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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

October 15, 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=U3pFbithdUsxVFVBYVF0ekISWU5Vdz09> 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.

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.

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

October 15, 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 September 17, 2025 **(5:45 pm)** Motion
6. Public Comment on Items Not on the Agenda **(5:50 pm)**
Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
7. Report of the Chair **(6:00 pm)** Informational
8. Approval of the 2026 CAC Meeting Calendar **(6:10 pm)** Motion
9. 2025 Caltrain Customer Satisfaction Survey Results (Julian Jest) **(6:15 pm)** Informational
10. Proposed Fare Structure Changes (Bruce Thompson) **(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, November 19, 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.

**Peninsula Corridor Joint Powers Board
Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of September 17, 2025**

Members Present: W. Abbott, M. Ayub, A. Brandt (Chair), P. Leung (Vice Chair), K. Linquist, M. Pagee, R. Sarathy (Alternate), M. Thurber, P. Wickman (Alternate)
Members Absent: D. Albohm, A. Kulkarni (Alternate), R. Kutler
Staff Present: T. Burgwyn, L. Ko.

1. Call to Order

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

2. Roll Call

Lauryn Ko, CAC Secretary, called the roll and confirmed a Committee 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 – There were none.

5. Approval of Meeting Minutes for August 20, 2025

Motion/Second: Sarathy/Wickman

Ayes: Abbott, Ayub, Brandt, Leung, Linquist, Pagee, Sarathy, Thurber, Wickman

Noes: None

Absent: Albohm, Kulkarni, Kutler

6. Public Comment for Items Not on the Agenda

Jeff Carter commented on Valkyries attendees riding Caltrain.

Doug Delong commented on Electric Multiple Units (EMU) delivery updates.

Roland commented on the Tamien shuttle, on-time Caltrain schedules, and track speeds.

7. Report of the Chair

Chair Brandt reported the following:

- Senate Bill (SB) 63 pending Governor Gavin Newsom’s signature and bridge loan negotiations
- Tenant inquiries and incoming tenants at San Carlos station
- Palo Alto Rail Committee meeting on grade separations and train horn Quiet Zones; quad gate recommendation; wayside horns opposed by residents

- Increasing bicycle theft

The Committee Members commented on suicide incidents by Palo Alto High School students.

Public Comments

Jeff Carter commented on unstaffed meetings and meeting cancellations, horn usage, and bicycle theft.

Roland commented on public comment period, the SB 63 bridge loan, third-party tenant negotiations, San Francisquito project progress, and Palo Alto Rail Committee meeting horn discussions.

7.a. Meeting Cancellation Discussion – Chair Brandt addressed meeting coordination with considerations to staff availability and absence of agenda meeting items.

The Committee Members had a robust discussion which included the following:

- Timely cancellation notices, accounting for foreseeable events
- Monthly meeting importance
- Quorum requirements; meeting cancellations; committee member-led discussions
- Brown Act compliance and agenda itemization

Motion by Chair Brandt to have meetings with sufficient staff and quorum when there are no staff-led presentations/Second: Wickman

Ayes: Abbott, Ayub, Brandt, Leung, Linqvist, Pagee, Sarathy, Thurber, Wickman

Noes: None

Absent: Albohm, Kulkarni, Kutler

Public Comment

Roland commented on meeting stipulations, meeting minutes deferral, agenda itemization, and public-led presentations.

8. Brown Act Training (Anna Myles-Primakoff, Olson Remcho)

Anna Myles-Primakoff, Legal Counsel, Olson Remcho, and Quentin Barbosa, Legal Counsel, Olson Remcho, provided the presentation that included the following:

- Government transparency and public participation, providing public advocacy
- Brown Act notification requirements
- Public attendance and comments
- Items not on agenda
- Serial meeting violations
- Social media guidance
- Assembly Bill (AB) 557, 2449, 2302, and Senate Bills (SB) 1100 and 707
- JPB Code of Conduct

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

- Social and ceremonial gatherings exceptions
- Geographical limitations
- Voting requirements
- Alternate members contributing to quorum

Public Comment

Jeff Carter commented on carrying out meetings and public comments without official business, publicizing personal addresses, and social gatherings.

Roland commented on having an attorney attend the CAC meetings for when legal issues arise, presenting informational items without a quorum, and using alternates for a quorum.

9. Staff Report (Ted Burgwyn)

9.a. Customer Experience Task Force Update

9.b. JPB CAC Work Plan Update

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

- 218 late trains; 97 due to trespassers and vehicles
- Stadler train set updates for upcoming arrivals and in-service trains
- Automated Passenger Counter data transfer issues; meeting 95 percent accuracy requirements
- Passenger Information System issues closeout
- Bathroom issues and preventive signage; cleaning equipment procurement, servicing increases, and bathroom data/ratings
- Tamien Mini-High Platform Project Initiation
- Bayshore station ridership correlation with Commute.org shuttle changes
- Quiet Car accommodations
- Electrification One-Year Anniversary events
- American Public Transportation Association Transform Conference – policy development for AI usage, new vehicle management, special event planning

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

- Bay Area Rapid Transit (BART)-Caltrain transfers, integration fares, and wayfinding
- Rider climates influencing Quiet Cars
- Bait bicycle and transit police involvement addressing bicycle theft
- Fatality navigation and information dissemination during service interruptions
- Event outreach
- Train braking system and diesel fleet noise complaints and mitigation

Public Comment

Jeff Carter commented on the electrification anniversary, bathroom troubleshooting, event planning, international-riders wayfinding, and Project 529 bicycle registry.

Doug Delong commented on train sets and the logging of idling diesel fleets.

Roland commented on time performance, automatic passenger and bicycle counters, track incidents disclosure, bicycle theft, Stadler maintenance, and train connectivity.

CMF, Chris Florkowski, commented on real-time train capacity and Bayshore elevator service and accessibility.

- 10. Committee Member Requests** – Chair Brandt and Vice Chair Leong noted their absence for the October meeting. Chair Brandt relayed Asish Kulkarni’s JPB CAC resignation.

Public Comment

Roland commented on teleconference attendance.

- 11. Date/Time/Location of Next Regular Meeting: Wednesday, October 15, 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.**

- 12. Adjourn** – The meeting adjourned at 7:48 pm.

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

To: JPB Citizens Advisory Committee
Through: Michelle Bouchard, Executive Director
From: Margaret Tseng, District Secretary
Subject: **2026 JPB CAC Meeting Calendar**

<input type="checkbox"/> Finance Committee Recommendation	<input type="checkbox"/> Technology, Operations, Planning, and Safety Committee Recommendation	<input type="checkbox"/> Advocacy and Major Projects Committee Recommendation
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Purpose and Recommended Action

Staff recommends the CAC approve the Meeting Calendar for 2026 (attached).

Discussion

The CAC meets the third Wednesday of each month.

Budget Impact

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



JPB Citizens Advisory Committee (CAC) 2026 Meeting Calendar

Third Wednesday of the Month* – 5:40 PM
January 21
February 18
March 18
April 15
May 20
June 17
July 15
August 19
September 16
October 21
November 18
December 16

*Regular meetings are scheduled the third Wednesday of the month at 5:40 pm unless otherwise noted.

Meetings are conducted in-person at Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA, or noticed location, and remotely via Zoom. Dates or location may be subject to change. Beginning July 2026 or later, meetings will be conducted in-person at 166 Rollins Avenue, Millbrae, CA 94030. Any changes to the July 2026 meeting will be posted in advance in compliance to the Brown Act. Dates or location may be subject to change.

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

TO: JPB CAC

FROM: Ted Burgwyn
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **September:** The September 2025 OTP was 97.2% compared to 77.8% for September 2024.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 30th (UPRR Territory @ 5:35 am), caused 3 trains delayed.
 - **Mechanical Delays** – In September 2025 there were 5 minutes of delay due to mechanical issues and 206 delays due to Stadler warranty issues.
 - **Trespasser Strike** – There were two trespasser strikes in September, one resulting in a fatality. The strike on the 10th (UPRR Territory @ 6:58 pm), caused 1 train terminated (fatality). The strike on the 29th (Sunnyvale @ 12:33 am), caused 1 train terminated and 1 train delayed.
- **August:** The August 2025 OTP was 92.8% compared to 91.3% for August 2024.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 7th (Charleston Road, Mountain View @ 8:35 pm), caused 3 trains delayed.
 - **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 trains 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.

Caltrain Installs Digital Displays at South Santa Clara County Stations

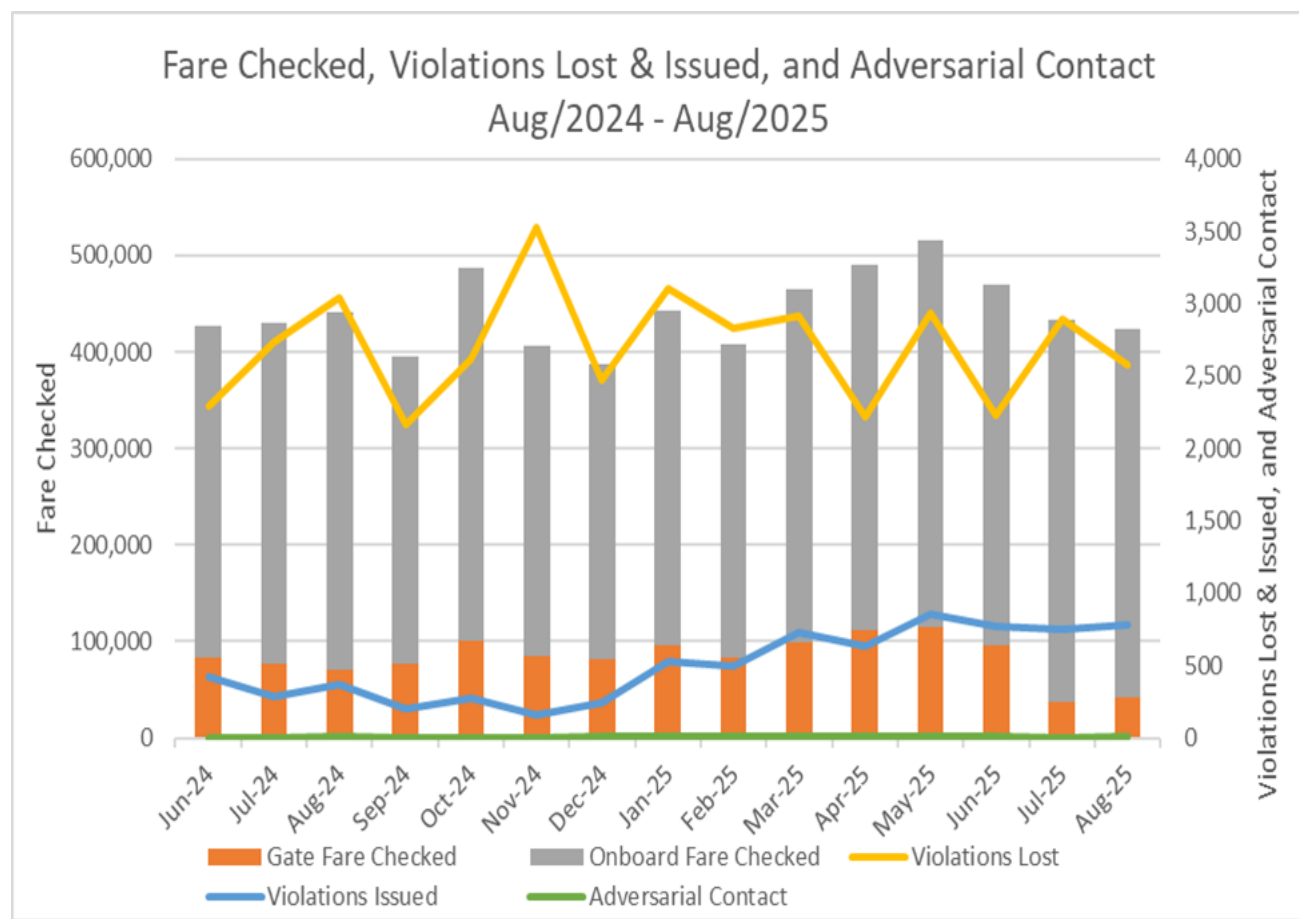
Caltrain has installed new digital displays at its Capitol, Blossom Hill, Morgan Hill, San Martin and Gilroy stations to improve the South Santa Clara County riding experience. These displays will help keep riders informed, offering real-time train schedules, service alerts and announcements. Each display also includes text-to-speech functionality at the push of a button. This brings Caltrain's live train updates and real time notifications to South County stations for the first time.

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.

Fare Enforcement Report – October 2025

In August 2025, Caltrain conductors performed a total of 424,209 fare inspections at the terminal and onboard the trains. During this period, 2,575 violations were lost because the rider didn't provide identification and 785 violations were issued. Seven incidents were reported as adversarial contact.



Special Services Ridership Report (September)

San Francisco Station

- Total event-day ridership at San Francisco Station in September was 93,113, a 71.5% increase compared to 2024 (54,290), and a 23.4% decrease from 2019 (121,504).
 - In September 2025 there were 15 events (12 Giants regular season games, and 3 Valkyries regular season games), compared to 14 in 2024, and 14 in 2019.

22nd St Station

- Total event-day ridership at 22nd St Station in September was 2,003.
 - In September 2025 there were 2 events counted (2 days of the Portola Festival). There were no events counted in 2024 and 2019.

Palo Alto Station

- Total event-day ridership at Palo Alto Station in September was 960, a 43.7% increase compared to 2024 (668), and a 3.5% decrease from 2019 (995).
 - In September 2025 there was 1 event counted (1 Stanford Football game), compared to 1 in 2024, and 1 in 2019.

Stanford Station

- Total event-day ridership at Stanford Station in September was 365.
 - In September 2025 there was 1 event counted (1 Stanford Football game). There were no events counted in 2024 and 2019.

Mountain View Station

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

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in September was 2,916, a 1,566.3% increase compared to 2024 (175), and a 382.8% increase from 2019 (604).
 - In September 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 August 28, 2025, and is subject to change prior to the October 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.

August: The vendor installed an upgraded radio software for the entire fleet to improve the transition from one wayside radio to the next wayside radio. Collected data from a dozen trains and the data showed an improvement to the radio coverage to an acceptable level.

September: Issue the Final Acceptance to the vendor Nomad Digital and begin the Operating & Maintenance contract with Nomad Digital.

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.

August: Began project closeout by turning all the construction documentation including warranties to Rail Operations and Maintenance.

September: Continue 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.

August: Began project closeout by turning over all the construction documentation including warranties to Rail Operations and Maintenance.

September: Continue 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.

August: Design: Final optimized shoring and design drawings reviewed by JPB and project team. Geotechnical analysis required segmented construction sequencing; with late-month soil tests to support potential waiver. Environmental Compliance: Received permit approvals from RWQCB and USACE; all resource agency permits are now secured; Phytrophthora BMPs finalized; HMMP update underway to reflect final designs. RWQCB In-Kind Mitigation: Riparian enhancement design completed, internally reviewed, and circulated to the City of Palo Alto for comment. Cities Coordination: Ongoing coordination on project status; advanced tree removal scheduled for next month. Procurement Preparation: Developing detailed construction schedule, cost estimate, and constructability review; finalizing Division 1 specifications.

September: Design: Incorporate comments and submit PE-stamped contract documents; update geotechnical memo with August soil test results to confirm sequencing requirements. Environmental Compliance: Finalize HMMP per final design documents; notify agencies and complete advanced tree removal before the dry season ends. Cities Coordination: Continue coordination on project status and permits for advanced tree removal. Procurement Preparation: Finalize construction and total project cost estimates to support budget and funding updates; initiate procurement; evaluate local nurseries for planting stock.

Note: The project team is currently developing the total project cost estimate and preparing the construction contract IFB. The project's baseline schedule and budget will be established upon conclusion of the IFB process. An update on the total project cost and funding plan will be presented to the Board in the coming months.

- **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.

August: Progress continues on 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 under Work Directive Amendment #2 (WD Amd #2). Additionally, the WDPR has been issued to TASI for Work Directive Amendment #3 (WD Amd #3), and their proposal should be back shortly. This amendment encompasses punchlist 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.

September: Negotiations with Angotti & Reilly to finalize the settlement and with TASI to establish pricing for Work Directive Amendment #3 (WD Amd #3) are in progress. Once these agreements are concluded, the feasibility of completing some or all of the Option 1 stations south of Tamien, including Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy, will be assessed based on available funding, with potential work to proceed under a new Work Directive Amendment #4 (WD Amd #4).

Note: The project is advancing steadily, with ongoing efforts to finalize the Angotti & Reilly (A&R) settlement and deliver key work items with TASI under multiple Work Directives. Current priorities include completing all remaining work in the EMU section such as Belmont and Tamien, addressing punch list items from the former A&R contract and installing wheel stops at Hillsdale. Looking ahead, the potential to advance some or all of the five Option 1 stations south of Tamien remains 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.

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

September: 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 November 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 - Sep 2025

Monthly Performance

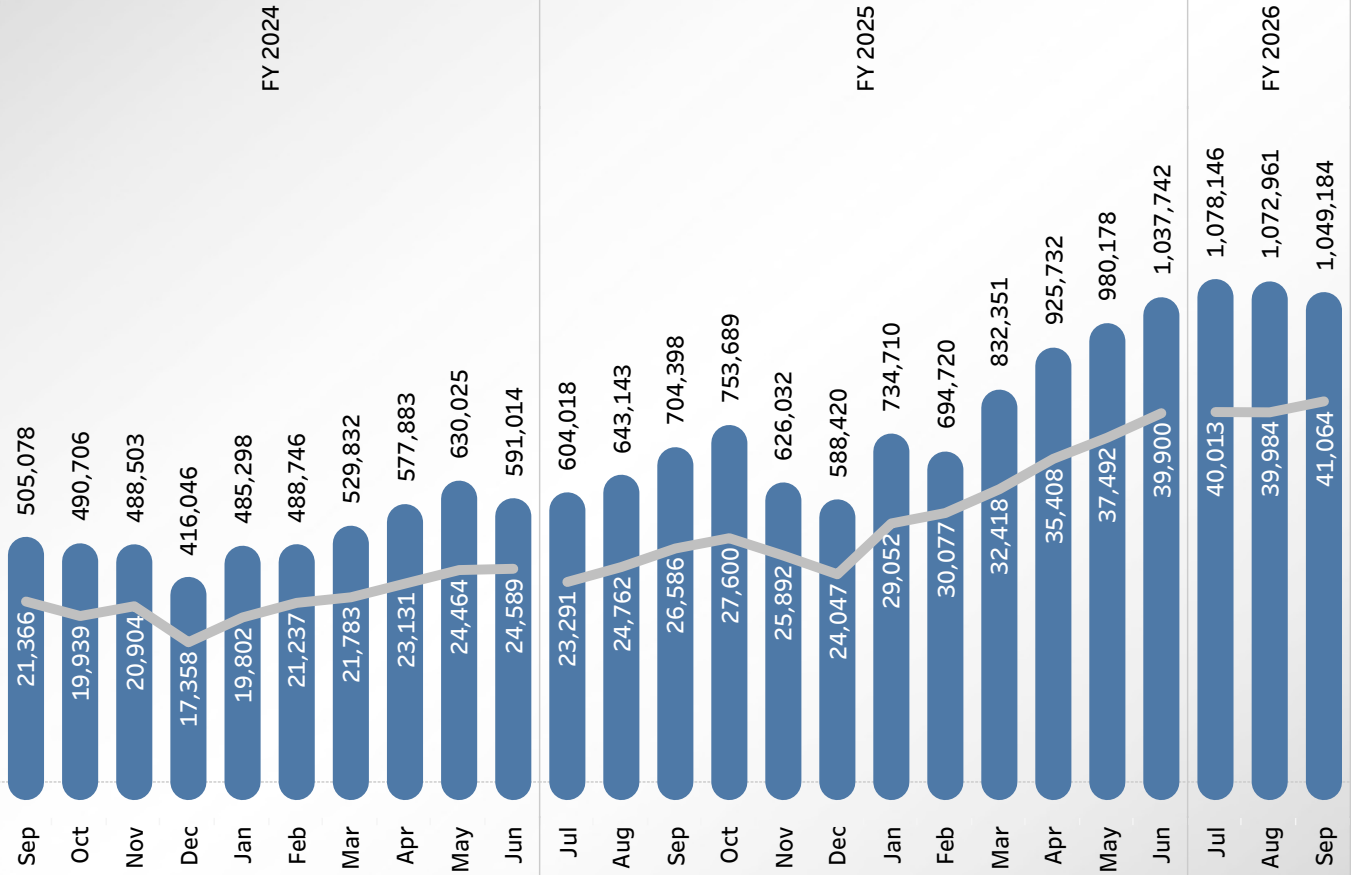
	Current Year Sep 2025	Pre-Pandemic Sep 2019	Sep 2025 % of Pre-Pandemic	Last Year Sep 2024	Sep 2024 to Sep 2025 % Change
Total Monthly Ridership	1,049,184	1,584,833	66.2%	704,398	+ 48.9%
Average Weekday Ridership	41,064	72,387	56.7%	26,586	+ 54.5%
Average Saturday Ridership	24,557	16,503	148.8%	18,983	+ 29.4%
Average Sunday Ridership	18,838	11,848	159.0%	17,934	+ 5.0%

Fiscal YTD Performance

	Current Year Sep 2025	Pre-Pandemic Sep 2019	Sep 2025 % of Pre-Pandemic	Last Year Sep 2024	Sep 2024 to Sep 2025 % Change
Total Monthly Ridership	3,200,291	4,960,840	64.5%	1,951,559	+ 64.0%
Average Weekday Ridership	40,349	71,450	56.5%	24,826	+ 62.5%
Average Saturday Ridership	25,129	16,320	154.0%	13,834	+ 81.6%
Average Sunday Ridership	19,866	11,730	169.4%	12,839	+ 54.7%



Monthly Ridership and Average Weekday Ridership - Sep 2025



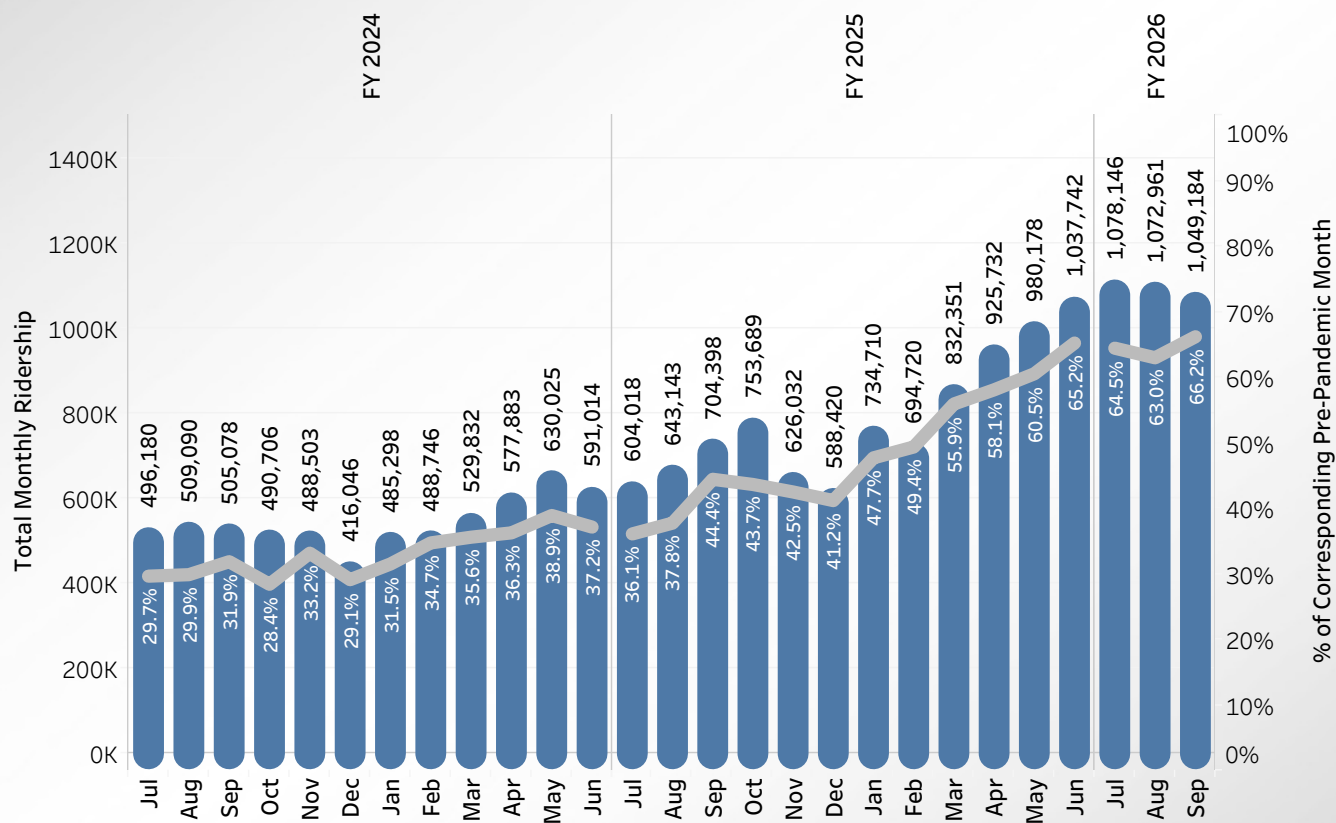
Legend

Total Monthly Ridership

AWR



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

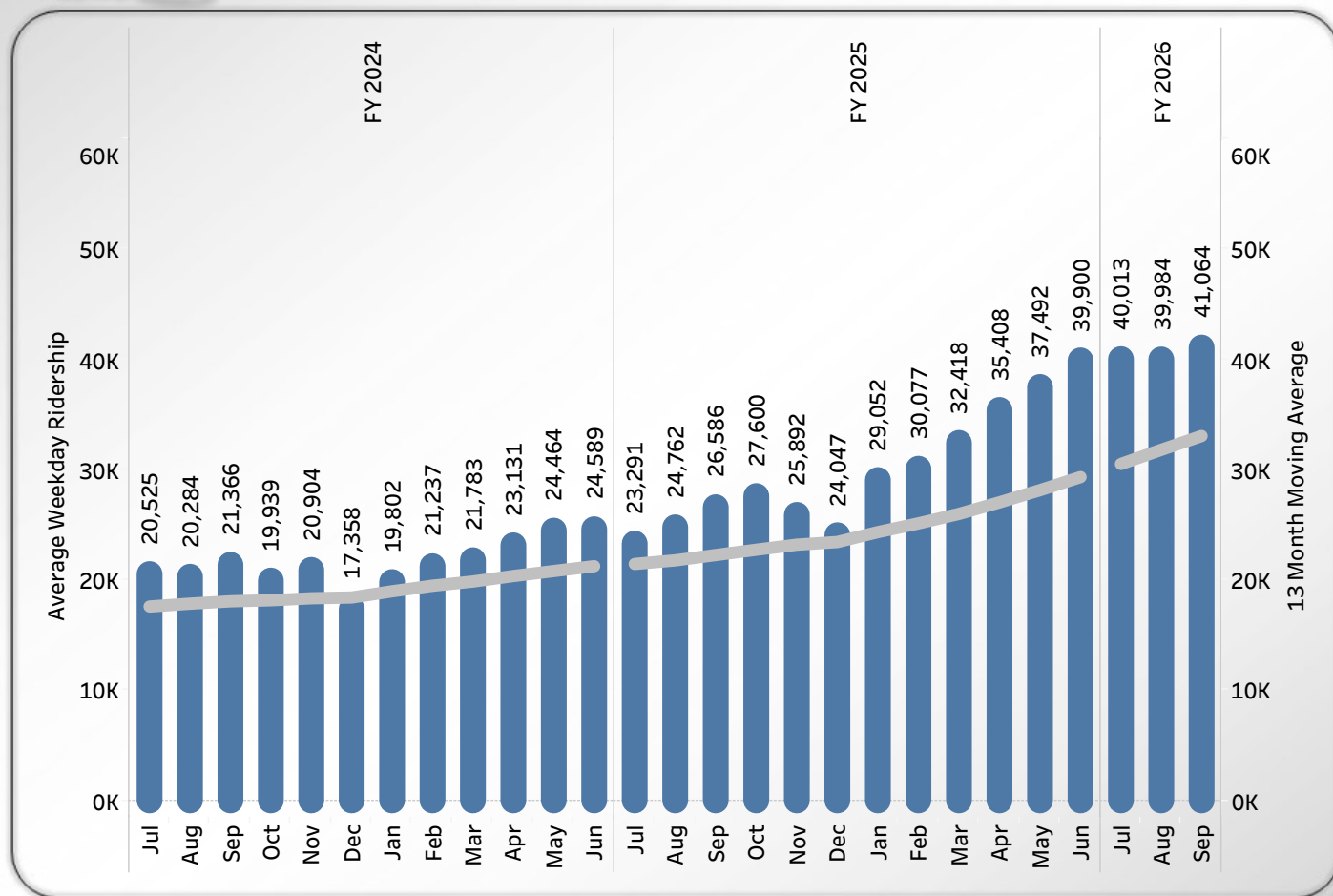


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



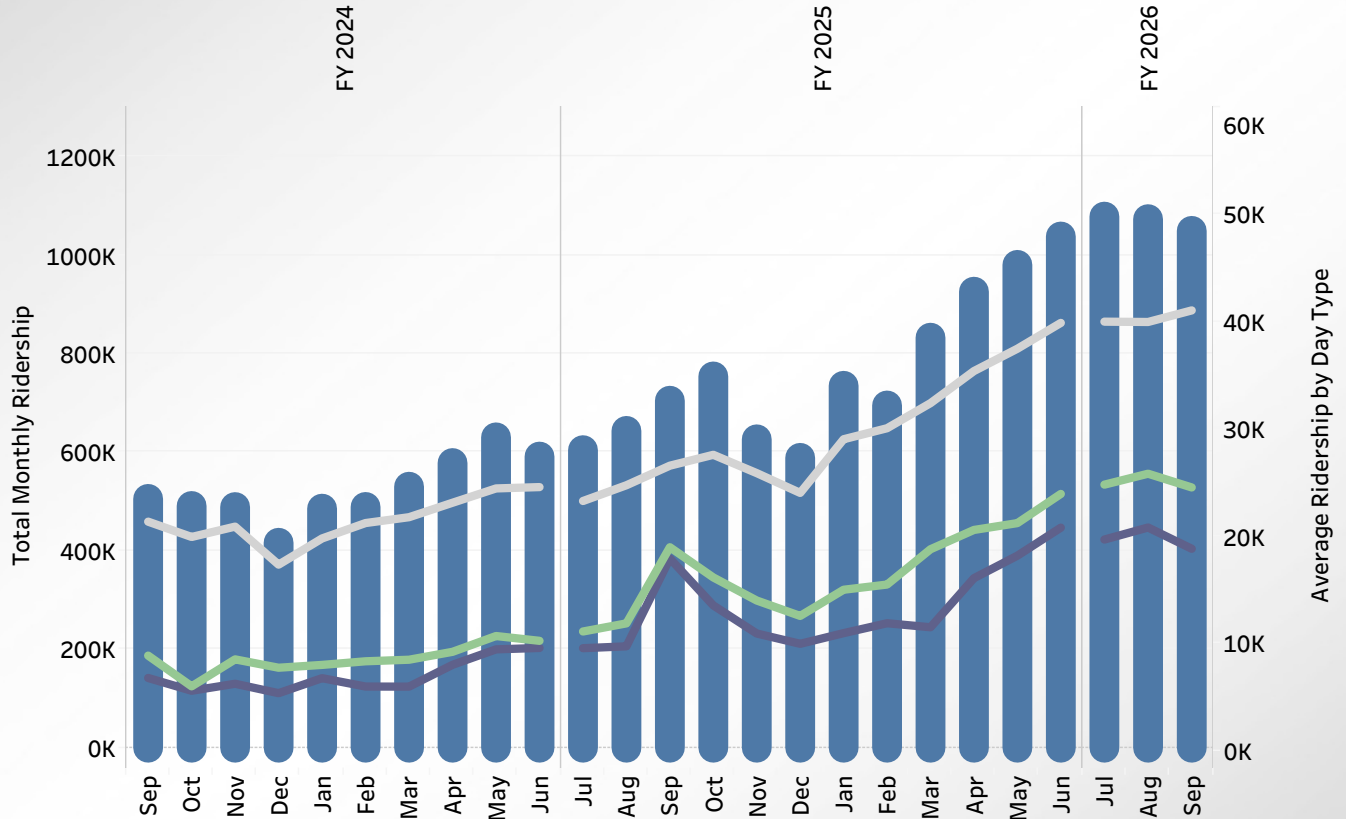
Average Weekday Ridership & 13 Month Average - Sep 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Sep 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.

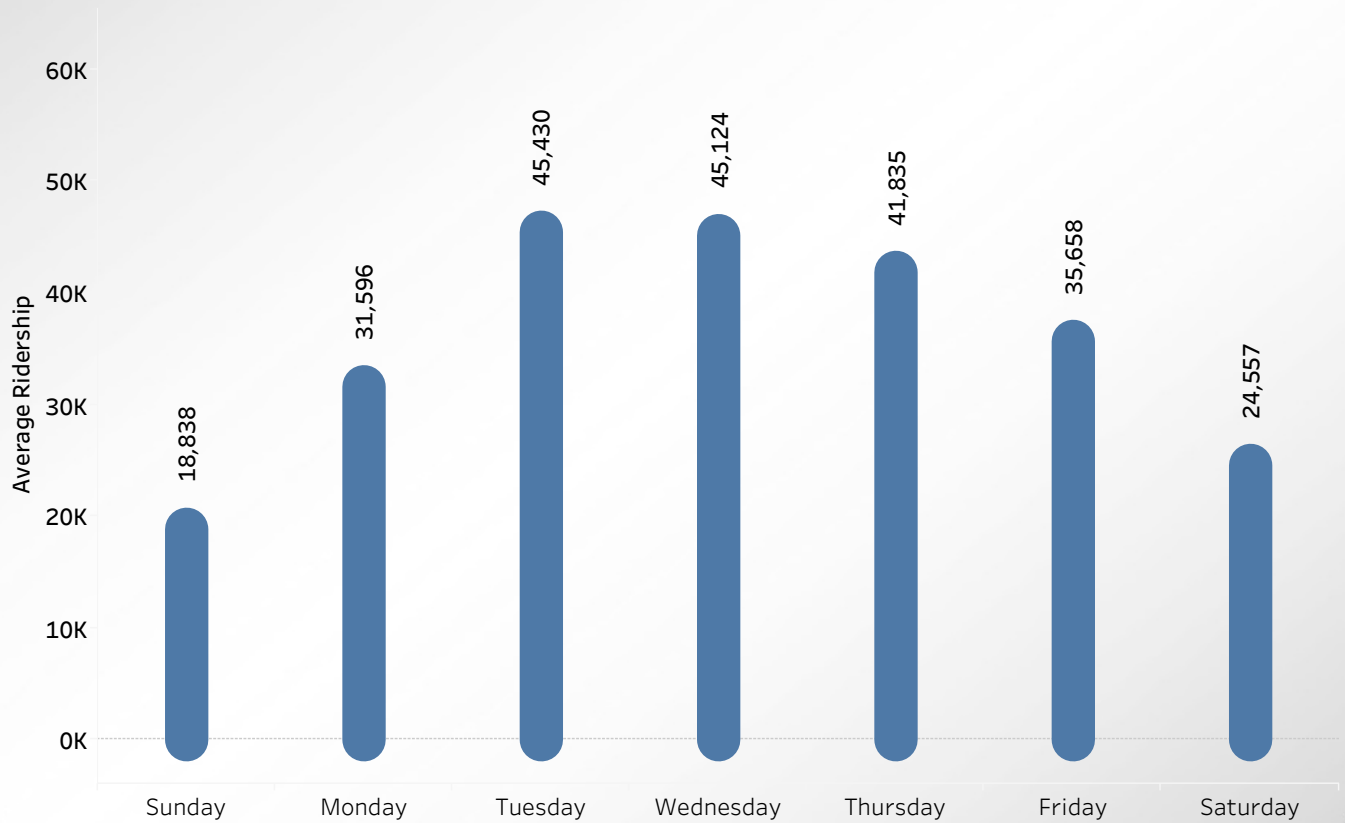
Legend | Total Monthly Ridership | Weekday Saturday Sunday



Average Ridership by Day of Week* - Sep 2025

Select Month

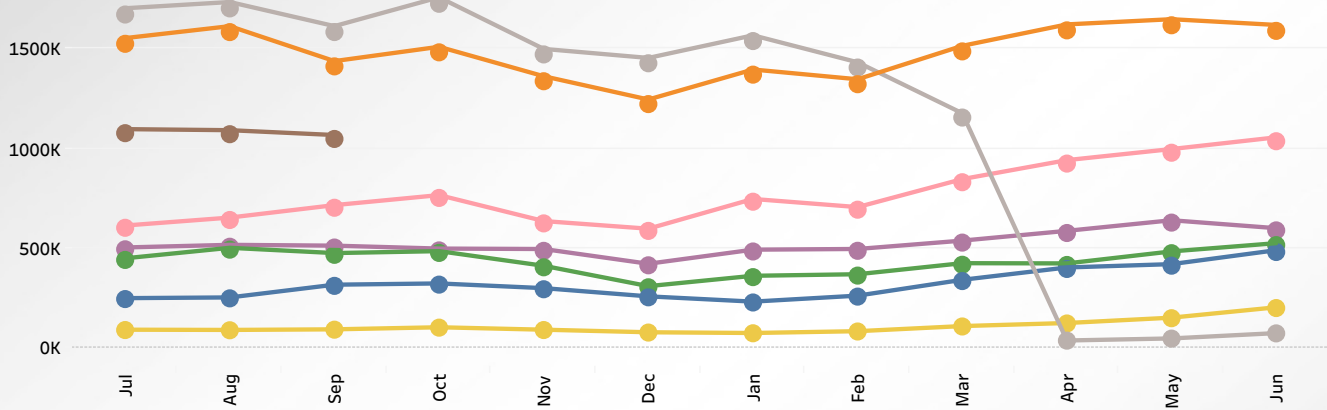
September 2025



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Sep 2025

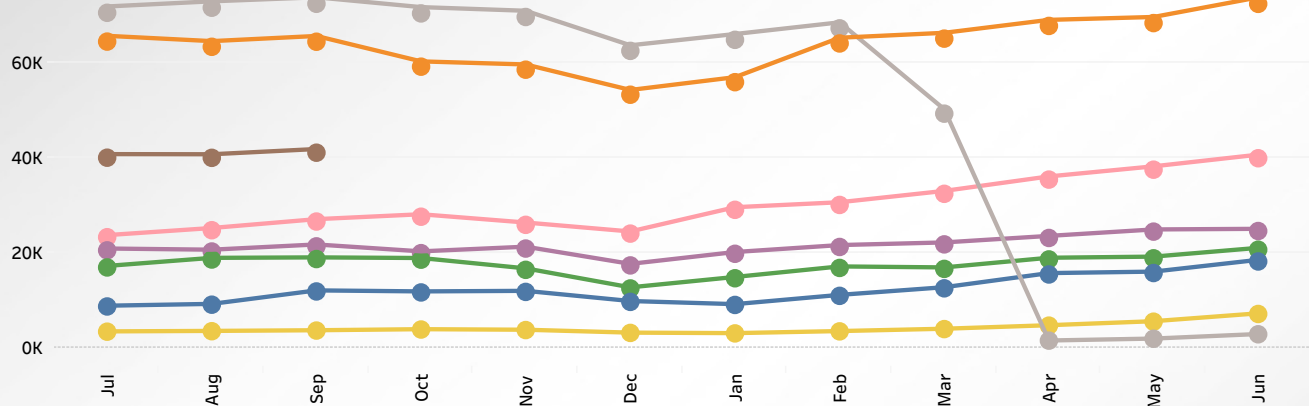


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,078,146
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,961
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	1,049,184
Oct	1,483,159	1,726,436	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	832,351	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,883	925,732	
May	1,618,825	48,745	150,923	414,196	476,739	630,025	980,178	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,014	1,037,742	

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



Average Weekday Ridership by Fiscal Year - Sep 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	40,013
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,762	39,984
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,586	41,064
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	32,418	
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	37,492	
Jun	72,370	2,871	7,143	18,187	20,663	24,589	39,900	

■ 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

September 2025

Total Monthly Trips*

September, 2025:

1,049,184

TIP:

Click an item below to filter the dashboard.

Press "esc" to clear filter.

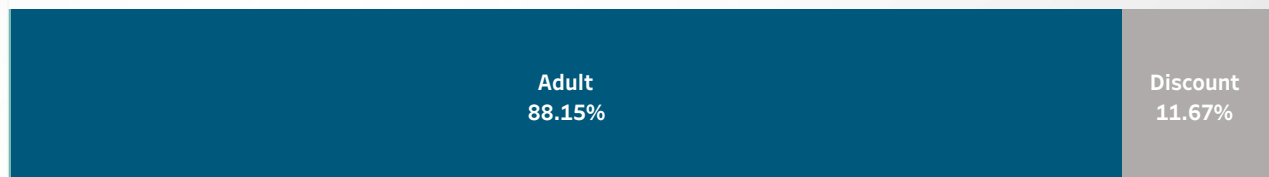
Pass Type



Fare Media Channel



Fare Type

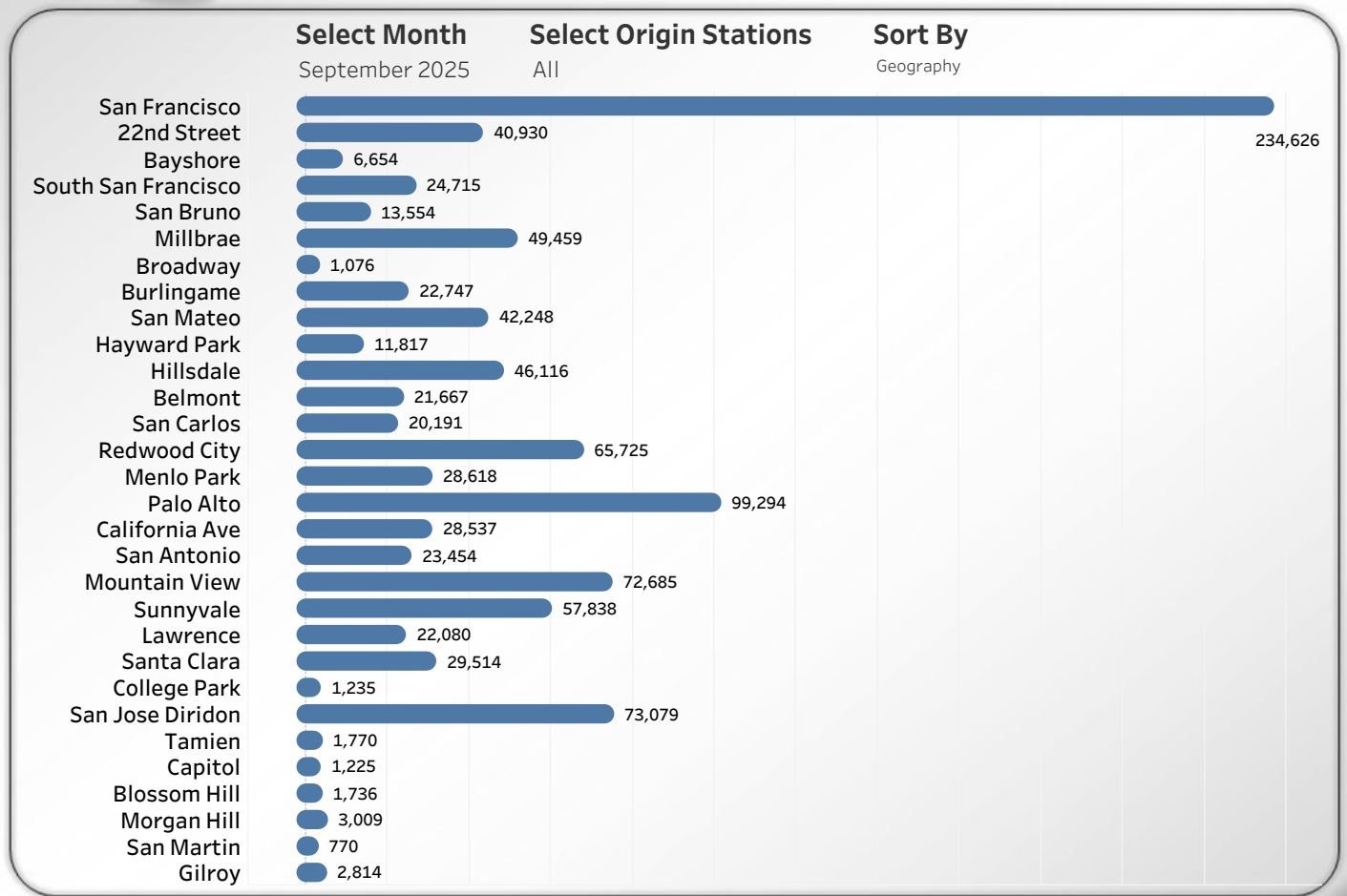


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



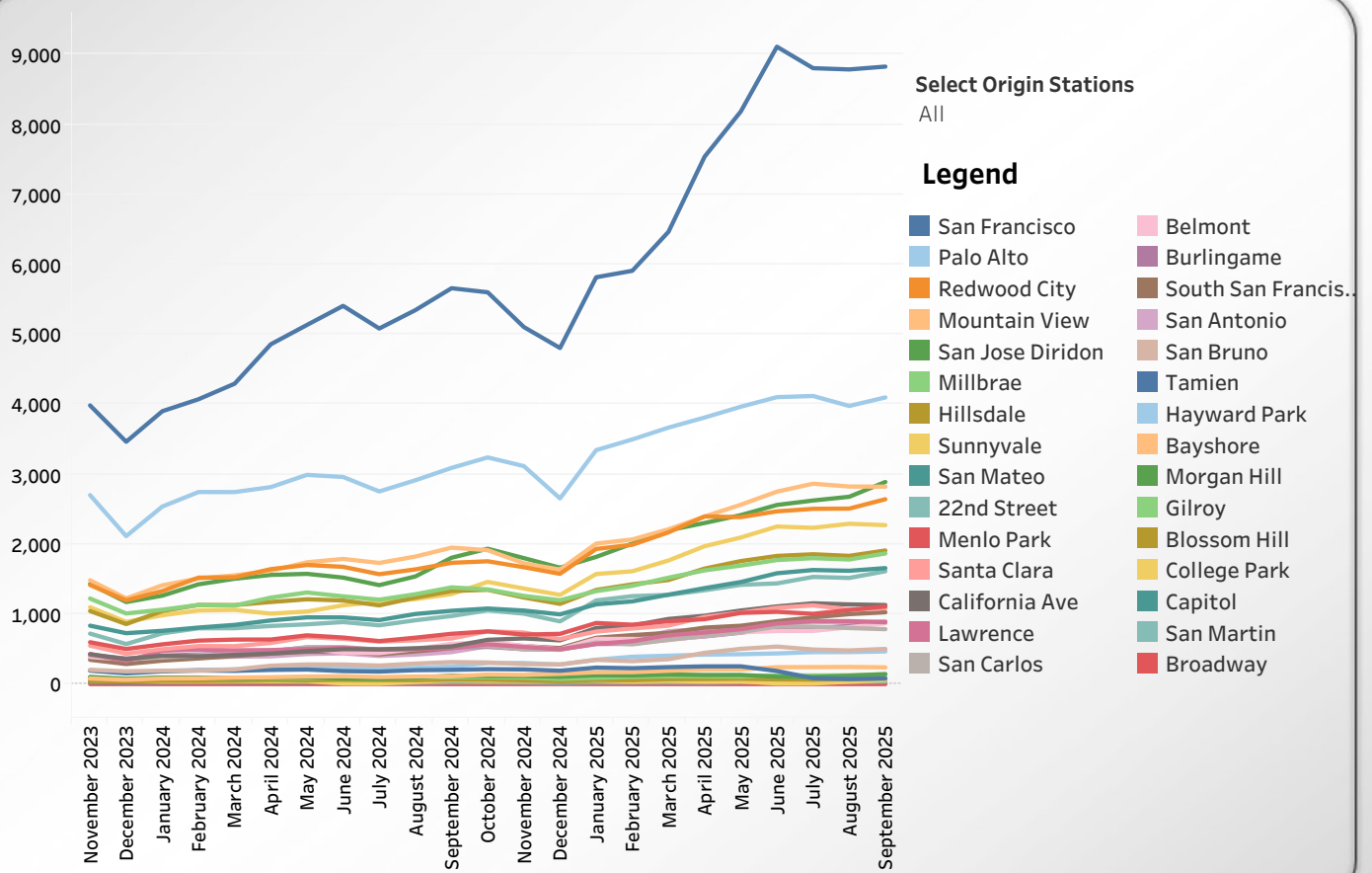
Caltrain Total Monthly Ridership by Origin Station



"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>

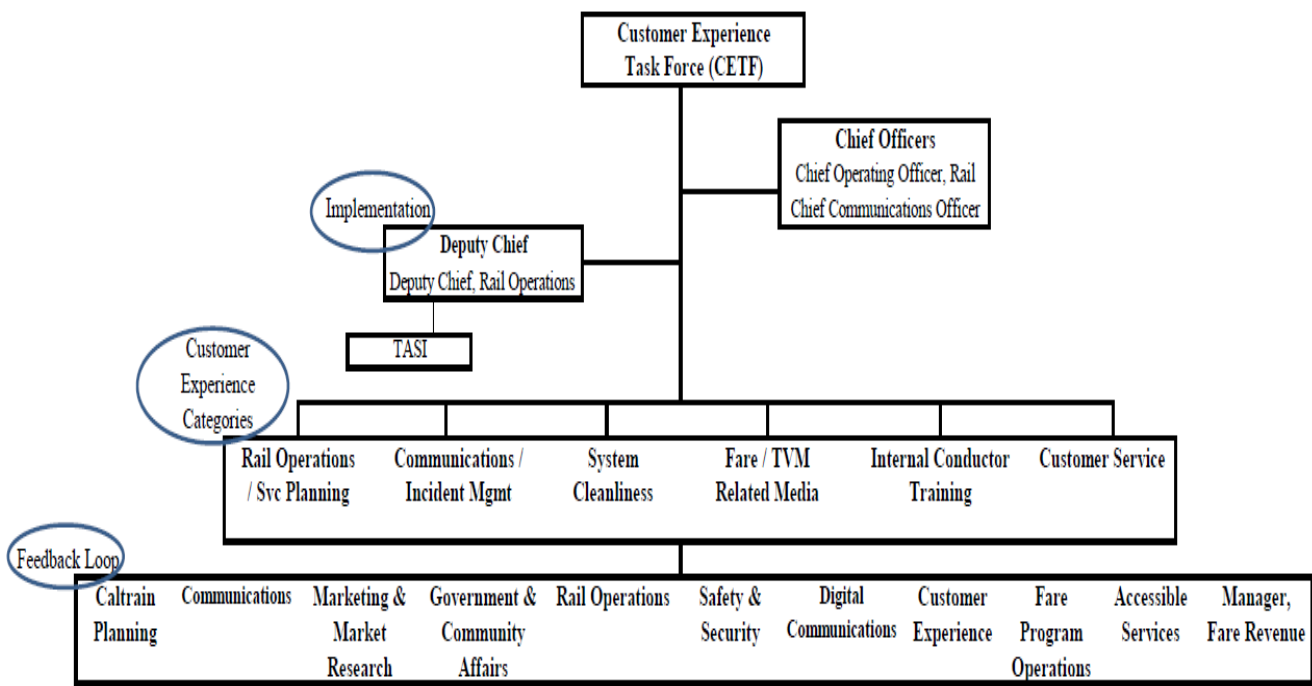
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Ted Burgwyn
Acting Chief Operating Officer

SUBJECT: CUSTOMER EXPERIENCE TASKFORCE UPDATE

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



Service Operations

The taskforce is spearheading efforts:

- 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. Review bus bridge ridership, costs per passenger and develop bus bridge service recommendation targeted for implementation in November 2025.
- Update the Modified Schedule due to the temporary suspension of Tamien electrified service that will operate on the Day after Thanksgiving and Christmas Eve.
- Explore potential timetable changes for January 2026 (or later) to address riders' feedback and to resume electric train service back to/from Tamien station.

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 Rider Interaction:
 - Valkyries Playoff-themed train car and partnered with Women's Pro Soccer Team Bay FC for a VIP Train Car experience and tabling at San Francisco Station and PayPal Park, engaging hundreds of riders and fans in a high-energy, interactive environment while strengthening community partnerships.
- Caltrain Service Alert Subscribers:
 - Up to 14.2K (12.3K SMS - 2.6 Email).
- Clipper Next Generation:

- Rollout continues to be assessed and streamlined with communications planning underway.
- Caltrain App removal:
 - Customer notifications are live across Visual Massaging Systems (VMS), mobile app (moovel) push notifications, and website updates.
- ParkMobile:
 - Daily parking payments for Caltrain stations will be available through the ParkMobile app. Implementation is being evaluated through multiple station walkthroughs for customer signage and placement.
- Online Store:
 - Merchandise replenishment of inventory and close coordination with vendors to fulfill orders is ongoing.
- Mobility Resource Center:
 - Customer Service Center has launched the Mobility Resource Center through our 800 number (press “3”). This “one-call” service helps older adults and people with disabilities find transportation resources in San Mateo County and along Caltrain corridor.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel Recruitment:
 - Over 700 respondents have signed up to share their feedback, and the first snapshot survey is coming soon – focused on the Caltrain text and email alerts service. Click on the survey link to join R.I.D.E. and participate in this [survey](#)!

Caltrain Strategic Communications (Social and Media Relations)

- Electrification:
 - September marked the one-year anniversary of electrification for Caltrain!
 - A weeklong video series was pushed with over 25 videos from local, State, and Federal leaders celebrating the one-year anniversary.
 - Activations at eight stations occurred with staff gathering testimonials from riders, thanking them and asking their favorite aspects of electric service.
 - A sizzle reel was pushed highlighting the accomplishments of electrification over the past year.
- Strategic Communications (Social):
 - The Communications staff partnered with the Golden State Valkyries to host a Valkyries-themed train, decorating and branding the entire train set to create an immersive onboard experience for fans traveling to the team’s playoff game during their inaugural season. Staff engaged riders throughout the trip with trivia questions and handed out giveaway items provided by the Valkyries, including high-ticket prizes like signed team jerseys.
 - The Communications and Marketing team partnered once again with Bay FC to host a special “Bay FC VIP Train”, where sweepstakes winners enjoyed a ride from San Francisco Station to the game. The themed train featured a reserved upstairs section decorated for the occasion, complete with refreshments and

complimentary Bay FC and Caltrain swag. Bay FC staff also hosted trivia to engage further with riders, with a signed jersey awarded to the winner.

- Michelle Bouchard was onboard and gave a speech to riders and attended the game; Bay FC highlighted Transit Month at the event with special Caltrain signage.
- Caltrain's Michelle Bouchard participated in the Ride-Along and Happy Hour with Transit CEOs riding from San Francisco to San Rafael alongside other Bay Area transit leaders in celebrating Transit Month.
- Messaging Highlights:
 - Rail Safety and Suicide Prevention Month
 - Weekly safety tips and polls throughout month
 - Giants - Dodgers Series
 - Driving is for Dodger Fans Campaign (Part 2 video)
 - Take Caltrain to Portola Music Festival

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 Belmont, San Carlos and Menlo Park stations.
 - Other stations that have received e-locker installations in 2025 include Palo Alto, California Avenue, Tamien, San Antonio, Hillsdale, San Mateo, Millbrae, 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 and Burlingame stations in the next few months.
 - More about the e-lockers is available at www.bikelink.org.
- 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:

- Inspection, Maintenance and Repair

- Conducted corridor-wide inspections of storm drain and pump houses, and wheelchair lifts.
- Performed pedestrian gate maintenance and quarterly inspection system-wide
- Completed station and facilities inspection, repair and maintenance, such as water leak, signage, schedule case and lighting.
- Executed generator and HVAC maintenance at various facilities.
- Painting and Graffiti Removal
 - Completed painting at eight stations, bike stencils at four stations, and graffiti removal at three stations to maintain a clean and welcoming environment.
- Vandalism Repairs
 - Replaced damaged schedule cases, electrical covers and windows at several stations; and repaired rolling door and broken windows at the warehouse.
- State of Good Repair (SOGR)
 - Completed SOGR work at San Carlos and College Park stations.
- Bike Project Support
 - Performed site clearing, paint preparation, and shelter touch-ups at Menlo Park and Redwood City, and installed A-frames and parking signage at Redwood City, Menlo Park, and Belmont stations.
- Special Requests and Event Support
 - Supported Amtrak operations at San Jose Diridon with power troubleshooting; site cleanup, and wayfinding setup at Stanford station; and assisted with the High-Speed Rail event at San Jose Diridon station.
- Metropolitan Transportation Commission (MTC) Support
 - Replaced MTC maps at Palo Alto and San Francisco stations.
- Elevator Support
 - Provided technician support at Belmont to maintain accessibility and operational safety.

AGENDA ITEM # 11 (b)
October 15, 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

November 19, 2025

- Safety Quarterly Update
-

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 – 2026
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler
- BEMU Pilot Update, requested by Chair, Adrian Brandt
- Focus Car