



BOARD OF DIRECTORS 2025

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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

September 17, 2025, 5:40 pm

Bacciocco Auditorium, 2nd Floor

1250 San Carlos Avenue, San Carlos, CA 94070

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=U3pFbithdUsxVFVBYVFOeklSWU5Vdz09> 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.

September 17, 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 August 20, 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
 - 7.a. Meeting Cancellation Discussion
8. Brown Act Training (Anna Myles-Primakoff, Olson Remcho) (6:20 pm) Informational
9. Staff Report (Ted Burgwyn) (6:40 pm)
 - 9.a. Customer Experience Task Force Update Informational
 - 9.b. JPB CAC Work Plan Update Informational
10. Committee Member Comments (6:55 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.
11. Date / Time / Location of Next Regular Meeting: Wednesday, October 15, 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.
12. 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.

**Peninsula Corridor Joint Powers Board
Citizens Advisory Committee**

1250 San Carlos Avenue, San Carlos, CA 94070

DRAFT Minutes of August 20, 2025

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Kristopher Linquist, Rosalind Kutler, Rohit Sarathy, Mark Thurber, Patricia Leung (Vice Chair), Adrian Brandt (Chair), Melody Pagee (Alternate – arrived at 5:57pm)

Members Present via Teleconference: Peter Wickman (Alternate)

Members Absent: Ashish Kulkarni (Alternate)

Staff Present: N. Atchison, T. Burgwyn, M. Meader, M. Tseng

1. Call to Order

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

2. Roll Call

Margaret Tseng, CAC Secretary, called the roll and confirmed a Committee quorum was present.

Chair Brandt called Items 4 through 6 before 3.

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

Chair Brandt led the Pledge of Allegiance and delivered the safety briefing.

5. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances – There were none.

6. Approval of Meeting Minutes for June 18, 2025

Chair Brandt proposed revision to second bullet of page 3 to indicate new fare inspection takes up to an additional 14 seconds to scan each Clipper card and the 90-day suspension for multiple offenders should be multiple offenses offenders.

Motion with minutes as revised/Second: Sarathy/Leung

Ayes: Abbott, Albohm, Ayub, Linquist, Kutler, Sarathy, Thurber, Leung, Brandt

Noes: None

Absent: None

7. Public Comment for Items Not on the Agenda

Jeff Carter commented on bungee cords missing on bike racks and August 18 vehicle strike incident.

Dylan Finch commented on onboard announcements updates and supported quieter beeping sounds when doors open and close.

CMF, Chris Flokowski, commented on the possibility of a parallel private Wi-Fi network for Final Implementation of Modifications to the Proof of Payment System (FIMPS).

8. Report of the Chair

Chair Brandt reported the following:

- Board discussion on Senate Bill (SB) 30, prohibiting transfer sale of diesel locomotives, which was permitted by the Air Quality Board
- SB 63, regional sales tax measure, Caltrain, San Mateo County Transit District (SamTrans), San Mateo County Transportation Authority (TA), and Santa Clara Valley Transportation Authority (VTA) all voted to opt in. Amendments still possible
- Open payments on Bay Area Rapid Transit (BART) allowing use of credit and debit cards similar to Clipper cards
- On-time performance (OTP) still holding around 95 percent. Ridership at over one million per month for July and around 65 percent pre-pandemic. Weekend ridership higher

Alternate member Pagee arrived at 5:57pm

Public Comments

Jeff Carter commented on SB 30.

Roland commented on SB 30.

Adrian Nakic commented against SB 30.

8.a. Order of Business Considerations – There were none.

Public Comment

Roland recommended following Board process and adding item to agenda.

John Hogan, Chief Operating Officer (COO), announced his departure at the end of the month and Theodore Burgwyn will be Acting COO.

9. Safety Quarterly Update (Mike Meader)

Mike Meader, Chief, Safety and Security, provided the presentation that included the following:

- Summer safety roadshows with games, prizes, and meals
- Caltrain awarded Commuted Gold Safety Award at American Public Transportation Association (APTA) Rail Conference in July
- Injuries chart indicative of how well safety across system - decreased to 3.2
- Vehicle track incursions – about 238 over last four years
- Technology tests– Light Detection and Ranging (LIDAR), receiving alerts and adjustments with vendor. Ability to change traffic lights preemption times in some areas to help better clear crossings
- Pilot for license plate reading (LPR) enforcement – radar and cameras detecting if cars on tracks and can send citation to help change vehicle behavior
- Continued discussions with coroner for quicker classification
- 1,200 trees removed along alignment over past two years. Minimize safety risks or damages

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

- Information sharing at APTA and meetings with VTA and Federal Rail Administration (FRA)
- Signs that quote municipal code and fines at crossings
- Suicide prevention and reporting; indeterminate category needed
- Rail Sentry alert process – does not prevent vehicle track incursions
- Redwood City fare zone – marked line around boarding area changing to bike storage facility. Expected to start in Fall. Need to educate public
- Soft hit posts at all crossings

Public Comment

Doug DeLong commented on the data.

Jeff Carter commented on intrusions decreased, 988 signs, working with cities on trees, and safety briefing in Executive Director's Report for the Board.

Roland commented on solar markers, vehicles trespassing enforcement, and lack of reporting on vehicles on tracks.

CMF, Chris Flokowski, thanked John Hogan for his work.

10. Fiscal Year 2025 Annual Ridership Report (Nick Atchison)

Nick Atchison, Planning Analyst III, provided the presentation that included the following:

- Automatic passenger counter (APC) system roll out on new electric trains. Was discontinued in 2020 due to costs and shifting travel patterns
- Electrified service schedule updated to address reliability and OTP
- Fare free promotion weekend in September to be first time using APC data
- Average weekday ridership increased month to month. Last month recorded over one million. Weekend ridership now exceeds pre-pandemic levels
- Giants home games are significant events increasing overall ridership - with 15 – 19 percent ridership bump
- Youth fare program more than quadrupled since September 2024 implementation
- Reorganizing ridership webpages; still configuring and validating electric multiple units (EMU) APCs

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

- Include weekday information when reorganizing website
- Ways to get more people to try riding
- Post Giants game special trains dispatched as needed

Public Comment

Jeff Carter commented on ridership dashboard.

CMF, Chris Flokowski, commented on APC trends for bike riders and Bayshore station data.

Roland commented on the baby bullet in Sunnyvale and Caltrain Express (CTX).

Mr. Burgwyn provided clarification on contractual requirement for APC to perform at 95 percent accuracy level for adult passengers.

11. Staff Report (Ted Burgwyn)

10.a. Customer Experience Task Force Update

10.b. JPB CAC Work Plan Update

Theodore Burgwyn, Director, Rail Network and Operations Planning, provided the presentation that included the following:

- OTP for June 2025 at 92.7 percent compared to 90.8 percent in June 2024

- Several instances of vandalism in row - cables theft on tracks resulting signals drops causes delays. Monthly OTP in June would have been 94.3 percent
- 523 delays due to Stadler warranty issues. Active program to address
- Determined root cause of wheel flats in May and addressed across entire fleet. Still conducting additional testing and monitoring
- Several broadband system issues around South San Francisco, Millbrae, and San Mateo. Addressed by adding additional radios
- “Quiet” car – train reserved to people not wanting to hear conversations/conferences. Branding still pending. No target date for implementation yet

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

- Monitoring emergency braking
- Passenger information systems (PIS) issues list progress including blank/blue display screens on trains
- Onboard bike theft decreased
- Rider notification needed for unplanned/planned single tracking
- Need for better notification during incidents. Provide updates when there are none
- Status of Mini-High platform project
- Bike sizes and e-bike batteries catching fire on trains concerns
- Possibility of auto tagging off; Locks on train restroom doors

Public Comment

Jeff Carter commented on the need for more restrooms on trains especially after events, August 8 San Bruno incident.

12. Committee Member Requests

Member Sarathy requested a level boarding update. Mr. Burgwyn stated it is in work plan and will be completed by end of the year.

Chair Brandt suggested reducing announcements to legal settings. Mr. Burgwyn stated it is due to system limitations.

13. Date/Time/Location of Next Regular Meeting: Wednesday, September 17, 2025 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. Adjourn – The meeting adjourned at 8:13 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) –

- **August:** The August 2025 OTP was 92.8% compared to 91.3% for August 2024.
 - **Vehicle on Tracks** – There were one day with a vehicle on the track. The vehicle on the 7th (Charleston Road, Mountain View @ 8:35 pm), caused 3 trains delayed.
 - **Mechanical Delays** – In August 2025 there were 65 minutes of delay due to mechanical issues and 152 delays due to Stadler warranty issues.
 - **Trespasser Strike** – There were two trespasser strikes in August, resulting in fatalities. The strike on the 5th (Mary Ave., Mountain View @ 12:03 pm), caused 13 delayed. The strike on the 9th (Palo Alto @ 8:57 pm), caused 13 trains delayed.
 - **Vehicle Strike** – There was one vehicle strike. The vehicle on the 18th (Redwood City @ 5:15 am), caused 1 train terminated, 4 trains annulled, and 27 trains affected.
- **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.
 - **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.

Caltrain Partners with Bay FC for the Show at Oracle Park

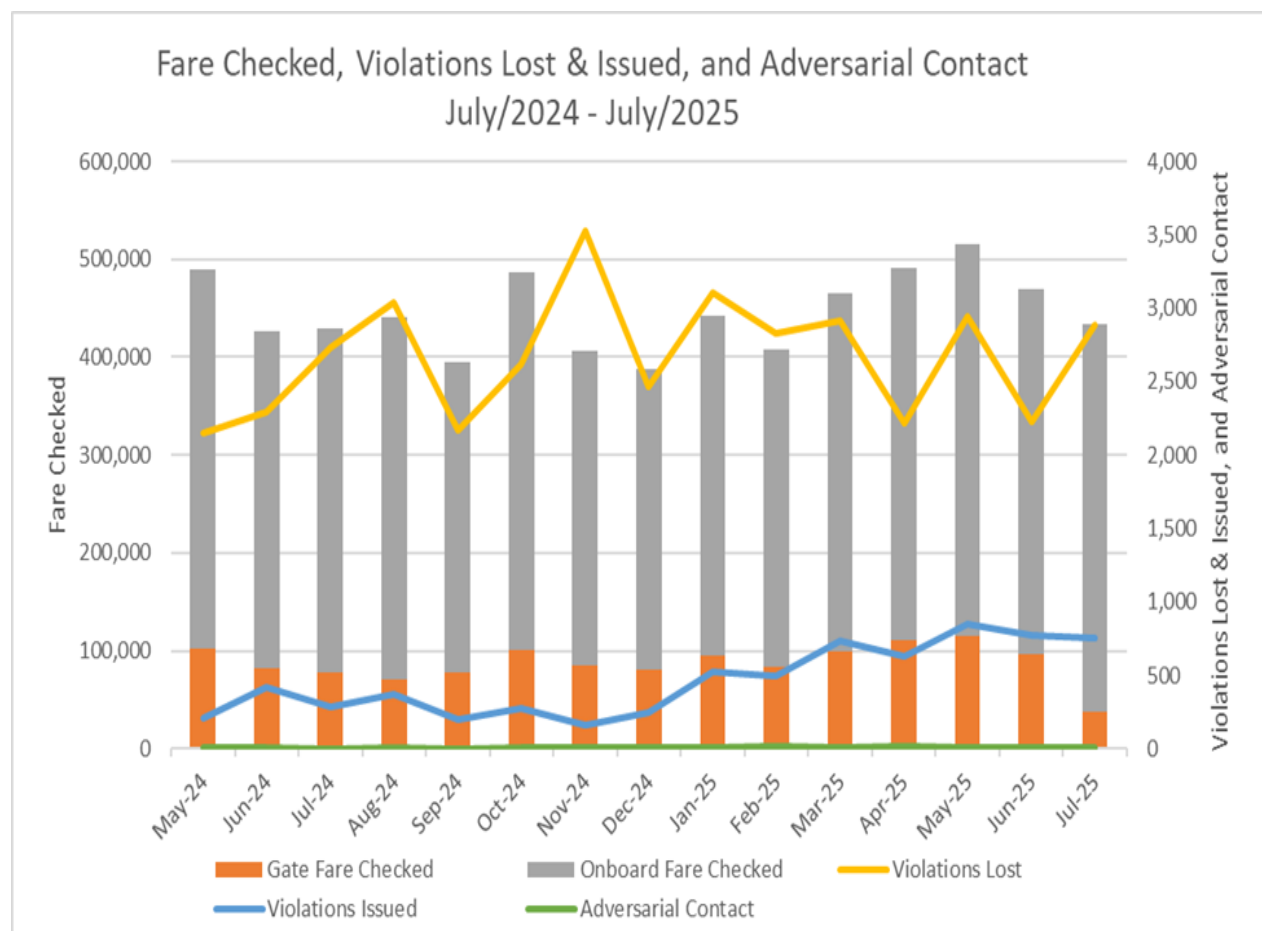
Bay FC took on the Washington Spirit at Oracle Park on Saturday, Aug. 23, and fans headed to the pitch rode a special Bay FC-themed car to celebrate “The Show at Oracle Park”. Fans could purchase a ticket bundle, which included both tickets to the match and a round-trip Caltrain ticket. Bay FC and Caltrain representatives were on board, offering riders the chance to win prizes and take-home exclusive Bay FC and Caltrain merchandise.

Camp Caltrain Introduces Kids to the Wonderful World of Rail

Caltrain hosted Camp Caltrain on Wednesday, Aug. 6, offering parents a fun, free rail-themed family event at Santa Clara Station. The event featured the South bay Historical Railroad Society’s model railroad, free shaved ice from Kona Ice, arts, crafts, facepainting, and complimentary swag from Bay FC. The event was a part of Caltrain’s “Go Explore” campaign, a series of events at Caltrain Stations in order to attract more riders to the system. June saw more than a million riders for the first time since February 2020.

Fare Enforcement Report – September 2025

In July 2025, Caltrain conductors performed a total of 433,309 fare inspections at the terminal and onboard the trains. During this period, 2,890 violations were lost because the rider didn't provide identification and 749 violations were issued. Six incidents were reported as adversarial contact.



Special Services Ridership Report (August)

San Francisco Station

- Total event-day ridership at San Francisco Station in August was 131,270, a 90.7% increase compared to 2024 (68,844), and a 116.3% increase from 2019 (60,696).
 - In August 2025 there were 21 events (16 Giants regular season games, 6 Valkyries regular season games, and Bay FC's "The Show"), compared to 13 in 2024, and 14 in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in August was 2,028, a 162.7% increase compared to 2024 (772), and a 56% increase from 2019 (1,300).
 - In August 2025 there were 2 events counted (One 49ers preseason game, and a Morgan Wallen concert), compared to 1 in 2024, and 2 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 July 28, 2025, and is subject to change prior to the September 2025 Board Meeting

- **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.

July: Conducted the Final Acceptance Test. Did a WiFi survey throughout the train for each car to capture the signal strength within the train. Conducted a radio coverage test with a test train for the whole corridor to assess the connectivity between the train and the wayside.

August: Analyze the data collected from the Final Acceptance Test.

Schedule: The schedule is delayed due to the discovery of 2 locations with weak radio coverage that required 2 new radio antenna installation in the San Mateo area.

- **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.

July: Successfully cutover the new advance signal preemption with the city of Palo Alto on the weekend of June 6-8. Everything is working as intended.

August: Begin project closeout.

- **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.

July: Completed all the punch list items at 4th and 5th Ave. Cleaned up the sites and demobilized.

August: Turn over the documentations to Rail Operations and Maintenance and start project closeout.

- **San Francisquito Creek Emergency Bank Stabilization:** Stabilize and protect the northern bank of the San Francisquito Creek to prevent erosion from undermining the northern abutment of Caltrain's existing San Francisquito Creek Bridge, the northern foundations of the Alma Street Bicycle Bridge owned by the City of Palo Alto, and an existing drainage outfall owned by the City of Menlo Park.

July: Temporary Shoring: Received geotechnical report based on field investigations and continued biweekly design coordination workshops to finalize shoring design. Environmental Compliance: Coordinated with RWQCB on the draft permit, which is pending final approval, and advanced development of Phytophthora BMPs. RWQCB In-Kind Mitigation: Progressed riparian enhancement design to satisfy permit requirements. Cities Coordination: Held a meeting with the cities of Palo Alto and Menlo Park to align on advanced tree removal/trimming work, expanded staging and access plan, and community outreach strategies. Procurement Preparation: Onboarded the consultant team to prepare construction schedule, cost estimate, and constructability review. Coordinated with internal stakeholders on Division 1 specifications.

August: Temporary Shoring: Design team will submit final design drawings and specifications for JPB review. Environmental Compliance: Secure final permit approvals from RWQCB and USACE. Update HMMP per final design. RWQCB In-Kind Mitigation: Finalize riparian enhancement design and route for internal review. Cities Coordination: Work with the City of Palo Alto to finalize riparian enhancement design. Procurement Preparation: Develop the detailed construction schedule and cost estimate, initiate the constructability review, and begin contractor prequalification process.

Schedule: The project is postponed to the 2026 dry season, with permit approvals expected by August 2025. Rebaseline will be requested once the total project cost estimate is finalized.

- **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.

July: Progress continues the Angotti & Reilly (A&R) settlement. In collaboration with TASI, work is advancing on the submittal and scheduling for Mini-High platforms at Belmont and Tamien Stations. Additionally, with TASI, the Scope and Internal Cost Estimate (ICE)

are being developed for encompassing punch list tasks at Bayshore, Burlingame, Hayward Park, California Ave, San Antonio, and Lawrence stations, handrail modifications at Belmont and Tamien, sign relocation at Belmont, and installation of 209 wheel stops at Hillsdale.

August: Negotiations with Angotti & Reilly to finalize the settlement and with TASI to establish pricing are in progress. Upon concluding these agreements, the feasibility of addressing some or all Option 1 stations south of Tamien will be evaluated, including Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy, will be evaluated, with potential work to proceed under a new Work Directive Amendment.

Note: The project is advancing steadily, with ongoing efforts to finalize the Angotti & Reilly (A&R) settlement and progress key deliverables with TASI under multiple Work Directives. Current activities focus on completing submittals, scheduling, and cost estimations, while planning for future expansions at additional stations (Option 1) is under consideration, pending successful negotiations and approvals.

- **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.

July: Construction closeout continues. Maintenance MOU draft submitted to the City.

August: Construction closeout and turnover will continue. Maintenance MOU discussion with the City to reach agreements on the roles and responsibilities.

Schedule: The coordination efforts for maintenance agreement, especially the agreement on the roles and responsibility is ongoing. Expected to be executed by the end of September 2025



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 - Aug 2025

Monthly Performance

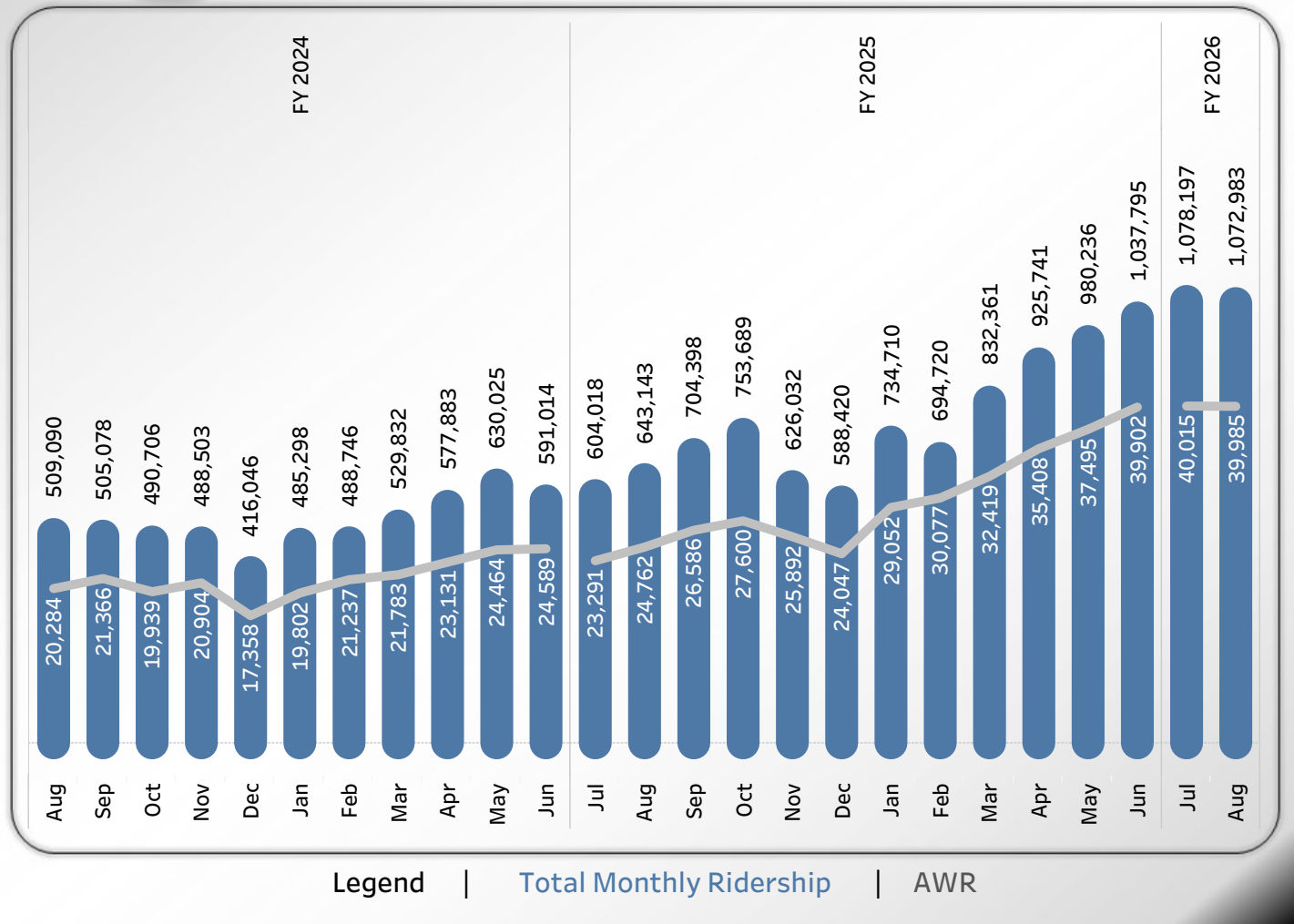
	Current Year Aug 2025	Pre-Pandemic Aug 2019	Aug 2025 % of Pre-Pandemic	Last Year Aug 2024	Aug 2024 to Aug 2025 % Change
Total Monthly Ridership	1,072,983	1,703,334	63.0%	643,143	+ 66.8%
Average Weekday Ridership	39,985	71,557	55.9%	24,762	+ 61.5%
Average Saturday Ridership	25,837	16,382	157.7%	11,883	+ 117.4%
Average Sunday Ridership	20,821	11,793	176.5%	9,742	+ 113.7%

Fiscal YTD Performance

	Current Year Aug 2025	Pre-Pandemic Aug 2019	Aug 2025 % of Pre-Pandemic	Last Year Aug 2024	Aug 2024 to Aug 2025 % Change
Total Monthly Ridership	2,151,180	3,376,007	63.7%	1,247,161	+ 72.5%
Average Weekday Ridership	40,001	71,025	56.3%	24,027	+ 66.5%
Average Saturday Ridership	25,384	16,239	156.3%	11,546	+ 119.9%
Average Sunday Ridership	20,322	11,656	174.4%	9,655	+ 110.5%

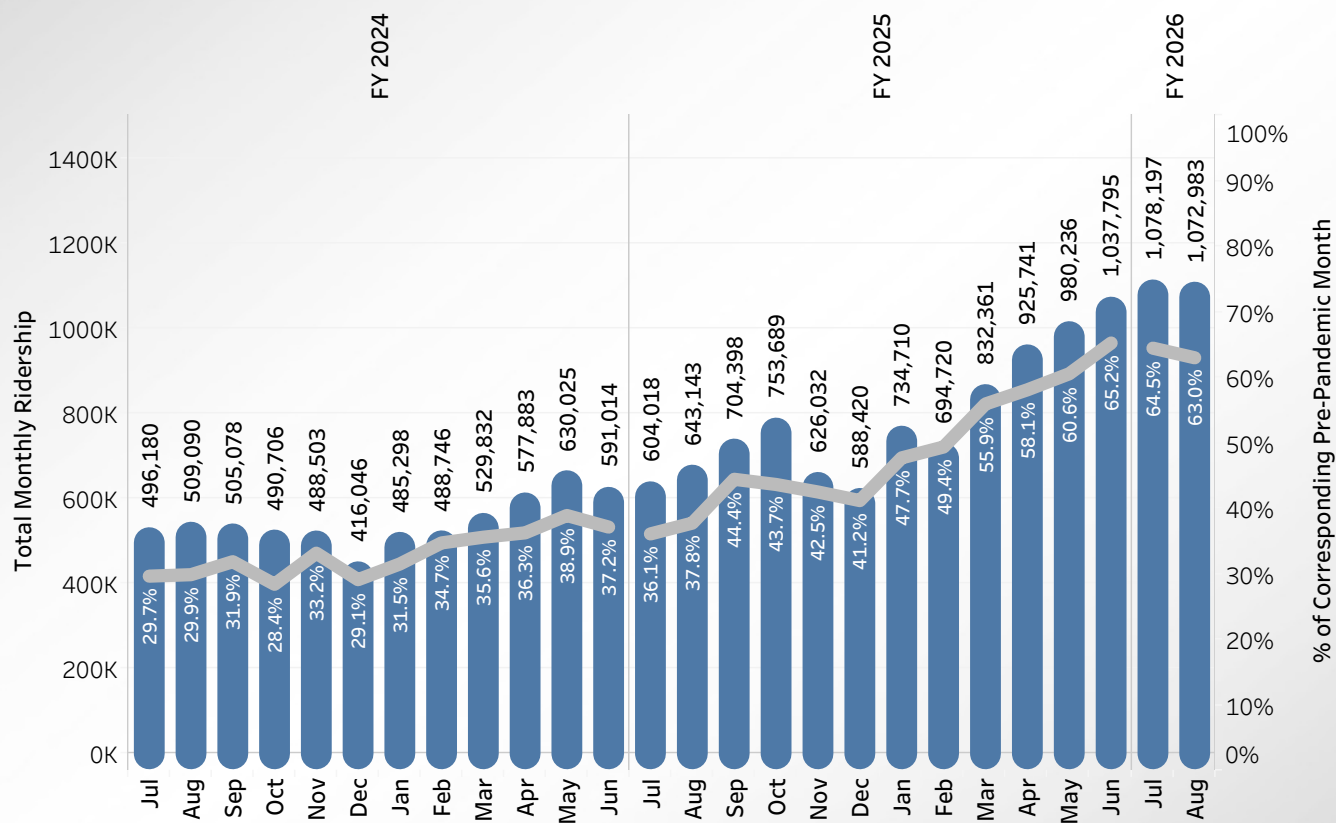


Monthly Ridership and Average Weekday Ridership - Aug 2025





Monthly Ridership as % of Pre-Covid Ridership - Aug 2025

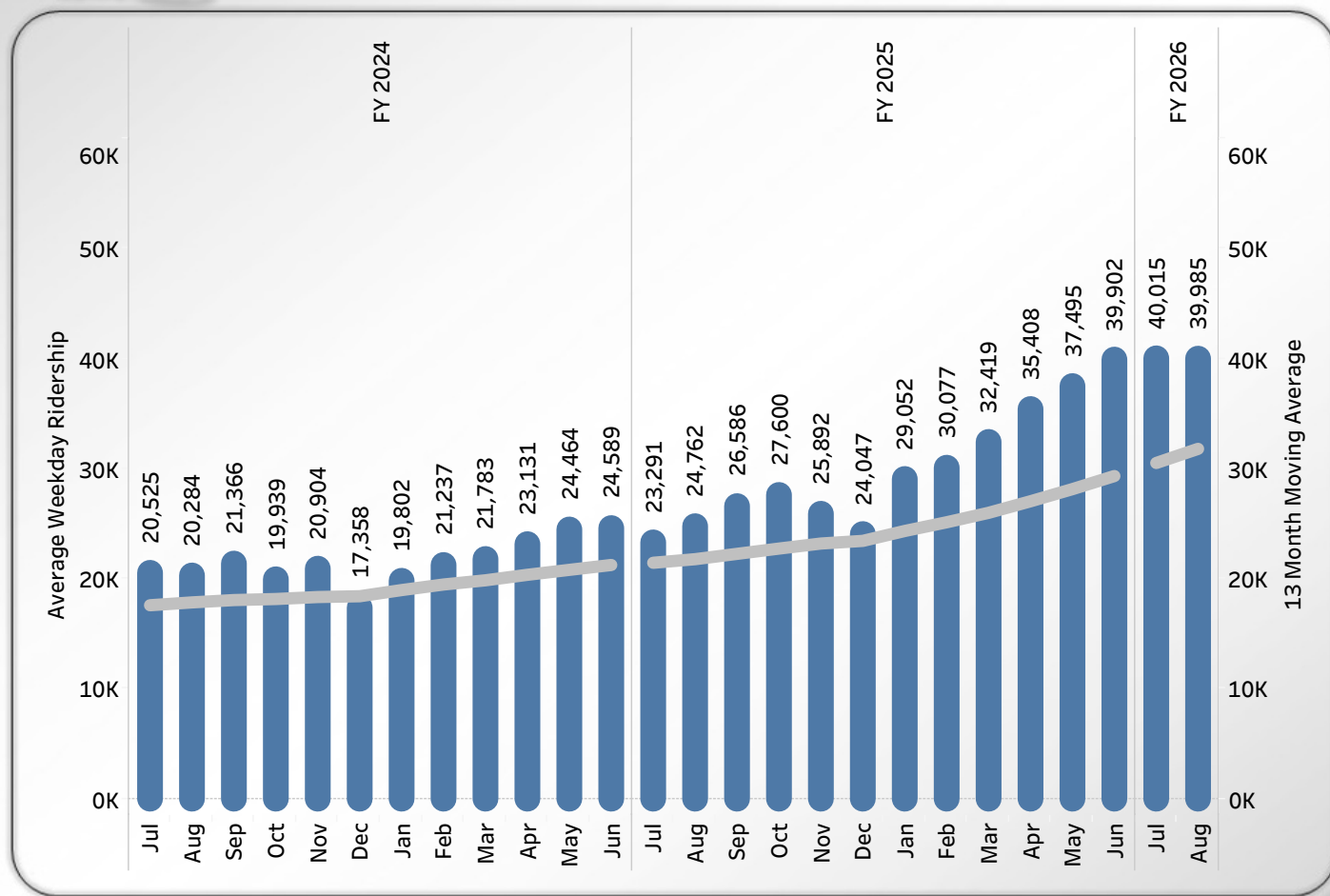


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



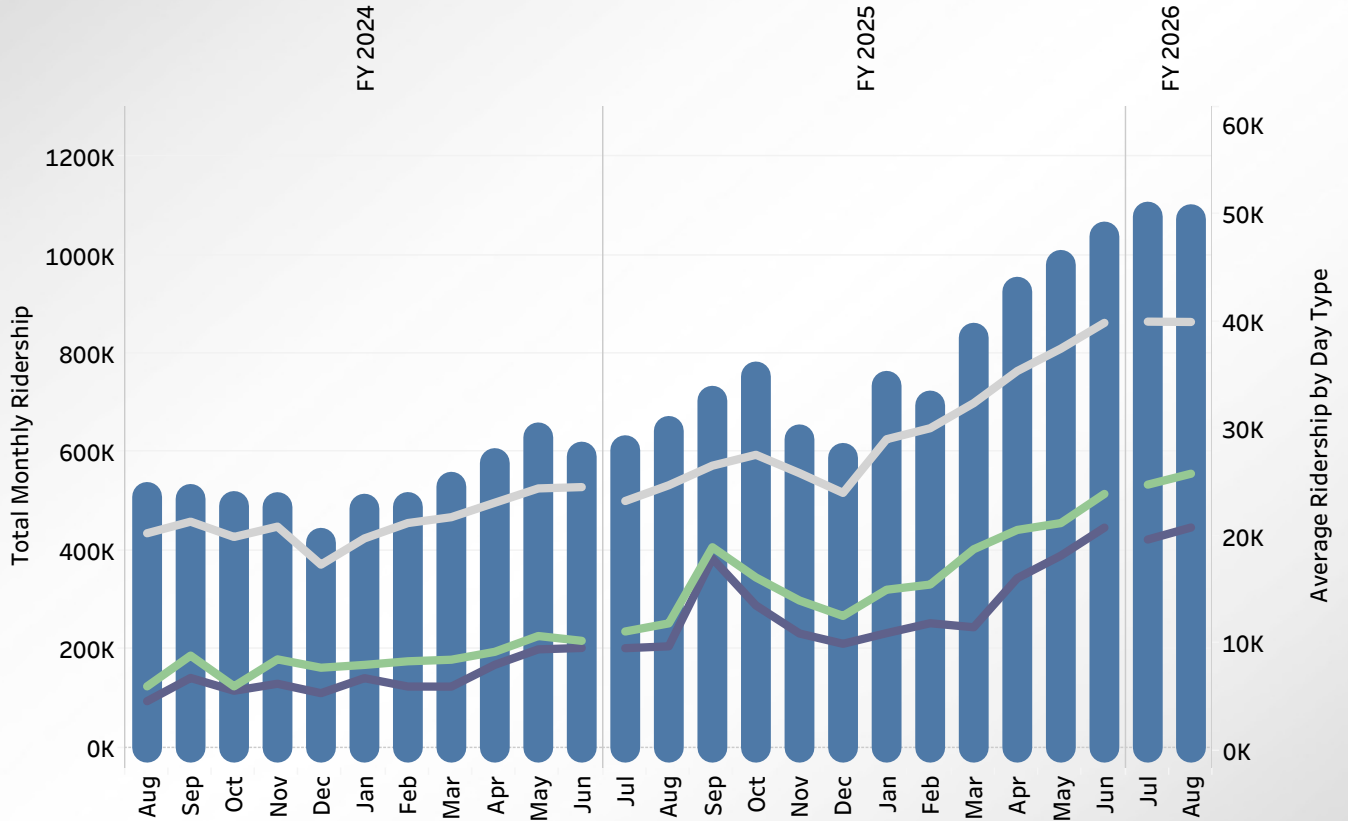
Average Weekday Ridership & 13 Month Average - Aug 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Aug 2025



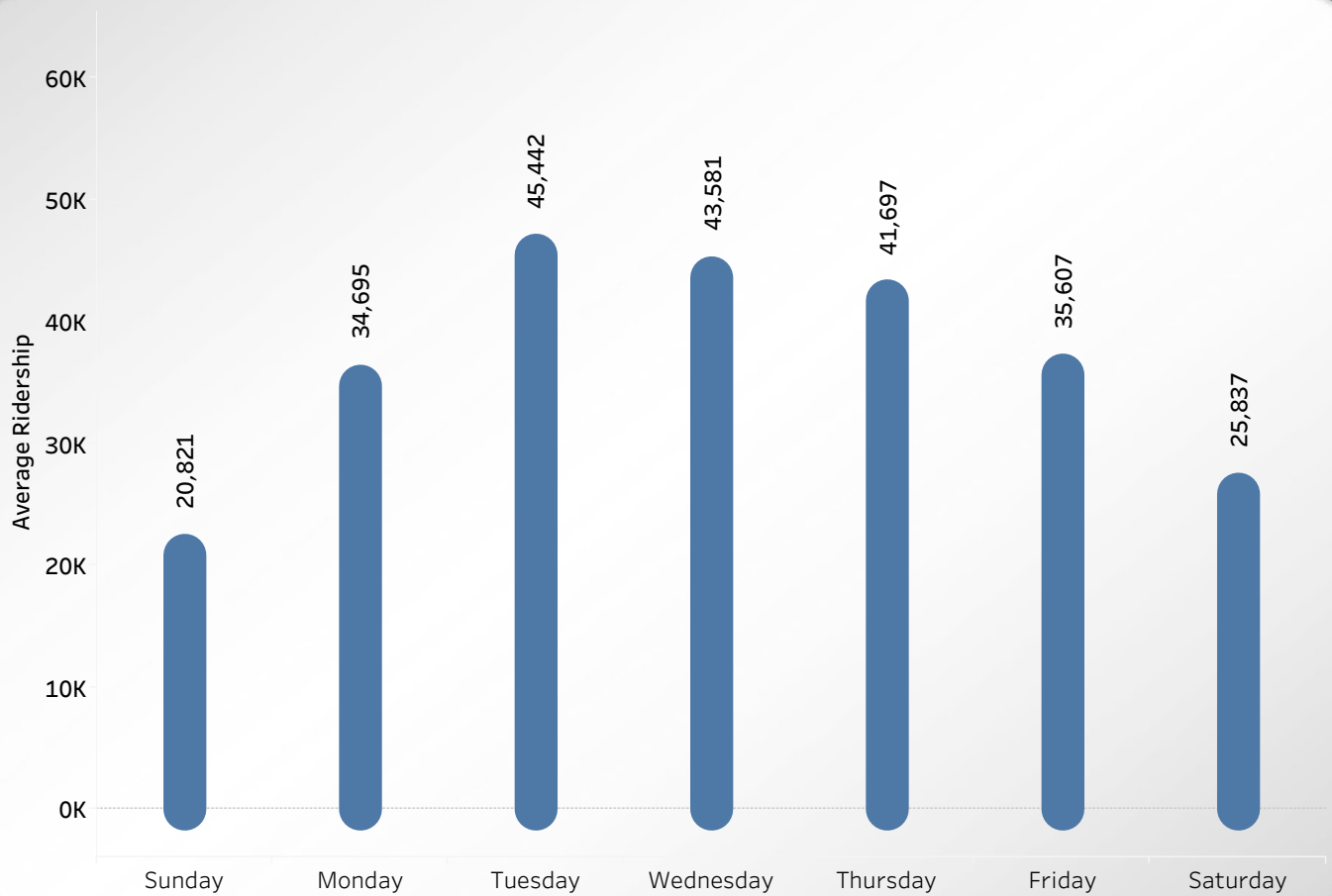
Free fares offered to all passengers on opening weekend of electrified service.

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

Legend | Total Monthly Ridership | Weekday Saturday Sunday



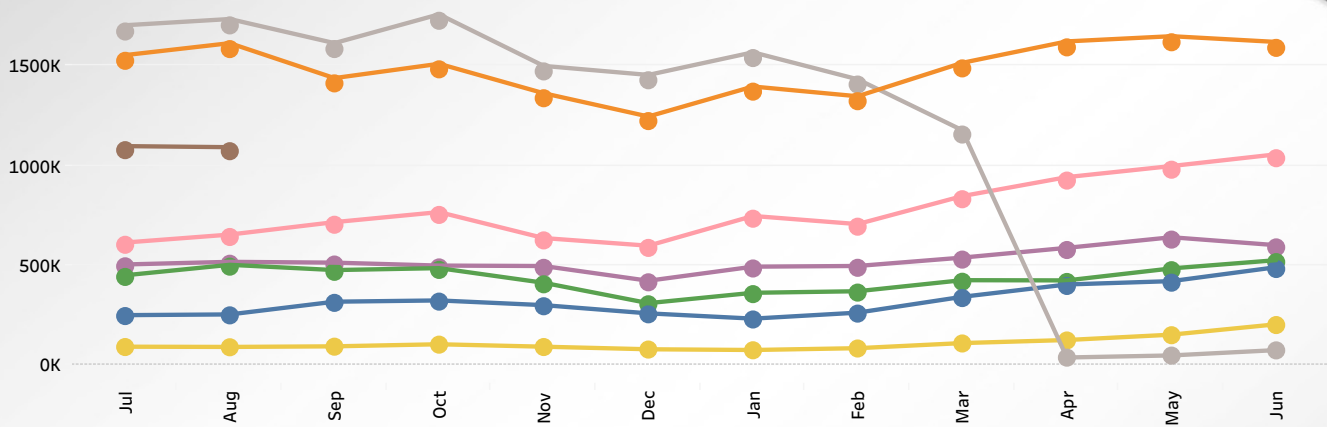
Average Ridership by Day of Week* - Aug 2025



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Aug 2025

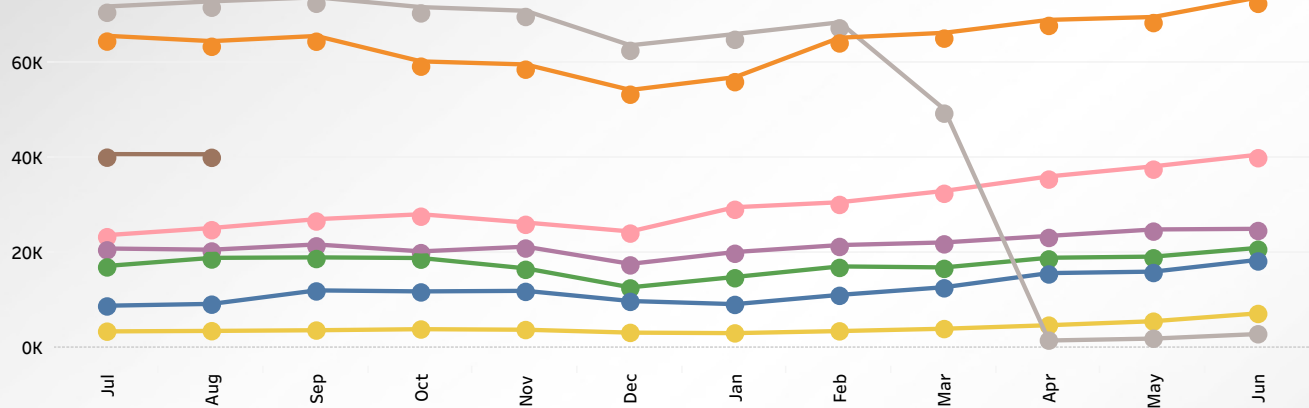


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,078,197
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,983
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	
Oct	1,483,159	1,726,436	103,686	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	1,590,653	74,908	201,872	482,691	517,256	591,014	1,037,795	

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



Average Weekday Ridership by Fiscal Year - Aug 2025



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,291	40,015
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,762	39,985
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	72,370	2,871	7,143	18,187	20,663	24,589	39,902	

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



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

August 2025

Total Monthly Trips*

August, 2025: 1,072,983

TIP:

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

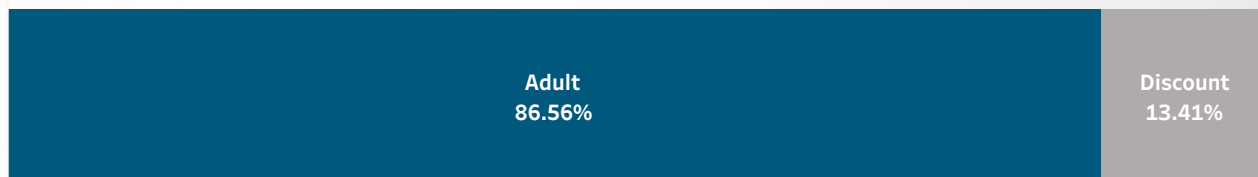
Pass Type



Fare Media Channel



Fare Type

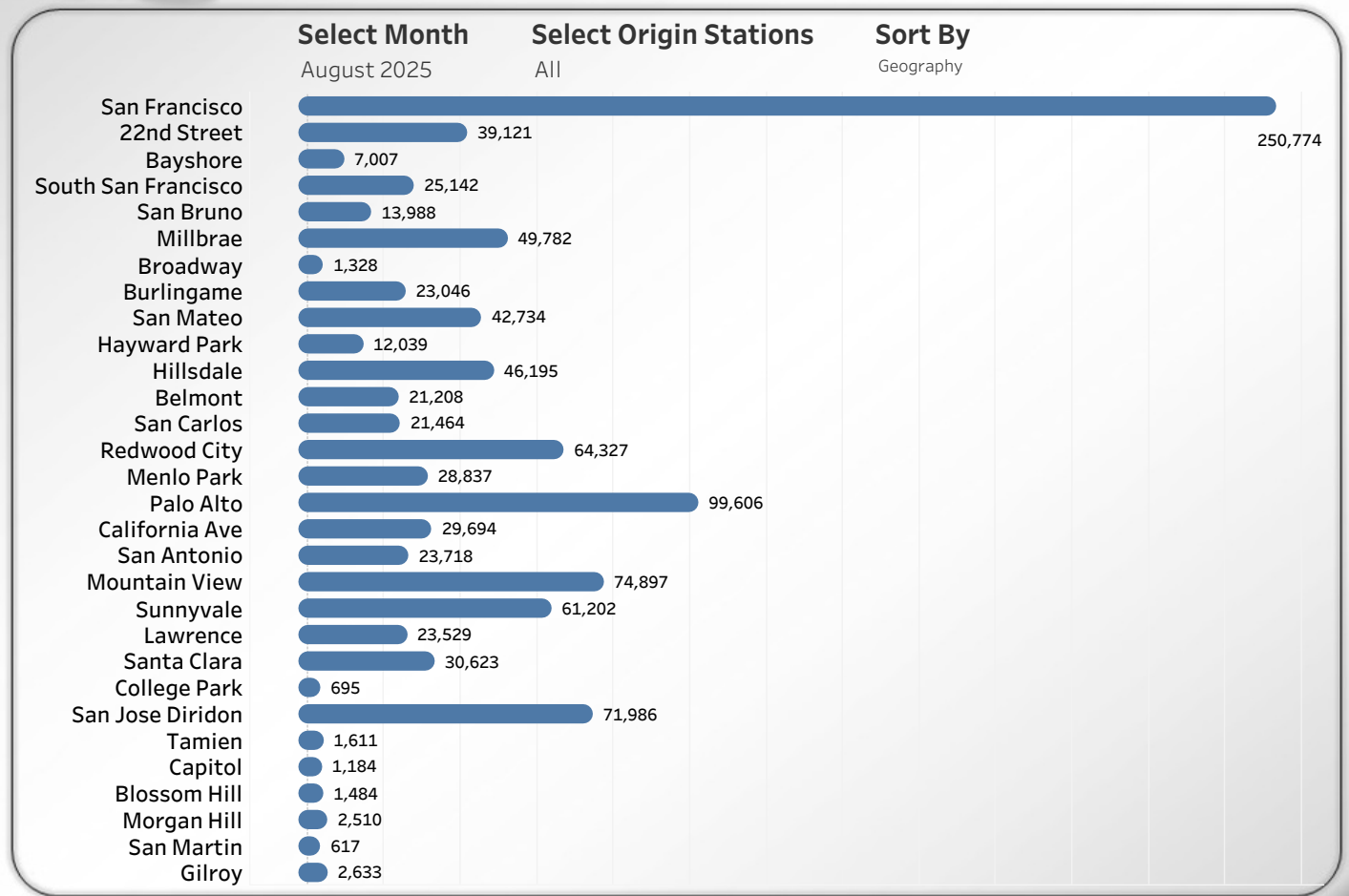


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



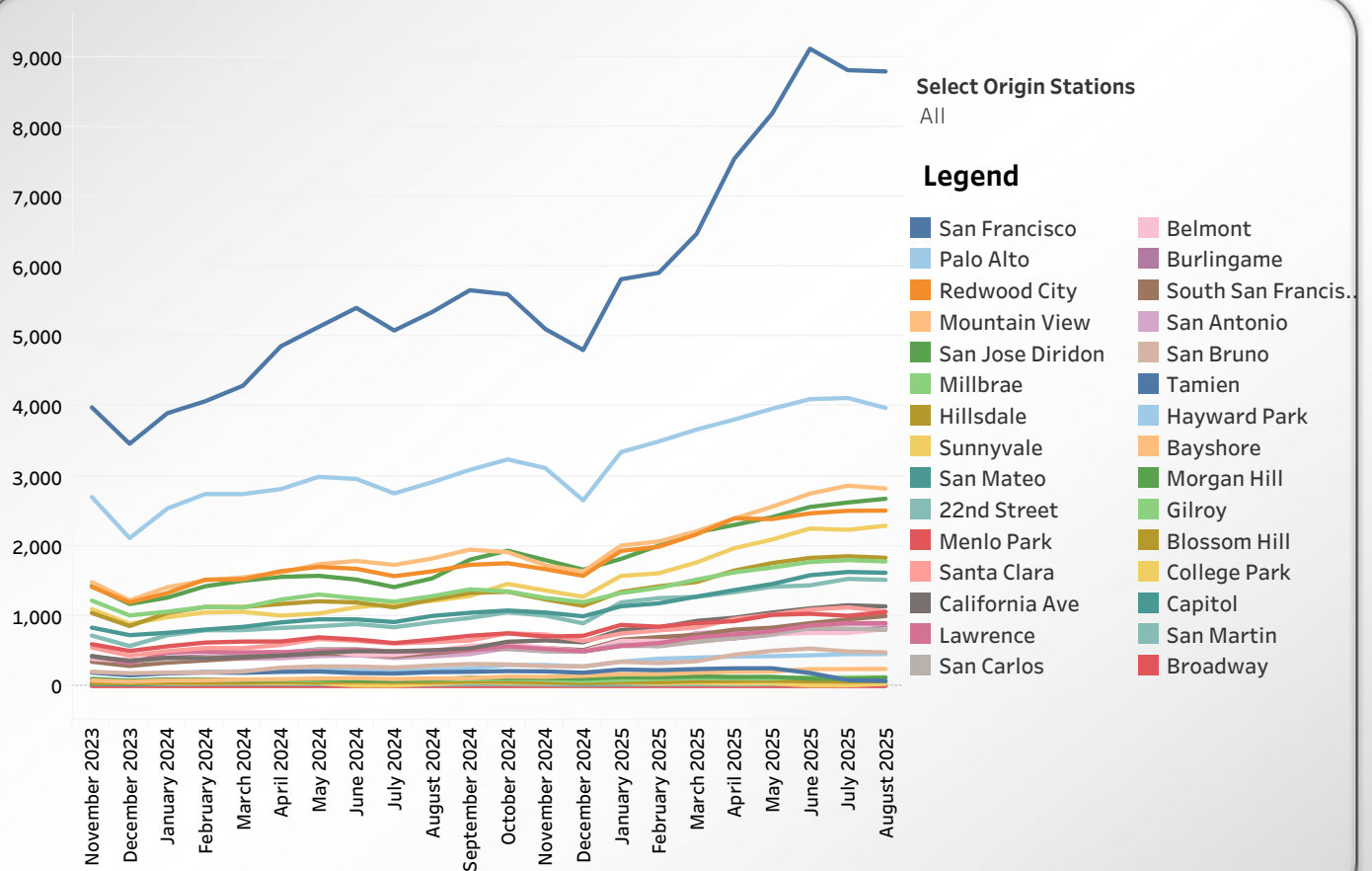
Caltrain Total Monthly Ridership by Origin Station



"Ridership" refers to the number of boardings at a specific station and does not include alightings.



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>

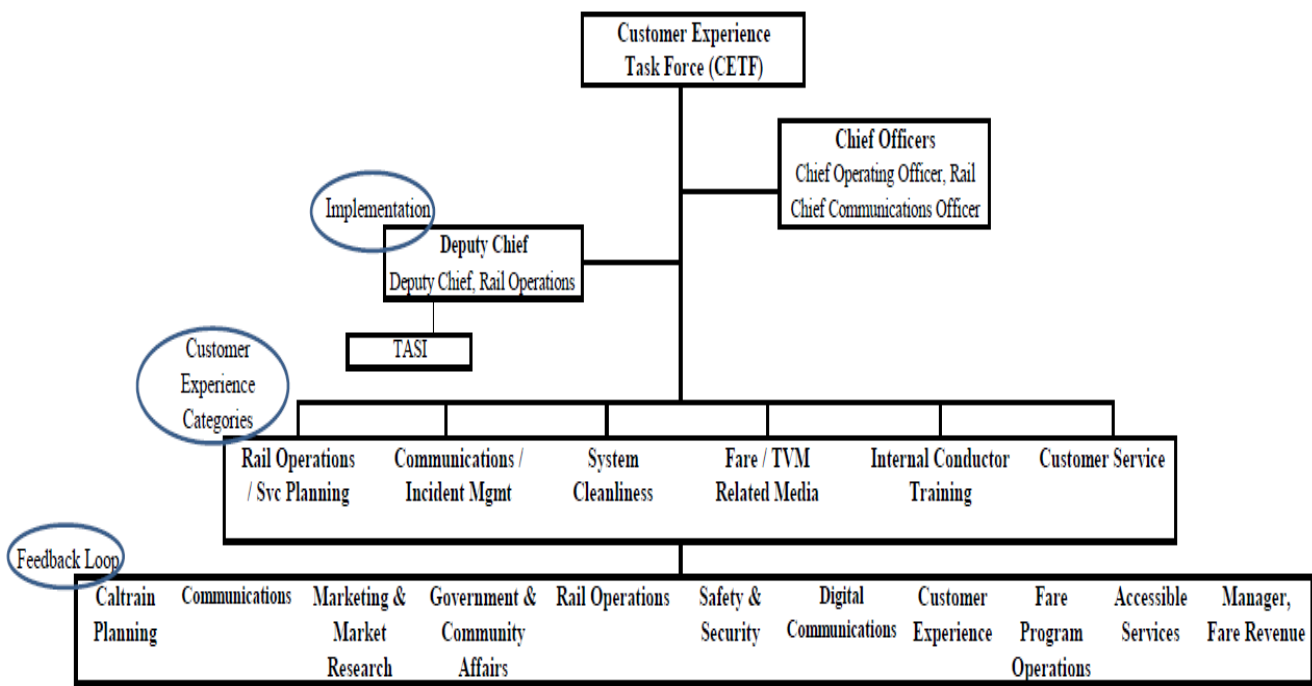
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: 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.
- Update the Modified Schedule due to the temporary suspension of Tamien electrified service that will operate on the Day after Thanksgiving and Christmas Eve.

Communications/Incident Management (CICS)

Staff has made several upgrades to Caltrain's GPS and real-time information systems to improve reliability and provide better information for riders:

- Upgraded GPS technology across the diesel fleet to improve system stability and enable faster troubleshooting and maintenance.
- Enhanced Caltrain.com live map to seamlessly use backup systems during GPS outages, ensuring train location information remains available. [Caltrain website](#)
- Improved EMU GPS system to refresh real-time train location more quickly, supporting more accurate predictions and a smoother rider experience.
- Upgraded data sharing with MTC-511, ensuring other transit apps and systems also benefit from more reliable and timely information.

Looking ahead, additional upgrades are planned over the coming year, including improved arrival information on station digital signs during single-tracking and more accurate messaging during boarding and departures.

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- Caltrain Web Analytics (August 1–31)
 - Following enhancements to the background, layout, and styling, website views grew from 2.2M to 2.3M. Web team has steadily advanced Quality Assurance, Accessibility, and SEO to a score of 76/100, with the goal of reaching 80/100.
- New Digital Displays
 - Installed at all South County stations, providing real-time schedules, service alerts, and announcements. Features Text-to-Speech for audible updates, improving accessibility for all riders.
- Caltrain Service Alert Subscribers
 - 13.6K (11.8K SMS - 2.5 Email).
- Signage Assessment

- Staff is updating various signage to ensure proper passenger notifications and expectations are visible for all riders.
- Throne Restroom Cards
 - For riders without mobile access to our restroom, via text and/or QR system, Caltrain now provides physical access cards at the ticket booth located at the Central Office.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel Recruitment
 - Over 500 riders have signed up to join this survey panel to provide regular, meaningful feedback to help shape and improve the services they rely on every day. The first survey will launch in October 2025. Click on the survey link to join R.I.D.E., [sign up!](#)

Caltrain Strategic Communications (Social and Media Relations)

- Strategic Communications (Social)
 - The communications staff and marketing team partnered with Bay FC to host a special themed train for Bay FC's The Show at Oracle Park. The game sold more tickets than the National Women's Soccer League, attendance record for a single game with over 35,000 tickets. Caltrain hosted a giveaway for a pair of tickets to the game.
- Messaging Highlights
 - Rail Safety and Suicide Prevention Month
 - Start of Transit Month

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 Millbrae Station along California Avenue.
 - Other stations that have received e-locker installations in 2025 include Palo Alto, California Avenue, Tamien, San Antonio, Hillsdale, San Mateo, Sunnyvale, Mountain View, Hayward Park, 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, and Burlingame 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.
- Bike Parking Rooms
 - Site preparation work is underway for an unstaffed bike room at Menlo Park. The contents of the historic structure where the room will be located have been removed and preparation for painting has begun. Upcoming steps include security measures, an access kiosk, and new bike racks.
 - Redwood City will receive an unstaffed bike room. Improvements for that station will begin in the next few months.
- 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 removed outdated bike stencils at seven stations.
 - New bike stencils were painted at four stations.
 - Station painting projects were completed at Sunnyvale, Palo Alto, San Jose Diridon, and South San Francisco stations.
- Special Event Support
 - Supported Safety Roadshow event logistics and operations.
- Vandalism Repairs at various stations
- Graffiti Abatement
 - Graffiti removal completed at six stations.
- Storm and Pump System Inspections
 - Corridor-wide storm drain inspections conducted.
 - Pump house inspections completed corridor-wide to ensure reliable storm preparedness.
- State of Good Repair (SOGR)
 - SOGR work carried out at Mountain View, Santa Clara, and San Carlos stations.
- Pedestrian Gate Maintenance
 - Preventative maintenance and inspections completed at pedestrian gates, beginning at Whipple Avenue and progressing south.
- Safety and Infrastructure Repairs
 - Guardrail repairs completed at Mary Avenue.
- Bike Locker Project
 - Installed and supported new bike lockers at Redwood City and Menlo Park stations.
- MTC Support
 - Replaced MTC posters at designated stations.

AGENDA ITEM # 9 (b)
September 17, 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

October 15, 2025

- 2025 Caltrain Customer Satisfaction Survey Results
- Fare Structure Change
- Safety Quarterly Update

November 19, 2025

- Level Boarding Roadmap
-

December 17, 2025

- Ridership Growth Strategy
-

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