



BOARD OF DIRECTORS 2025

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AGENDA

Peninsula Corridor Joint Powers Board Citizens Advisory Committee (CAC) Meeting

December 17, 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=U3pFbithdUsxVFVBYVFOeklSWU5Vdz09> or by entering Webinar ID: **838 1814 2155**, passcode: **714398**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

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.

December 17, 2025 - Wednesday

5:40 pm

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Report of the Nominating Committee (Albohm, Linquist, Sarathy) Motion
 - a) Election of the 2026 Chair & Vice Chair
6. Approval of Meeting Minutes for November 19, 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. Brown Act Amendments (Anna Myles-Primakoff, Olson Remcho) (6:15 pm) Informational
10. Next Generation Clipper Update (Taylor Huckaby & Angus Davol, MTC) Informational
(6:35 pm)
11. Major Events 2026 (Brent Tietjen) (6:55 pm)
12. Staff Report (Ted Burgwyn) (7:15 pm)
 - 12.a. Customer Experience Task Force Update Informational
 - 12.b. JPB CAC Work Plan Update Informational
- Committee Member Comments (7:25 pm)
13. 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.

JPB Citizens Advisory Committee (CAC) Meeting
December 17, 2025

14. **Date / Time / Location of Next Regular Meeting: Wednesday, January 21, 2026 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.
15. **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 November 19, 2025

Members Present: W. Abbott, D. Albohm, M. Ayub, K. Linquist, A. Kulkarni (Alternate),
R. Kutler, M. Pagee (Alternate), R. Sarathy, P. Wickman (Alternate),
A. Brandt (Chair)

Members Absent: P. Leung (Vice Chair)

Staff Present: T. Burgwyn, P. Gilster, R. Sims, M. Tseng

1. Call to Order

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

2. Roll Call

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

3. Pledge of Allegiance / Safety Briefing

Chair Brandt led the Pledge of Allegiance.

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

5. Appointment of Nominating Committee

a) 2026 Chair

b) 2026 Vice Chair

The following members volunteered to serve on the Nominating Committee: Kristopher Linquist (Santa Clara), Davis Albohm (San Mateo), and Rohit Sarathy (San Francisco).

Motion/Second: Brandt/Kutler

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

Noes: None

Absent: Leung

6. Approval of Meeting Minutes for October 15, 2025

Motion/Second: Kutler/Sarathy

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

Noes: None

Absent: Leung

7. Public Comment for Items Not on the Agenda

Jeff Carter commented on distance-based fares and recent train cancellations.

Roland commented on ridership, fare checks with Clipper scanners, and potential dewatering issues on tracks.

8. Report of the Chair

Chair Brandt reported on the following:

- Holiday dinner cancelled due to cutbacks
- Holiday train using electric multiple unit (EMU) on December 13. Advanced ticket purchase required
- Palo Alto's efforts to establish train horn quiet zone
- Clipper 2 set to launch with new fare inspection scanners, which take as many as 10 or more seconds longer per scan
- Need extra Clipper card readers on platforms to relieve congestion for monthly passholders to tag off

Public Comment

Roland commented on Rail Sentry system and holiday dinner.

9. Safety Quarterly Update

Roderick Sims, Senior Rail Safety Officer, provided the presentation that included the following:

- Safety Chairman program and Safety Leader Program created; recognized eight employees as safety leaders; Caltrain awarded American Public Transportation Association (APTA) Commuter Rail Gold Safety Award
- Days without injury in operations, engineering, mechanical equipment, and other departments including dispatching; Highest percentage of reportable injuries were strains and sprains; continue to engage employees in the field
- Monetary threshold in damages for equipment incidents determined by Federal Rail Administration (FRA)
- Enhance safety at grade crossings improvements and implementation
- Transit police calls for safety: overall average response time was 21 minutes and 8 seconds, and the average response time for priority calls was 14 minutes and 2 seconds

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

- Clarification on passing check definition; requested to spell out acronyms
- Onboard safety reporting; trains departing stations early
- Monetary threshold for reporting; additional items requested for reporting, such as number of arrests made by Transit Police for station loitering
- Crossing optimization system not working properly
- Include enforcement in safety reports

Public Comment

Doug DeLong commented on calls for service, legend accuracy, and injury rate.

Jeff Carter commented on call response times, enhanced crossings enforcement, and trains departing early.

Roland commented on missing track geometry train, anti-trespass panels, and grade crossing enhancements.

10. Countywide Transportation Plan (CTP) Update

Patrick Gilster, Director, Planning and Fund Management, San Mateo County Transportation Authority (TA), provided the presentation that included the following:

- CTP Update key outcomes: anticipate changes; strategize funding, advance equity, measure progress
- 30,000 individual responses to surveys; meetings with advocacy groups, business groups and community-based organizations
- Trips between counties: 62 percent traveling for work; 9 percent for social events; 8 percent for entertainment
- Addressing US 101 congestion
- Highest concern on coastside: weekend congestion and emergency access
- Five busiest stations in San Mateo County: Redwood City, Millbrae, Hillsdale, Daly City, and Colma
- SamTrans provides highest ridership service in county; about 18,000 bus stops across county; 10 million boardings
- Partner with City/County Association of Governments of San Mateo County (C/CAG) for complete sidewalk inventory; planned photo analysis of county with artificial intelligence (AI) company in spring to get layer for county
- Planning shuttle updates for shuttle program; Bay Wheels expansion for bike share

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

- Data difference between riders who can and do work from home
- Better connectivity to parks and open space reserves and libraries

- Statistics on walking verses biking to stations
- More last-mile connections needed; data on route performance
- Survey responses on average distance travelled or drives per day, per trip basis, and travel patterns
- Clarification on bus and shuttle ridership
- Brisbane station elevator issues

Public Comment

Jeff Carter commented on Bayshore station elevator and overpass, connections, and last triennial survey completed in 2022.

Roland commented on battery electric multiple unit (BEMU) and Brisbane (Bayshore) station.

Christina F commented on shuttle service frequency and Clipper 2.

11. Staff Report

11.a. Customer Experience Task Force Update

11.b. JPB CAC Work Plan Update

Theodore Burgwyn, Acting Chief Operations Officer, provided the presentation that included the following:

- October on time performance (OTP) comparisons
- Fare enforcement: total checks increased 16.1 percent compared to last year
- Unanticipated crew shortage led to cancellation of seven trains on Halloween; TransitAmerica Services, Inc. (TASI) took steps to mitigate and instituted new policies to prevent happening again
- Weekend ridership remains 45 percent higher than pre-pandemic levels; overall pandemic recovery rate was 62 percent in October, down slightly from 66 percent in September
- Next schedule change will occur in January 2026; restore electric service to and from Tamien station
- ParkMobile transition for digital parking payments
- Clipper Next Generation roll out confirmed December 10; communication plan underdevelopment
- New Clipper monthly pass will require tag on/off; Zone upgrade will occur on Clipper

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

- Monthly passes after Clipper 2 roll out
- Super Bowl planning and communication
- Fleet issues, bathroom complaints, automatic passenger counters (APC), and loud noise braking systems

- Bayshore station elevator, Mini-High Platform Project, quiet car pilot, and trains departing early
- Triennial survey starting soon
- Status of train 6 collision damage; train cancellation and contingency plans; communication to riders
- Flat spot issues; predictive arrival departure system (PADS)
- Clipper card balance no longer available after tagging Clipper reader
- Train restroom issues

Public Comment

Jeff Carter commented on maintenance equipment, damaged train, and trains departing early.

Doug DeLong commented about October ridership and ridership growth levels.

Roland commented on status of restoring Tamien station service, Stadler maintenance, APC and onboard bicycle counters, and quiet car.

Christina F commented on shuttle for Bayshore service and ridership.

Member Thurber left at 8:26 pm

12. Committee Member Requests

- Clarification on the shrunk-wrapped diesel locomotive at 4th and King station
- Revisit meeting start time

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

14. Adjourn – The meeting adjourned at 8:33 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) –

- **November:** The November 2025 OTP was 94% compared to 88% for November 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 4th (Mission Bay Dr., SF @ 6:59 pm), caused 1 train delayed. The vehicle on the 8th (Charleston Rd., Palo Alto @ 11:45 pm), caused 3 trains delayed. The vehicle on the 18th (Oak Grove Ave., Burlingame @ 3:55 am), caused 0 trains delayed.
 - **Mechanical Delays** – In November 2025 there were 0 minutes of delay due to mechanical issues and 520 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two trespasser strikes in November, one resulting in a fatality. The strike on the 5th (Alma Ave., Palo Alto @ 3:26 pm), caused 40 trains delayed, 1 train terminated and 1 train annulled (fatality). The strike on the 27th (South San Jose @ 7:28 pm), Amtrak train 14 struck a trespasser, caused 0 Caltrain delays.
- **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.
 - **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.

Caltrain to be Paid for Clean Power Returned to the Grid

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). Caltrain runs on 100% renewable energy supplied by PCE and SJCE, mostly solar and wind. Currently, Caltrain returns approximately 23% of the power it uses back to the power grid, providing power to residents and businesses along its corridor.

SJCE and PCE will now both allow Caltrain to qualify for a Net Billing Rate starting in April 2026, which will enable Caltrain to receive approximately \$1 million annually in compensation for the clean power it sends back to the grid.

Assemblymember Diane Papan authored AB 1372 to include the regenerative braking from electric trains as a renewable electrical generation facility, which would require power providers to compensate railroads that return power to the grid. Now that Caltrain's clean energy suppliers approved net billing, the passage of this bill would likely result in Caltrain receiving an additional 20% in compensation from its energy distributor PG&E.

Originally estimated to cost approximately \$19.5 million annually, Caltrain's electricity use since the launch of electric service averages 207 MWh on weekdays and 175 MWh on weekends, revising cost estimates to \$15.3 million. PCE and SJCE 100% renewable energy products also allow Caltrain to generate revenues from the California Low Carbon Fuel standards program, further lowering Caltrain's electric fuel costs.

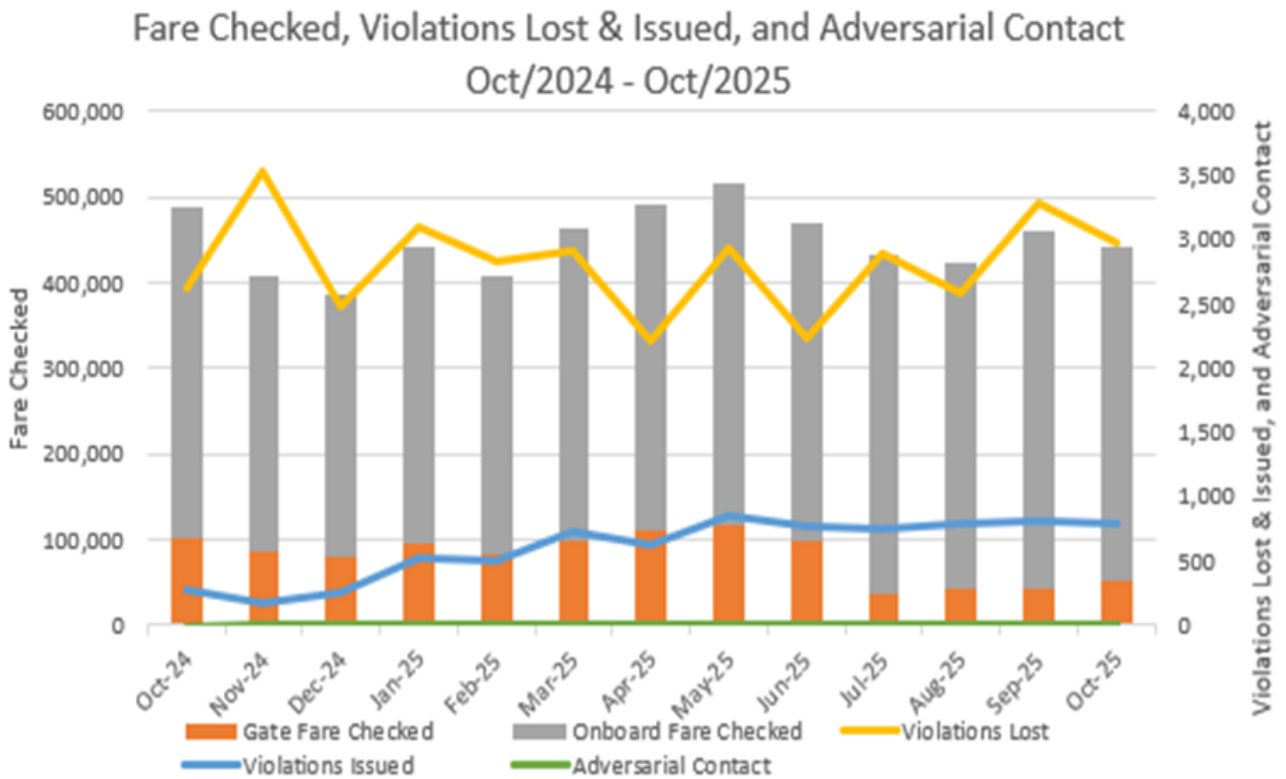
Survey Says: Riders Love Caltrain

Caltrain released the results of its 2025 Customer Satisfaction Survey at its Technology, Operations, Planning, and Safety (TOPS) Committee meeting, with the rail agency receiving a record high satisfaction rating of 4.41 out of 5, up from 4.02 in 2024. This is the first such survey designed to capture riders' opinions about the new and improved electric service, and it contains the best ratings in the 27-year history of the survey.

On-time train performance was a high point, with another score of 4.41, while improvements on board scored 4.42 and station improvements received 4.30. Ninety-three percent of riders said they were satisfied with their overall experience, up from 78% in 2024. Fifty-two percent of riders say they are riding more often due to the benefits of electrified service. The key benefits that riders were most likely to cite were shorter travel times (55%), increased frequency (52%), cleanliness (43%), comfort (42%) and onboard Wi-Fi (37%).

Fare Enforcement Report – December 2025

In October 2025, Caltrain conductors performed a total of 393,289 fare inspections at the terminal and onboard the trains. During this period, 2,982 violations were lost because the rider didn't provide identification and 783 violations were issued. Ten incidents were reported as adversarial contact.



Special Services Ridership Report (November)

San Francisco Station

- Total event-day ridership at San Francisco Station in November was 6,668, a 104.6% increase compared to 2024 (3,259), and a 5.4% decrease from 2019 (7,051).
 - In November 2025 there were 6 events (6 Warriors regular season games), compared to 5 in 2024, and 7 in 2019.

Palo Alto Station

- Total event-day ridership at Palo Alto Station in November was 2,820.
 - In November 2025 there were 2 events counted (3 Stanford Football games). There were no events counted in 2024 and 2019.
 - There was 1 Stanford Football game in 2024 and 1 in 2019, counted at Stanford Station.

Stanford Station

- Total event-day ridership at Stanford Station in November was 1,304, a 415.4% increase compared to 2024 (253), and a 35.5% decrease from 2019 (2,021).
 - In November 2025 there was 1 event counted (1 Stanford Football game), compared to 1 in 2024, and 1 in 2019.

Mountain View Station

- Total event-day ridership at Mountain View Station in November was 3,915, a 2.6% increase compared to 2024 (3,514), and a 38.8% decrease from 2019 (6,398).
 - In November 2025 there were 2 events counted (2 49ers regular season games), compared to 2 in 2024, and 3 in 2019.

Santa Clara Station

- Total event-day ridership at Santa Clara Station in November was 1,149.
 - In November 2025 there was 1 event counted (NWSL Championship game). There were no events counted in 2024 and 2019.

San Jose Diridon Station

- Total event-day ridership at San Jose Diridon Station in November was 4,518, a 130.5% increase compared to 2024 (1,960), and a 22.8% increase from 2019 (3,678).
 - In November 2025 there were 9 events counted (8 Sharks regular season games, and the NWSL Fan Fest), compared to 7 in 2024, and 11 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.

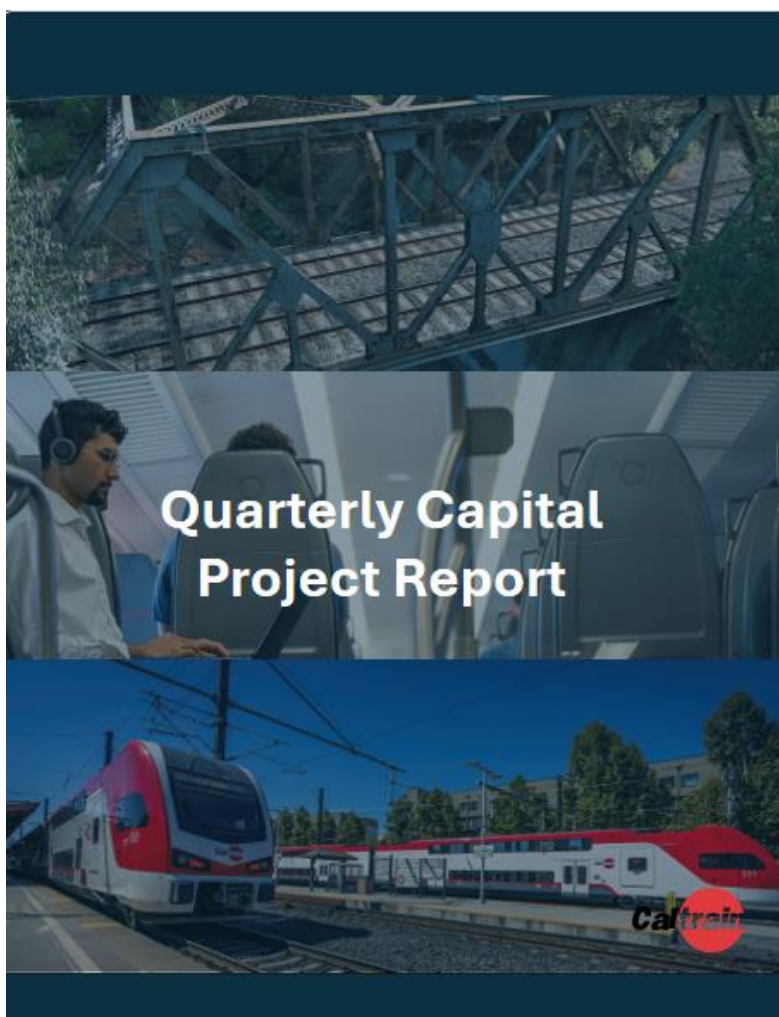
Service changes effective Sept 21, 2025, included increase in weekend trains from one to two trains per hour.



Capital Projects Update

As of December 2025, Capital Projects notes will be a separate item posted online. Please refer to the most recent Quarterly Capital Projects Report for July 2025-September 2025 using the hyperlink provided below.

Link: <https://www.caltrain.com/about-caltrain/statistics-reports/quarterly-capital-program-status-report>





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 - Nov 2025

Monthly Performance

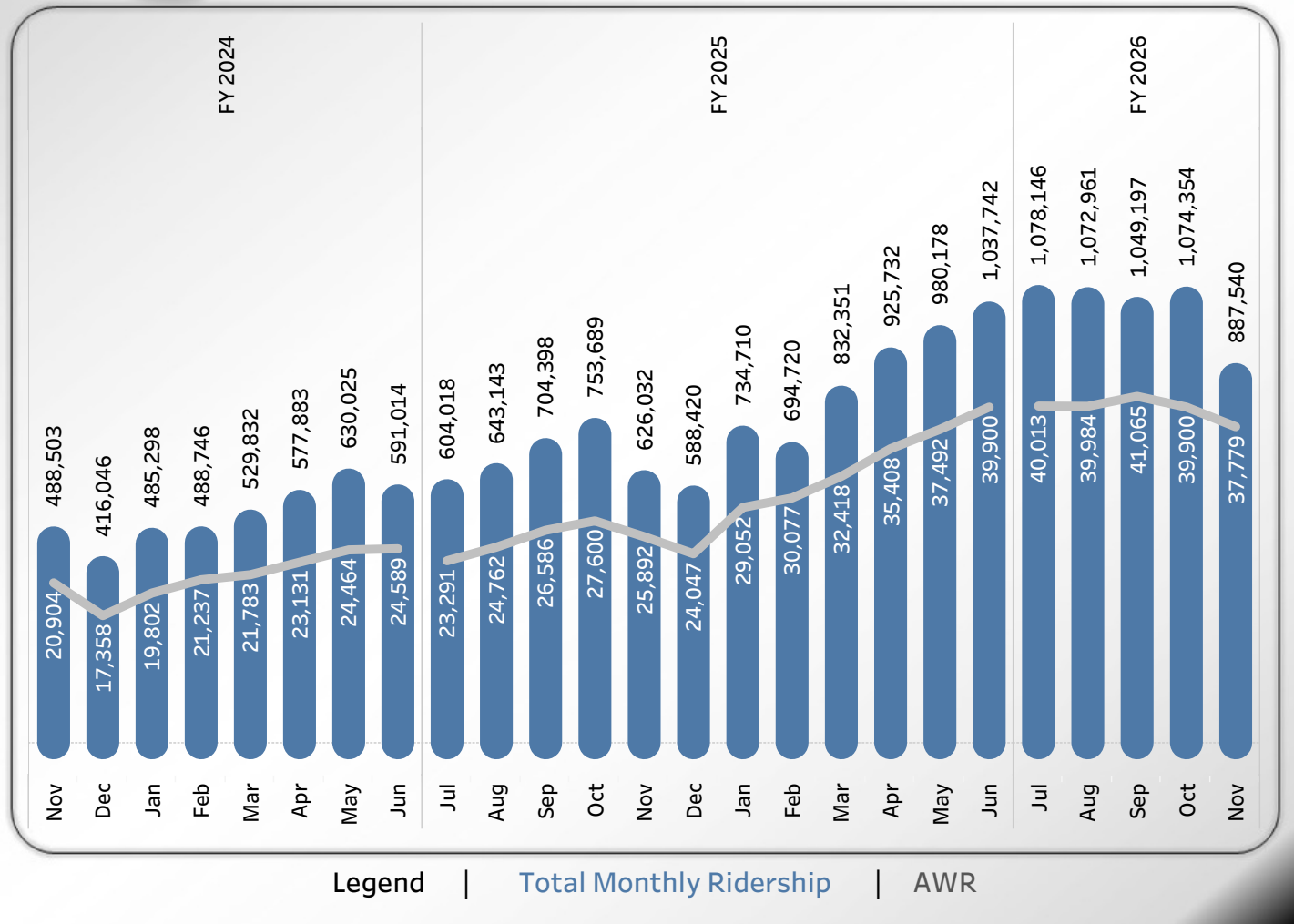
	Current Year Nov 2025	Pre-Pandemic Nov 2019	Nov 2025 % of Pre-Pandemic	Last Year Nov 2024	Nov 2024 to Nov 2025 % Change
Total Monthly Ridership	887,540	1,472,693	60.3%	626,032	+ 41.8%
Average Weekday Ridership	37,779	69,607	54.3%	25,892	+ 45.9%
Average Saturday Ridership	21,485	15,703	136.8%	14,014	+ 53.3%
Average Sunday Ridership	15,143	11,188	135.3%	10,938	+ 38.4%

Fiscal YTD Performance

	Current Year Nov 2025	Pre-Pandemic Nov 2019	Nov 2025 % of Pre-Pandemic	Last Year Nov 2024	Nov 2024 to Nov 2025 % Change
Total Monthly Ridership	5,162,198	8,159,969	63.3%	3,331,280	+ 55.0%
Average Weekday Ridership	39,810	70,884	56.2%	25,619	+ 55.4%
Average Saturday Ridership	23,842	16,071	148.4%	14,286	+ 66.9%
Average Sunday Ridership	18,190	11,530	157.8%	12,614	+ 44.2%

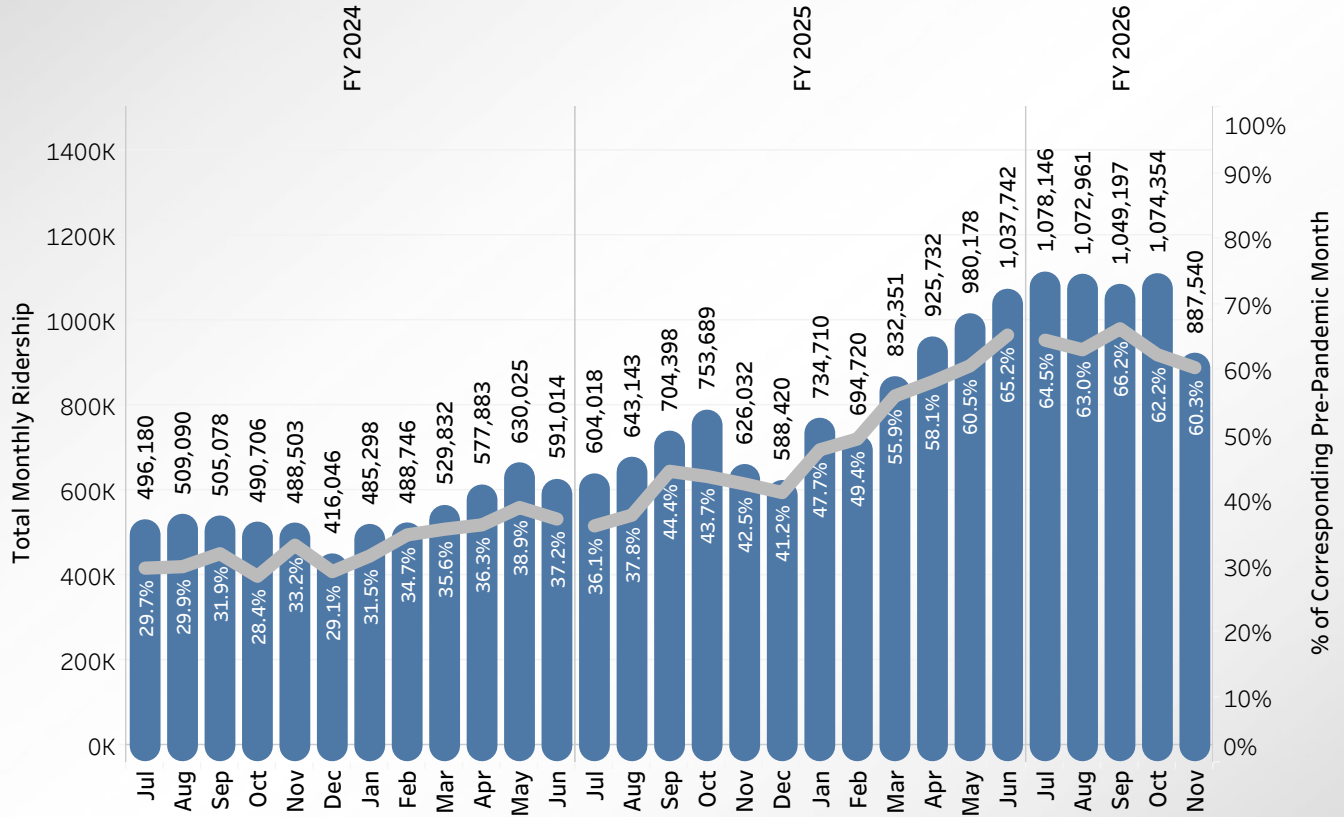


Monthly Ridership and Average Weekday Ridership - Nov 2025





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

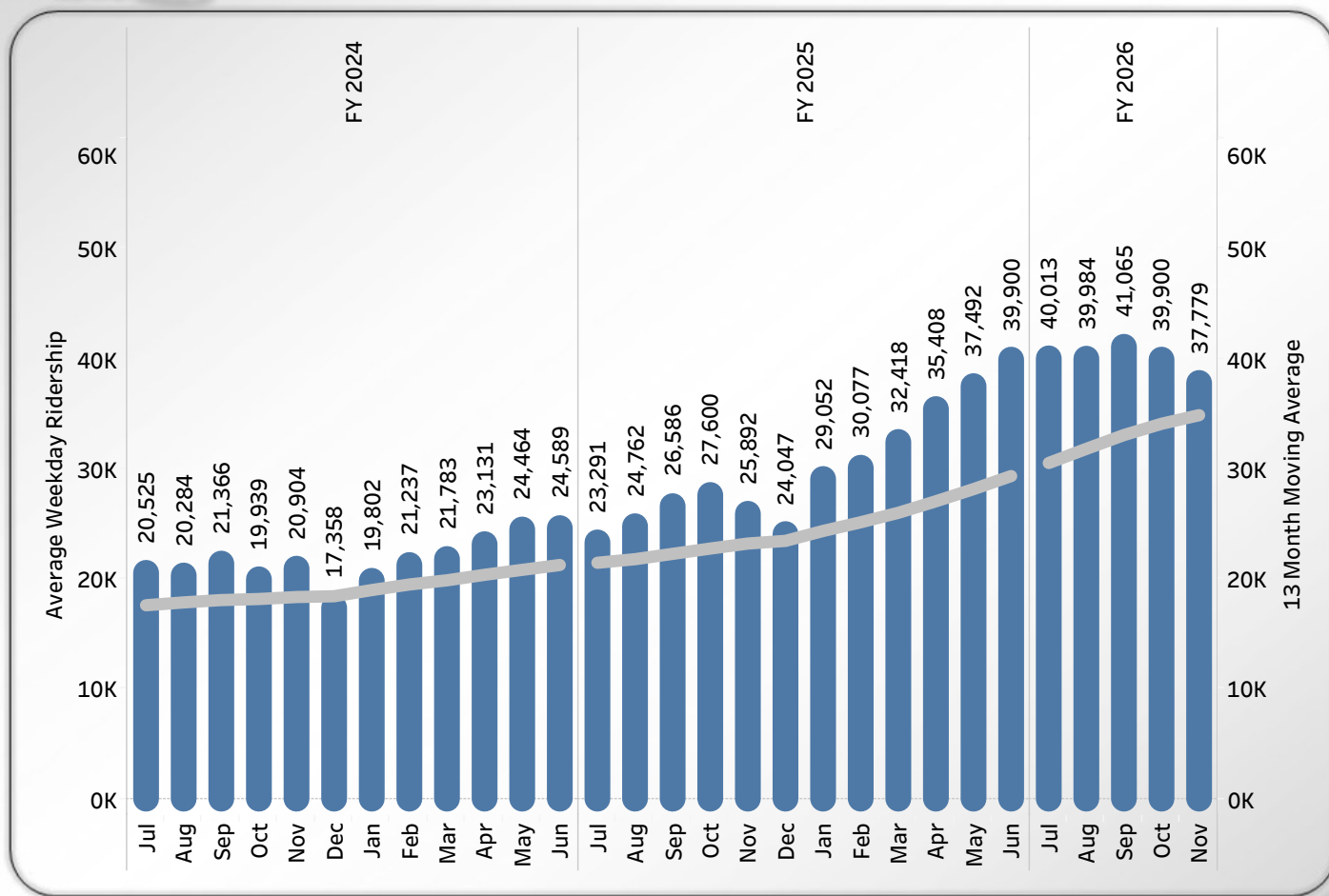


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



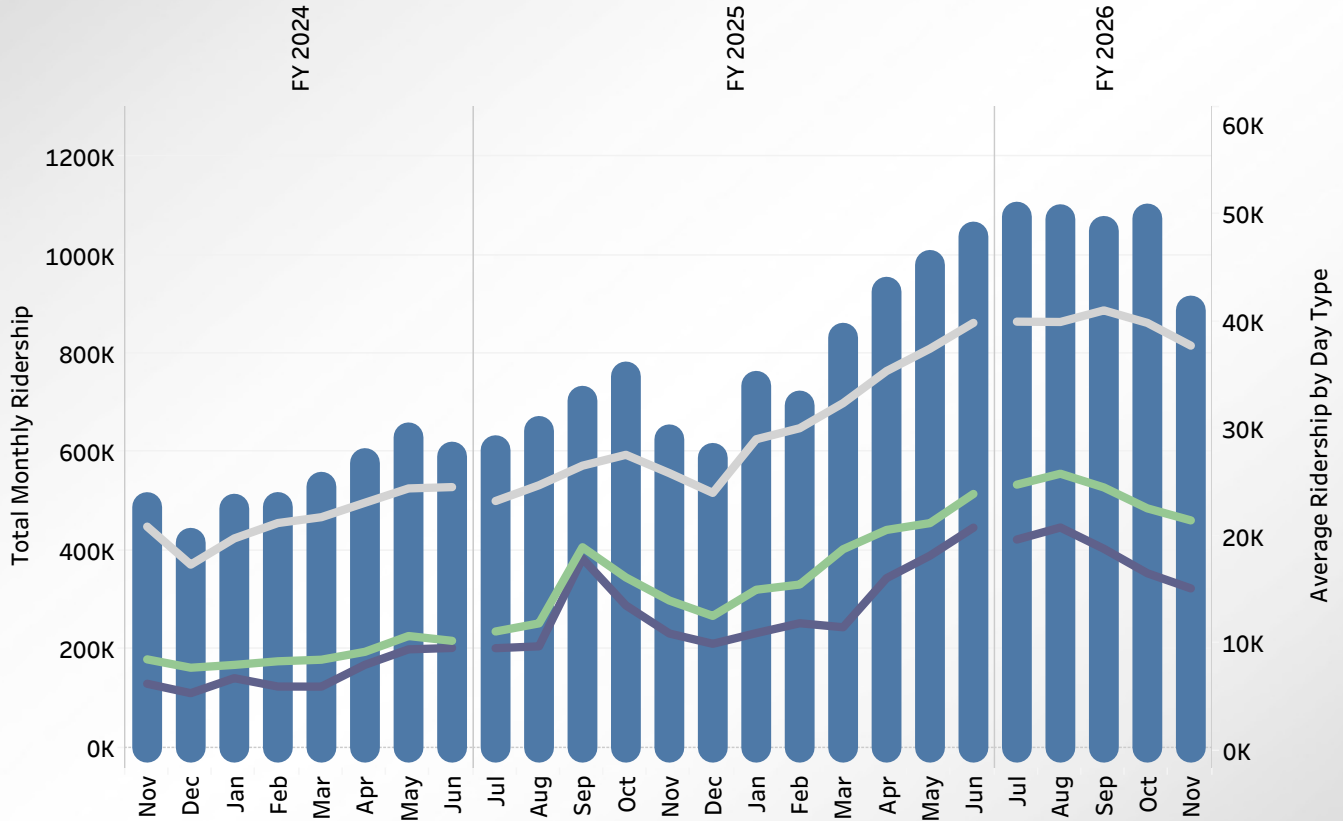
Average Weekday Ridership & 13 Month Average - Nov 2025



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Nov 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.

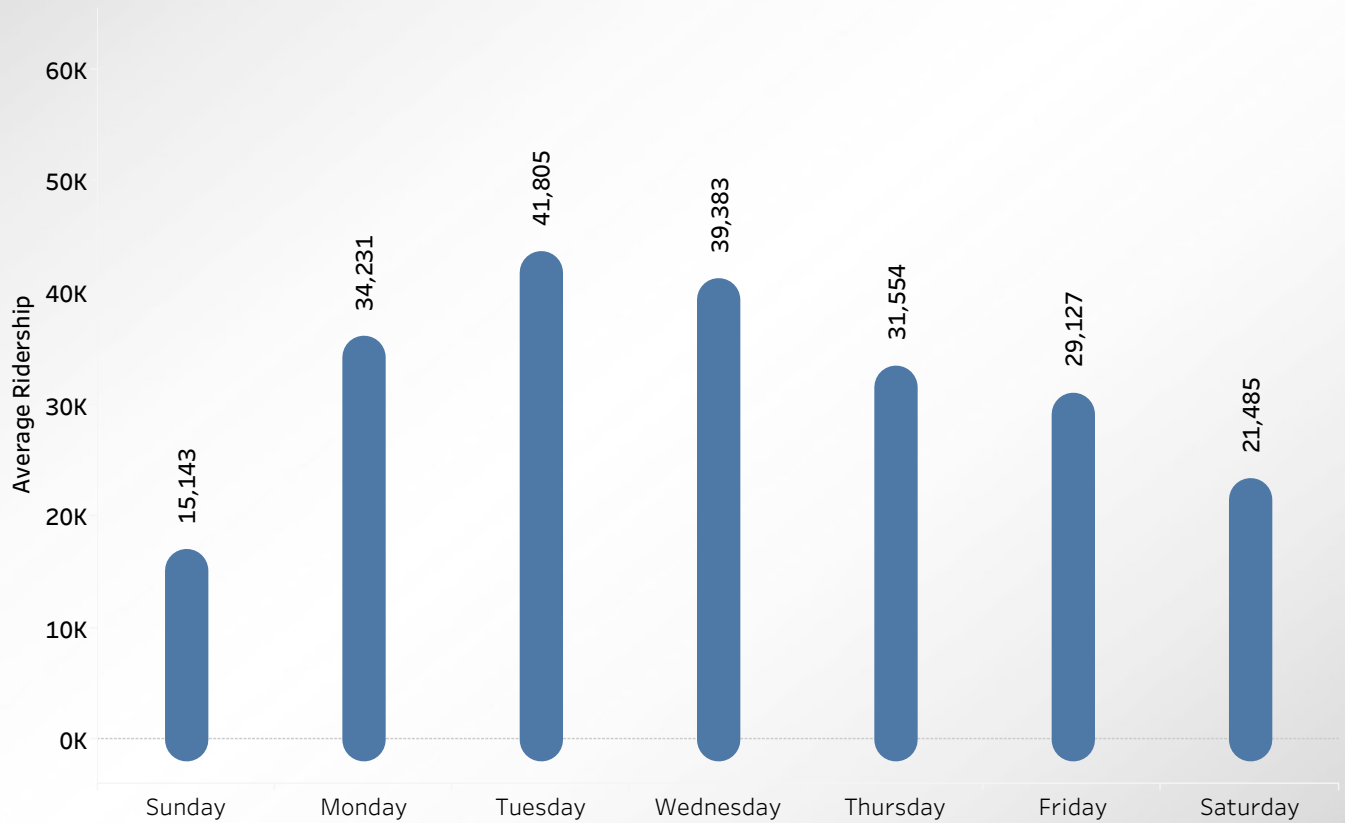
Legend | Total Monthly Ridership | Weekday Saturday Sunday



Average Ridership by Day of Week* - Nov 2025

Select Month

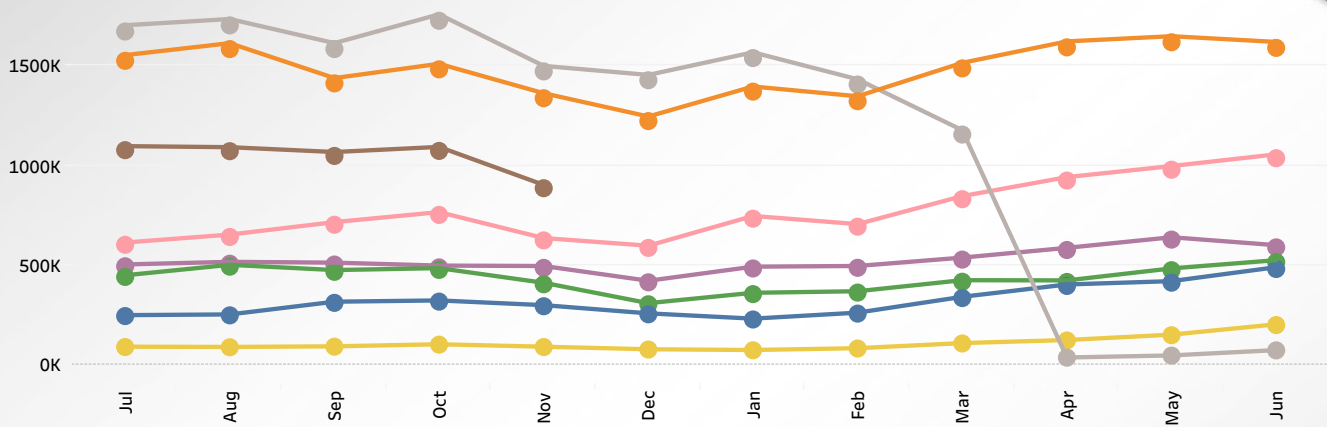
November 2025



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Nov 2025

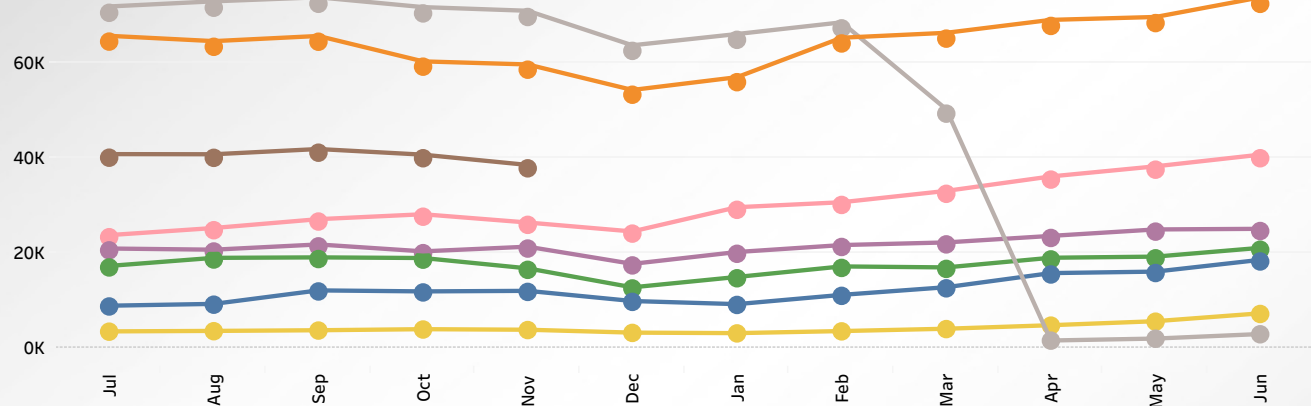


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,078,146
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,961
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	1,049,197
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	753,689	1,074,354
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,503	626,032	887,540
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 - Nov 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	37,779
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

November 2025

Total Monthly Trips*

November, 2025: 887,540

TIP:

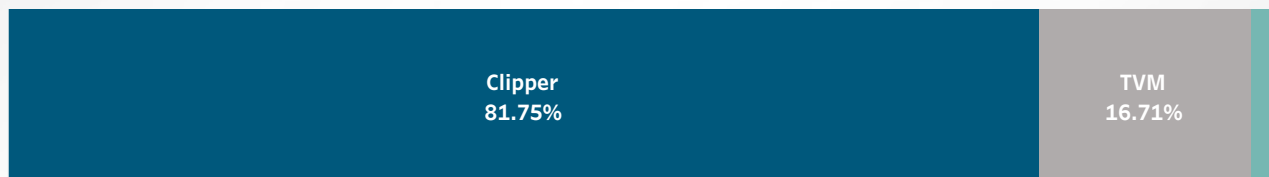
Click an item below to filter the dashboard.

Press "esc" to clear filter.

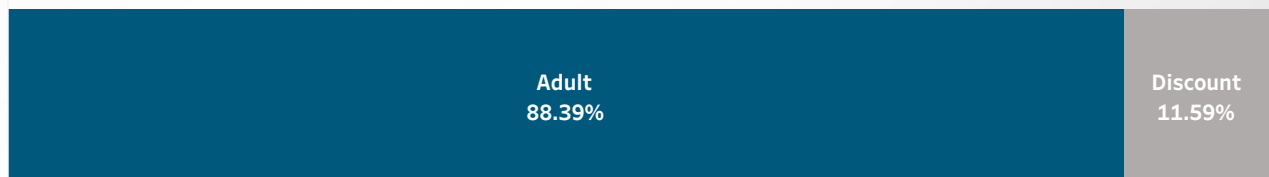
Pass Type



Fare Media Channel



Fare Type

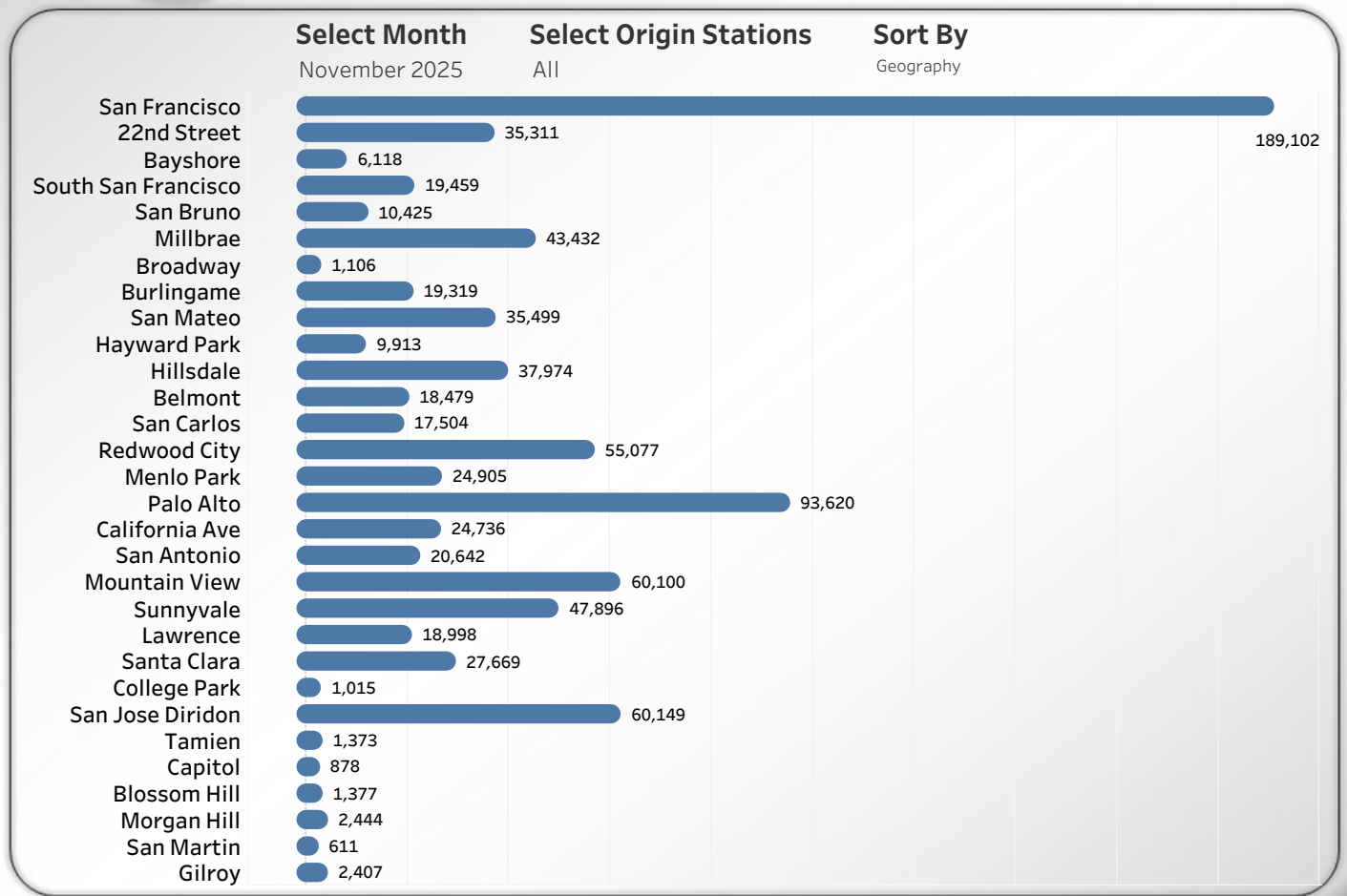


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



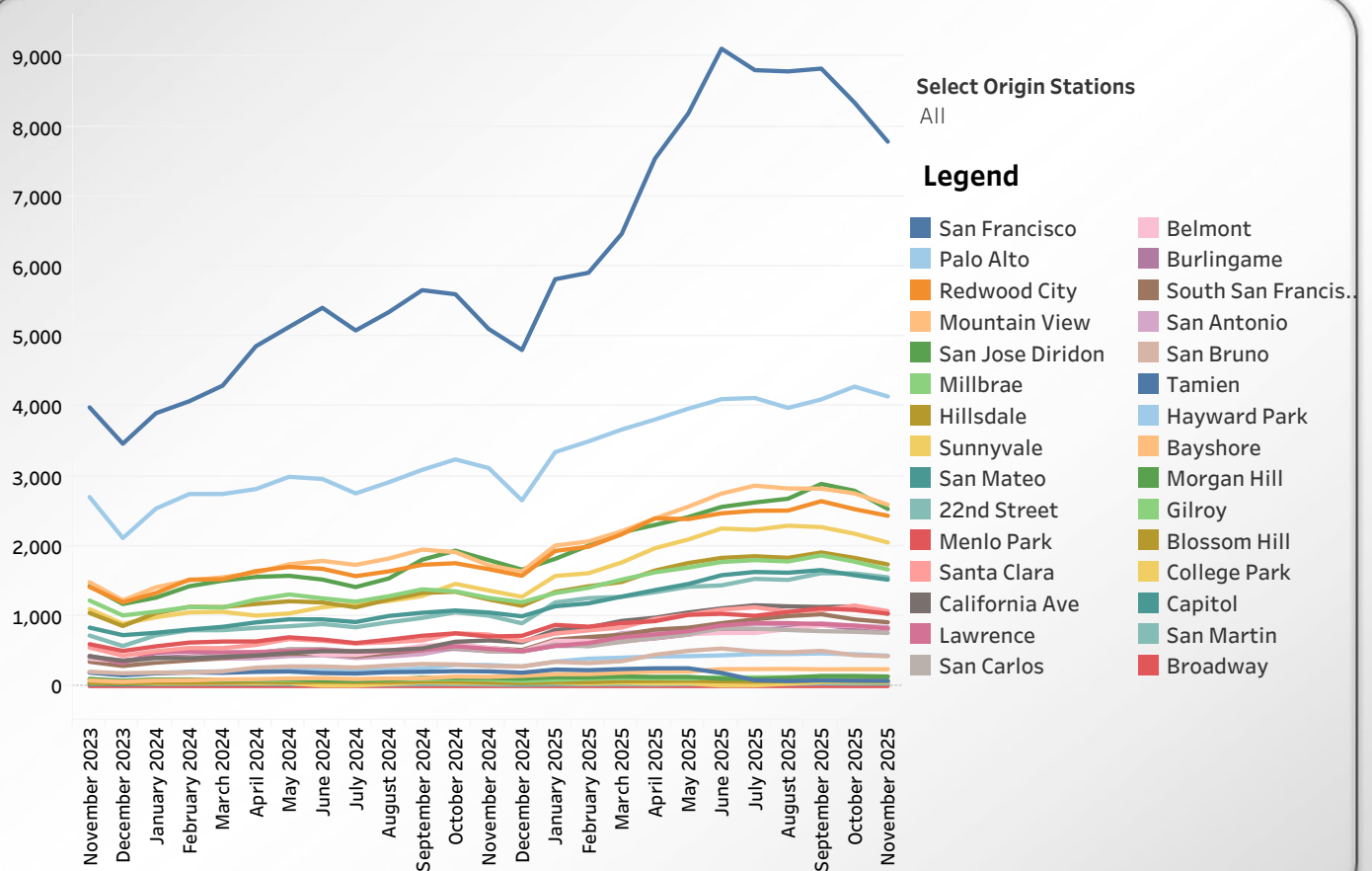
Caltrain Total Monthly Ridership by Origin Station



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



Caltrain Average Weekday Ridership by Origin Station



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

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

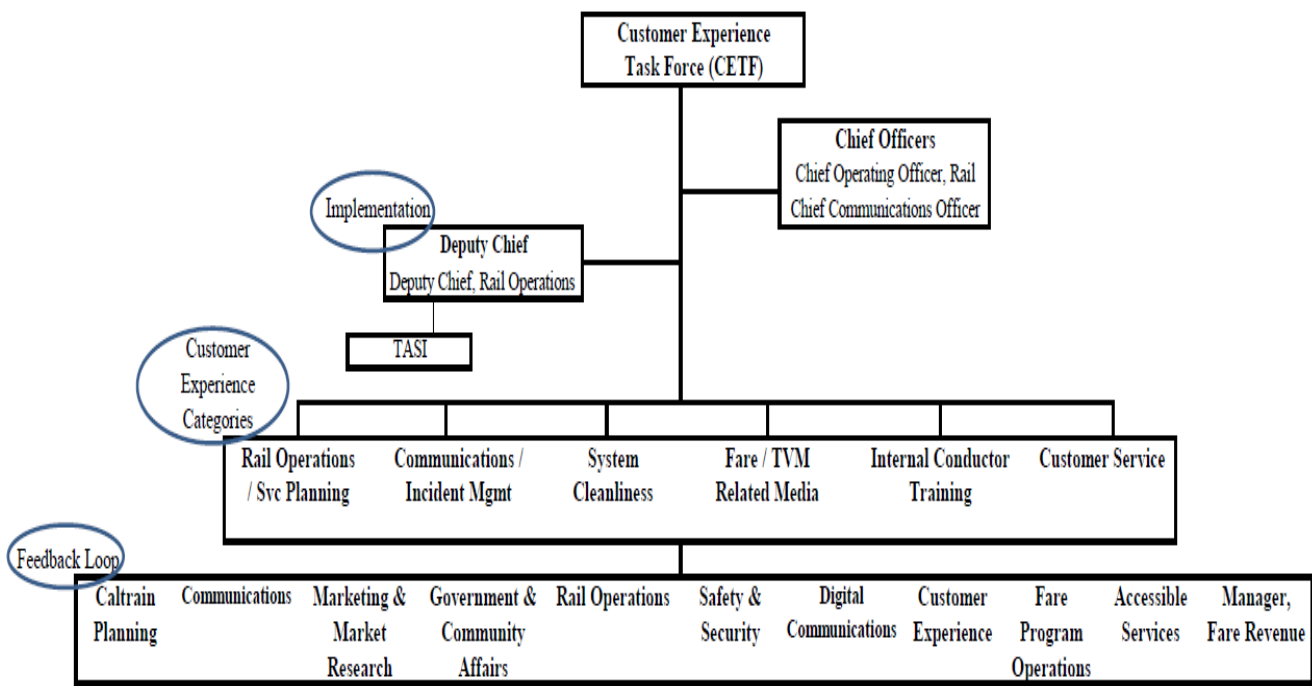
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Ted Burgwyn
Acting Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

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



Service Operations

The taskforce is spearheading efforts:

- Continue implementation efforts for the January 31, 2026 Caltrain Service Change
 - Weekday and Weekend Electric train service to/from Tamien Station will resume
 - Free VTA replacement bus service between Tamien and San Jose Diridon stations will end on January 30, 2026.
 - College Park Station will no longer be served by Train 141 at 3:01 p.m. It will be served by Train 143 at 3:31 p.m.
 - Train 104 will depart San Jose Diridon at 7:03 a.m. and Train 108 will depart at 8:23 a.m. reflecting schedule adjustments due to the return of Tamien electric train service.
- Begin implementation efforts for the Modified Schedule for President's Day (February 16, 2026) with resumed electric train service to/from Tamien.
- Provide service and operations support for the 2025 Holiday Train.

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

- ParkMobile:
 - [Caltrain Parking Webpage](#) and temporary lot signage updated to inform passengers of the transition to ParkMobile. Permanent signage is scheduled for delivery, and internal coordination continues for installation.
- Clipper Next Gen:

- Rollout is confirmed for December 10, with ongoing assessment and refinement of communications planning. MTC has released the "Insider's Guide" pdf for agencies in an effort for alignment.
- Outreach:
 - Ambassador planning continues for the Hometown Holidays Parade and the first EMU Holiday Train, with Super Bowl LX preparations underway.
- Caltrain Schedule Change and Clipper Next Gen:
 - Developing rider awareness materials for the upcoming January 31, 2026, schedule change, as well as the elimination of the 55-cent discount on Clipper fares.
- Caltrain Service Alerts:
 - Increase in bike car capacity alerts (10 in October and 10 in November). Subscribers increased to 15.5K, with 13.4K receiving SMS alerts and 2.7K receiving email alerts.

Caltrain Strategic Communications (Social and Media Relations)

- The month of November included several accomplishments, such as messaging that riders are currently 93% satisfied with our service and the partnership with ParkMobile that allows riders to pay for station parking.
- Staff also pushed out a mix of rotational messaging, including, bike etiquette and features for bike users; supporting marketing in their effort to promote more events in San Jose, attracting the Spanish audience; biweekly South Bay highlights reminding passengers of our Gilroy service, updates on Next Generation Clipper transition, and the Dollar Youth Fare. The team also supported messaging regarding the announcement of the new Holiday Train Experience.
- Messaging Highlights:
 - Park Mobile Implementation
 - New Holiday Sweater Drop
 - Caltrain Riders pleased with Caltrain service at a 93%
 - Speaker Pelosi announces retirement
 - Bike Etiquette
 - Gilroy Service
 - Dollar Youth Fare
 - National Transit Career Day
 - Next Generation Clipper
 - Holiday Train
 - Cal-Stanford Game

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 San Bruno and Lawrence stations.
 - Other stations that have received e-locker installations in 2025 include Burlingame, Bayshore, 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. Custom security panels will be installed at both locations between mid-December 2025 and early January 2026. As part of this work, Ticket Vending Machines (TVMs) at Redwood City will be relocated. Other bike room components have been ordered and will be delivered in early 2026.
- Mini-High Platform Project
 - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, we obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.
 - The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Passengers needing mobility assistance use manual wayside lifts at stations where mini-highs are not installed. Wayside lifts 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 mid-2026. The feasibility of installation at the stations south of Tamien is still being evaluated.

System Cleanliness

The taskforce is spearheading efforts to:

- Analyzed results from Customer Satisfaction Survey and implemented process improvements to enhance the onboard customer experience.
- Implemented a deep clean process on EMU's, focusing on high traffic areas.
- Staff continue to monitor service levels to address concerns.

Station Improvements

The taskforce is leading initiatives to enhance the station experience, focusing on the following key areas:

- Inspection, Maintenance and Repair
 - Completed corridor-wide inspections, including wheelchair lift, pump house, and general station inspections.
 - Adjusted tunnel mirrors at Santa Clara and assisted elevator work at San Bruno; repaired power to the elevator pit at Tamien.
 - Installed, repaired, and replaced station signage; relocated the MTC monitor at San Jose Diridon.
 - Performed lighting repairs at San Francisco and San Bruno, cleaned tracks at San Francisco, performed graffiti abatement at various stations, and polished handrails at five locations.
 - Supported ParkMobile implementation with A-frames, stickers, and magnets.
 - Repaired station assets, including a schedule case at Belmont, and a pedestrian gate handrail at Broadway in Redwood City.
 - Supported bike locker cleanouts at various stations.
- Vandalism Repairs
 - Repaired a vandalized sign at San Bruno, damaged glass panel and electrical panel at San Jose Diridon, and vandalized handrails at Hillsdale.

JPB CAC Work Plan

January 21, 2026

- Corridor Crossing Strategy Program Update
- Ridership Growth Strategy

February 18, 2026

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March 18, 2026

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April 15, 2026

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May 20, 2026

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June 17, 2026

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July 15, 2026

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August 19, 2026

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September 16, 2026

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October 21, 2026

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November 18, 2026

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December 16, 2026

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