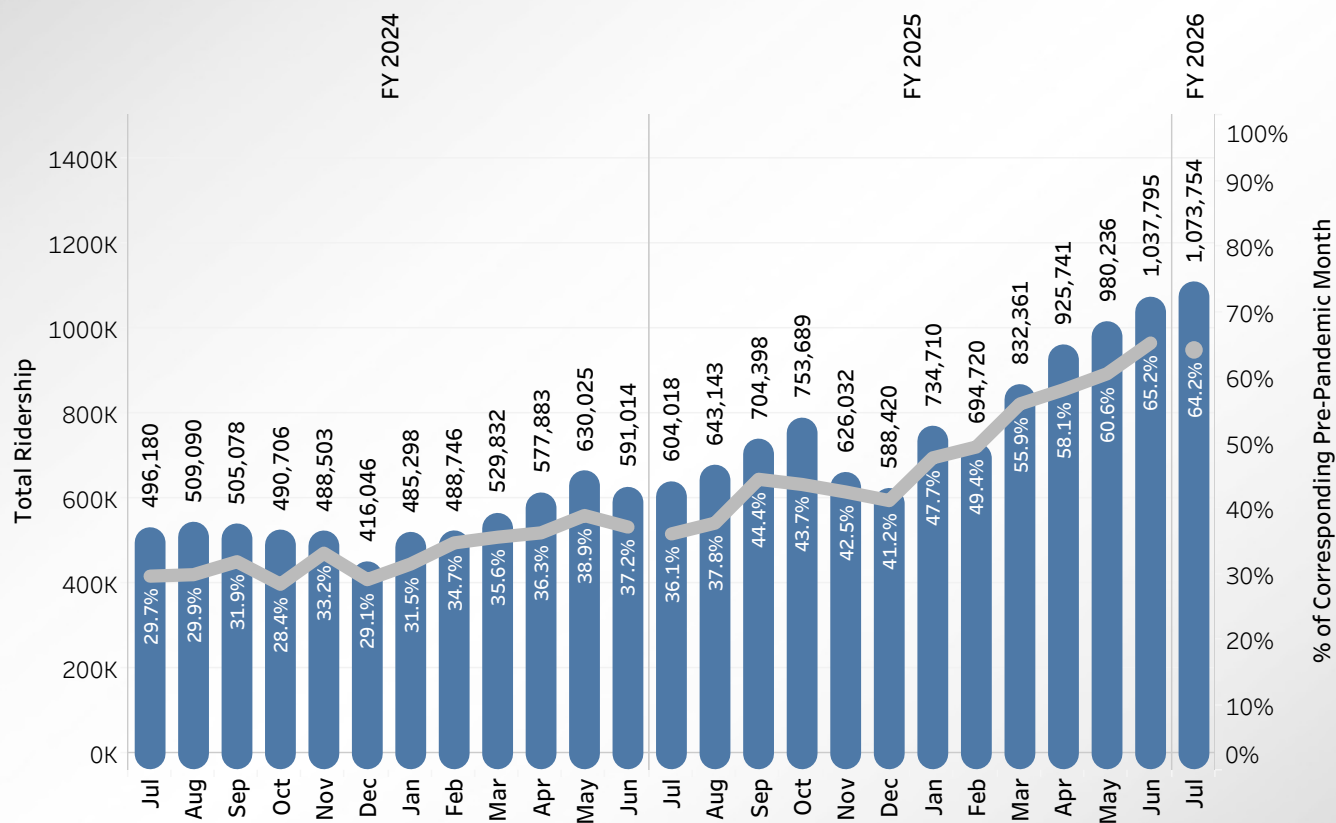


Total Ridership & Average Ridership by Day Type - Jul 2025





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

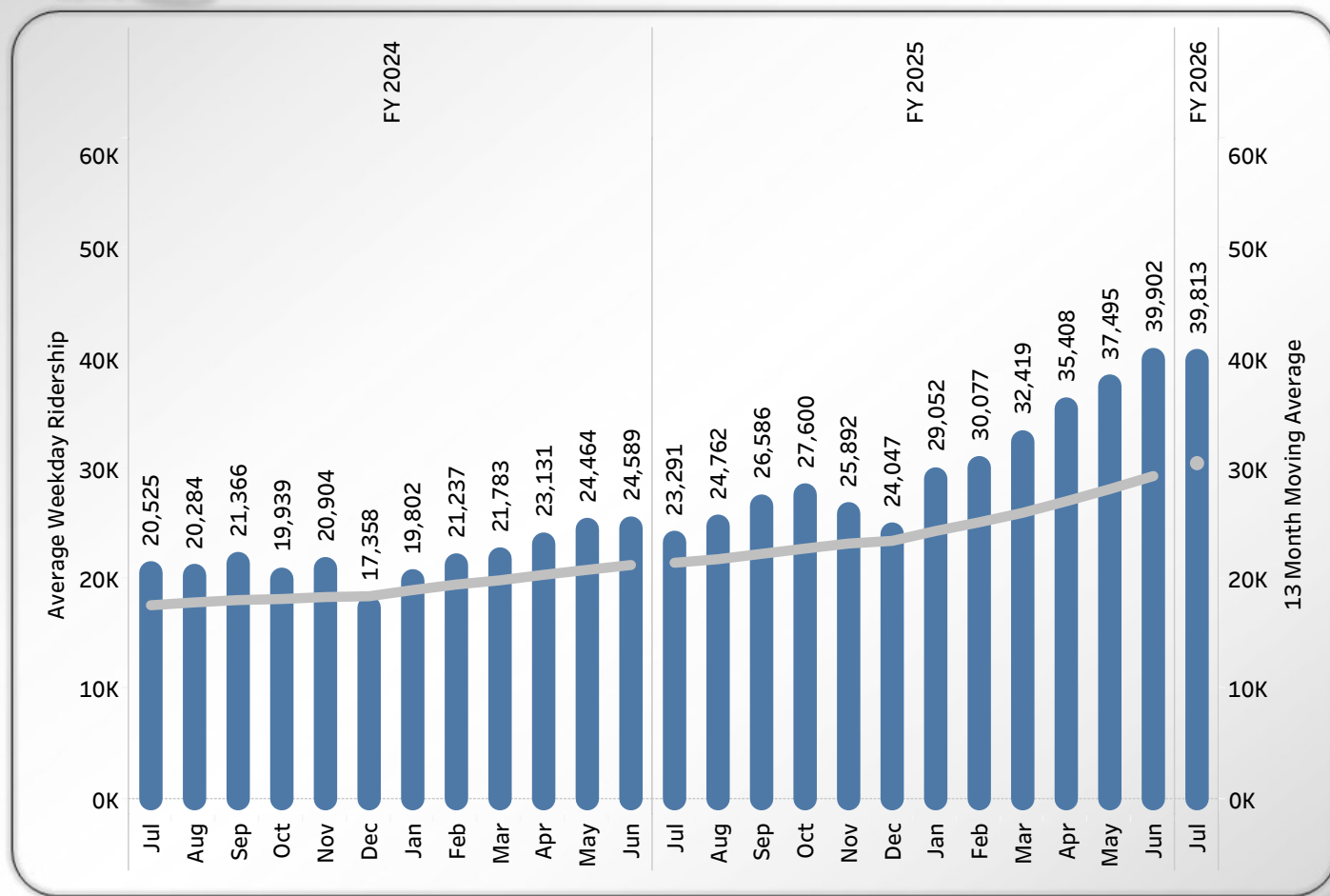


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



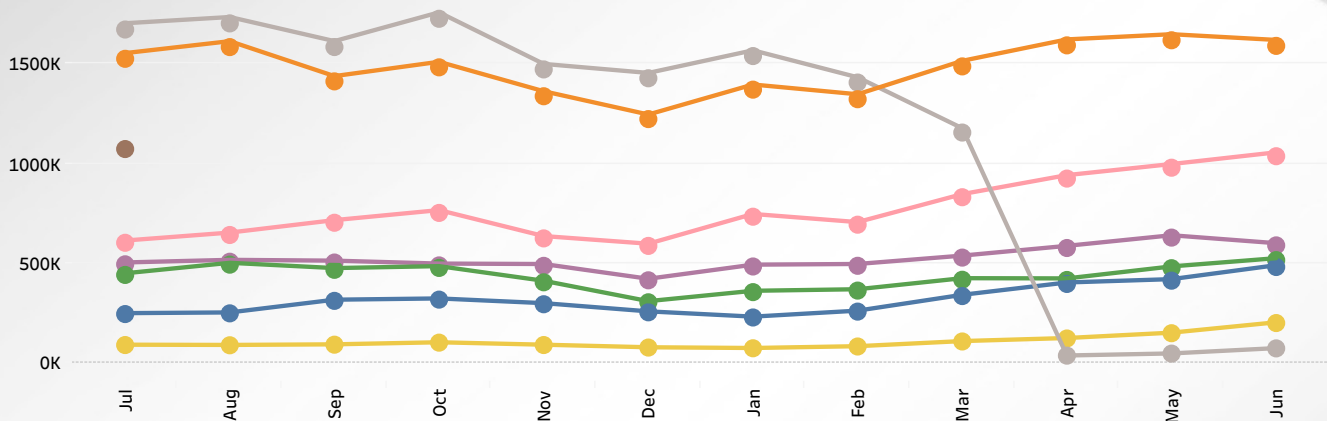
Average Weekday Ridership & 13 Month Average - Jul 2025



Legend | AWR | 13 Month Moving AWR



Caltrain Total Ridership - Jul 2025

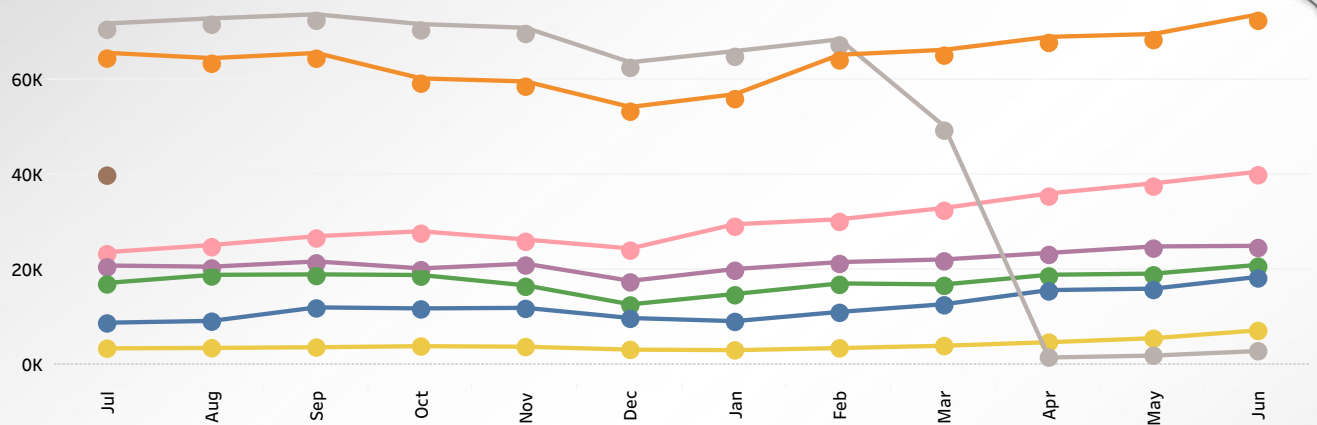


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	
Oct	1,483,159	1,726,436	103,686	319,258	478,084	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	980,236	
Jun	1,588,652	74,888	204,872	482,684	517,856	581,814	1,027,705	

■ FY 2019 ■ FY 2020 ■ FY 2021 ■ FY 2022 ■ FY 2023 ■ FY 2024 ■ FY 2025 ■ FY 2026



Caltrain Average Weekday Ridership - Jul 2025



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY
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	37,495	
Jun	70,000	2,000	7,100	18,100	20,000	24,500	38,000	

■ 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

July 2025

Total Monthly Trips*

July, 2025: 1,073,754

TIP:

Click an item below to filter the dashboard.

Press "esc" to clear filter.

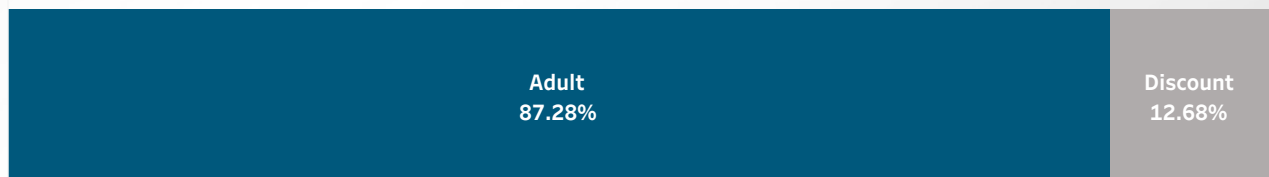
Pass Type



Fare Media Channel



Fare Type

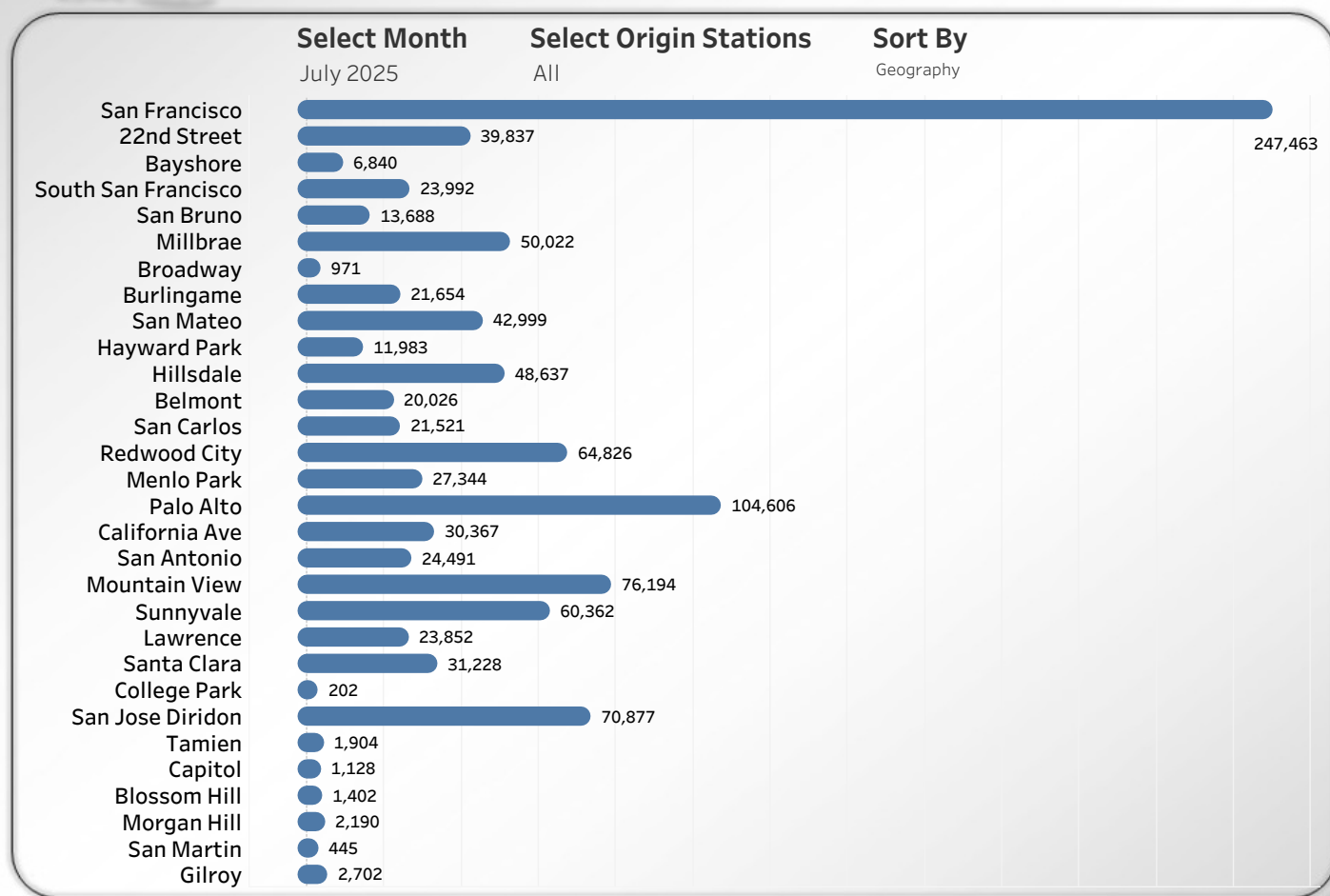


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



Caltrain Total Ridership by Origin Station



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

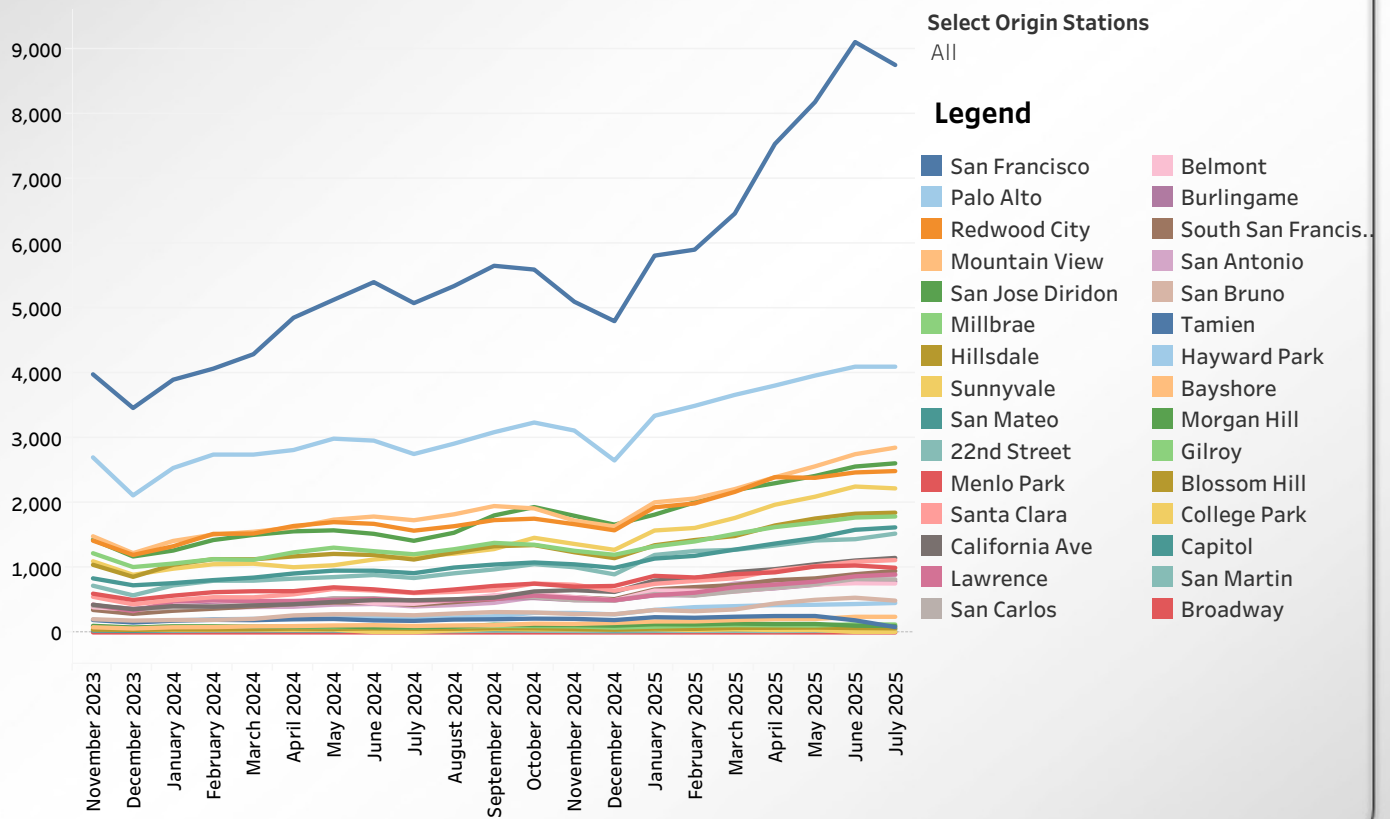
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



Caltrain Average Weekday Ridership by Origin Station

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

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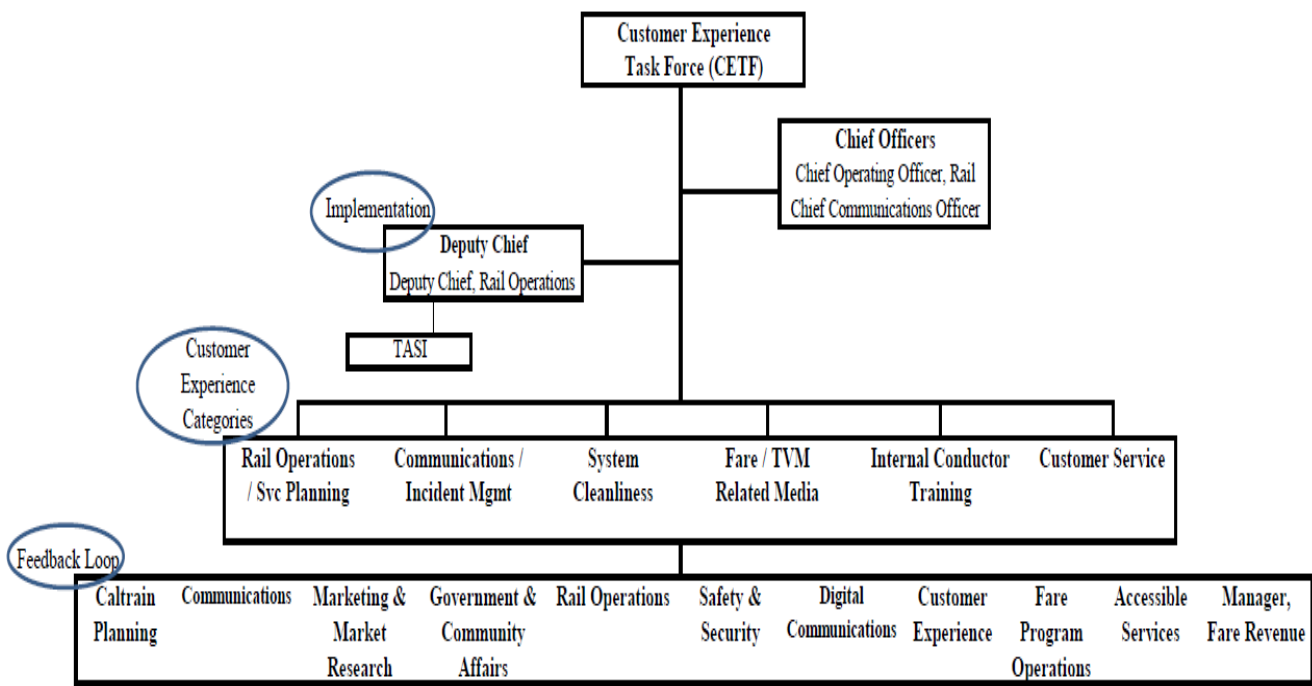
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Ted Burgwyn
Director, Rail Network and Operations Planning

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:

- Continue to monitor temporary weekday and weekend service changes and free VTA bus bridge replacement service between Tamien and San Jose Diridon stations effective June 16, 2025 to support construction for the Guadalupe Bridge Replacement Project.

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](#).

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- EMU Wayfinding Enhancements
 - Small bike and scooter decals have been installed in all EMU bike cars, along with new restroom wayfinding decals to better guide passengers to onboard facilities.
- Caltrain Parking App Transition
 - Preparations are underway to phase out the moovel parking app and transition to a replacement app. Work includes website updates, rider messaging, and a full customer impact assessment.
- Improvements to Caltrain Connections Page
 - Improved rider experience by adding clear step-by-step instructions to help users quickly understand connection options, modernizing the look and feel with a clean design and intuitive, responsive navigation that works seamlessly across all devices, while also enhancing accessibility and optimizing performance.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel Recruitment
 - Caltrain is recruiting riders to join this survey panel for regular, meaningful feedback that helps shape and improve the services they rely on every day. Click on the survey link to [sign up](#)!

Caltrain Strategic Communications (Social and Media Relations)

- Electrification
 - Caltrain won the 2025 Commuter Rail Safety Gold Award from the American Public Transportation Association.
- Strategic Communications (Social)
 - The communications staff assisted the Marketing team and hosted the fourth themed train, greeting guests with their onboard experience! Along with Marketing, the social team hosted an online giveaway for the Giants - Dodgers

series after running a viral social marketing campaign, with content having over 250k views per video on TikTok and Reels.

- Camp Caltrain was a success, many happy families came out, estimated at 800+ guests. TASI Conductor, Sergio hosted a Q&A session for the attendees.
- Messaging Highlights
 - Pride Caltrain wins Rail Safety Gold Award
 - Giants - Dodgers Homestand
 - Driving is for Dodger Fans Campaign
 - Lady Gaga Themed Train
 - Thrive @ Five, at Thrive City
 - Tabling with Bay FC
 - Kona Ice at RWC - Part of the GO Campaign

Fare Systems

- Caltrain Mobile App Quarterly Update –April to June 2025
 - Caltrain Mobile App was launched at the beginning of 2018 and began selling daily parking in Dec 2019. In the fourth quarter of FY2025, usage of the Caltrain Mobile App continued to grow. In the fourth quarter of FY2025, usage of the app continued its upward trajectory, reflecting broader ridership growth across the system.

Ticket sales through the app increased by 46% compared to the previous quarter, accompanied by a 52% rise in revenue. Year-over-year growth was even more substantial, with a 66% increase in mobile ticket sales and a 49% jump in revenue.

Parking transactions via the app also showed strong performance. Sales of daily parking permits rose by 72% compared to the same quarter last year. Notably, about 59% of all daily parking permits issued during the quarter were purchased through the Caltrain Mobile App, solidifying its position as the primary platform for Caltrain daily parking purchases.

These positive trends in mobile app usage reflect Caltrain’s continued recovery and growth in ridership throughout FY2025.

The table below provides a detailed overview of the results.

	Q4 FY25 Actuals	% ▲ vs. Q3 FY25	% ▲ vs. Q4 FY24
Revenue \$'s - (excluding parking)	\$ 1,881,293	52%	49%
Tickets Sold - Parking	81,801	30%	72%
Revenue \$'s - Parking	\$ 449,906	30%	72%

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

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. Onboard 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 500 e-locker spaces available throughout the corridor.
- **On Demand Electronic Bike Lockers**
 - The most recent month saw e-locker installations at Palo Alto and Hayward Park stations.
 - Other stations that have received e-locker installations in 2025 include Palo Alto, California Avenue, Tamien, San Antonio, Hillsdale, San Mateo, Sunnyvale, Mountain View, San Bruno and Redwood City.
 - Included with all 2025 installations are spaces that accommodate large bikes or 2 bikes if people are traveling together.
 - More e-locker installations are planned for Santa Clara, Palo Alto, Menlo Park, San Carlos, Belmont, Burlingame, and Millbrae 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. A grant extension was secured in order for this work to be completed before the end of 2026.
- **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 fall 2025. The work at the remaining stations—Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops)— is still to be scheduled.

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 process 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:

- Painting and Signage
 - Crews painted new bike stencils at California Avenue and Menlo Park.
- Preparations for upcoming bike stencil installations were completed at several stations.
- Wheelchair Lift and Lighting Inspections
 - Wheelchair lift and lighting inspections were conducted at several stations.
- Station Inspections
 - Routine station inspections were completed.
- Generator Inspections
 - Scheduled generator inspections were performed at multiple locations to ensure operational readiness.
- Facility Upgrades and Support
 - Replaced a bent pole at Redwood City.

- Installed new doors at the San Francisco station.
 - Installed a new elevator at San Jose Diridon.
 - Completed window replacement at San Bruno station.
- State of Good Repair (SOGR)
 - SOGR work was completed at Tamien and San Carlos stations.
- Special Event and Operational Support
 - Provided porta potties for SF Pride events.
 - Installed oversized station board timetables corridor-wide.
 - Delivered fire extinguishers at Gilroy station.
- Pedestrian Gate Maintenance
 - Conducted preventative maintenance and inspections at pedestrian crossings to maintain safe and reliable operations.
- Graffiti Abatement
 - Graffiti removal efforts were completed at 22ND St, Sunnyvale, Redwood City, and South San Francisco stations.
- Vandalism Repairs
 - Repaired a welded handrail at Santa Clara station.
 - Repaired ticket vending machine at Capitol station.

AGENDA ITEM # 11 (b)
August 20, 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

CANCELLED

August 20, 2025

- Safety Quarterly Update
- Fiscal Year 2025 Annual Ridership Report

September 17, 2025

- Brown Act Training
- Service Vision Update

October 15, 2025

- 2025 Caltrain Customer Satisfaction Survey Results
- Ridership Growth Strategy
- Fare Structure Change

November 19, 2025

- Level Boarding Roadmap
- Safety Quarterly Update

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
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler
- BEMU Pilot Update, requested by Chair, Adrian Brandt
- Focus Car