



Executive Director's Monthly Report: October 2025

Executive Director Michelle Bouchard

Report prepared for November Board meeting; data current through September 2025.



Who We Are and What We Do

Caltrain's Mission: Caltrain is a customer-focused rail system offering safe, reliable, accessible, and sustainable transportation service that enhances quality of life for all.



Caltrain's Vision: To be a vital link in the statewide rail network by improving connectivity to other transit systems, contributing to the region's economic vitality, and partnering with local communities to ensure that diverse constituencies receive a world-class travel experience.

Caltrain's Core Values:

- **Safety** – First and Always.
- **Excellence** – In all that we do as a team.
- **Resilience** – Adapt to changing conditions and seize opportunities.
- **Integrity** – Stewards of public trust always doing what is right.
- **Equity and Inclusion** – Welcoming all makes a stronger Caltrain.
- **Sustainability** – Responsible today for the sake of tomorrow.



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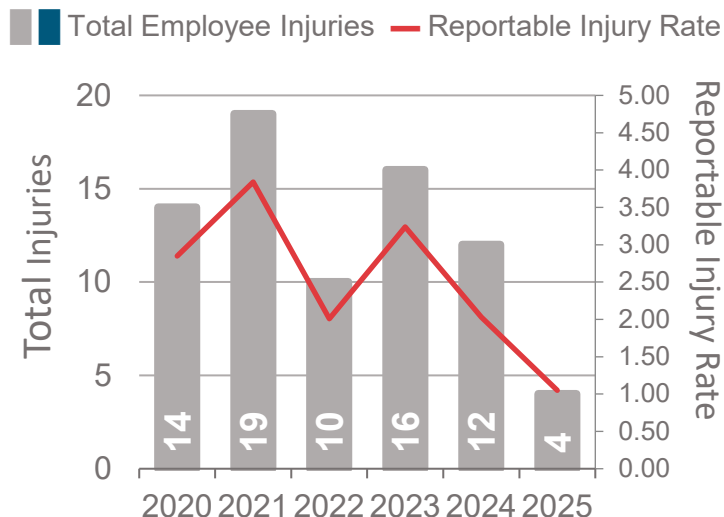
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Safety Updates – Injuries and Accidents

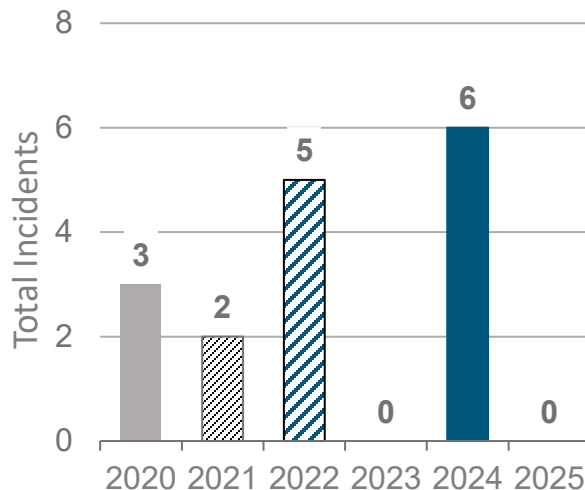
Reportable Injury Trends



Reportable Injury Rates (RIR) are based on the number of railroad worker on duty injuries and illnesses per 200,000 employee-hours annually (equivalent of 100 full time employees). The national average RIR is 3.0 across all industries, per the U.S. Bureau of Labor Statistics. Caltrain's cumulative RIR for calendar year 2025 is 1.05.

Strains or sprains constitute the majority (56%) of reportable injuries for Caltrain's operators.

Reportable Rail Equipment Incidents



Reportable railroad accidents/incidents are divided into three groups: (1) Highway-Rail Grade Crossing; (2) Rail Equipment; (3) Death, Injury and Occupational Illness.

Reportable Rail Equipment Incidents from recent years peaked at 6 in 2024. There were no reportable incidents in 2023, and there have been no reportable incidents thus far in 2025.

Days without a Reportable Injury as of 10/1/2025

Department	Days Without Injury	Date of Last Injury
Dispatch	1,953	5/27/2020
Operations	20	9/11/2025
Maintenance of Equipment	87	7/6/2025
Maintenance of Way	65	7/28/2025
Other	1,953	5/27/2020





Safety Culture Engagement Efforts

Ongoing Safety Culture Transformation

- Safety Champions continue to help create safety messaging, encourage safety concern reporting, model safe behaviors, and obtain feedback from peers. Safety Champions are moving forward with high impact projects to advance a strong culture of Safety.
- Chief Safety Officer issues regular correspondence to Caltrain employees about the importance of continuing to put Safety First and Always. Recent messages covered topics such as learning culture and safety moments.
- Caltrain continues a “Safety Leaders of the Quarter” recognition program to acknowledge and celebrate employees who are actively contributing to a positive safety culture. A new group of Safety Leaders (the fifth cohort thus far) was recognized in July 2025. Next Safety Leaders to be recognized in the upcoming All Hands Meeting.
- Caltrain staff significantly expanded the Rail Safety section of the agency’s intranet including links to key resources such as the hazard reporting log.

Recent Engagement Activities

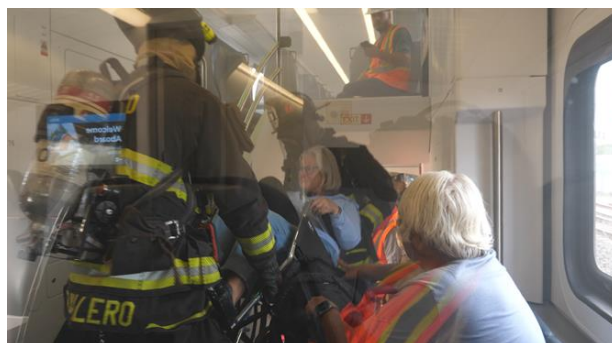
- Working with implementing ComplianceQuest for event reporting, hazard reporting, corrective action tracking, etc., Phase 1 user acceptance testing is ongoing, and Phase 2 is about to start.
- Caltrain organization-wide Safety Culture Survey completed, and results are being tabulated.
- SOC continuing with general monitoring. CCF MTOs and Power Supervisors have access for operational use. Transit PD and other Caltrain/TASI Managers and staff were also given access to be able to view live footage via a phone app. Latest access was given to some of the Guadalupe Bridge project staff to be able to monitor CCTV that is pointed at the project trailer near Diridon Diridon due to concerns of trespassers in the area. There are currently discussions to potentially extend the lease/ service of these towers to bridge the gap until the the Enterprise CCTV system comes online.





Safety Culture Engagement Efforts (cont'd)

- Part of a working group internally and with regional transit agency partners to discuss and help plan for 2026 Superbowl and FIFA events.
- Part of working group related to unhoused persons at SFO and how they may impact nearby transit services.
- Exploring mass notification communications tools such as ReadyOp for District use during major emergencies.
- The joint tabletop exercise with BART, SamTrans, and San Bruno Fire Dept. has been cancelled. Tabletop co-hosted by Caltrain, SamTrans and TSA is in early planning, tentatively scheduled for November. Regional tabletop hosted by MTC also in initial planning, tentatively scheduled for December.
- Awaiting CPUC approval to modify high risk grade crossings with solar markers and bollards. Installation at Broadway has already yielded a 100% elimination of track incursions.
- Continue to meet with technology companies to discuss GPS navigation safety enhancements for grade crossing areas. Notably, Google introduced an update that now verbally alerts map users when they approach a railroad crossing.
- Launched the internal "Why is Safety Important to Me?" campaign, encouraging employees to share a photo and story that highlights the importance of "Going Home Safely, Every Day." The campaign is featured on digital displays throughout administrative and operations offices.
- Safety Roadshows were a huge success – May 28 at CEMOF Maintenance Facility, Jun 25 at Menlo Park, July 30 at SFK 4th & King, and most recently Aug 27 at CEMOF. There is currently discussion on the next roadshow.
- Conducted a full-scale exercise at Redwood Junction on 8/16, with Redwood City FD, Menlo Park FD, Woodside FD, CERT volunteers, Transit PD and TASI. Simulated an on-board train fire and a high voltage step potential hazard outside the train (wire down).

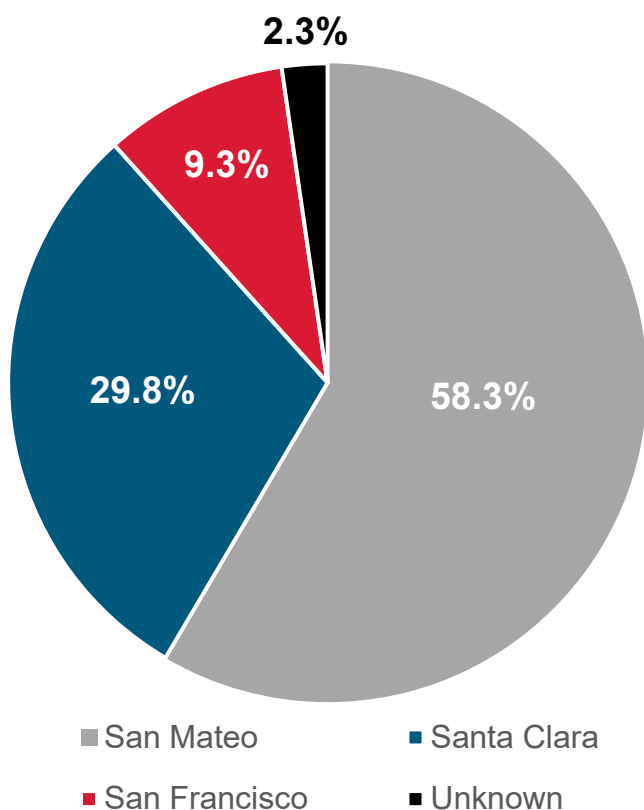




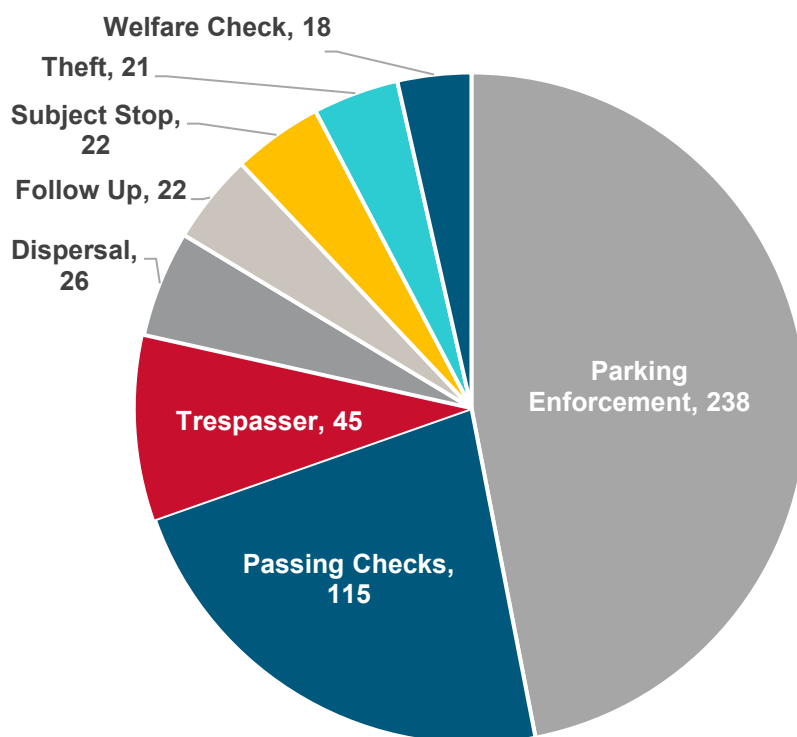
Security Update

The San Mateo County Sheriff's Office Transit Police Bureau is Caltrain's contracted law enforcement provider. The bureau is responsible for policing all Caltrain rail equipment, stations, rights-of-way and facilities throughout San Francisco, San Mateo, and Santa Clara counties.

Calls for Service by County September 2025



Number of Calls by Category September 2025¹



September 2025 Service Call Data

Overall Average Response Time: **19:14**

Average Response Time for **Priority 1** Calls*: **17:09**

Average Response Time for **Priority 2** Calls**: **21:33**

*Priority 1 Calls: *In Progress – Crimes Against Persons*

**Priority 2 Calls: *Just Occurred – Crimes Against Persons/In-Progress Property Crimes*

Footnote 1: Total calls for service totaled 694 in September across 18 categories. The pie chart shows the top 8 categories representing 507 calls or 73% of the total.

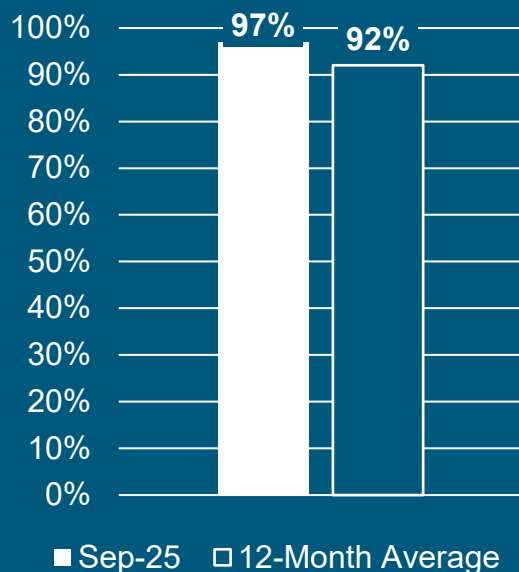




Performance at a Glance

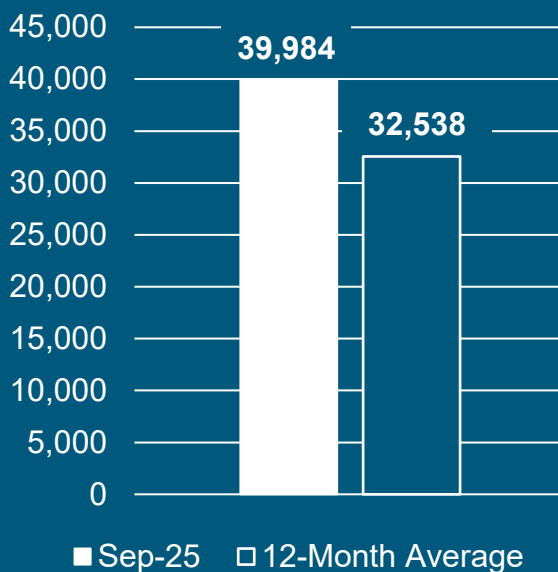
On-Time Performance

Percentage of trains arriving within six minutes of the scheduled time



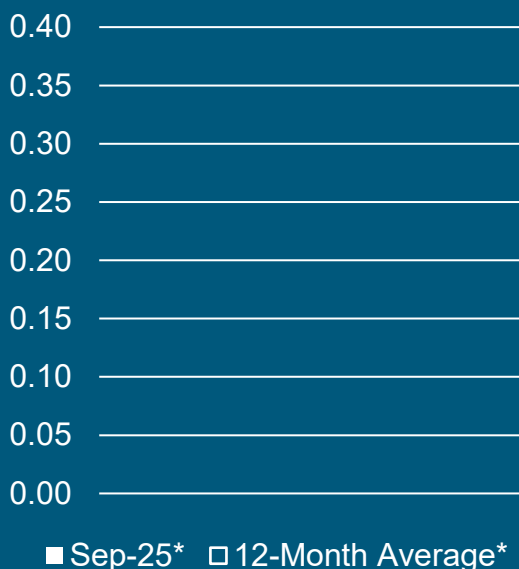
Average Daily Ridership

Average estimated weekday ridership



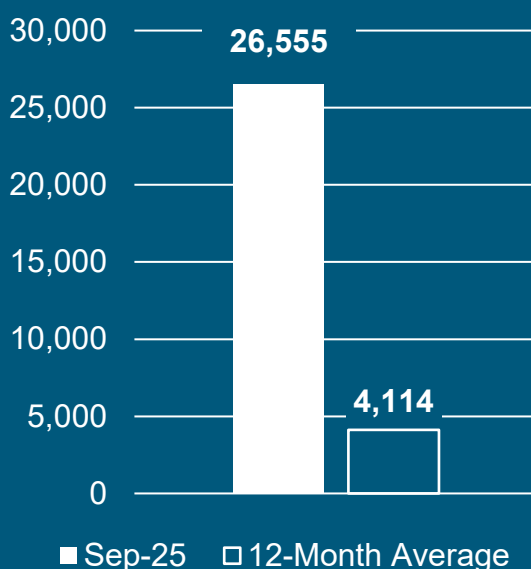
Farebox Recovery Ratio*

Ratio of fare revenue to operating costs



Mean Distance Between Failures

Average miles travelled by locomotives before maintenance/repair is required

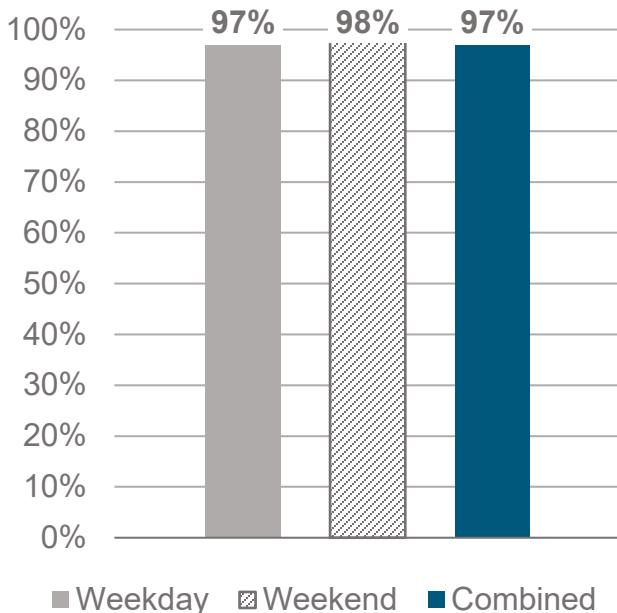


*Farebox Recovery Ratio is temporarily unavailable due to Fiscal Year End Close.



On-Time Performance

Performance This Month (Sep-25)

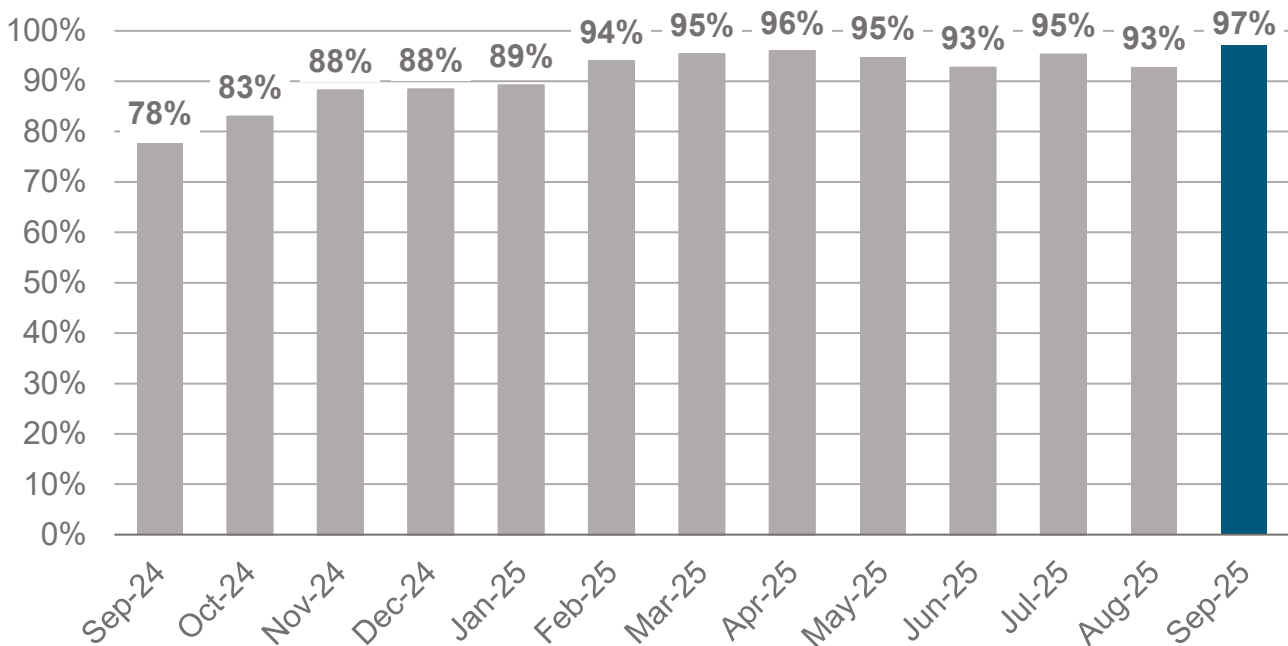


Trains are considered on-time if they arrive within six minutes of the scheduled arrival time at end-line locations (i.e. San Francisco, San Jose Diridon, Tamien, and Gilroy).

The on-time performance (OTP) goal for Caltrain is 95%. Combined OTP for the month of September was 97.1%; this resumes our achievement of the 95.0% goal after a gap since November 2021, primarily due to JPB Capital Projects.

Note that weekend OTP includes holidays.

Monthly On-Time Performance in the Past Year





Delays and Cancellations

Jul-25

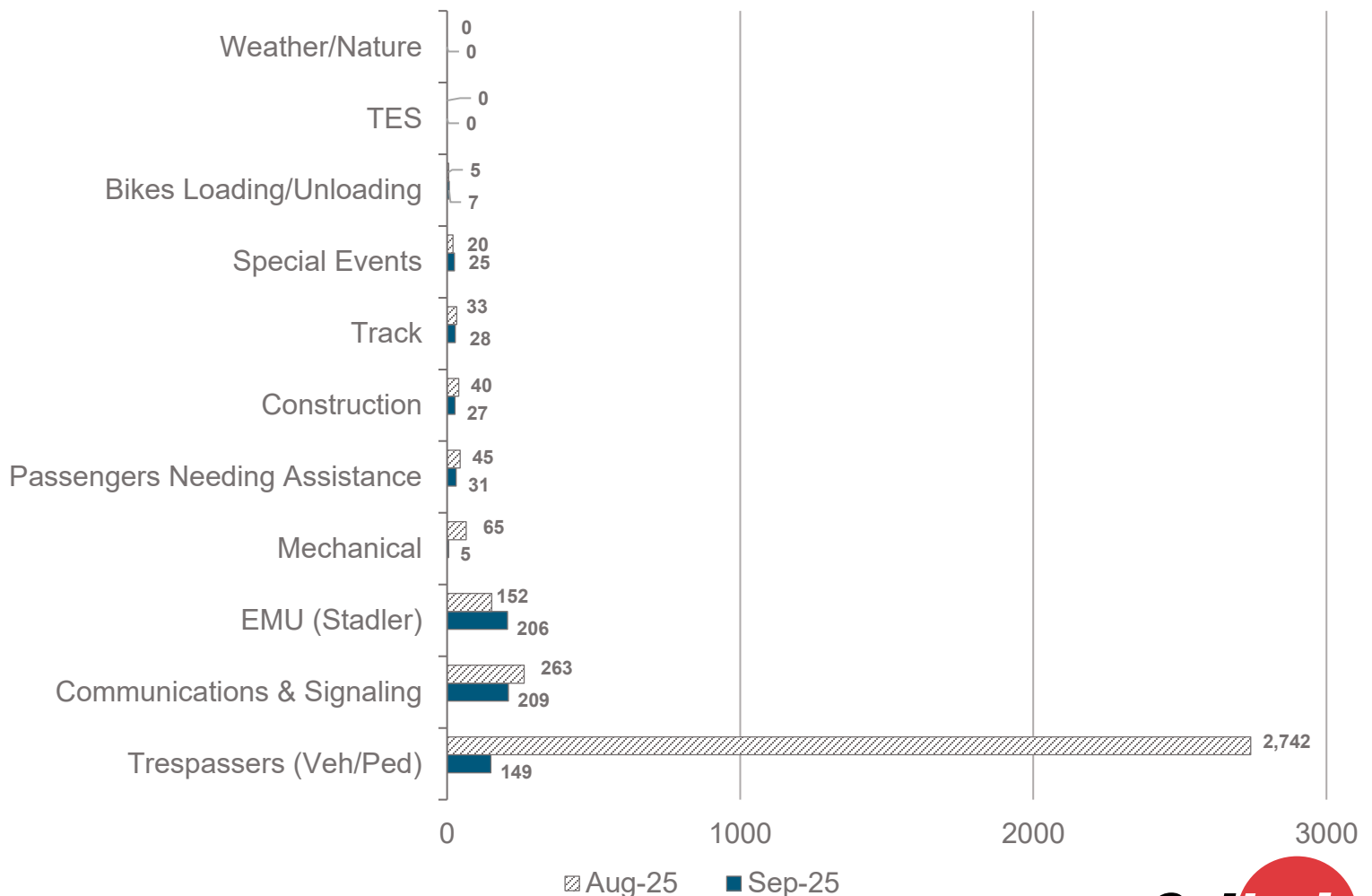
Aug-25

Sep-25

Number of Late Trains	145	218	84
Average Minutes Late for Late Trains	21	27	14
Number of Cancelled Trains	10	10	7

Trains are considered late if they arrive at their end-line destination six minutes or more after the scheduled time. Average Minutes Late represents the average difference in actual arrival time from the scheduled arrival time for late trains. Cancelled Trains includes trains forced to terminate mid-run, as well as those that are annulled before they begin to operate.

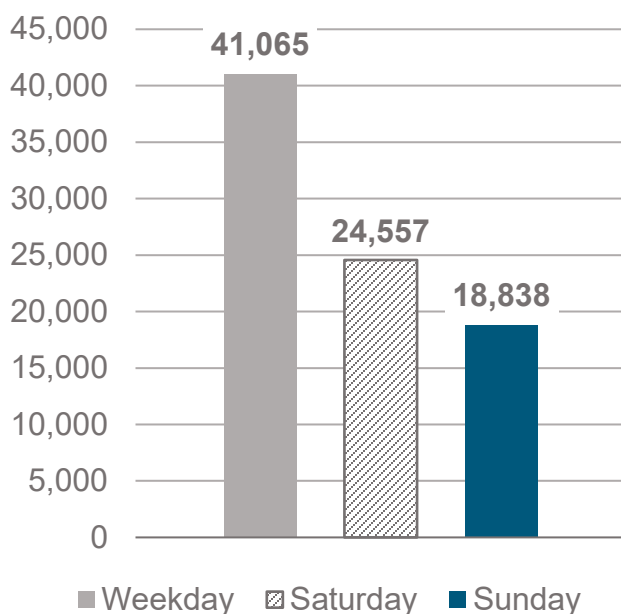
Reasons for Train Delays, by Minutes of Delay





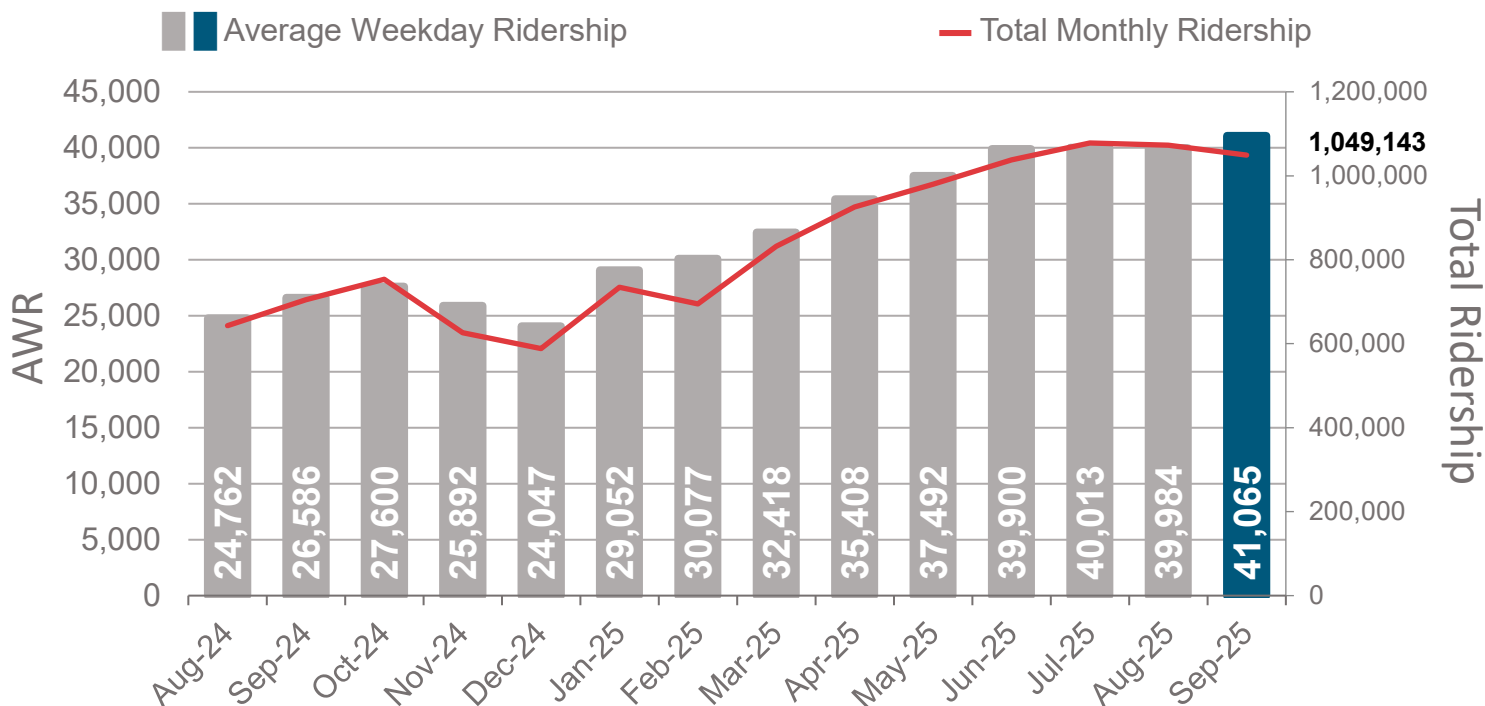
Ridership and Revenue

Average Daily Ridership (Sep-25)



Average weekday ridership (AWR) increased by approximately 55% percent compared to September of last year as riders continue to return to the Caltrain system for increased work and leisure travel.

Ridership in the Past Year



Since November 2023, Caltrain's ridership estimation model relies solely on fare media sales data.

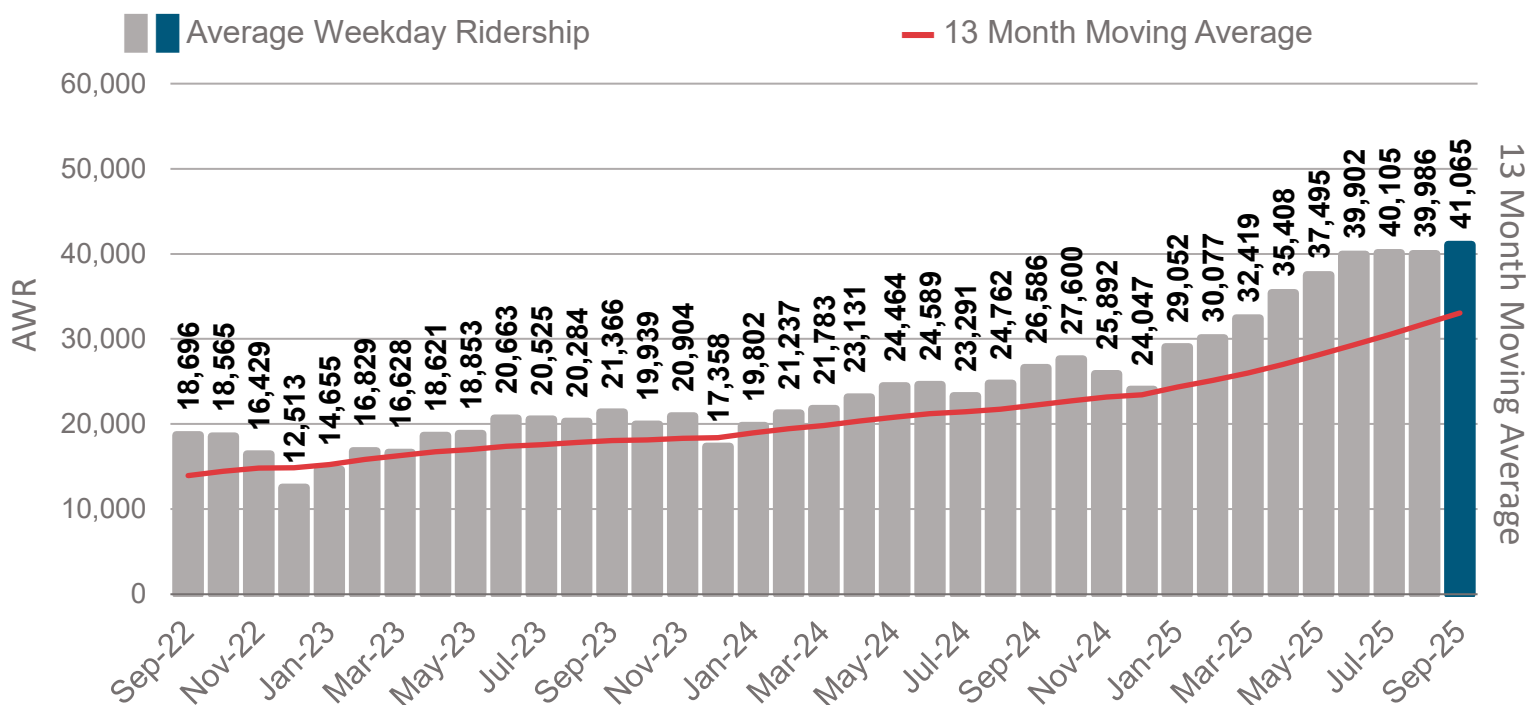




Ridership and Revenue

Average Weekday Ridership & 13 Month Moving Average:

Fiscal Year 2023 to Present



Year Over Year AWR Increase

(September 2024 vs. September 2025)

: 55%





Ridership and Revenue

Special Service Ridership Report

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).
 - In September 2025, there were 15 events (12 Giants regular season games and 3 Valkyries regular season games), compared to 14 in 2024.

22nd Street Station

- Total event-day ridership at 22nd Street 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.

Palo Alto Station

- Total event-day ridership at Palo Alto Station in September was 960, a 43.7% increase compared to 2024 (68,844).
 - In September 2025, there was 1 event (1 Stanford Football game), compared to 1 in 2024.

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.

Mountain View Station

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

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).
 - In September 2025 there were 2 events counted (One 49ers preseason game, and a Morgan Wallen concert), compared to 1 in 2024.

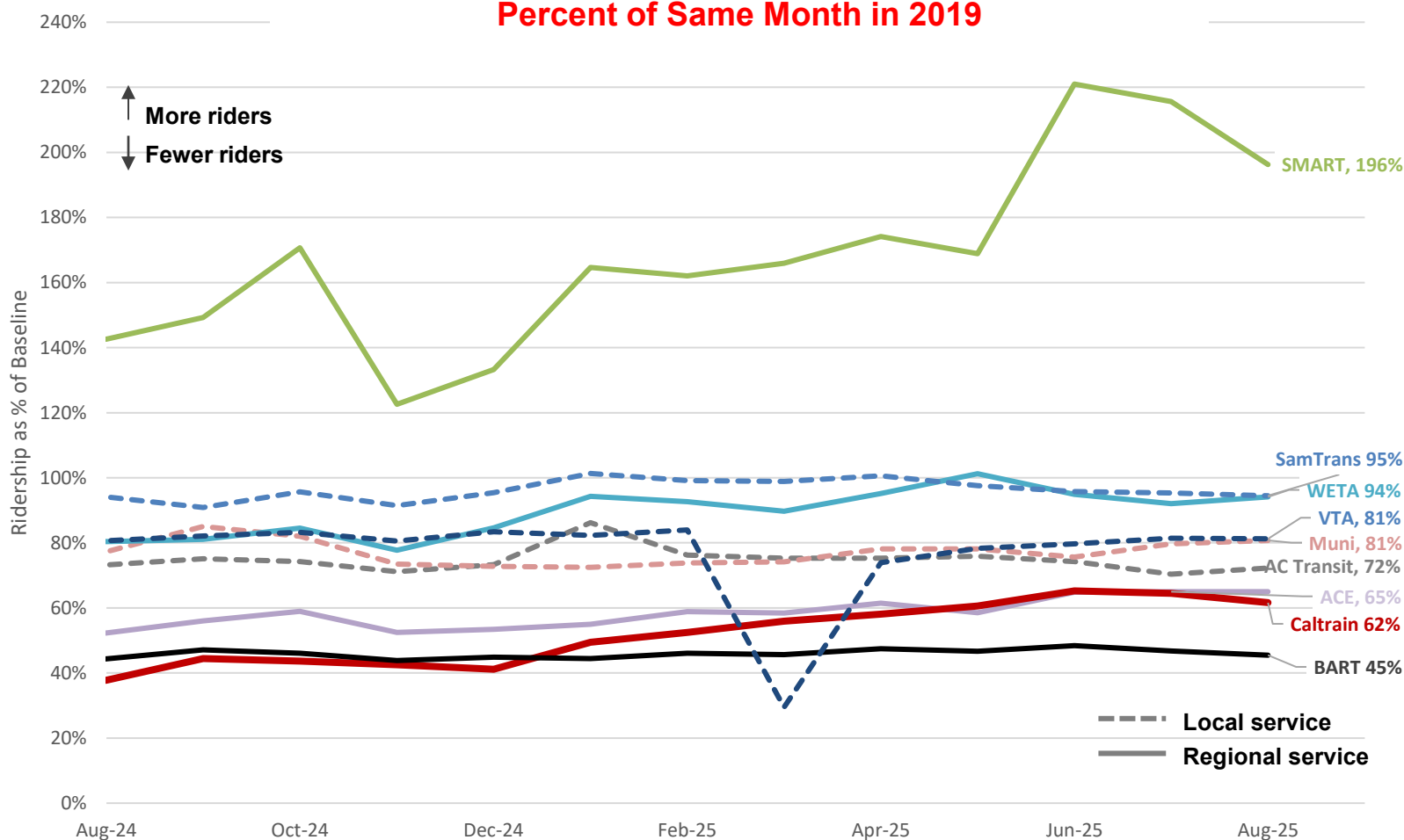




Public Transit Ridership Recovery in the Bay Area

The below chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month in 2019.

Total Monthly Ridership as a Share of Pre-Pandemic Levels Percent of Same Month in 2019



Notes:

- As of August 2024, ridership recovery percentages for each agency are calculated in comparison to the same month from 2019.
- Starting in November 2023, Caltrain ridership estimates use a fare media sales-based model. Prior to then, Caltrain ridership estimates were based on a combination of conductor counts & Clipper data.
- Ridership data for all other agencies retrieved from the National Transit Database.

Total Monthly Ridership Estimates (in thousands)

*ACE data for the month of August 2025 was not provided.

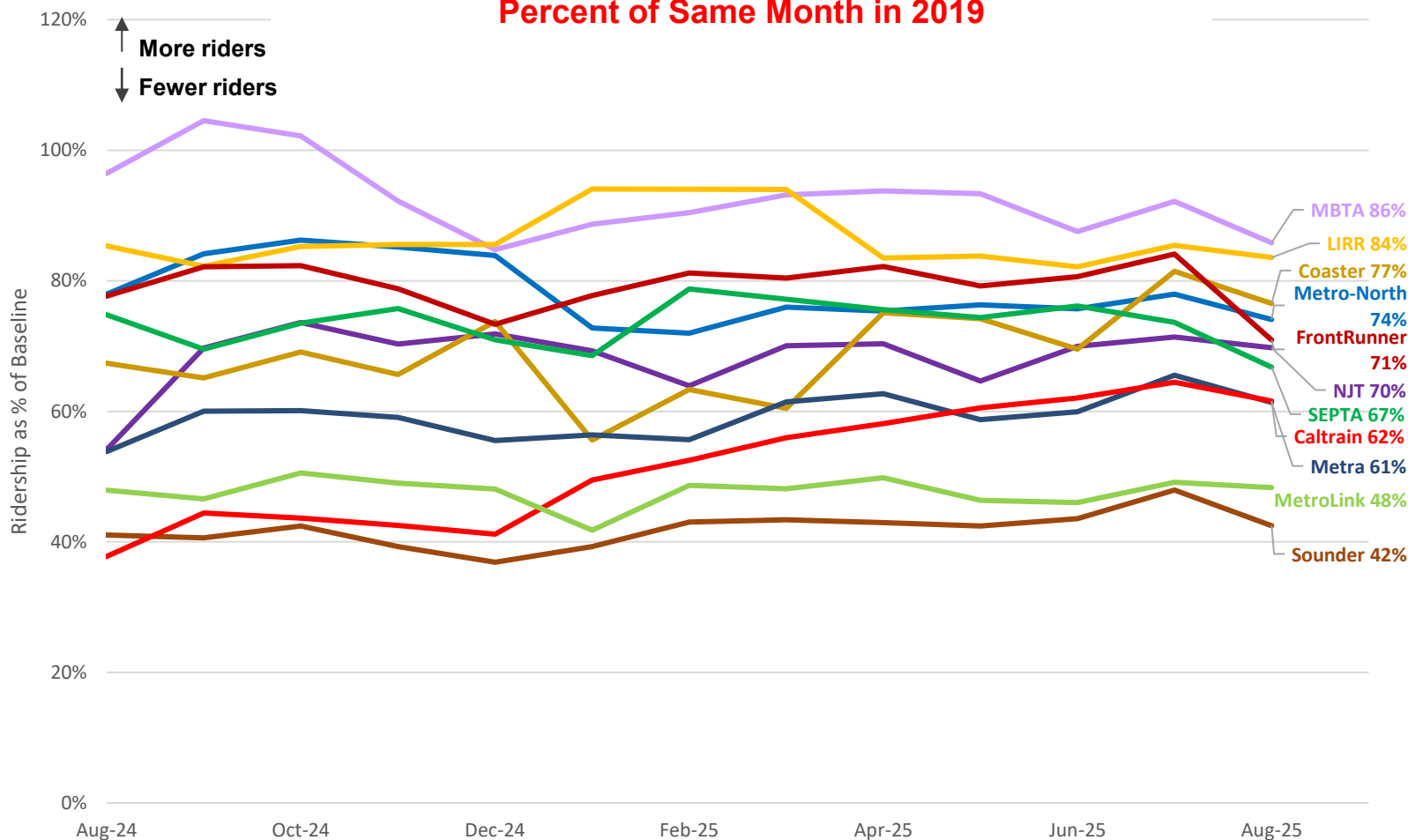
Transit Operator	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	25-Jul	25-Aug
Muni	14,521	14,579	15,401	13,043	12,978	13,668	12,608	13,980	14,678	14,947	13,725	14,414	15,170
BART	4,963	5,085	5,349	4,373	4,289	4,597	4,464	4,807	5,244	5,172	5,170	5,089	5,093
AC Transit	3,498	3,678	3,923	3,229	3,118	3,788	3,173	3,502	3,575	3,579	3,022	3,079	3,452
VTA	2,519	2,595	2,871	2,427	2,379	2,420	2,250	908	2,250	2,465	2,273	2,368	2,539
SamTrans	948	962	1,062	881	865	929	823	958	948	989	832	832	952
Caltrain	643	704	754	626	588	735	695	832	926	980	1,038	1,078	1,049
WETA	276	267	237	263	184	181	205	181	215	261	280	287	313
SMART	93	94	98	80	78	94	83	96	105	108	123	135	128
ACE	70	70	84	60	54	70	67	73	81	83	73	73	-*



Ridership Recovery for Similar Commuter Railroads

The below chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month in 2019.

Total Monthly Ridership as a Share of Pre-Pandemic Levels Percent of Same Month in 2019



Notes:

- As of October 2025, ridership recovery percentages for each agency are calculated in comparison to the same month from 2019.
- Ridership data for all agencies retrieved from the National Transit Database.

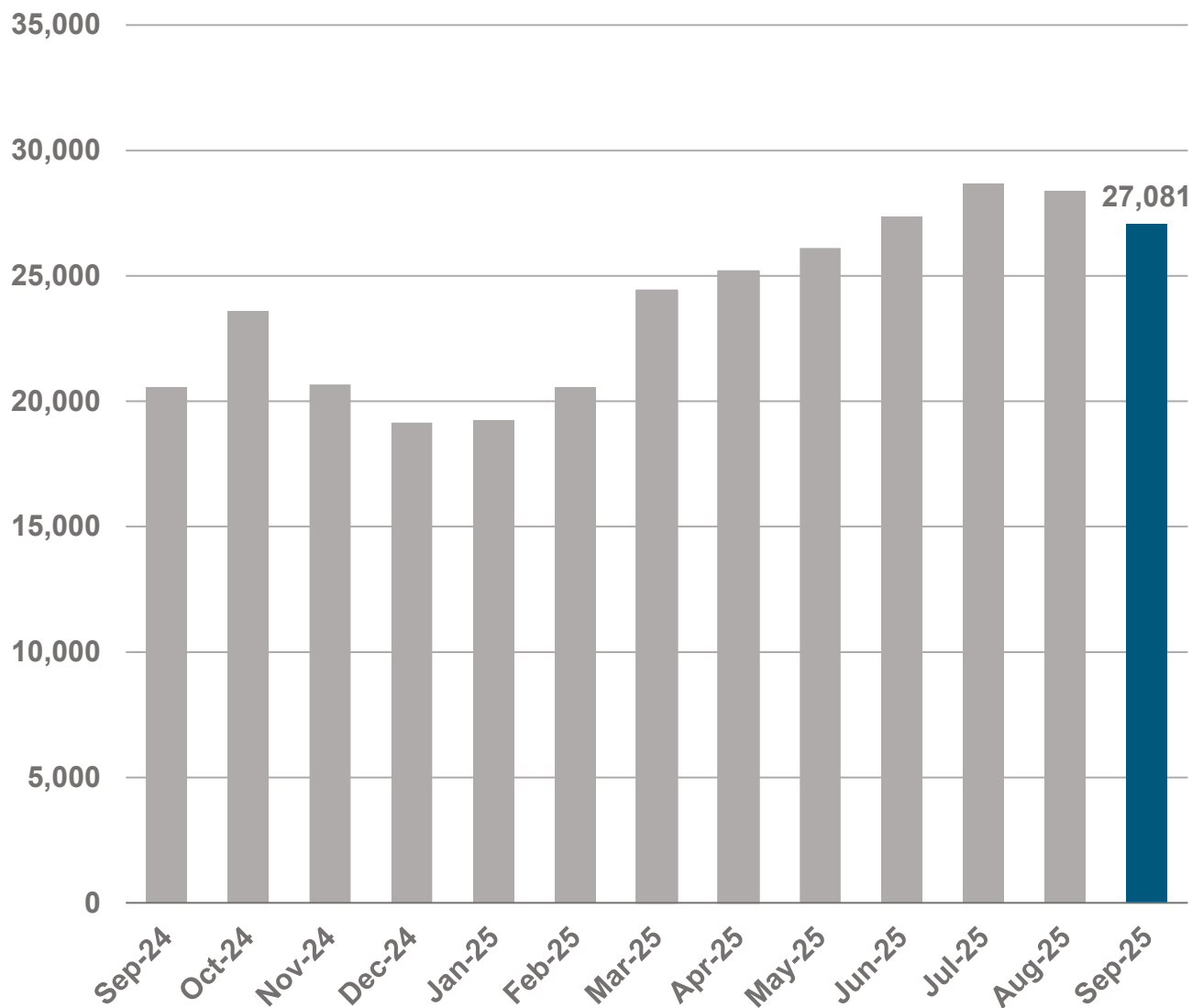
Total Monthly Ridership Estimates (in thousands)

Transit Operator	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun	25-Jul	25-Aug
LIRR	8,551	8,031	8,715	8,046	8,357	8,357	7,560	8,371	8,211	8,371	8,211	8,536	8,371
Metro-North	6,026	6,337	7,161	6,234	6,435	5,269	4,732	5,680	5,935	6,090	6,010	6,189	5,726
NJ Transit	4,102	5,393	5,873	5,306	5,382	4,766	4,383	5,173	5,274	4,971	5,355	5,463	5,285
Metra	2,989	3,104	3,431	2,791	2,511	2,671	2,547	3,046	3,332	3,165	3,322	3,632	3,406
MBTA	2,701	2,670	2,975	2,390	2,272	2,398	2,157	2,449	2,522	2,521	2,424	2,551	2,404
SEPTA	2,042	2,147	2,403	2,174	2,061	2,098	2,173	2,248	2,321	2,244	2,093	2,023	1,823
Caltrain	643	704	754	626	588	735	695	832	926	980	1,038	1,078	1,049
MetroLink	500	491	552	501	463	437	472	530	572	527	472	504	504
FrontRunner	352	388	415	337	301	338	326	351	355	337	327	341	322
Sounder	163	156	188	144	130	164	136	164	175	167	171	188	169
SD Coaster	90	74	77	62	62	58	58	67	88	91	104	122	102



Ridership and Revenue

Monthly BART Transfers at Millbrae in the Past Year



BART Transfers at Millbrae represents the total number of BART-to-Caltrain and Caltrain-to-BART transfers, as measured by Clipper Card data.

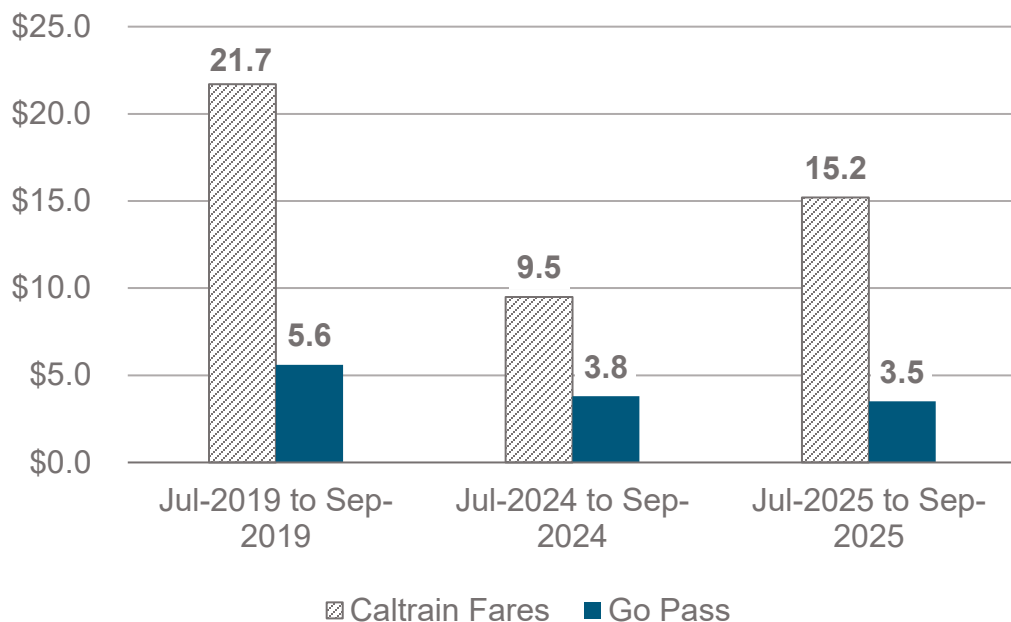
Pre-COVID data is provided for comparison purposes and represents average monthly transfers during the one-year period from March 2019 to February 2020.





Ridership and Revenue

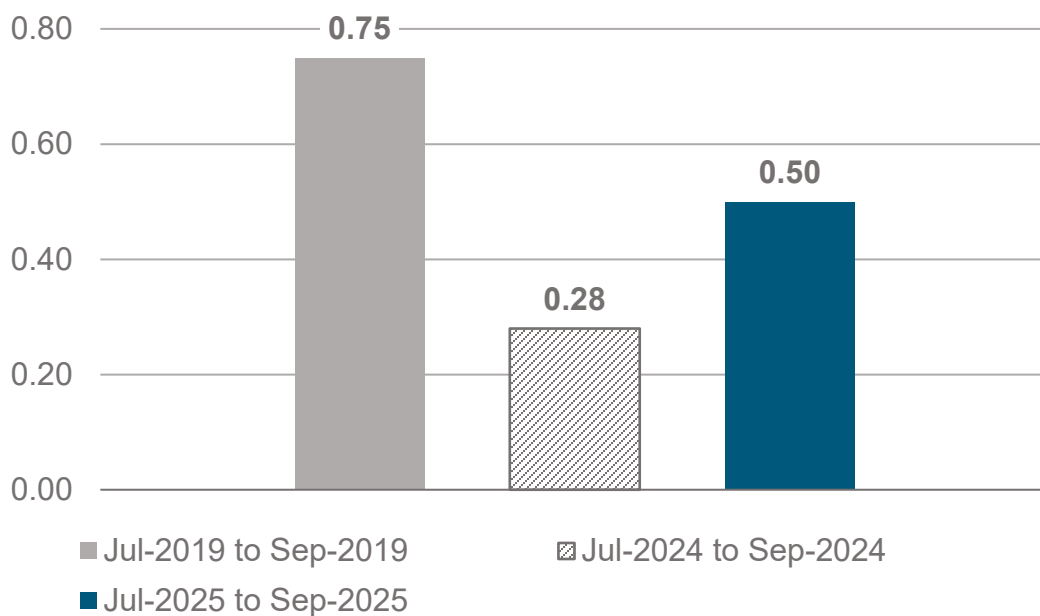
Total Fare Revenues (\$M) - Past 3 Months Comparison



Fare revenue comes in the form of one-way tickets, daily or monthly passes (“Caltrain Fares”), and the Go Pass program.

Fare revenue is generally more stable than ridership due to many riders paying for monthly passes, which provide consistent revenue regardless of usage.

Farebox Recovery Ratio (3-Month Rolling Average)



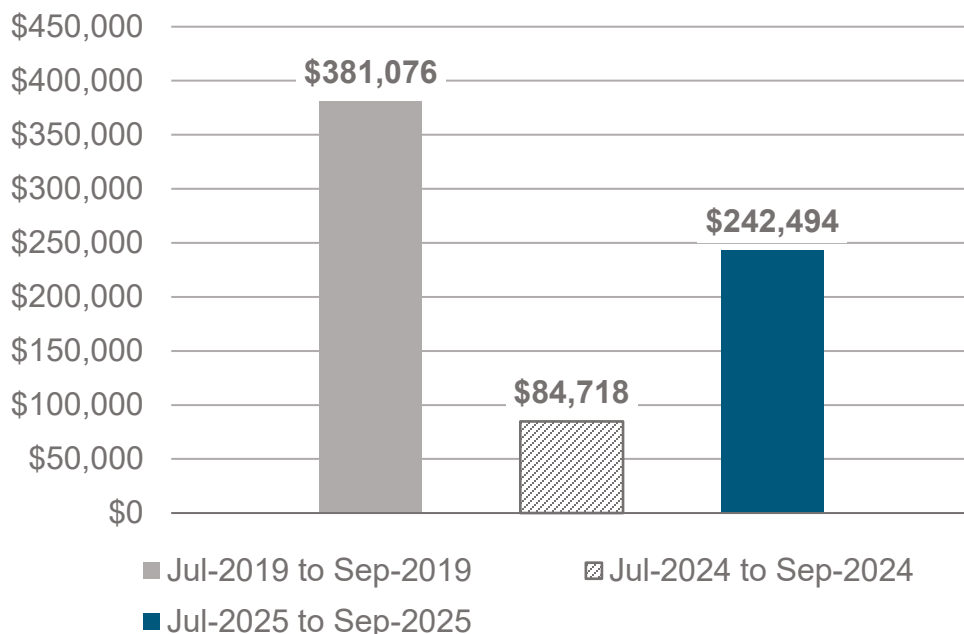
Farebox Recovery Ratio represents how much of the cost of providing service is covered by customer fares. A higher ratio indicates that a greater share of costs are covered by riders.





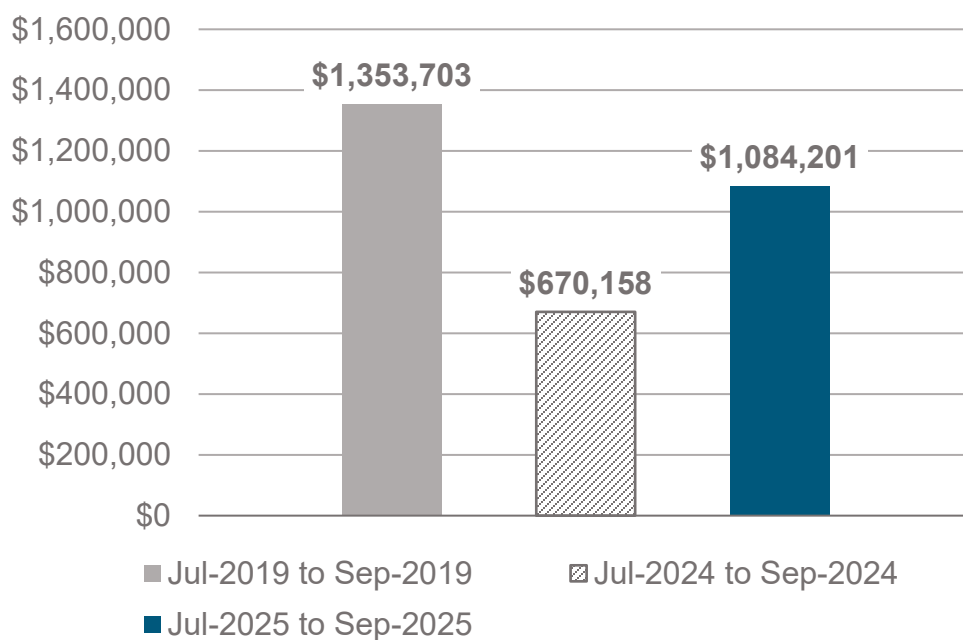
Ridership and Revenue

Advertising Revenue (3-Month Rolling Average)



Advertising Revenue declined substantially for transit agencies throughout the country with the onset of the COVID-19 pandemic.

Parking Revenue (3-Month Rolling Average)



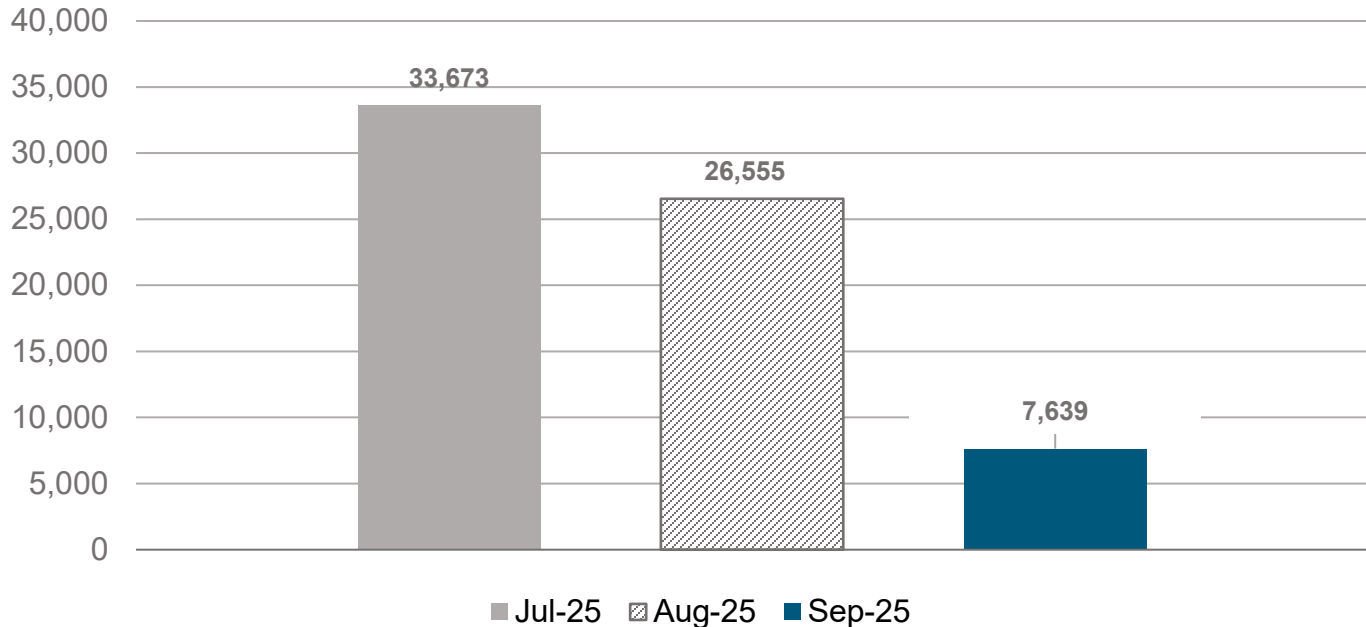
Parking Revenue is generated by purchases of daily and monthly parking permits for parking at Caltrain-owned lots.





Maintenance Performance (EMU Fleet)

Mean Distance Between Failure (EMU Trainset)



Mean Distance Between Failure (MBDF) is a measure of fleet reliability that represents the average distance traveled by revenue vehicles before maintenance or repair is required. A higher value indicates an improvement in reliability. Data is measured in miles.

As of October 2025, the data shown is now determined by the total miles traveled by the entire train configuration divided by the number of failures.

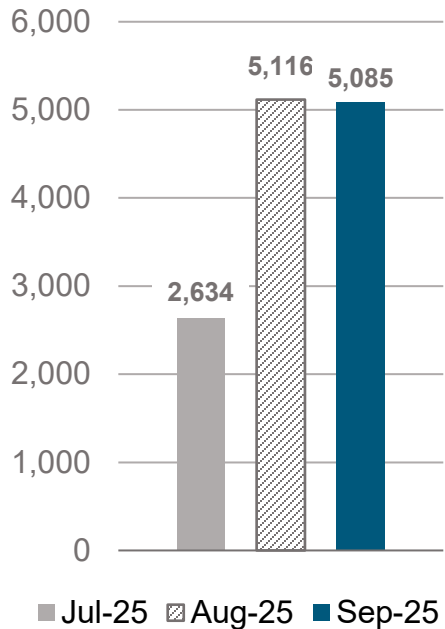
The graph on this page represents MDBF for all EMU (electric) passenger locomotives and cars in Caltrain's fleet. Diesel fleet data is on the following page.



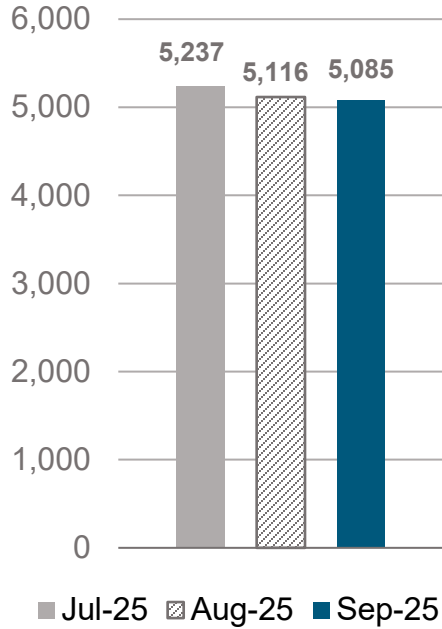


Maintenance Performance (Diesel Fleet)

Mean Distance Between Failure (Locomotives)



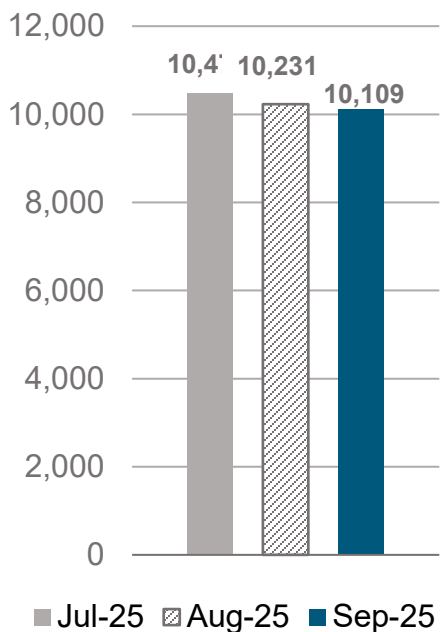
Mean Distance Between Failure (Cab Cars)



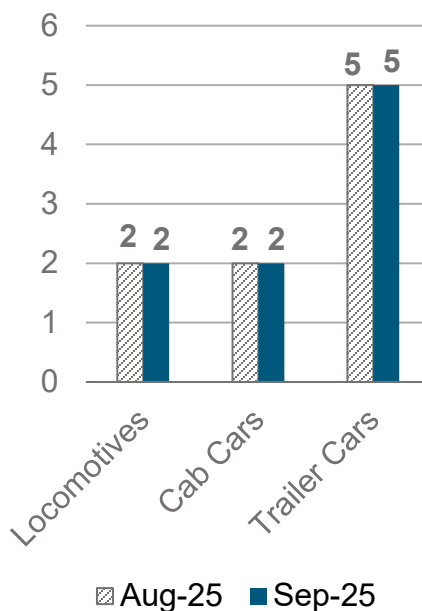
Mean Distance Between Failure (MBDF) is a measure of fleet reliability that represents the average distance traveled by revenue vehicles before maintenance or repair is required. A higher value indicates an improvement in reliability. Data is measured in miles.

The graph to the left represents MDBF for all diesel passenger locomotives in Caltrain's fleet. EMU data is on the previous page.

Mean Distance Between Failure (Trailer Cars)



Equipment in Maintenance/Repair



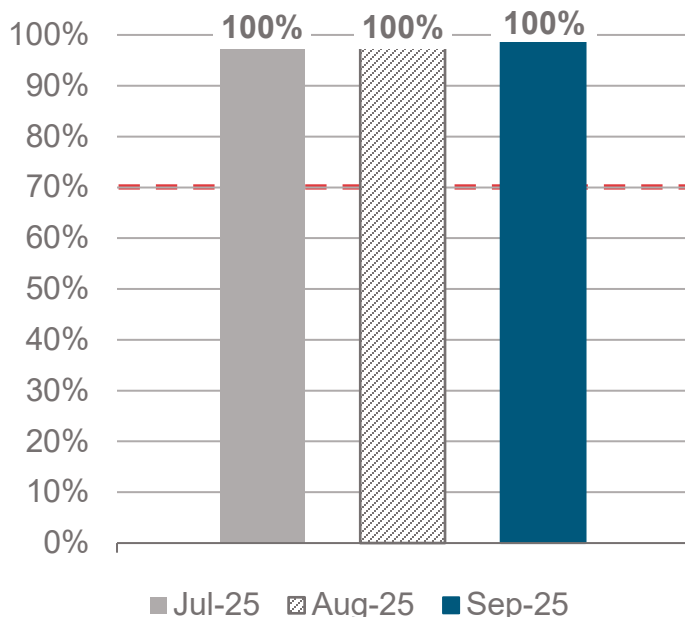
Equipment in Maintenance/Repair represents the number of diesel locomotives and passenger cars that are out of service on an average day each month due to routine and preventative maintenance or other repairs. EMU data is on the previous page.





Maintenance Performance

Equipment Availability (EMUs)

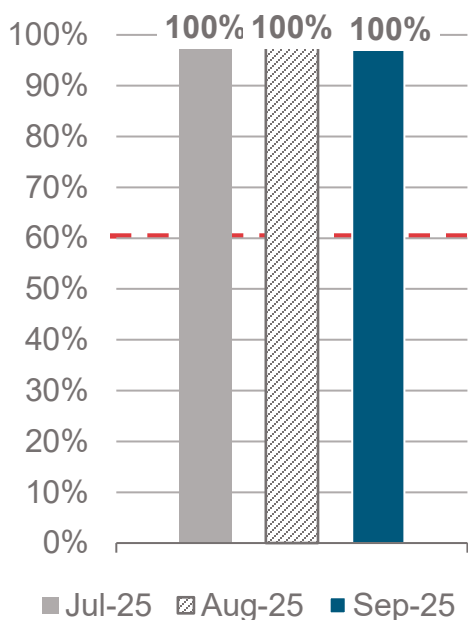


Equipment Availability is the number of trainsets, locomotives, or cars available for service on an average day each month as a percentage of the daily equipment required to run base service.

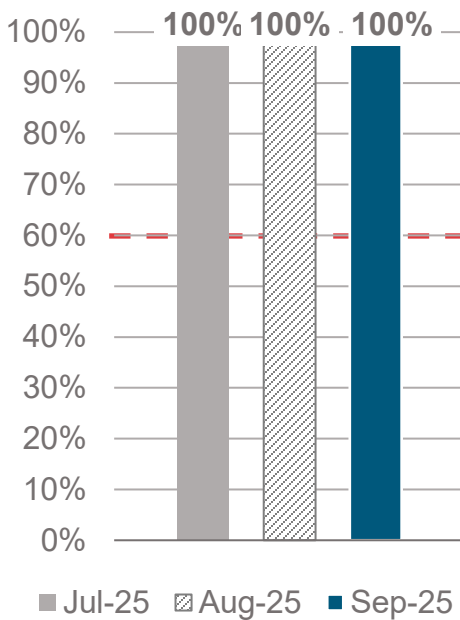
The graph to the left represents EMUs whereas the graphs below represent diesel equipment data, displaying Caltrain's mixed revenue fleet. Fourteen (14) EMUs are needed to operate the new weekday electric service.

Post-electrification, Caltrain retains 41 Bombardier passenger cars and 9 diesel locomotives to operate South County service and maintain fleet resiliency.

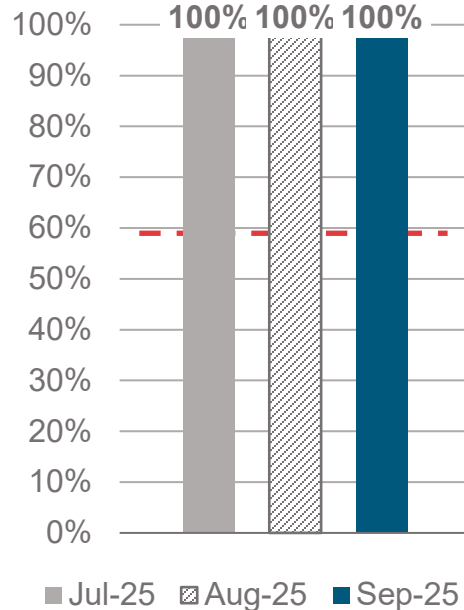
Equipment Availability (Diesel Locomotives)



Equipment Availability (Cab Cars)



Equipment Availability (Trailer Cars)



Note: The dotted red line (- - -) on each graph represents the target line (i.e., the percentage of each equipment type required to run base service on an average weekday).





Service and Program Updates

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 high-speed 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.”





Service and Program Updates (cont.)

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.





Communications and Marketing Update

Press Releases & Earned Media

Press Releases:

- Caltrain Celebrates the Anniversary of Electrification for Transit Month
- August Marks the Third Consecutive Month of +1M Riders on Caltrain
- Take Caltrain to the Stanford Cardinal home opener
- Earthquakes face LAFC at Levi's Stadium this Saturday
- California Legislature Passes Legislation Authorizing Ballot Measure to Address Bay Area Transit Emergency
- As Playoffs Start, Caltrain is Still Your Ride to the Valkyries
- Caltrain Serves up Train Service to Laver Cup
- Caltrain: Your Best Connection to the Portola Music Festival
- Caltrain is your winning ride to the Niners home opener
- Caltrain Celebrates First Anniversary of Electrified Service with Record Ridership, Cleaner Air and Faster Trains

Earned Media:

- \$750 million deal to save Bay Area transit stalls - Axios
- California legislators move forward with plan to provide steady funding for High-Speed Rail - KTLA TV
- More money, less red tape. Here's CA high-speed rail's wish list for success - Fresno Bee
- BART reliability under scrutiny as another systemwide shutdown torpedoes morning commute - CBS
- Bay Area Transit Month comes as agencies face rising ridership, looming deficits - CBS
- Details released surrounding Redwood City Caltrain station homicide - KRON
- Gov. Newsom approves \$750M loan for Bay Area public transit - ABC 7
- Palo Alto looks to add tunnels across tracks for cyclists, pedestrians - San Jose Spotlight
- Valkyries bringing Ballhalla to the SAP Center for Game 2 against Minnesota Lynx in WNBA playoffs - ABC 7
- SF rally held to save Bay Area public transit funding as agencies face huge deficit - ABC 7





Communications and Marketing Update

Digital Communications Activities

Caltrain Strategic Communications (Social and Media Relations)

Strategic Communications (Social):

- September marked the one-year anniversary of electrification for Caltrain.
 - A week-long 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, a short, fast-paced promotional video that showcased the project, was pushed highlighting the accomplishments of electrification over the past year.
- Communications staff partnered with the Golden State Valkyries to host a fully branded, Valkyries-themed train celebrating the team's inaugural playoff appearance. The entire train set was decorated to create an immersive experience for fans traveling to the game. Throughout the trip, staff engaged riders with trivia and distributed giveaway items provided by the Valkyries, including premium prizes such as signed team jerseys.
 - Caltrain Executive Director Michelle Bouchard, who was onboard the train, spoke to riders, and attended the game. Bay FC highlighted Transit Month at the event with special Caltrain signage.
- Ms. Bouchard participated in the Ride-Along & Happy Hour with Transit CEOs riding from San Francisco to San Rafael alongside other Bay Area transit leaders in celebration of Transit Month.

Highlights:

- Rail Safety & Suicide Prevention Month
 - Weekly safety tips and polls throughout the month
- Giants – Dodgers Series
 - Driving is for Dodgers Fans Campaign (Part 2 video)
- Take Caltrain to Portola Music Festival
- Senate Bill 63 Messaging





Communications and Marketing Update

Digital Communications Activities (cont.)

Social Metrics: (Year to Year)

An impression is anytime our content (post, webpage, IG photo) is seen in a user's feed or browser. Engagement is any action taken, such as a click, like, retweet or comment.

SEPTEMBER 2025	SEPTEMBER 2024
Impressions: 1,138,177	Impressions: 2,338,374
Engagements: 37,798	Engagements: 92,613
Post Link Clicks: 5,281	Post Link Clicks: 6,009

Caltrain E-Newsletter Metrics

	SEPTEMBER 2025	AUGUST 2025
Subscribers	14,947	14,863
Open Rate	26.8%	27.2%
Click Rate	3.4%	4.1%





Communications and Marketing Update

Marketing Activities

Go Faster Campaign

- Go Caltrain – Always On Campaign: Ads continue to run across the regional digital landscape, from social media to popular websites and apps.
 - Web pageviews to Go-related pages: 39.5k (August: 60.5k)
 - YouTube Views: 103k (July: 123k)
 - 101/280 Billboard campaign ended.
- South County Promotion
 - Digital ads have been running in South County communities since late September, including customized ads for Gilroy and Morgan Hill. The Comms team has more plans for coasters, bus shelter and onboard VTA bus ads.
- GoPass Promotion
 - A LinkedIn campaign is promoting GoPass. A new GoPass Perks Member Benefits page has been published featuring giveaways and events to drive adoption and usage.
- Partnerships
 - Had great partnerships with Bay FC and Valkyries, including ticket bundles and event trains.
- Looking Ahead: South County printed promotions, refreshed digital ads “Go Places” imagery and messaging in final production, potential partnership with KQED.





Capital Projects Update

Project: Churchill Avenue Grade Crossing

Project Description				Status Summary			
				Safety	Schedule	Budget	Funding
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.				<div></div>	<div></div>	<div></div>	<div></div>
Project Phase: Closeout							
Project Costs (in thousands of dollars)						Estimated Completion	
	Current Budget	Committed to Date	Expended + Accruals				
Totals	2,520	1,556	1,530		10/31/2025		
Percentages	100.00%	61.7%	60.7%				
Project Highlights – Recent and Upcoming Work							
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 for this project.							

Note: The Capital Projects information is current as of Sep 30, 2025, and is subject to change prior to the Nov 2025 Board meeting.

Statuses: ● – Green ● – Yellow ● – Red





Capital Projects Update

Project: San Mateo Grade Crossing Improvements

Project Description				Status Summary			
				Safety	Schedule	Budget	Funding
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.				<div></div>	<div></div>	<div></div>	<div></div>
Project Phase: Closeout							
Project Costs (in thousands of dollars)						Estimated Completion	
	Current Budget	Committed to Date	Expended + Accruals				
Totals	5,472	5,472	5,472		10/31/2025		
Percentages	100.00%	100.00%	100.00%				
Project Highlights – Recent and Upcoming Work							
<p>September: Scheduled the final inspection and walk through with the CPUC and Caltrans for October.</p> <p>October: Conduct Final Inspection with CPUC and Caltrans. Continue project closeout.</p> <p>This will be the final report for this project.</p>							

Note: The Capital Projects information is current as of Sep 30, 2025, and is subject to change prior to the Nov 2025 Board meeting.

Statuses: – Green – Yellow – Red





Capital Projects Update

Project: San Francisquito Creek Bank Stabilization

Project Description		Status Summary			
		Safety	Schedule	Budget	Funding
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.		NA	NA	NA	NA
Project Phase: Construction					
Project Costs (in thousands of dollars)					Estimated Completion
	Current Budget	Committed to Date	Expended + Accruals		
Totals	8,988	4,142	3,192		02/19/2027
Percentages	100.00%	46.1%	35.5%		
Project Highlights – Recent and Upcoming Work					
<p>September: <u>Design</u>: 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. <u>Environmental Compliance</u>: Continued coordination to align the HMMP with contract and permit documents and to ensure compliance with regulatory requirements for advanced tree removal and trimming. <u>Cities Coordination</u>: Coordinated with cities on project status; received permits required for October tree removal. <u>Procurement Preparation</u>: 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.</p> <p>October: <u>Environmental Compliance</u>: Ensure the HMMP is fully consistent with the final design documents. <u>Procurement Preparation</u>: 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. <u>Advanced Work</u>: 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.</p> <p>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.</p>					

Note: The Capital Projects information is current as of Sep 30, 2025, and is subject to change prior to the Nov 2025 Board meeting.

Statuses: The criteria for the status lights reporting are under re-evaluation, and no status lights are included in this month's report.





Capital Projects Update

Project: Mini-High Platforms

Project Description		Status Summary			
		Safety	Schedule	Budget	Funding
<p>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 of the stations within the areas that will be electrified.</p> <p>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.</p>		<div></div>	<div></div>	<div></div>	<div></div>
Project Phase: Construction					
Project Costs (in thousands of dollars)					Estimated Completion
	Current Budget	Committed to Date	Expended + Accruals		
Totals	7,271	6,415	5,210		08/24/2026
Percentages	100.00%	88.2%	71.7%		
Project Highlights – Recent and Upcoming Work					
<p>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.</p> <p>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).</p> <p>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.</p>					

Note: The Capital Projects information is current as of Sep 30, 2025, and is subject to change prior to the Nov 2025 Board meeting.





Statuses: – Green – Yellow – Red





Capital Projects Update

Project: San Mateo Replacement Parking Track

Project Description	Status Summary			
	Safety	Schedule	Budget	Funding
<p>The project involves the design and construction of an approximately 1,000-ft long parking track off MT-2 in the Caltrain ROW in the City of San Mateo, between 9th and 14th Avenues, to replace the old one in the Bay Meadows area that was removed to make way for the 25th Ave. Grade Separation Project. The project will also involve the construction of an access road from 9th Ave to 14th Avenue, a 12-foot tall concrete screen wall with creeping fig vegetation along Railroad Ave. and associated landscaping, irrigation and new water service.</p> <p>Electrification is not part of the base funding plan. Supplemental funding will be needed to electrify the replacement parking track.</p>				
Project Phase: Closeout				
Project Costs (in thousands of dollars)				Estimated Completion
	Current Budget	Committed to Date	Expended + Accruals	
Totals	10,128	9,662	9,567	12/31/2025
Percentages	100.00%	95.4%	94.5%	
Project Highlights – Recent and Upcoming Work				
<p>September: Construction closeout continued. Maintenance MOU draft submitted to the city.</p> <p>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.</p> <p>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.</p> <p>This will be the final report for this project.</p>				

Note: The Capital Projects information is current as of Sep 30, 2025, and is subject to change prior to the Nov 2025 Board meeting.

Statuses:  – Green  – Yellow  – Red



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Bruce Thompson, Manager, Fare Program Operations

Don Esse, Senior Operations Financial Analyst

Dapri Hong, Budget Analyst III

Rail Administration / Rail Operations & Maintenance

Ted Burgwyn, Acting Chief Operating Officer

Henry Flores, Director, Rail Vehicle Maintenance

Graham Rogers, Project Manager SOGR

Jason Dayvault, Business Operations Project Manager

Reanna McGregor, Project Management Analyst (District Temp)

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Sherry Bullock, Interim Chief

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