

***Report of the
Executive Director***

**JPB Board Meeting
March 5, 2026**



Safety

New Chief Safety Officer – Jerry Guaracino

February: Transit PD High Visibility Patrols

- Transit PD conducted over 500 hours of high visibility patrols across the Caltrain system in support of Copper Theft and Super Bowl operations.
- The Copper Theft Mitigation Task Force remains active; Transit PD has initiated targeted surveillance operations at critical locations throughout the corridor. Incidents reduced by 71% from previous month.

Engagement & Partnerships

- Winter Freeze safety campaign launched with “Press Pause” initiative to reinforce track protection checks and crew communication, achieving 100% employee engagement.
- Injury and occurrence data show recurring spikes in February and April. In anticipation of this trend, we are proactively reinforcing safe workplace practices.
- Total injuries and our Reportable Injury Rate have both declined significantly since 2021.
- Coordinating with regional partners in preparation for FIFA.

Reportable Injury Trends



OTP and Ridership

93.8% On Time Performance in February
 (*preliminary data as of 3/2)

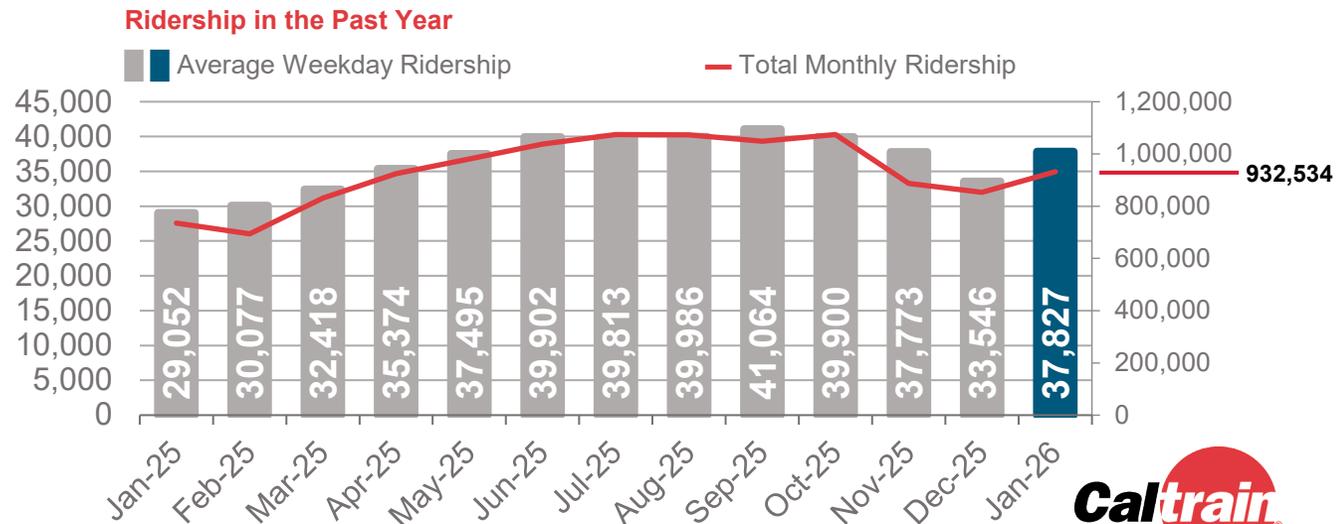
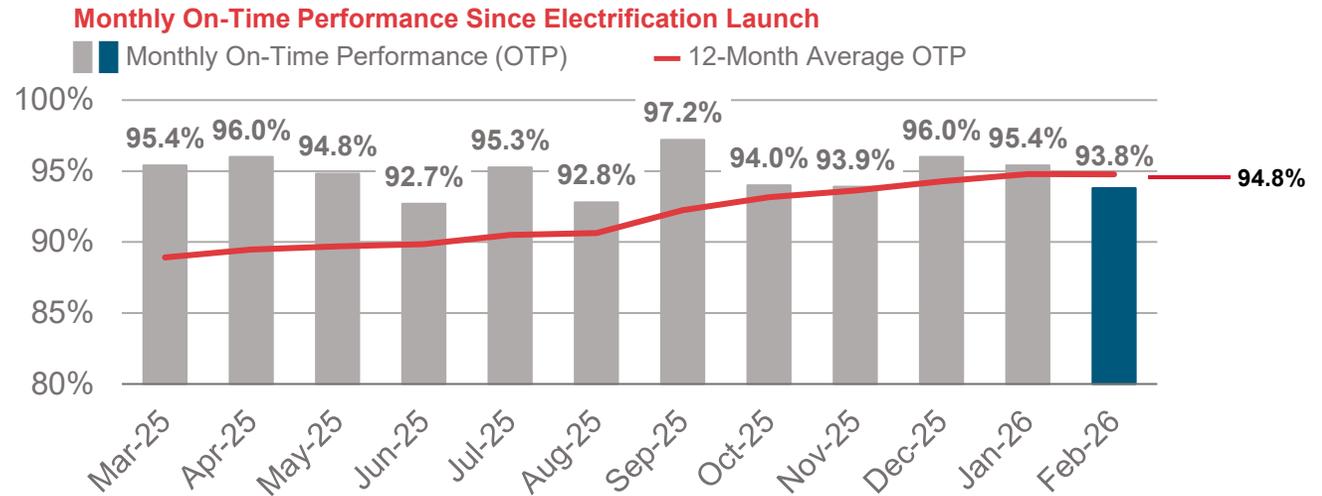
Ridership

Month of January

- Consistent Seasonality
- Monthly +26.9% vs January 2025
- Weekday +30.2% vs January 2025
- Weekend +25.9% vs January 2025

Compared to 2019

- 60.6% (58.4% weekday, 131.7% weekend)



MTC Clipper Next Generation Update

- **Progress since February**
 - All Ticket Vending Machines (TVMs) successfully updated with new software; issue new Next Generation Clipper cards only
 - Cubic implemented regional migration patch and completed server upgrade to resolve account migration failures and improve system response times
- **Remaining Issues for Caltrain**
 - Handheld fare inspection devices: While some patches helped, contactless payment option remains unreliable. New devices operate more slowly than legacy devices. Crews continue to log issues.
 - Some riders continue to experience issues accessing certain pass products including GoPass and monthly pass. This impacts GoPass revenue and partnerships.
 - Incorrect charges to weekend monthly pass users
 - Ongoing discrepancies and reporting gaps in Clipper financial settlement

State Loan Agreement Reached

- Agreement w/ Gov, Finance, MTC and Operators (Caltrain, BART, MUNI, AC Transit) \$590M loan
 - Caltrain receive up to \$50M (will address near-term deficit until longer-term funding secured)
- Details:
 - 12-year repayment term, first 2 years interest-only payments
 - Variable interest rate, state's Surplus Money Investment Fund, currently ~4%
 - Loan will be managed through MTC



SB63 Efficiency Review Update

Phase 1: Baseline cost-saving & efficiency actions since 2020. Identify near-term (1-3 year) opportunities improve service, customer experience & financial sustainability w/in current resources.

Caltrain Examples for the Report

- Measure RR generating ~\$120M annually, Caltrain's first dedicated funding source
- Electrification improvements, 47% increase ridership
- Compensation regenerative braking
- Crewing efficiencies, reduction professional services, strategic FTE freezes

Key Dates:

- March 6 – First oversight committee meeting
- March 15 – Draft report for review
- April 1 – Report transmitted to Oversight Committee
- July 1 – Agencies commit to implementing Phase 1 strategies

Internal Efficiency Review Update

- Address request from Directors Abe-Koga and Burt for an independent efficiency review.
- The review is expected to provide an independent assessment of current practices and identifying opportunities for efficiencies and improvements.
- Exact scope still under development and will be discussed with Board and Vice Chairs of Caltrain and SamTrans

Special Events

February

- 2/4 – Rosa Parks Day Event at Domini Hoskins Black History Museum in Redwood City
- 2/9 – Super Bowl 6.3k riders at Mountain View
- 2/21 – Black History Month & Lunar New Year Celebration at Florence Fang Gardens
- Valentine’s Day Promotion/Sweepstakes

March

- 3/14 – Bay FC regular season begins at home
- 3/25 – Giants regular season begins at home



South County Connector

- Focused effort on ridership growth: tabling events, print, social media, bus stop ads (in kind from VTA)
 - Average weekday ridership (boardings and alightings) **up 53%** Aug 2024 to Sept 202
 - Typical rider: 4 days / week, nearly 40 miles
- March launch south county connector survey (riders & non-riders) to understand schedule preferences.
 - Potential schedule change in August (big sync)



Caltrain

SOUTH COUNTY CONNECTOR

FOUR MORNING TRAINS, FIVE DAYS A WEEK.
Go Faster. Go Caltrain.

Get to San Francisco, San Jose, Palo Alto, Sunnyvale — skip the 101 grind.

caltrain.com/southcounty SCAN QR CODE FOR MORE INFO



AdWheel Awards – Driving is for Dodgers Fans

- AdWheel Award for “Best Social Media to Increase Ridership” – “Driving is for Dodgers Fans” campaign
 - TikTok & Facebook/Instagram Reels got 250k views combined in first 24 hours, our fastest-growing video in one day
 - TikTok has been shared 10k+ times, Facebook/Instagram Reels 18k+



https://youtu.be/SWBqqIscxRQ?si=bg2t_9ski2Z13Fbk

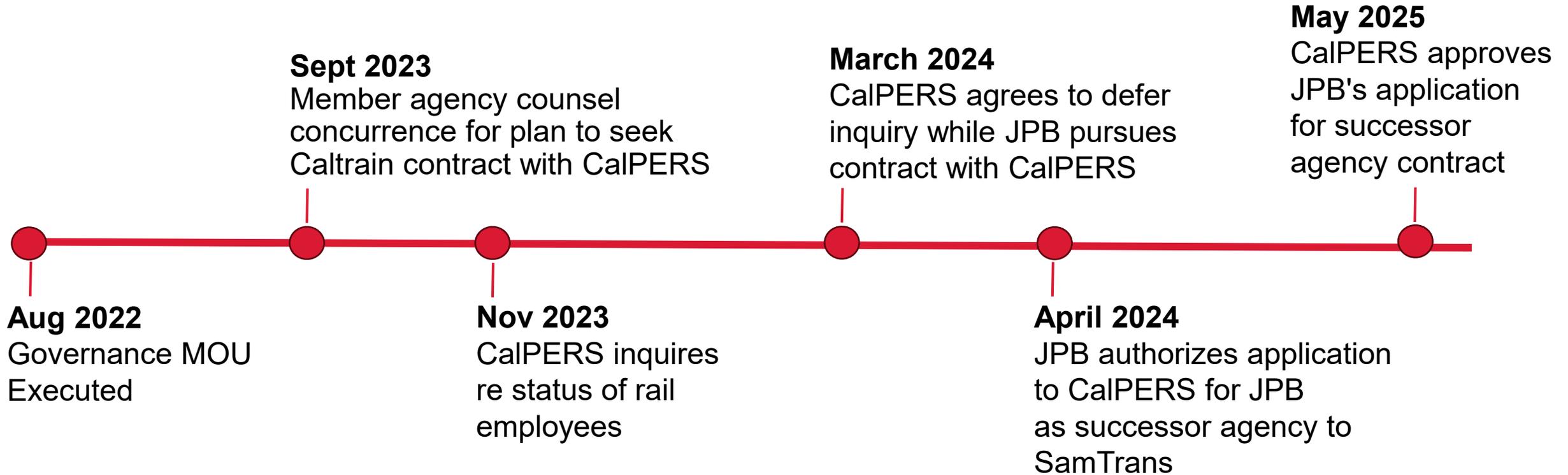


Salary Ordinance Update

Staff Salary Ordinance Update

- Proposal from JPB Governance Ad Hoc Committee to adopt independent Caltrain salary ordinance that:
 - Aligns with SamTrans salary ordinance with respect to pay grades for administrative positions performing the same functions; and
 - Exercises final authority to approve pay grades for rail-specific positions
- Staff to return to Board with proposed salary ordinance in May
- Adoption of salary ordinance is prerequisite to CalPERS contract, which is critical to ensuring that rail employees continue to receive the same benefits as they do under SamTrans plan

Timeline



Background

- May 2025: CalPERS determined JPB eligible to contract with CalPERS and agreed to negotiate a successor agency contract (effective date July 1, 2012)
 - Ensures Caltrain employees continue to receive same benefits they currently receive under SamTrans plan
 - CalPERS, Caltrain and SamTrans identifying employees who will be transferred from SamTrans plan to Caltrain plan; and calculating assets and liabilities associated with those employees
- Once negotiations are complete, the CalPERS contract will be presented to the JPB Board for approval

Salary Ordinance Requirements

- CalPERS requires contracting agencies to adopt a salary schedule upon which benefits are based

Additional Context

- Governance MOU treats rail employees as employees of SamTrans, subject to SamTrans salary ordinance
- SamTrans board recently approved salary ordinance, including separate schedule for rail employees, after conducting compensation study
- SamTrans staff take position that JPB must adopt schedule approved by SamTrans board for rail employees

Ad Hoc Committee Recommendation

- Ad Hoc Committee considered options and recommends adopting independent Caltrain salary ordinance that aligns with SamTrans's pay grades for administrative positions performing the same functions and exercises final authority over pay grades for rail-specific positions
- Proposal responds to concerns about equity between the agencies for employees performing similar functions, but preserves JPB's ability to determine pay grades for rail-specific positions, especially those positions that are integral to operating 25kV railroad

Next Steps

- Staff to return in May for adoption of proposed salary ordinance that aligns with rail employee salary schedule approved by SamTrans board while preserving the JPB's authority to make modifications in the future, based on data and analysis of competitive rates for rail employees
- To ensure administrative ease, staff plan to use the existing pay grade framework established by SamTrans

FOR MORE INFORMATION

WWW.CALTRAIN.COM

