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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

November 19, 2025, 5:40 pm

Bacciocco Auditorium, 2nd Floor

1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBVVF0eklSWU5Vdz09> or by entering Webinar ID: **838 1814 2155**, passcode: **714398**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, 1250 San Carlos Avenue, Bacciocco Auditorium - Second Floor, San Carlos, CA, or any other noticed location.

Public Comments: 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.

November 19, 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. Appointment of Nominating Committee Motion
 - a) 2026 Chair
 - b) 2026 Vice Chair
6. Approval of Meeting Minutes for October 15, 2025 **(5:50 pm)** Motion
7. Public Comment on Items Not on the Agenda **(5:55 pm)**
Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
8. Report of the Chair **(6:05 pm)** Informational
9. Safety Quarterly Update (Roderick Sims) **(6:15 pm)** Informational
10. Countywide Transportation Plan (CTP) Update (Patrick Gilster, SMCTA) Informational
(6:35 pm)
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, December 17, 2025 at 5:40 pm

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

14. Adjourn

Information for the Public

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

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

Date and Time of Board and Committee Meetings

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

Location of Meeting

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

Public Comment*

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

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-2420; or email titlevi@samtrans.com; or request by phone at 650.622.7864 or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that is distributed to a majority of the legislative body, will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-2420, at the same time that the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board
Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of October 15, 2025**

Members Present: W. Abbott, M. Ayub, R. Kutler, M. Pagee, R. Sarathy (Alternate, arrived at 5:44 pm), M. Thurber, P. Wickman (Alternate)

Members Absent: D. Albohm, A. Brandt (Chair), P. Leung (Vice Chair), K. Linquist

Staff Present: T. Burgwyn, J. Jest, M. Jones, L. Ko., B. Thompson

1. Call to Order

Acting Chair Rosalind Cutler called the meeting to order at 5:43 pm.

2. Roll Call

Lauryn Ko, CAC Secretary, called the roll and confirmed a Committee quorum was present.

3. Pledge of Allegiance / Safety Briefing

Acting Chair Rosalind Kutler 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 September 17, 2025

Motion/Second: Ayub/Pagee

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

Noes: None

Abstain: Kutler

Absent: Albohm, Brandt, Leung, Linquist

6. Public Comment for Items Not on the Agenda

Jeff Carter commented on bicycle ridership during his ride to the JPB Board of Directors meeting in Mountain View.

7. Report of the Chair – Deferred; Acting Chair Kutler remarked on the ability to carry a meeting with an acting chair.

8. Approval of the 2026 CAC Meeting Calendar

Motion/Second: Wickman/Sarathy

Ayes: Abbott, Ayub, Kutler, Linquist, Pagee, Sarathy, Thurber, Wickman

Noes: None

Absent: Albohm, Brandt, Leung, Linquist

9. 2025 Caltrain Customer Satisfaction Survey Results (Julian Jest)

Julian Jest, Manager, Market Research and Development, provided the presentation that included the following:

- Multi-language participation from 2,986 respondents in May 2025
- 93 percent overall satisfaction
- 52 percent of riders increased ridership due to the electrification benefits (schedules, cleanliness, comfort, Wi-Fi)
- Cleanliness, scheduling, communication and signage, onboard electrification improvements
- High impact onboard ratings for on-time performance and onboard announcements
- Onboard improvements to cleanliness, train scheduling, conductor announcements about delays, printed materials
- High impact station ratings for safety at and around the station as well as cleanliness
- Station improvements to signage and announcements
- Positive customer feedback
- Onboard improvements to be addressed: digital displays, safety, and Wi-Fi – service level, South County connectivity, and cleanliness
- Station improvements to be addressed: safety, cleanliness, and communications – communication alerts, re-designed webpage, and customer engagement

Staff provided further clarification in response to the Committee comments and questions about posted communications for information and schedules.

Public Comment

Jeff Carter commented on ridership results and customer service ratings, station and onboard cleanliness, confusing messaging, Wi-Fi service, restrooms, on-board announcements, and access to previous and current surveys.

Virtual public comments were unable to be heard in the Board room due to technical difficulties and were heard later during the meeting.

Adrian Brandt commented on the boarding process, Wi-Fi improvements, and malfunctioning train screens.

Roland commented on Executive Director's compensation, station and onboard issues, and Wi-Fi connectivity.

10. Proposed Fare Structure Changes (Bruce Thompson)

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

- Fare change implementation timeline
- Open payment, discounts, passes, and additional fare products improvements
- Annual deficit to be covered by regional funding measure and ridership momentum

- Fare revenue and price elasticity of demand during times of economic uncertainty
- Goal to increase revenue, ridership, accessibility, and efforts for regional funding measure
- Fare change increments and timeline; Clipper discount removal
- Price comparison with other Bay Area transit agencies
- Fiscal Year 2026 (FY26) to FY30 predicted total revenue, minimum of \$48 million to a maximum of \$78 million
- Potential impacts to customer experience, ridership and operations, and equity
- January 2026 active fare change increase

The Committee Members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included distance-based fares, reliable potential revenue, and seniors and disability discounted pricing.

Public Comment

Jeff Carter commented on point-to-point pricing, monthly zone pricing, and increasing revenue.

Doug Delong commented on point-to-point pricing, ridership related to economics, and customer sensitivity to pricing changes.

Marc Slakey commented on essential services in relation to profit, climate crisis goals, and public needs.

Christina F commented on the meeting audio.

Adrian Brandt commented on equitable, distance-based fare structure and fare pricing ranges.

Roland commented on the passing train announcements, direct trips from Blossom Hill to San Francisco, and public zoom access.

Christine commented on riding Caltrain, Clipper 2, and monthly passes.

11. 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:

- Digital display installation
- Bay Football Club (FC) partnership events
- Increase of monthly ridership: 48.9 percent on weekdays, 54.5 percent on Saturdays, 29.4 percent on Sundays

- Tamien bus bridge service reduced to weekday peak service
- Modified schedules for Friday after Thanksgiving and Christmas Eve
- Timetable change and Tamien Station service restoration in January 2026
- Caltrain Mobile App retirement
- Scheduled October 27 Tamien Station Mini-High Project
- Out of order elevators
- Automatic Passenger Counts (APC) data analysis

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

- Bayshore Station elevator outage accommodations
- Senate Bill (SB) 79 effects on Transit-Oriented Development policy
- Train braking health and safety concerns
- Caltrain mobile app retirement and Metropolitan Transmission Committee's management of Clipper 2

Public Comment

Doug DeLong commented on Mini-High Project updates and San Mateo Parking Track signals.

Jeff Carter commented on APCs, modified schedules, and zoom technical difficulties.

Christina F commented on zoom technical difficulties, Bayshore Station elevator availability and station activation, and station maintenance alerts.

Adrian Brandt commented on zoom technical difficulties, disk break solutions, and unsolved flat spots.

Roland commented on zoom technical difficulties, the Tamien shuttle, level boarding, on-time performance, and APCs.

12. Committee Member Requests

- Car-free methods to get outdoors for future discussion

13. Date/Time/Location of Next Regular Meeting: Wednesday, November 19, 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 7:20 pm.

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) –

- **October:** The October 2025 OTP was 94.8% compared to 83% for October 2024.
 - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on the 4th (4th Ave., San Mateo @ 2:19 am), caused 0 trains delayed. The vehicle on the 31st (2nd Ave., San Mateo @ 2:48 pm), caused 1 train delayed and 1 train terminated.
 - **Mechanical Delays** – In October 2025 there were 46 minutes of delay due to mechanical issues and 596 delays due to Stadler warranty issues.
 - **Vehicle Strike** – There was one vehicle strike in October. The strike on the 24th (Alma Ave., Palo Alto @ 3:58 pm), caused 27 trains delayed and 4 trains annulled.
- **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.
 - **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.

Caltrain Celebrates First Anniversary of Electrified Service with Record Ridership, Cleaner Air and Faster Trains

Caltrain marked the first anniversary of its fully electrified service on September 22, celebrating a transformative year that has delivered record ridership growth, cleaner air for communities, and faster, more frequent service for riders throughout the Peninsula.

Since the launch of electrified service in September 2024, Caltrain has recorded a dramatic surge in ridership. Over fiscal year 2025, Caltrain carried 9.1 million passengers, up from 6.2 million in FY 2024.

“Electrification has completely transformed Caltrain,” said Michelle Bouchard, Caltrain Executive Director. “We’re delivering cleaner, faster, and more frequent service, and riders are responding in record numbers. This first year has shown what’s possible when we invest in sustainable rail, and we’re only just getting started.”

Caltrain celebrated this milestone for all of Transit Month, with passenger outreach efforts planned at San Francisco, Millbrae, Hillsdale, Redwood City, Palo Alto, Mountain View, Santa Clara and San Jose Diridon Stations for this week, offering opportunities for riders to receive Caltrain merchandise for speaking of their experiences onboard Caltrain. Additionally, Caltrain is releasing videos from elected officials, local leaders and riders sharing their support of Caltrain in honor of the anniversary.

“Today we celebrate one year of electrified Caltrain – using clean technology to connect more communities and economies throughout our state while laying crucial groundwork for highspeed rail,” said Governor Gavin Newsom, one of many elected officials that celebrated Caltrain’s anniversary. “I’m proud to back projects like this, showcasing California’s leadership in driving innovation in a way that is future-proof and accessible for all.”

California Legislature Passes Legislation Authorizing Ballot Measure to Address Bay Area Transit Emergency

The California Legislature passed legislation on September 13 authorizing a ballot measure to create a 14-year, sub-regional sales tax in five Bay Area counties to generate revenue to support Bay Area public transportation systems. Signed into law by Gov. Gavin Newsom, Senate Bill (SB) 63, introduced by State Senators Scott Wiener and Jesse Arreguín, will allow voters to decide on the revenue measure on the November 2026 ballot.

If voters qualify a measure for the ballot under SB 63 and a majority approve it, the measure will provide critical and stable operating funding for several Bay Area transit agencies, addressing fiscal shortfalls they continue to face after the pandemic. Caltrain would receive an average of about \$75 million annually from the measure—a 7% allocation of the total funds generated—resulting in Caltrain’s operating deficit being fully funded.

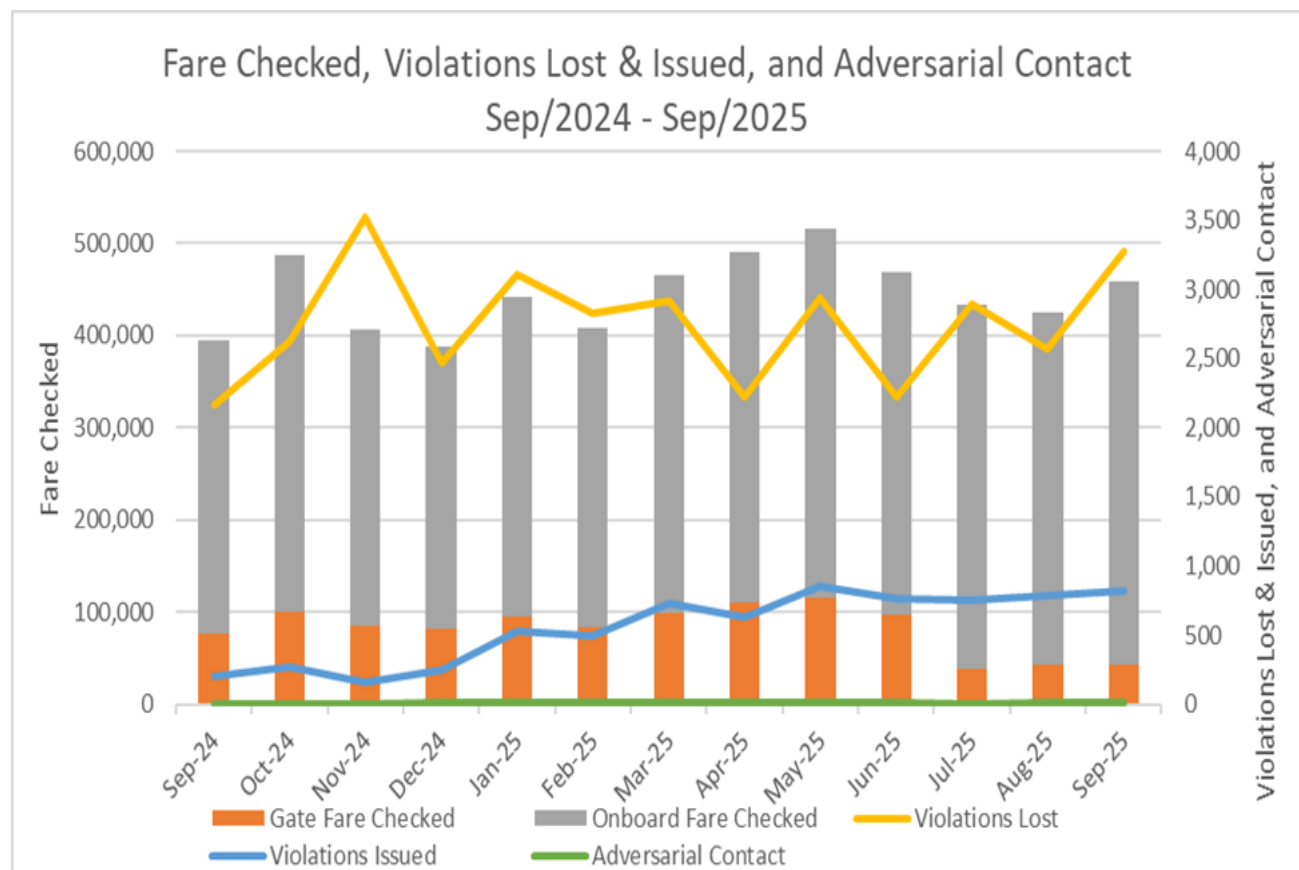
SB 63 would:

- Authorize a sales tax in five counties in the Bay Area including the three counties that Caltrain operates in: San Francisco, San Mateo, and Santa Clara;
- Dedicate percentages of revenue in each of Caltrain’s counties to cover the railroad’s operations deficit, allowing for the preservation of Caltrain’s service level;
- Establish accountability measures and efficiency reviews to ensure that transit agencies are acting responsibly and appropriately with the funds they are receiving;
- Allow voters to decide the future of transit in the Bay Area, if the new district’s legislative body places a measure on the ballot, or if the voters circulate petitions to qualify a measure for the ballot.

Nearly two-thirds of respondents to a January poll in Santa Clara, San Francisco and San Mateo counties reported they would support a Caltrain funding measure, with support at 65% and 63%, respectively. A majority of voters polled in Santa Clara County also supported a Caltrain measure.

Fare Enforcement Report – November 2025

In September 2025, Caltrain conductors performed a total of 459,018 fare inspections at the terminal and onboard the trains. During this period, 3,275 violations were lost because the rider didn't provide identification and 818 violations were issued. Seven incidents were reported as adversarial contact.



Special Services Ridership Report (October)

San Francisco Station

- Total event-day ridership at San Francisco Station in October was 16,095, an 11.1% decrease compared to 2024 (18,096), and a 12.2% decrease from 2019 (18,336).
 - In October 2025 there were 8 events (3 Warriors pre-season games, 3 Warriors regular season games, and 2 days of Fleet Week Air Show), compared to 8 in 2024, and 7 in 2019.
 - In October 2025 Fleet Week was affected by the government shutdown.

Stanford Station

- Total event-day ridership at Stanford Station in October was 256, a 44.2% decrease compared to 2024 (459), and a 77% decrease from 2019 (1,110).
 - In October 2025 there was 1 event counted (1 Stanford Football game), compared to 2 in 2024, and 2 in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in October was 1,226, a 64% decrease compared to 2024 (3,406), and a 74.2% decrease from 2019 (4,757).
 - In October 2025 there were 1 event counted (49ers regular season game), compared to 3 in 2024, and 2 in 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in October was 2,596, a 68.9% increase compared to 2024 (1,537), and a 109.4% increase from 2019 (1,240).
 - In October 2025 there were 7 events counted (1 Sharks pre-season game, and 6 Sharks regular season games), compared to 6 in 2024, and 4 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 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 September 30, 2025, and is subject to change prior to the November 2025 Board Meeting.

- **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.

September: Conducted final inspection and walk through with the CPUC, Caltrans and the city of Palo Alto. One item was identified and corrected.

October: Complete project closeout.

This will be the final report on this project.

- **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.

September: Scheduled the final inspection and walk through with the CPUC and Caltrans for October.

October: Conduct Final Inspection with CPUC and Caltrans. Continue project closeout.

This will be the final report on this project.

- **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.

September: Design: Final geotechnical memo incorporating August soil test results and updated slope stability analyses confirmed that sectional construction sequencing is no longer required. Boundary survey was completed; PE-stamped drawings circulated for final review. Environmental Compliance: Continued coordination to align the HMMP with contract and permit documents and to ensure compliance with regulatory requirements for advanced tree removal and trimming. Cities Coordination: Coordinated with cities on project status; received permits required for October tree removal. Procurement

Preparation: Developed and reviewed the construction schedule, cost estimate, constructability review, and risk register. Advanced development of the staffing plan, risk-based contingency analysis, and a state grant application to support the total project cost estimate.

October: Environmental Compliance: Ensure the HMMP is fully consistent with the final design documents. Procurement Preparation: Finalize contract drawings and specifications; update independent construction cost estimate based on the latest unrestricted construction sequencing. Complete the staffing plan and contingency quantification to support the total project cost estimate and budget request. Submit state grant application for construction-phase funding. Prepare IFB package. Advanced Work: Complete tree removal and trimming in the staging area and along the access path before the end of the dry season to avoid bird-nesting– related construction delays.

Note: The project team is finalizing 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.

September: Progress continues on the Angotti & Reilly (A&R) settlement. In collaboration with TASI, preparations are underway for Mini-High platforms at Belmont and Tamien Stations under Work Directive Amendment #2 (WD Amd #2), with work scheduled to begin at the end of October. Work Directive Amendment #3 (WD Amd #3) has been negotiated and executed, and the schedule for this work is forthcoming. This amendment includes 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.

October: TASI will begin construction under WD Amd #2 at Belmont and Tamien Stations at the end of October. The schedule for WD Amd #3 is expected to be provided by TASI for review. Finalization of the Angotti & Reilly (A&R) settlement will continue. In addition, preliminary coordination will begin to assess the feasibility of advancing some or all of the Option 1 stations south of Tamien, including Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy, pending available funding and potential development of a future Work Directive (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. Additional funding is needed to complete the installation of mini-highs in South County.

- **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.

September: Construction closeout continued. Maintenance MOU draft submitted to the city.

October: Construction closeout and turnover will continue. Maintenance MOU discussion with the city to reach agreements on the roles and responsibilities. A field visit with the city representatives is being planned to further clarify the roles and responsibilities.

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

This will be the final report on this project.



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 - Oct 2025

Monthly Performance

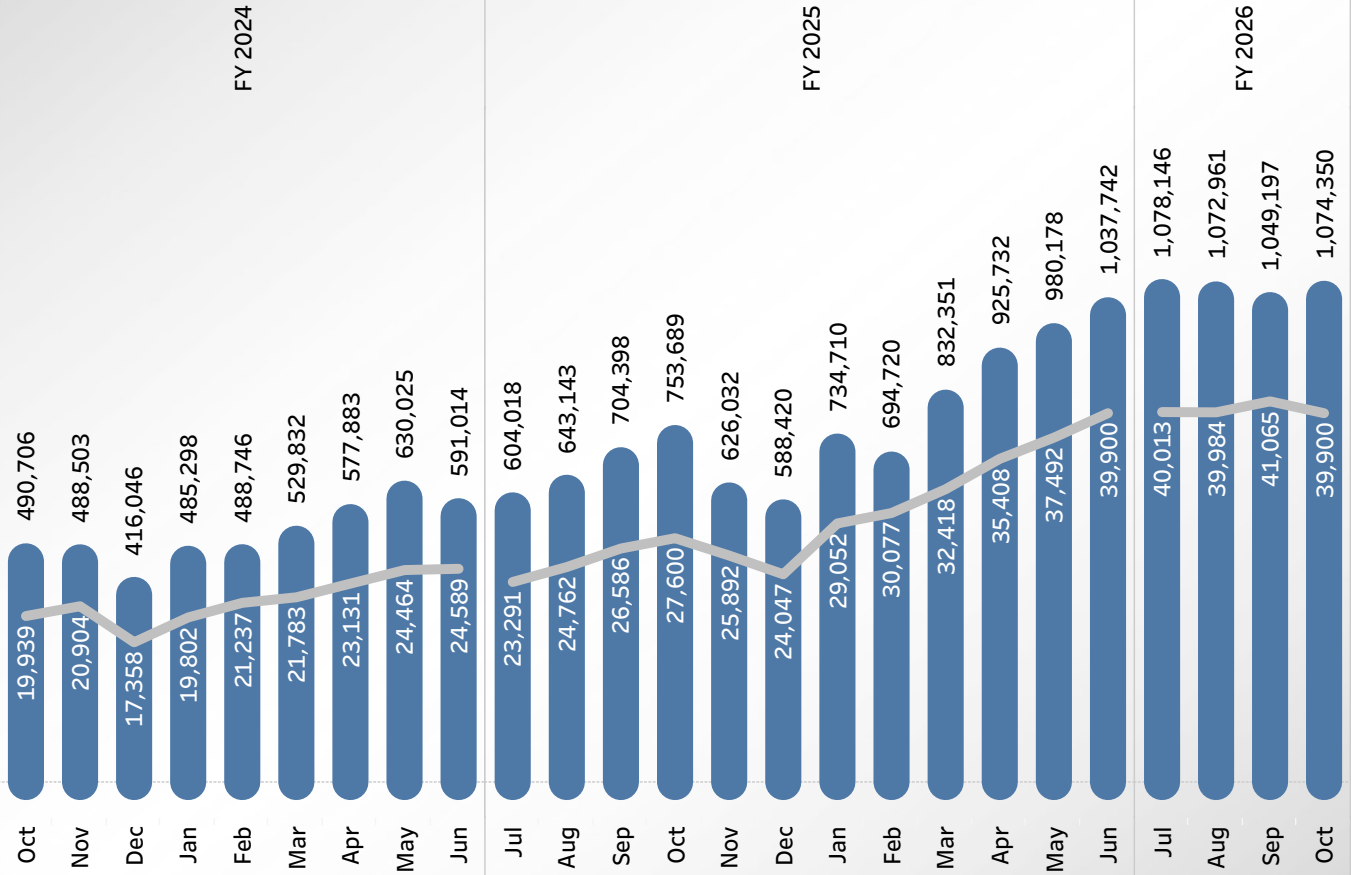
	Current Year Oct 2025	Pre-Pandemic Oct 2019	Oct 2025 % of Pre-Pandemic	Last Year Oct 2024	Oct 2024 to Oct 2025 % Change
Total Monthly Ridership	1,074,350	1,726,436	62.2%	753,689	+ 42.5%
Average Weekday Ridership	39,900	70,360	56.7%	27,600	+ 44.6%
Average Saturday Ridership	22,607	15,813	143.0%	16,165	+ 39.9%
Average Sunday Ridership	16,556	11,223	147.5%	13,556	+ 22.1%

Fiscal YTD Performance

	Current Year Oct 2025	Pre-Pandemic Oct 2019	Oct 2025 % of Pre-Pandemic	Last Year Oct 2024	Oct 2024 to Oct 2025 % Change
Total Monthly Ridership	4,274,653	6,687,275	63.9%	2,705,248	+ 58.0%
Average Weekday Ridership	40,230	71,162	56.5%	25,560	+ 57.4%
Average Saturday Ridership	24,536	16,201	151.4%	14,383	+ 70.6%
Average Sunday Ridership	19,087	11,611	164.4%	13,008	+ 46.7%



Monthly Ridership and Average Weekday Ridership - Oct 2025



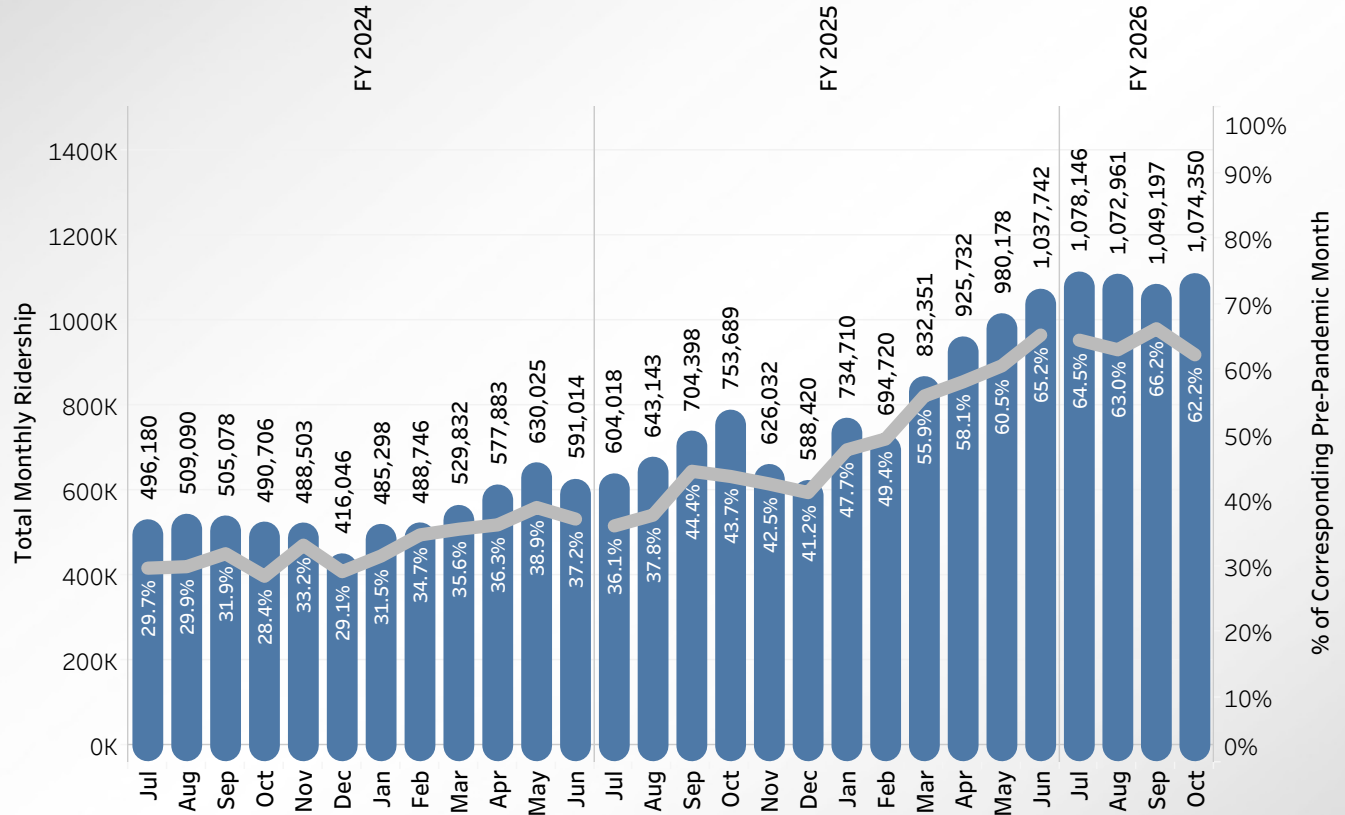
Legend

Total Monthly Ridership

AWR



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

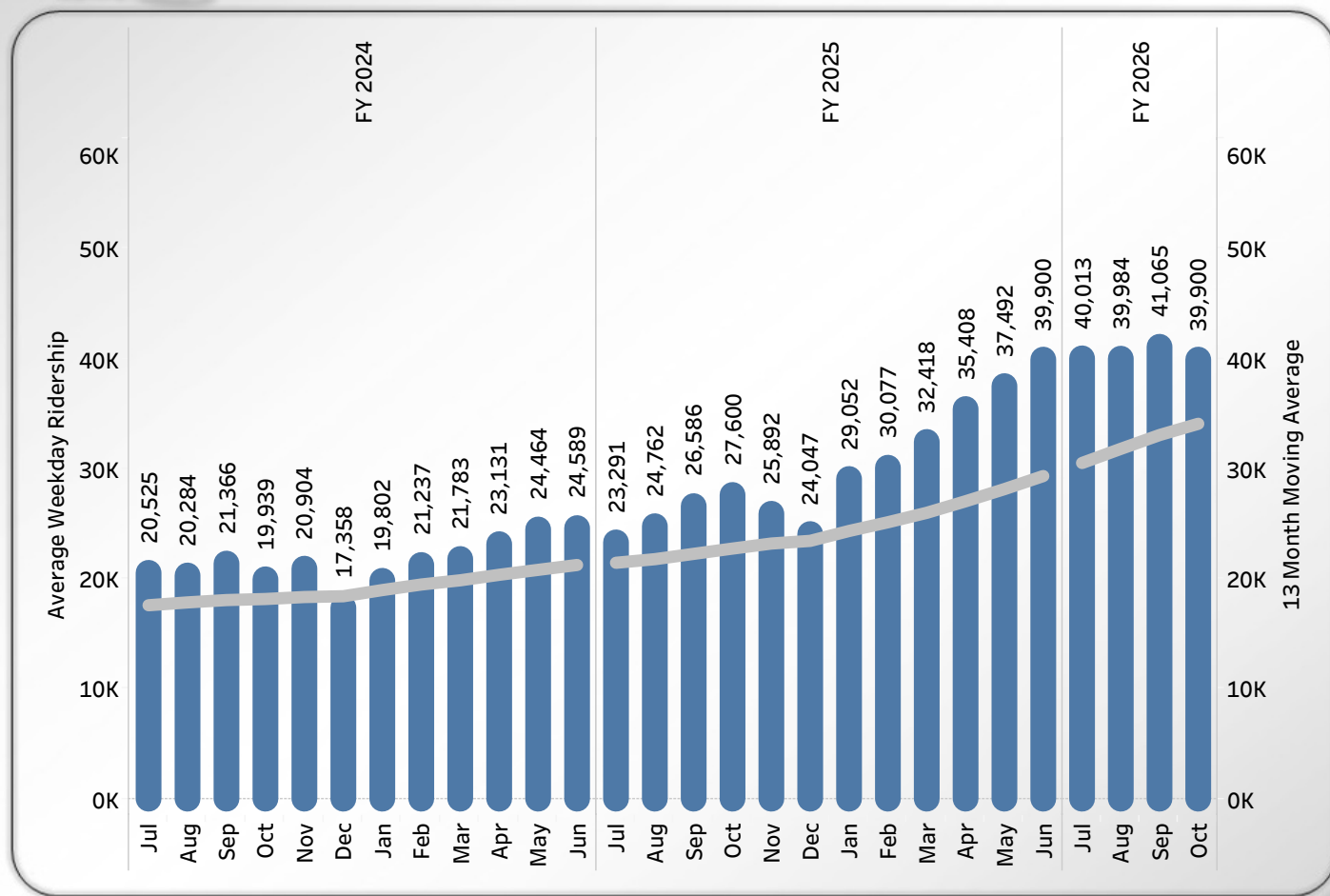


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



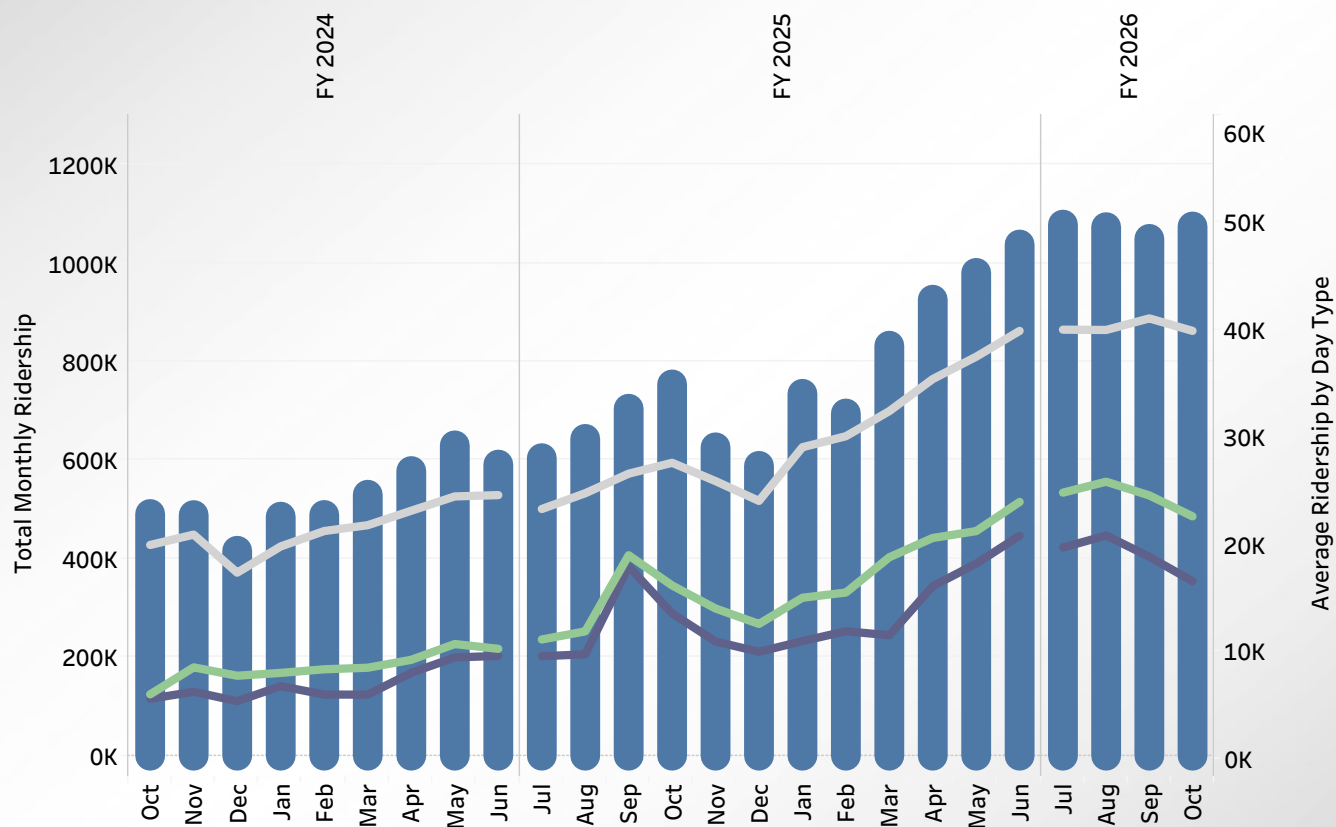
Average Weekday Ridership & 13 Month Average - Oct 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Oct 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.

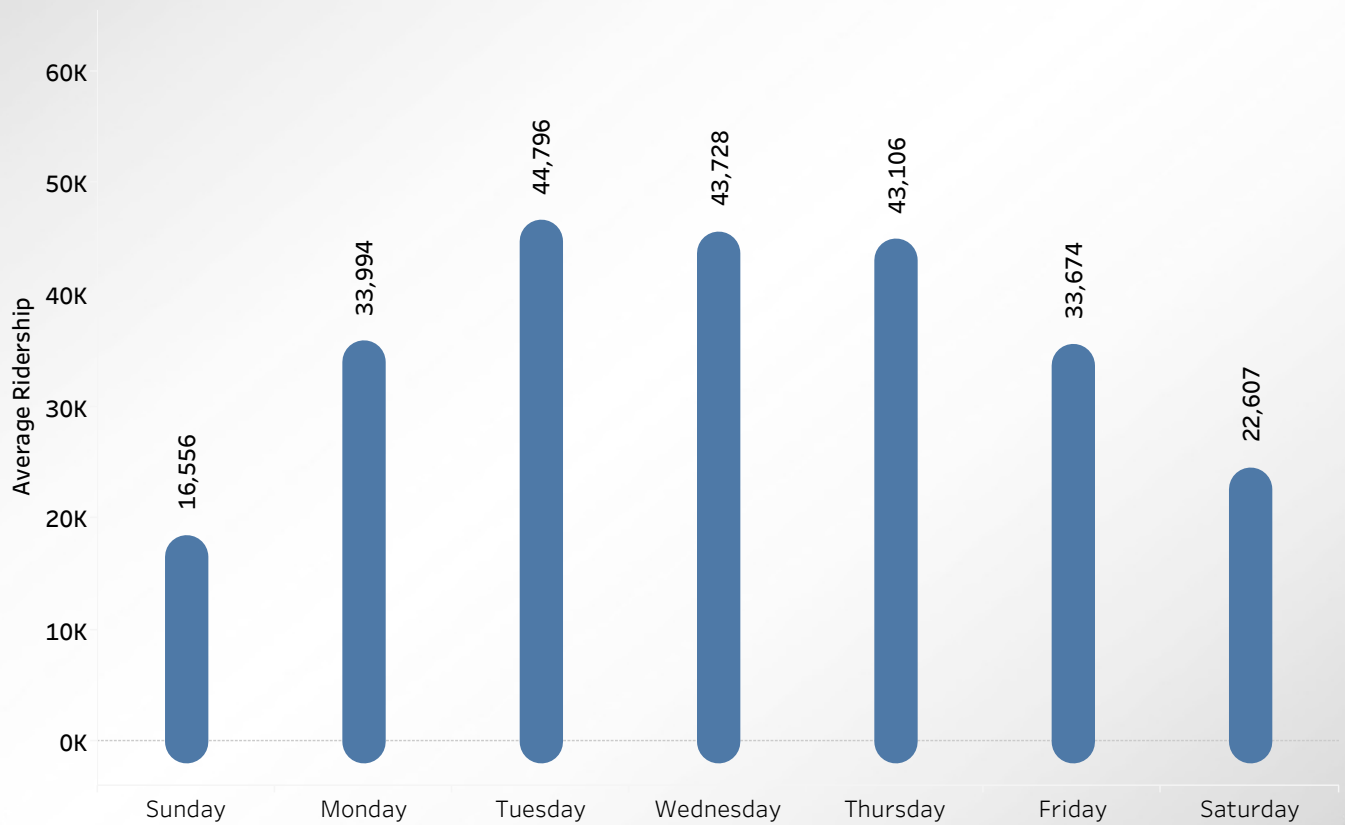
Legend | Total Monthly Ridership | Weekday Saturday Sunday



Average Ridership by Day of Week* - Oct 2025

Select Month

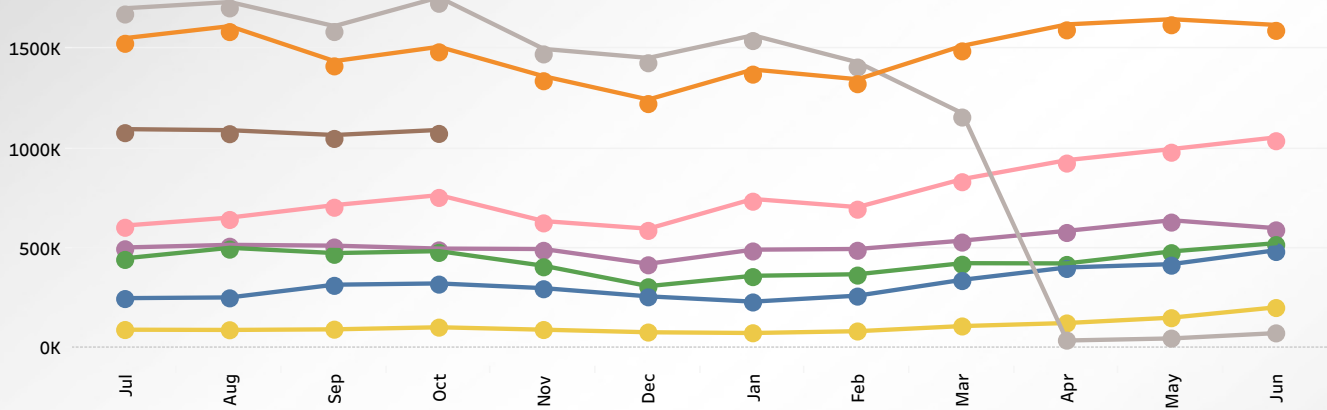
October 2025



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Oct 2025

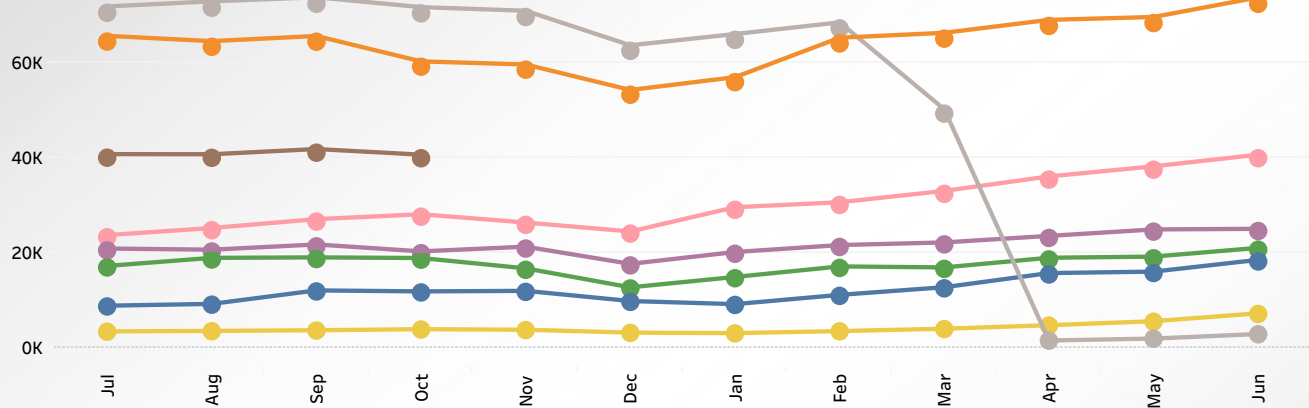


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,078,146
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,961
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	1,049,197
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	753,689	1,074,350
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 - Oct 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	41,065
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,600	39,900
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

October 2025

Total Monthly Trips*

October, 2025: 1,074,350

TIP:

Click an item below to filter the dashboard.

Press "esc" to clear filter.

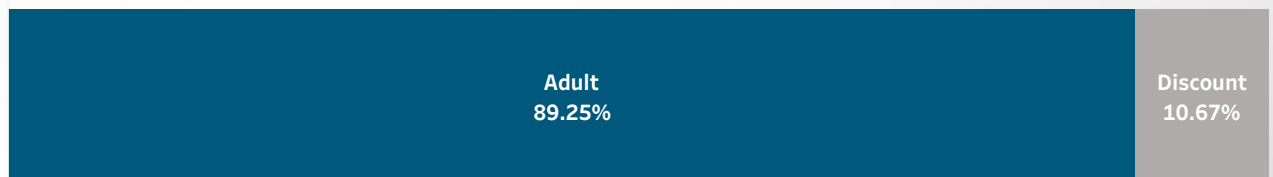
Pass Type



Fare Media Channel



Fare Type

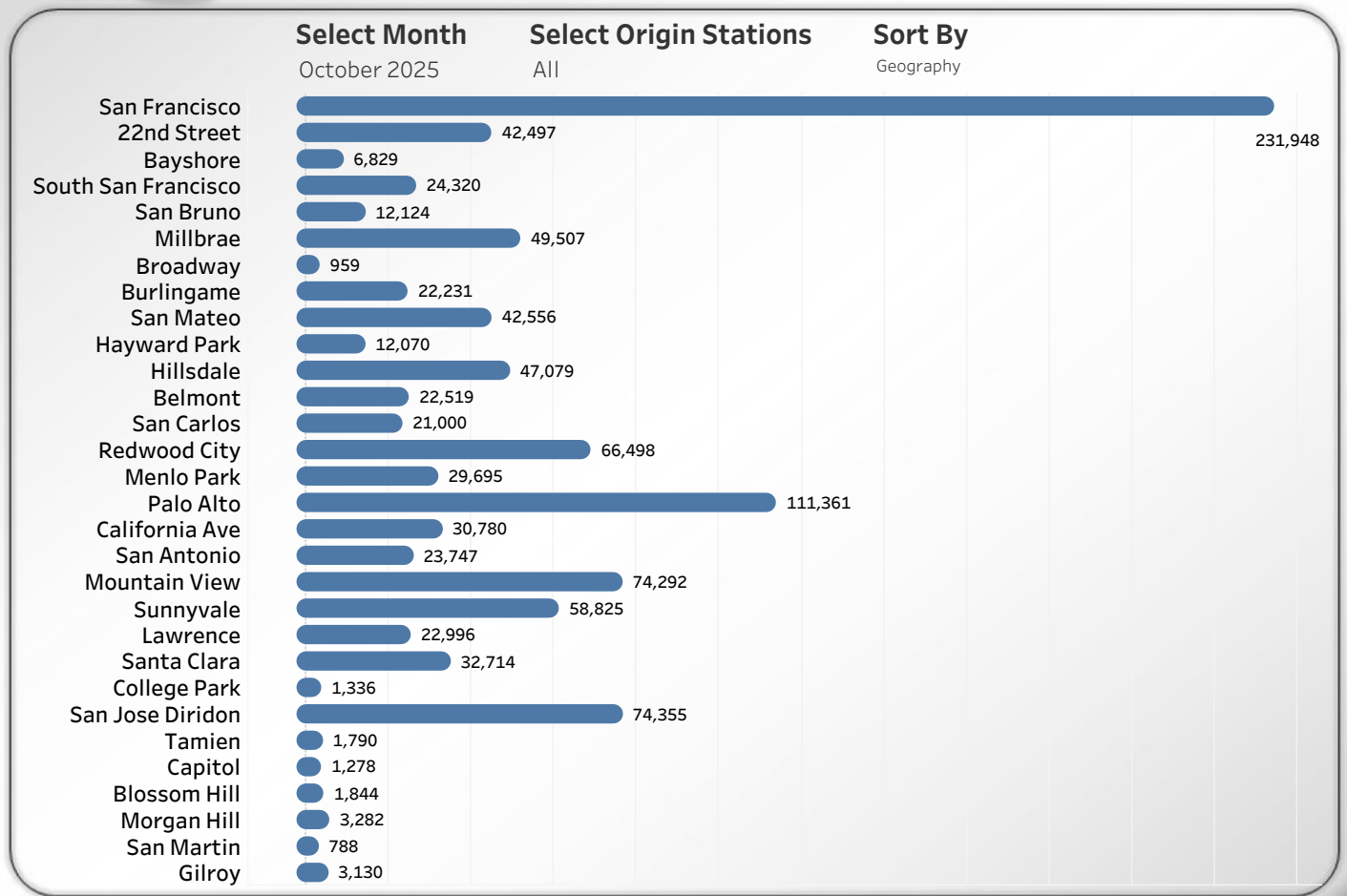


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



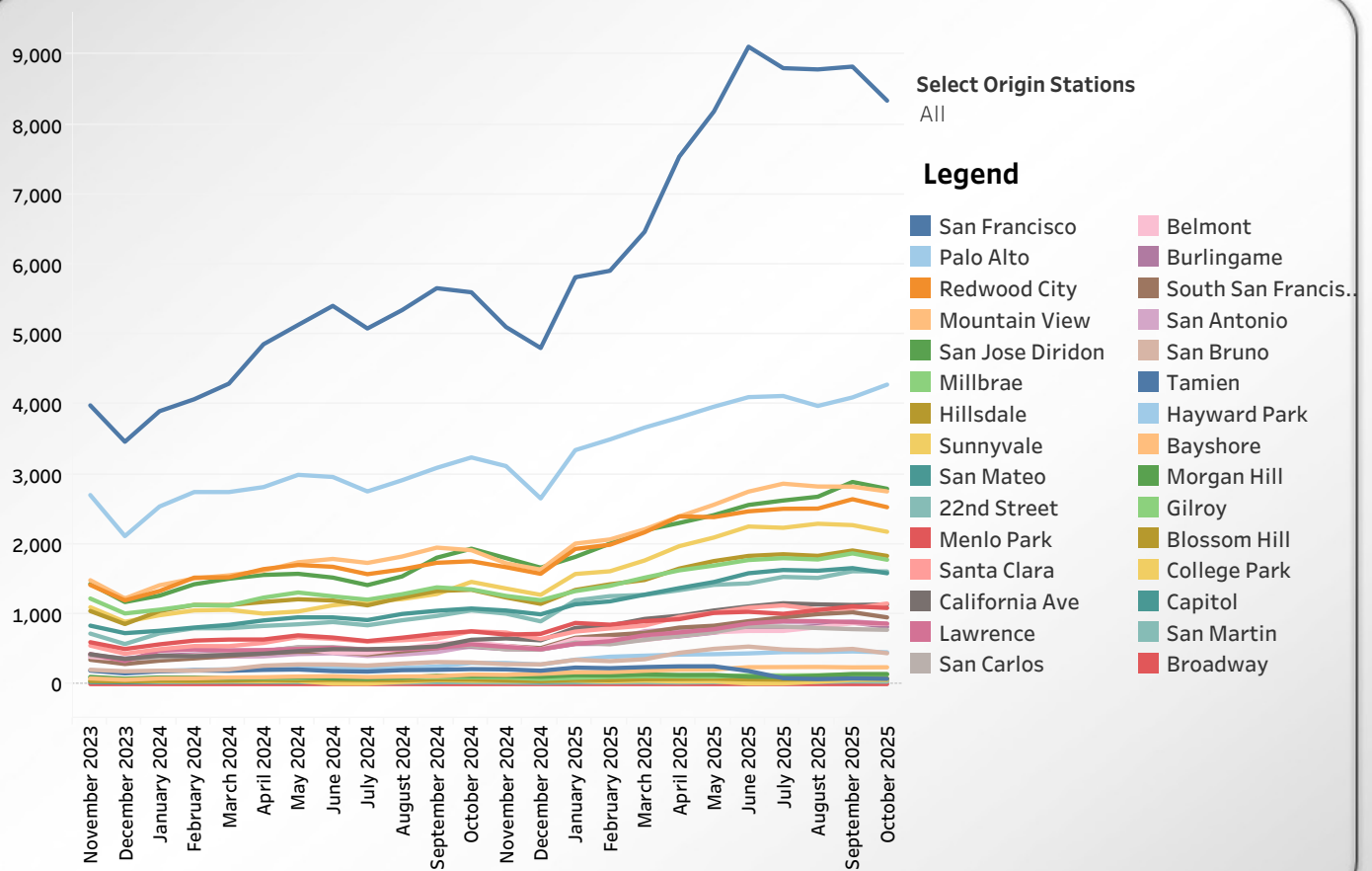
Caltrain Total Monthly Ridership by Origin Station



"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>

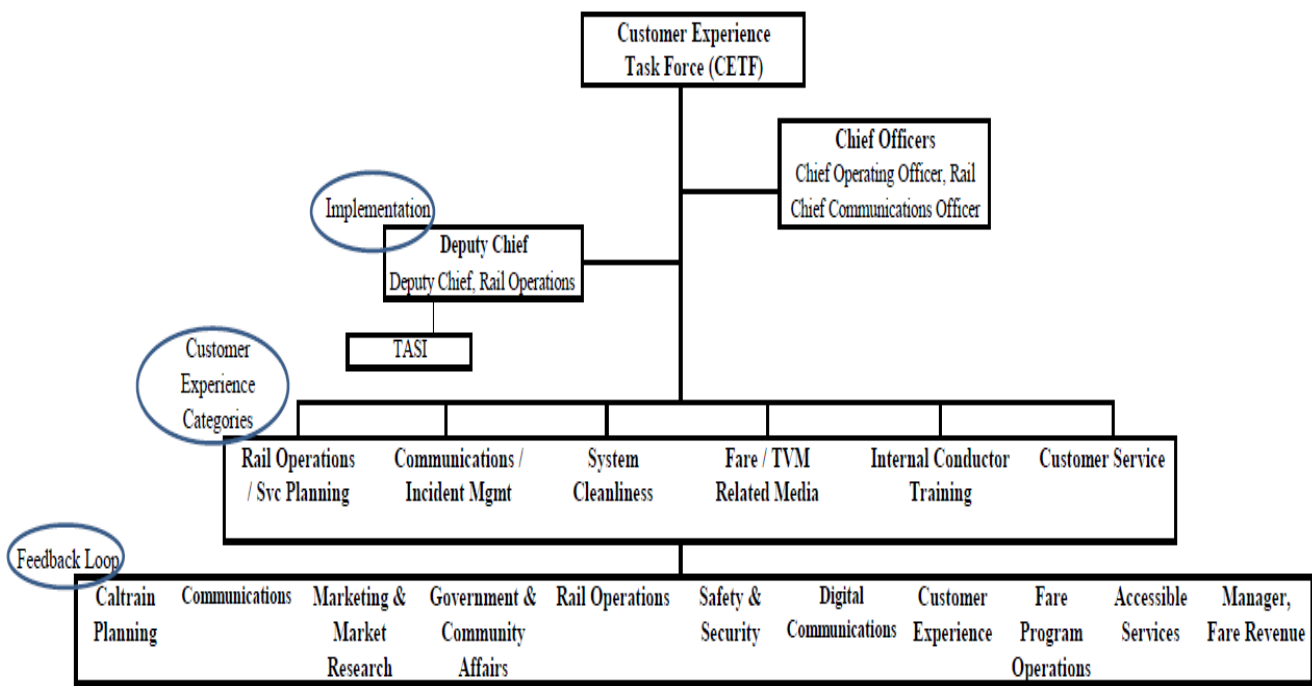
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

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:

- Implemented changes to the free VTA bus bridge replacement service between Tamien and San Jose Diridon stations to support construction for the Guadalupe Bridge Replacement Project starting Saturday, November 1, 2025. Bus bridge service operates only during weekday morning and evening commute hours. Weekend bus service was discontinued. This change reflects current ridership patterns and helps align service with peak travel times. For more information: <https://www.caltrain.com/status>
- Finalize timetable changes for January 31, 2026 to resume electric train service to/from Tamien station and to address riders' feedback. Begin implementation.
- Update the Modified Schedule for President's Day (February 16, 2026) with resumed electric train service to/from Tamien.

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 Service Alerts:
 - Subscribers grew to 14.6K (12.6K SMS - 2.7 Email). Improved Alerts tab to indicate real time alerts, and included in that view a button to full list of updates and a button to subscribe to alerts.
- Caltrain Mobile App:
 - Officially removed and no longer in service, with successful transition to ParkMobile for digital parking payments.

- Clipper Next Gen:
 - Rollout confirmed for December 10 and continues to be assessed and streamlined with communications planning underway.
- Super Bowl LX:
 - Staff is prioritizing web updates to have a dedicated page to show the best Caltrain options for the game and surrounding events. Caltrain Ambassadors will assist at key stations on game day, with supplemental wayfinding at some stations.
- Caltrain Customer Satisfaction Survey:
 - 2025 report and datasets are now available at www.caltrain.com/surveys. For prior-year data contact the team at MarketResearch@Caltrain.com.

Caltrain Strategic Communications (Social and Media Relations)

- Electrification:
 - Staff coordinated public communications announcing that Caltrain will now be compensated for the power its new electric trains return to the grid through regenerative braking, thanks to policy changes by its clean energy partners Peninsula Clean Energy (PCE) and San Jose Clean Energy (SJCE), titled "Caltrain to be paid for clean power, returned to grid".
- Strategic Communications (Social):
 - Hop-Off Here, a multi-agency podcast was published; a new monthly show from Caltrain and SamTrans that helps listeners discover the Bay Area, one transit stop at a time.
- Messaging Highlights:
 - Caltrain Mobile App discontinued
 - Sharks regular season
 - Bay FC - end of season, ticket package / partnership
 - Connect Bay Area Act SB 63 passed
 - Warriors season opener
 - Holiday Sweater 2024 Flash sale
 - Ciruque Echo Sweepstakes

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 Burlingame and Bayshore 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, Menlo Park, San Carlos, Belmont and Redwood City.
 - Included with all 2025 installations are spaces that accommodate large bikes or two bikes if people are traveling together.
 - More e-locker installations are being planned for the next six months.
 - More about the e-lockers is available at www.bikelink.org.
- Bike Parking Rooms
 - The planned bike rooms at Redwood City and Menlo Park have recently been painted. Electrical work is underway and custom security panels are being fabricated.
- 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
 - Performed corridor-wide pedestrian gate inspections and maintenance, including repair work at Broadway (Burlingame).
 - Completed wheelchair lift maintenance and repairs at six stations.
 - Conducted mini-high handrail maintenance at six stations.
 - Completed station and facility repairs, including leak repairs, grip tape and door/light repairs, door latch repairs and photocell replacement, and handrail repairs.
 - Continued general station upkeep such as tightening cables, anchoring poles, and addressing tripping hazards.
 - Performed pump house inspections corridor wide.
 - Replaced platform lighting at San Jose Diridon station at a few platforms and a photocell.
- Painting, ADA Tactile, and Graffiti Removal
 - Completed ADA square painting at multiple stations corridor-wide, painted the Redwood City shelter, and performed warning tactile work at Center Street.
 - Removed graffiti at several stations.
- Vandalism Repairs
 - Repaired broken schedule cases, and addressed damaged netting, fencing, and a missing electrical cover.
- Bike Project Support
 - Began work on the Menlo Park bike station, including interior demolition, clearing, and paint preparation.

AGENDA ITEM # 11 (b)
November 19, 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
- Countywide Transportation Plan (CTP) Update
-

December 17, 2025

- Ridership Growth Strategy
- Major Events
- Brown Act Amendments

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