

# ***Caltrain Quiet Car Update***

**Citizens Advisory Committee  
February 18, 2026  
Agenda Item 8**



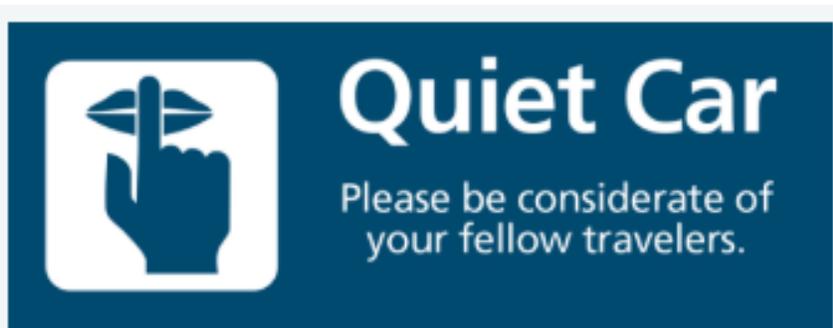
# Overview

- Objectives
- Industry Examples
- Features (subject to change)
- Proposed Rules & Guidelines
- Ongoing Processes & Next Steps

# Objectives

- **Safety – First and Always** as our primary core value
- **Customer Experience** – support Caltrain’s goal to maintain high customer satisfaction, comfort, and inclusivity
- **Flexibility** – Provide customers with options that best fit their riding preferences
- **Ridership Retention and Growth** – industry examples from other railroads show that quiet cars are popular with customers and improve customer satisfaction survey scores

# Industry Examples



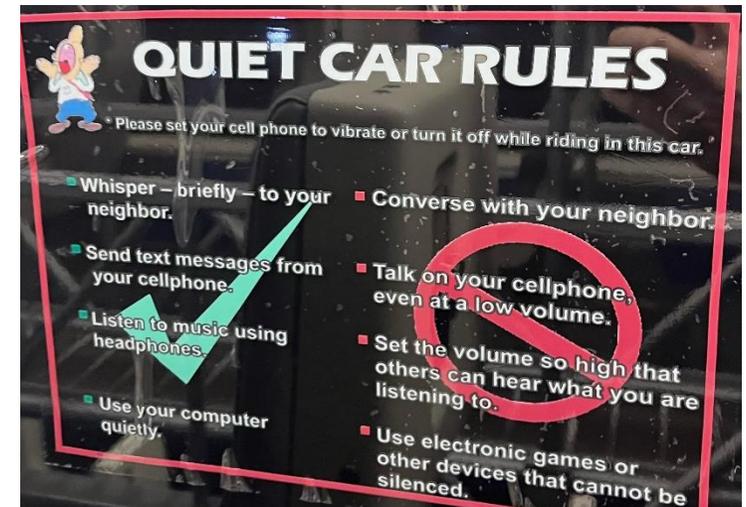
## Quiet Cars

To give passengers some peace and quiet during their commute, Metra has designated Quiet Cars on all morning inbound and evening outbound rush-hour trains. The cars are designed to give riders a space free of some common nuisances such as cellphone calls, loud headphones and loud conversations.

On all lines except the Metra Electric Line, the Quiet Cars are the second car from the locomotive and the second car from the other end of the



## Blog - The Quiet Car



# Features

- In effect at all times on all runs on all trainsets on the southernmost cab car
  - Exception: temporary suspensions before and after Giants games/major events due to large crowds
- Signage inside and outside the Quiet Car and on the Passenger Information Screens throughout the trainset
- Enforcement: peer-pressured honor system with conductors stepping in only for unruly behavior. Unruly passengers would be handled under standard procedures.
- Clear public messaging via Caltrain website landing page, social media, and/or other channels
- Website landing page will have additional information, including FAQs, car location information, and benefits

# Proposed Rules & Guidelines

## Quiet Car Etiquette

- **Limit Conversation:** Keep voices low and conversations brief.
- **No Phone Calls or Meetings:** Please move to another car if you must take a call.

## Standard Caltrain Etiquette

- **Headphones at Low Volume/Devices on Silent:** If using electronic devices, headphones should be used and kept at a low volume, so the sound isn't audible to others. Electronic devices should be silent.
- **Avoid Noisy Activities:** Avoid other noisy activities that may be distracting to other passengers
- **Respect Shared Space:** Passengers are encouraged to occupy only one seat and store belongings overhead or in luggage bins.

Note: For your safety, announcements and door indicator tones will continue to be played in the Quiet Car. During very crowded periods, crew may suspend the Quiet Car temporarily.

# Ongoing Processes & Next Steps

- Final Internal & Executive Signoff on Execution Plan
- Agreement to be completed with Amtrak re: “Quiet Car” brandmark
- Signage Installation on Exterior & Interior Windows
- Quiet Car Implementation - 2-3 months from final internal signoff

# Questions/Comments?

FOR MORE INFORMATION

[WWW.CALTRAIN.COM](http://WWW.CALTRAIN.COM)

