

Report of the Executive Director

**JPB Board Meeting
January 8, 2026**



Safety

Engagement & Partnerships

- Winter Freeze safety campaign launched with “Press Pause” initiative to reinforce track protection checks and crew communication.
- Reinforcing safe workplace practices for office staff, including slip/trip prevention, hazard reporting, and maintaining clear work areas.
- Coordinating with partners on tabletop exercises and major events, including the Super Bowl and FIFA.

December: Transit PD High Visibility Patrols

- Transit PD conducted 32 hours of high visibility patrols on the Caltrain system
- Continued increased patrols at key grade crossings
- Established Copper Theft Mitigation Task Force

Reportable Injury Trends



Caltrain 2025 Year in Review

- Year in Review Video: youtu.be/D5leQ1Q2IDU
- Details and Story Links: caltrain.com/about-caltrain/2025-year-review-caltrain

Top Accomplishments



First Year of Electrified Service a Stunning Success

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

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Caltrain Named Fastest Growing Transit Agency in US

Caltrain's 57% increase in ridership is the highest in the country, according to the American Public Transportation Association. The increased ridership and satisfaction levels follow the launch of its new high-performance electric trains in September 2024.

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Record High Ratings Among Caltrain Riders

In the first survey designed to capture riders' opinions about electric service, Caltrain received the best ratings in the 27-year history of the survey. On-time train performance scored 4.41, while improvements on board scored 4.42 and station improvements received 4.30.

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Caltrain Received Highest Safety Award

Caltrain received the 2025 Commuter Rail Safety Gold Award from the American Public Transportation Association in recognition of the many efforts the agency has undertaken to make the railroad safer.

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Additional Key Achievements



Voters to Decide on Fate of Bay Area Public Transit

The California Legislature and Governor Newsom authorized 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.

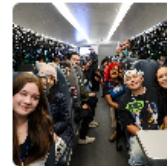
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Caltrain Earns \$1M+ Returning Power to the Grid

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 and San Jose Clean Energy, and legislation by Assemblymember Diane Papan.

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Themed Trains Start the Party On Board

This year, Caltrain ran multiple themed trains for concerts like Kendrick Lamar/SZA, and for sporting events with the Valkyries, the Sharks and Bay FC, reminding our riders that the party starts on Caltrain. We provide safe, efficient, and fun ways to attend your favorite special events without parking and driving hassles!

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New AI-Technology Makes Caltrain Crossings Safer

Caltrain continued installing AI-based technology at its crossings as part of its ongoing commitment to safety improvements. This new technology uses a combination of LiDAR and cameras to observe an area and alert railroad operations groups of potential dangers.

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State Loan – Updated as of 1/5/26

- Per SB105, Caltrain (+ MUNI, BART, AC Transit) eligible for loan from CA Dept of Finance (DOF)
- Caltrain requested up to \$60M (close FY27 deficit and bridge gap until new \$ source)
- DOF sent proposal Dec 4 – MTC administer a loan program using non-general fund committed state transit funds.
- MTC sent counter proposal – agrees on non-general fund sources but state administer the loan program.
- Expect general language to be in Gov's budget on Jan 10
- Caltrain (and other operators) would like resolution ASAP

SB63 Efficiency Review Update

- MTC selected Nelson Nygaard (NN) as the consultant
- Caltrain first meeting with NN mid-Jan. Submitted preliminary information related to efforts to grow ridership, cut costs, and increase non-fare revenue since 2020
- Jeff Gee to represent Caltrain on the Efficiency Oversight Committee

Timeline Reminder:

- Apr 1, 2026 – Phase 1 analysis completed and transmitted to Efficiency Oversight Committee for revision and adoption.
- July 1, 2026 - Operators commit to early action strategies to improve service efficiency, grow ridership or enhance customer experience using existing resources.

Special Events

December

- Holiday Train – successful launch first onboard experience. Lessons learned for next year.
- Warriors +50% ridership vs 2024
 - Same number of events in San Francisco
- Sharks +83% ridership vs 2024
 - Same number of events in San Jose
- New Year's Eve Fireworks -57%, likely due to rain

January

- Potential 49ers playoff game (s)
- Warriors and Sharks regular season games
- MLK Celebration Train – 1/19



MLK Celebration Train (Jan 19)

- Annual collaboration with Northern California MLK Community Foundation, tradition started in 1985
- San Jose to San Francisco special train pays tribute to the 54-mile 1965 Selma-to-Montgomery march
- In 2024, nearly 1,000 attendees on the train with many more at the march
- More info [HERE](#)



Major Events 2026

Super Bowl Events – February @ Moscone Center & Levi's Stadium

- February 2: Opening Night in San Jose (3p)
- February 3-7: Super Bowl Experience at Moscone Center, San Francisco (3-10p)
- February 6-8: San Jose Concert Series (6p)
- February 8: Super Bowl LX at Levi's Stadium, Santa Clara (3:30p)

FIFA World Cup Events – June/July @ Mission Rock & Levi's Stadium

- June 12-14th: FIFA FanFest at Mission Rock, San Francisco
- June 13 at 12p: Switzerland vs. Qatar
- June 15 at 9p: Austria vs. Jordan
- June 19 at 9p: Paraguay vs. Euro qualifier
- June 22 at 8p: Algeria vs. Jordan
- June 25 at 7p: Paraguay vs. Australia
- July 1: Round of 32

Guadalupe Bridge Replacement



Updates

- Completed first dry season (Oct 2025)
- Winter season construction in progress.
 - Concrete girder placed (Jan 2026)
 - Overhead Contact System re-energizing and restore mainline service to Tamien (Feb 2026)
 - End Bus Bridge service Jan 31, 2026
- Environmental: On-Site HMMP finalized (Jan 2026)
- Commitments: Caltrain has committed to all permitting agencies to complete bridge work by fall 2026 and on-site environmental mitigation by March 2027.
- Cost: Total project budget approved by JPB: \$171.5M

Clipper Next Generation Launch

- **Key Issues during Transition**

- Cubic server performance issues preventing fare enforcement contactless payments.
- Some GoPass and monthly pass products are inaccessible post-migration, causing customer complaints, incorrect charges and limiting fare enforcement.
- Weekend monthly pass rules and tap cancellation logic require correction to avoid incorrect charges.
- New fare inspection devices are slower than legacy devices, reducing enforcement effectiveness.



- **Mitigation**

- Staff is meeting with Cubic and MTC daily to press for resolution of the issues.
- Implementing interim operational guidance for fare enforcement staff.
- Implementing proactive refunds for customers who are incorrectly charged

Power Contingency Plans

- OCS stations considered critical assets by PG&E; one of last to lose power
- Traction Power Substations directly connected to PG&E's Transmission Substations (as opposed to the Distribution Substations that most non-critical assets are connected)
- Redundancy: Two Traction Power Substations (SSF and SJ). Caltrain can run service with one if needed.
- Have Standard Operating Procedures for Incidents and Major Failure Response Procedures, unannounced random power control supervisor drills conducted by JPB staff through the year to ensure readiness
- Dec 20th SF power outage example, Caltrain unaffected

Grade Crossing Incidents (Jan 3)

- Burlingame Broadway – Gate arm touched Overhead Contact System in heavy winds resulting in full closure of the crossing until repairs could be made, investigation and mitigation proposals underway
- San Mateo – Theft of Impendence Bonds resulted in fail safe mode for many connected crossings. Continue task force on theft mitigation activities.
- Debriefing and After Incident Action Log: Internal and External meetings to gather feedback and continue to improve processes.

Upcoming Service Changes

Jan 31, 2026: Minor service changes

- Hourly electric train service restored to/from Tamien Station weekdays & weekends
 - End temporary bus bridge between San Jose Diridon and Tamien stations
- Minor changes to College Park service

August 2026 Next Service Change – Timed with Regional Big Sync

- Limited weekend shutdowns Tamien Station may be needed Summer 2026 to support the Guadalupe Bridge Project construction

OTP and Ridership

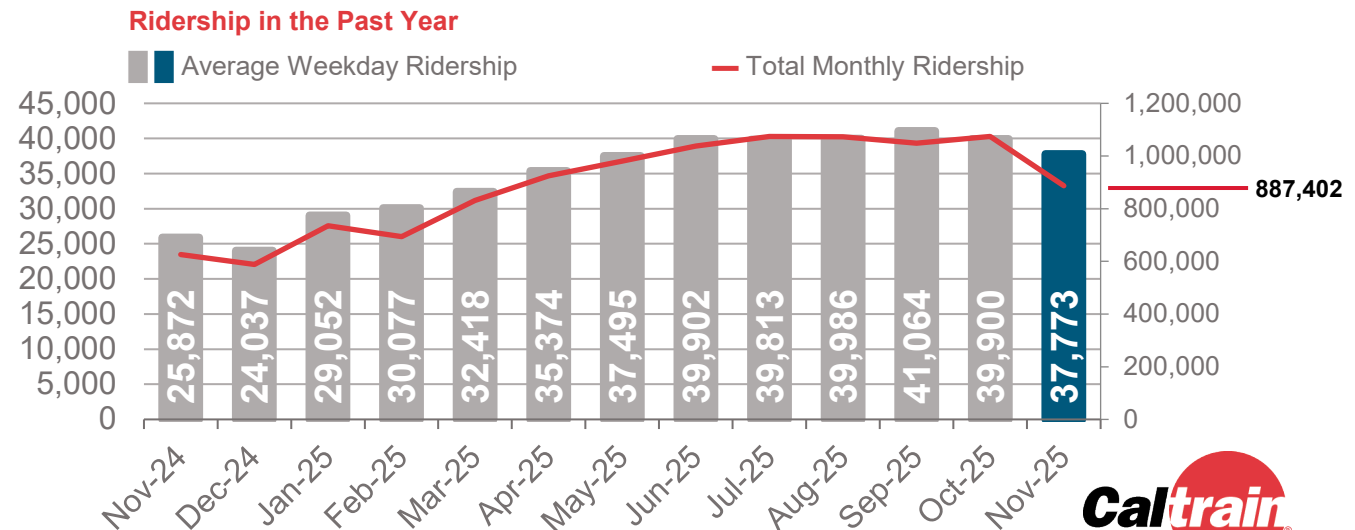
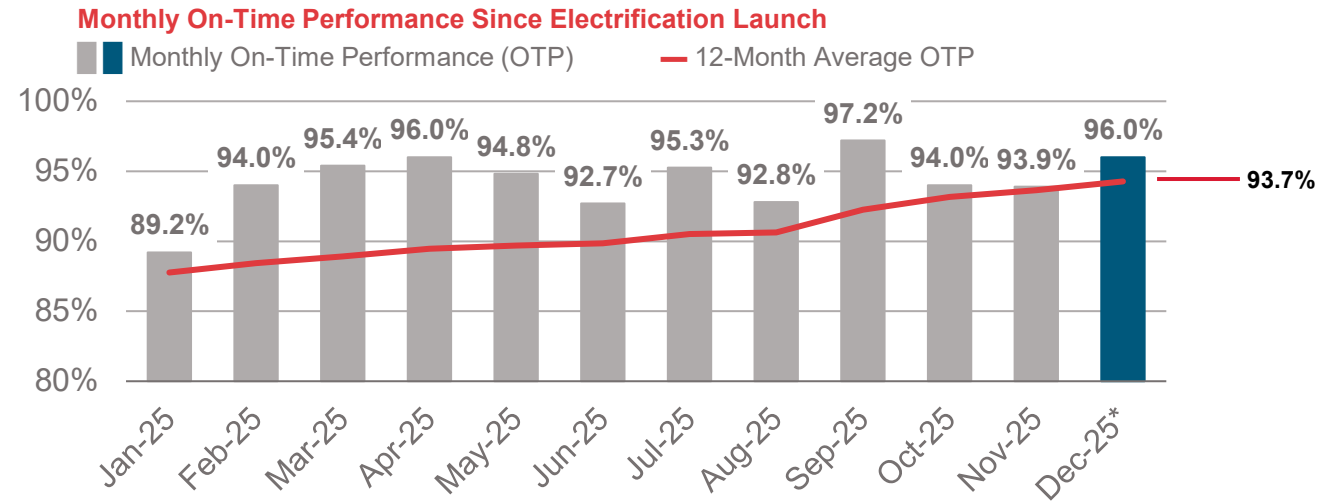
96.0% On Time Performance in December (*preliminary data as of 1/1)

Month of November

- Consistent Seasonality
- Monthly +41.8% vs November 2024
- Weekday +45.9% vs November 2024
- Weekend +46.8% vs November 2024

Compared to 2019

- 60.3% (54.3% weekday, 136.2% weekend)



EMU Update

- No cancellations or annulments in Dec due to mechanical issues
- Spare trainset availability consistently between 1-3 trains
- Root Cause Analysis reports for major failures in development
- Implemented several modifications including a new system to send instant alerts for any ethernet failures allowing for immediate intervention and reduced downtime of trains
- Continue troubleshooting Automatic Passenger Counters (APC), Passenger Information Screens (PIS), and other software system issues that don't always impact service but are customer-facing and needed for reporting
- Memo with full breakdown of issues will be sent to the Board shortly

FOR MORE INFORMATION

WWW.CALTRAIN.COM

