



BOARD OF DIRECTORS 2026

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REVISED AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

March 18, 2026, 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/89572582796?pwd=ZiRDd7ez7IfSGJQZqer0ldmPwqvgCa.1>

Webinar ID: **895 7258 2796**, passcode: **259523**, 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 (Vice Chair)
Santa Clara County: Patricia Leung (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.

March 18, 2026 - 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. Approval of Meeting Minutes for February 18, 2026 (5:45 pm) Motion
5. Authorize Remote Meetings for the Citizens Advisory Committee under Senate Bill 707 (5:50 pm) Motion
6. Public Comment on Items Not on the Agenda (6:05 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.
7. Report of the Chair (6:15 pm) Informational
8. Public Hearing on the Annual Audit of Measure RR Tax Revenue and Expenditures for the Fiscal Year Ended June 30, 2025 (6:25 pm)
 - a) Open Public Hearing Motion
 - b) Staff Report Informational
 - c) Public Comment
 - d) Close Public Hearing Motion
 - e) Committee Comments Informational
9. Staff Report (Ted Burgwyn) (6:55 pm)
 - 9.a. Customer Experience Task Force Update Informational
 - 9.b. JPB CAC Work Plan Update Informational

10. **Committee Member Comments (7:05 pm)**
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.
11. **Date / Time / Location of Next Regular Meeting: Wednesday, April 15, 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.
12. **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 February 18, 2026

Members Present: William Abbott, Madeeha Ayub, Rosalind Kutler, Kristopher Linqvist, Melody Pagee (Alternate), Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

Members Absent: Davis Albohm

Staff Present: T. Burgwyn, J. Dayvault, J. Guaracino, L. Ko

1. Call to Order

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

2. Roll Call

Lauryn Ko, CAC Secretary, called the roll and confirmed a Committee quorum was present.

3. Pledge of Allegiance / Safety Briefing

Chair Leung led the Pledge of Allegiance and delivered the safety briefing.

4. Approval of Meeting Minutes for January 21, 2026

Motion/Second: Kutler/Linqvist

Ayes: Abbott, Ayub, Kutler, Linqvist, Sarathy, Thurber, Wickman, Brandt, Leung

Noes: None

Abstain: Pagee

Absent: Albohm

5. Public Comment for Items Not on the Agenda

Jeff Carter commented on Caltrain staff's Super Bowl involvement and post-Super Bowl Santa Clara Valley Transportation Authority (VTA) issues.

Doug DeLong commented on ridership data absence, fare check reduction, and Metropolitan Transportation Commission's (MTC) partnership with Cubic Corporation (Cubic).

Roland commented on the Report of the JPB CAC, Zoom's artificial intelligence (AI) companion for minutes transcription, automatic passenger counter (APC) usage, and London's Oyster transit card.

Aleta Dupree, Team Folds, commented on Clipper ticketing, One Metro New York (OMNY), fare capping, and regenerative braking reimbursements.

Christina F commented on the out-of-service Bayshore elevators.

6. Report of the Chair

Chair Leung noted there was no report.

7. Safety Quarterly Update

Jerry Guaracino, Chief Safety Officer, provided the presentation that included the following:

- Most recent reported injury on February 13, 2026; top 3 injuries in Calendar Year (CY) 2020-2026: strain or sprain (56 percent), cut or laceration (15 percent), contusion or inflammation (15 percent); Injuries decreased between 2023-2026
- Highway rail crossing as top reportable rail equipment accident (86 percent) and top reportable rail equipment incident exceeding monetary threshold for CY20-25
- 100 percent TransitAmerica Services, Inc. (TASI) employee engagement
- 59 percent of transit police calls in San Mateo County, followed by Santa Clara (30 percent), San Francisco (10 percent), and unknown (2 percent)
- Trespasser prevention through engineering, education, and enforcement
- Engineering through fencing, pedestrian channelization and barriers, grade crossing rapid enhancements, closed-circuit television (CCTV), AI detection and anti-trespass panels, and cutting vegetation
- Education through mental health partnership events, social media and station-wide messaging, hotline, and employee and contractor training
- Enforcement through ticketing, plate reading, municipality police departments, and increasing transit police
- Campaigns, outreach, signage, agency partnerships, and improved navigation software to prevent incidents

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

- License plate reader compliance
- Monetary threshold reportability
- Parking enforcement calls; special parking circumstances
- Fourteen-minute response times for priority calls; transit police operations on right-of-way (ROW)
- Safety enhancement messaging
- RailSentry-improved response times; Sunnyvale rail intrusion and incurred accident-related costs; delineator poles for incursion prevention
- Crossing blitzes and ticketing
- Track incursion statistics, including time of day and lighting; delineator and solar marker effectiveness
- Crossing system optimization analysis; pedestrian crossing and gate timing

Public Comment

Doug DeLong commented on calls for service, cost effective measures at Broadway Avenue, and the Corridor Crossings Strategy.

Jeff Carter commented on grade crossing gate down time coordination, license plate readers, and suicide prevention.

Aleta Dupree, Team Folds, commented on law enforcement response data terminology, parking enforcement, trespassing, reportable injuries, and aid for suicide attempters.

Roland commented on Transbay Joint Powers Authority (TJPA) network wide heatmaps and related fatalities, and intrusion detection systems.

Christina F commented on track incursion publicization.

8. Quiet Car

Jason Dayvault, Business Operations Project Manager, provided the presentation that included the following:

- Safety, customer experience, flexibility, ridership retention and growth prioritization
- Industry examples and National Railroad Passenger Corporation (Amtrak) copyrights
- Quiet car placement and messaging; special event temporary suspension; enforcement and conductor involvement
- Quiet car etiquette with application of standard Caltrain etiquette
- Two to three-month turnaround after Board approval

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

- Passenger information screens (PIS)
- Implementation timeline and efforts

Meeting video and audio were lost due to technical difficulties at 6:52 pm.

- Noise pollution and car etiquette

Meeting video and audio were restored at 6:54 pm.

- Quiet car markings, lighting, and alert amounts and volume
- Non-profitable brand marking
- Quiet car placement
- No-cost agreement with Amtrak
- Quiet car pilot implementations

Public Comment

Jeff Carter commented on previous smoking car availability, quiet car markings and addition of more cars, and announcement volume and lighting reduction.

Roland commented on Capital Corridor quiet car policies and announcement minimization.

Aleta Dupree, Team Folds, commented on Amtrak quiet cars and partnership, conductor safety-related announcements, and American with Disabilities Act (ADA) accommodations.

9. Staff Report

9.a. Customer Experience Task Force Update

9.b. JPB CAC Work Plan Update

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

- 95.4 percent for January on-time performance (OTP); track incursion delays
- Delay time due to mechanical issues and Stadler warranty
- 75 trains delayed or terminated due to trespassers, vehicle on the ROW, vandalism, and police activity; 54.7 percent of delays
- Clipper 2.0-delayed ridership data
- 853,256 trips for December; 45 percent increase from December 2024; seasonal ridership decrease; 2025 ridership of 11.2 million trips
- Schedule change implications: return Tamien electric service, Presidents' Day modifications, and Super Bowl accommodations
- Clipper reader speed and reliability; daily meetings with MTC and Cubic; visual fare enforcement checks
- Electric Multiple Unit (EMU) restrooms; JPB CAC meeting item tracker
- APC software updates to fix reporting issues; APC and CCTV system replacement due to Centum Electronics ceasing operations
- Train delivery conditional acceptance and ongoing shipment
- Bike policy effective February 1; Measure RR public hearing and ridership growth strategy
- JPB CAC-proposed charter amendments; May safety quarterly update

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

- Bike policy and fare enforcement
- Actual OTP numbers for trains arriving within five minutes and 59 seconds or less
- Ticket scanning statistics and scanner functionality; PIS and APC troubleshooting
- Gilroy Station cancellations; Public Announcement (PA) system availability; positive train control (PTC) initialization
- West Meadow vehicle incursion clarification and injury reporting
- Churchill Avenue suicide incident; Lesbian, Gay, Bi-Sexual, Trans, and Queer (LGBTQ) youth fundraising and mental health

- Super Bowl learnings application to Fédération Internationale de Football Association (FIFA) preparations; Equipment borrowed for 1994 FIFA
- Clipper scanner troubleshooting

Public Comment

Jeff Carter commented on the CAC issue tracker, ridership data, Saturday Super Bowl activities, Pride events' ridership, APC data gathering, the recent Palo Alto suicide, and the current political climate.

Roland commented on automatic bike counters, the Gilroy track extension platform, and Bay Area Rapid Transit (BART) extension impacts to Caltrain.

Aleta Dupree, Team Folds, commented on adding Clipper funds and open payment usage, FIFA preparations, and paid fare verification.

10. Committee Member Requests

- Caltrain Super Bowl service and regional efforts
- Senior Mobility Guide availability
- Bike Policy guidelines and highlights on Caltrain website

11. Date/Time/Location of Next Regular Meeting: Wednesday, March 18, 2026 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.

12. Adjourn – The meeting adjourned at 7:56 pm.

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Citizens Advisory Committee

Through: Michelle Bouchard, Executive Director

From: Margaret Tseng, JPB Secretary

For: March 2026 JPB Citizens Advisory Committee Meeting

Subject: **Authorize Remote Meetings for the Citizens Advisory Committee under Senate Bill 707**

Purpose and Recommended Action

Staff recommend that the Citizens Advisory Committee (CAC) of the Peninsula Corridor Joint Powers Board (JPB or Caltrain):

1. Move to authorize the Citizens Advisory Committee members to meet remotely under new Brown Act procedures created by Senate Bill (SB) 707 for six months, with the understanding that a similar motion would be required every six months hereafter to facilitate continuation of remote meetings, as authorized by the JPB's Board of Directors.

Discussion

The Brown Act, codified at California Government Code section 54950, et seq. requires meetings of local legislative bodies to be open and accessible to the public. Rules cover everything from the contents, publication and posting of meeting notices and agendas; to the timing and structure of public comment; to the use of teleconferencing by local legislators. Several bills (including but not limited to Assembly Bill (AB) 361, AB 2449 and SB 707) over the past six years have modified the law, initially to address pandemic-related needs for remote meetings.

SB 707 is the latest amendment in that string of bills revising the Brown Act remote meetings rules. SB 707 takes effect in stages on January 1 and July 1, 2026, including changes allowing certain advisory bodies, referred to as "eligible subsidiary bodies," to hold meetings when all members may be remote, without (a) having to open remote locations to the public or notice remote locations, or (b) limiting the frequency of or requiring justifications for remote participation.

At its February 5, 2026, meeting, Caltrain's Board of Directors (Board) adopted Resolution No. 2026-03 and made the findings required for subsidiary bodies, like the CAC, to meet remotely under the exception in SB 707, including that: (1) the Board has considered the circumstances of the CAC; (2) the public has been made aware of the type of remote

participation being contemplated and has been provided with an opportunity to comment at this in-person meeting of the Board; and (3) fully remote, teleconference meetings of the CAC will improve the attraction, retention, and diversity of CAC members. The attached resolution is supported by the staff report and presentation to the Board on this item at the February meeting, which reflect that staff took input from the CAC at the December 2025 CAC meeting and the November 2025 Bicycle and Active Transportation Advisory Committee (BATAC) regarding their operational needs and the difficulty of meeting in person across a three-county jurisdiction, the challenge to recruit and retain volunteers, and other barriers to service and operational challenges of the subsidiary bodies. BATAC had also relayed similar concerns directly to staff, and adopted a motion in favor of remote participation at the November 2025 BATAC meeting.

As the Board adopted these findings, the CAC may now vote to authorize remote meetings for the next six months. Thereafter, CAC members may participate from remote locations for any or no stated reason, and without posting their addresses or opening their locations to the public. CAC members will need to appear on camera during the entire open portion of each meeting and only shut off their cameras if they are having connectivity problems (or if needed as a reasonable accommodation for a disability). Caltrain will provide a staffed, publicly accessible physical location for each meeting as required by law. Presently, that location will be 1250 San Carlos Avenue, San Carlos, California. The CAC will need to reapprove this authorization every six months thereafter, assuming the Board of Directors continues to renew its findings and authorize the remote meetings every six months.

Budget Impact

There is no budget impact associated with the proposed action.

Prepared By:	Quentin Barbosa	Associate, Olson Remcho LLP	03/04/2026
	Loana Lumina-Hsu	Deputy JPB Secretary	02/27/2026

Resolution No. 2026-03

**Board of Directors, Peninsula Corridor Joint Powers Board
State of California**

* * *

**Adopt Revised Policy Regarding Brown Act Remote Meetings Exceptions
for Board, Committee, and Advisory Committee Meetings**

Whereas, the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) is committed to the principles of government transparency and the promotion of public participation; and

Whereas, the Ralph M. Brown Act (Brown Act) permits members of legislative bodies to participate remotely in public meetings via teleconferencing, so long as: (1) the remote location is connected to the main meeting location by telephone, video, or both; (2) the notice and agenda of the meeting identify the remote location; (3) the remote location is accessible to the public; (4) all votes are conducted by roll call; and (5) the meeting otherwise complies with the Brown Act, including providing an opportunity for the public to address the legislative body and allowing participation by members of the public present in remote locations; and

Whereas, the California Legislature adopted Assembly Bill (AB) 2449 in August 2022, which permitted the remote meetings for members of a local agency legislative body who have just cause or are experiencing an emergency circumstance; and

Whereas, the Board adopted a remote meetings participation policy following the adoption of AB 2449 to (1) provide the Board and staff with clear guidelines to follow when a member notifies the Board or Committee that the member intends to participate in a meeting remotely under AB 2449, and (2) ensure the processes and procedures for meeting remotely

promote transparency, public participation, and efficiency in the administration of public meetings, including by allowing members of the public to participate remotely or in person; and

Whereas, the JPB has followed this policy for the past three years, and the members of the Board and its Committees have properly invoked the exceptions for remote meetings pursuant to the Brown Act; and

Whereas, the California Legislature has adopted revisions to the Brown Act's remote meetings provisions pursuant to Senate Bill (SB) 707, modifying the just cause exception, adding new remote meetings exceptions for subsidiary and multijurisdictional bodies, and clarifying that the Brown Act shall not operate to limit remote participation as a reasonable accommodation for a disability; and

Whereas, in light of these amendments to the Brown Act, the Board has considered the circumstances of its subsidiary bodies, including the Citizens Advisory Committee and the Bicycle and Active Transportation Advisory Committee, and has determined that teleconferencing meetings of these bodies would enhance public access and promote the attraction, retention, and diversity of the membership of these subsidiary bodies; and

Whereas, it is not clear whether the eligible subsidiary body exception applies to the Board's standing Committees. Accordingly, staff recommend that the Board not make the above findings with respect to the JPB's standing Committees until additional guidance is available; and

Whereas, the JPB made the public aware of the potential for fully remote meetings of subsidiary bodies at its February 5, 2026, meeting of the Board, and afforded the public the opportunity for comment; and

Whereas, the Board will reconsider renewing the above findings related to subsidiary bodies no later than six months from the date of adoption of this resolution; and

Whereas, the JPB is a joint powers entity formed pursuant to Article 1 (commencing with Section 6500) of Chapter 5 of Division 7 of Title 1 of the Government Code, and therefore is a multijurisdictional body for the purposes of the new remote meetings exception in SB 707; and

Whereas, staff recommends that the Board adopt the attached revised policy for all Regular and Special Board, Committee, and Advisory Committee meetings, and that the policy become effective on February 5, 2026.

Now, Therefore, Be It Resolved that the Board of Directors adopts the revised Policy Regarding Remote Meeting Participation for Board, Committee, and Advisory.

Be It Further Resolved that the Board of Directors authorizes its eligible subsidiary bodies to meet remotely for the next six months pursuant to the remote meetings exception in Government Code Section 54953.8.6 and in accord with the revised remote meetings policy.

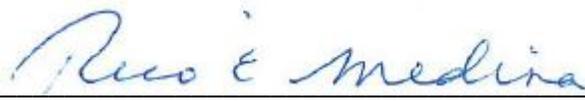
Be It Further Resolved that the Board of Directors authorizes the use of teleconferencing pursuant to the multijurisdictional bodies exception under Government Code Section 54953.8.7 and in accord with the revised remote meetings policy.

Regularly passed and adopted this 5th day of February, 2026, by the following vote:

Ayes: Abe-Koga, Canepa, Cohen, Heminger, Wagner, Walton, Burt, Medina

Noes:

Absent: Gee



Chair, Peninsula Corridor Joint Powers Board

Attest:



JPB Secretary

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Acting Chief Operating Officer

For: March 2026 JPB Citizens Advisory Committee Meeting

Subject: Staff Report

On-time Performance (OTP)

- **February:** The February 2026 OTP was 93.9% compared to 94% for February 2025.
 - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on the 4th (East Meadow Dr., Palo Alto @ 5:15 pm), caused 11 trains delayed. The vehicle on the 15th (Mission Bay Dr., SF @ 9:35 pm), caused 3 trains delayed.
 - **Mechanical Delays** – In February 2026 there were 56 minutes of delay due to mechanical issues and 102 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two trespasser strikes in February, both resulting in fatalities. The strike on the 3rd (Churchill Ave., Palo Alto @ 10:18 am), caused 14 trains delayed, 1 train annulled & 1 train terminated. The strike on the 14th (Millbrae, @ 11:45 pm), caused 2 trains delayed.
 - **Vehicle Strikes** – There were three vehicle strikes in February. The vehicle on the 10th (East Meadow Dr., Palo Alto @ 6:02 pm), caused 16 trains delayed, 1 train terminated & 4 trains annulled. The vehicle on the 17th (Sunnyvale Ave., Sunnyvale @ 6:42 pm), caused 15 trains delayed, 1 train terminated & 1 train annulled. The vehicle on the 28th (Linden Ave., SSF @ 8:41 pm), caused 10 trains delayed, 2 trains terminated, 2 trains annulled & 1 train partially annulled.
- **January:** The January 2026 OTP was 95.4% compared to 89.2% for January 2025.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 5th (UPRR @ 6:27 pm), caused 2 trains delayed. The vehicle on the 16th (East Meadow Dr., Palo Alto @ 3:34 am), caused 0 trains delayed. The vehicle on the 19th (East Meadow Dr., Palo Alto @ 11:43 pm), caused 3 trains delayed.

- **Trespasser Strike** – There was one trespasser strike in January, which resulted in a fatality. The strike on the 10th (East Meadow Dr., Palo Alto @ 5:21 pm), caused 10 trains delayed & 1 train terminated.

Caltrain's Celebration Train Makes Annual Trip to MLK March

The Caltrain NorCalMLK Celebration Train delivered attendees to the 2026 Martin Luther King Jr. March in San Francisco on Monday, Jan. 19, as it has since 1985.

The Celebration Train provided a free ride for people seeking to attend the annual observance of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK). There were onboard activities and a free giveaway for those in attendance during the trip.

Attendees must have registered in advance to receive a free Celebration Train commemorative ticket. This free train ride, which pays tribute to the 54-mile 1965 Selma to Montgomery March, is a great way to get to the MLK march and events in San Francisco.

Caltrain takes fans to Giants FanFest in downtown San Jose

Giants fans rode Caltrain straight into the heart of the action when the team brought the first FanFest of the year to San Pedro Square Market in San Jose on Saturday, Jan. 17.

Caltrain Announces New Scheduled Returning Electric Train Service to Tamien Station

Caltrain implemented a new weekday and weekend schedule which went into effect Saturday, Jan. 31. Weekday and weekend Tamien electric train service will resume, ending the VTA replacement bus service.

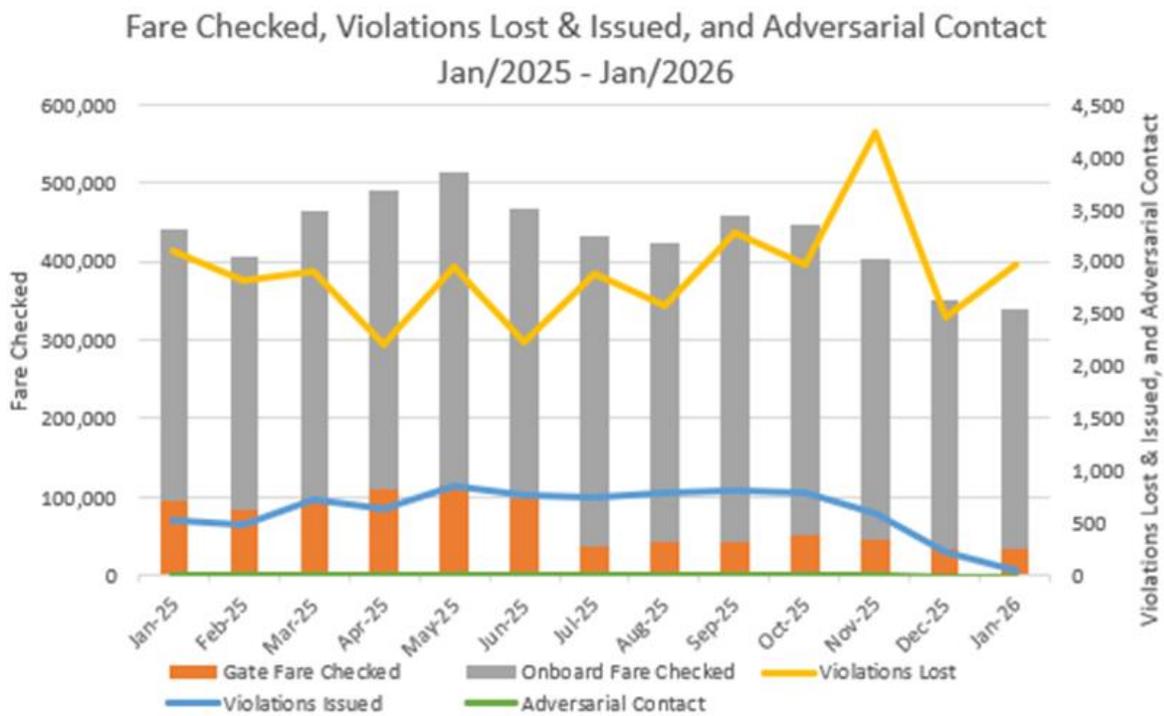
Caltrain Connects Fans to Football at Levi's Stadium, Moscone Center, and More

The big game came to Santa Clara's Levi's Stadium on Sunday, Feb. 8, and Caltrain was ready to deliver fans to NFL happenings throughout the Bay Area. A weeklong schedule of family-friendly events began Monday, Feb. 2, as Opening Night came to the San Jose Convention Center, with the Super Bowl Experience and Pro Bowl on Tuesday, Feb. 3, at the Moscone Center. Caltrain ran regular service to get football fans to their destinations.

On the day of the big game, fans skipped the traffic and took Caltrain to Mountain View Station (nearest to Levi's Stadium) which ran weekend schedule with trains every half hour. From there, riders connected directly to VTA light rail service to the stadium.

Fare Enforcement Report – March 2026

In January 2026, Caltrain conductors performed a total of 308,984 fare inspections at the terminal and onboard the trains. During this period, 2,965 violations were lost because the rider didn't provide identification and 50 violations were issued. Four incidents were reported as adversarial contact.



Capital Projects Update

Please refer to the most recent [Quarterly Capital Projects Report for Quarter 2 of FY2026](#) (October 2025-December 2025) using the hyperlink provided below.

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



Caltrain Ridership Dashboard Introduction

Item #9.
3/18/2026

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

Item #9.
3/18/2026

[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 - Feb 2026

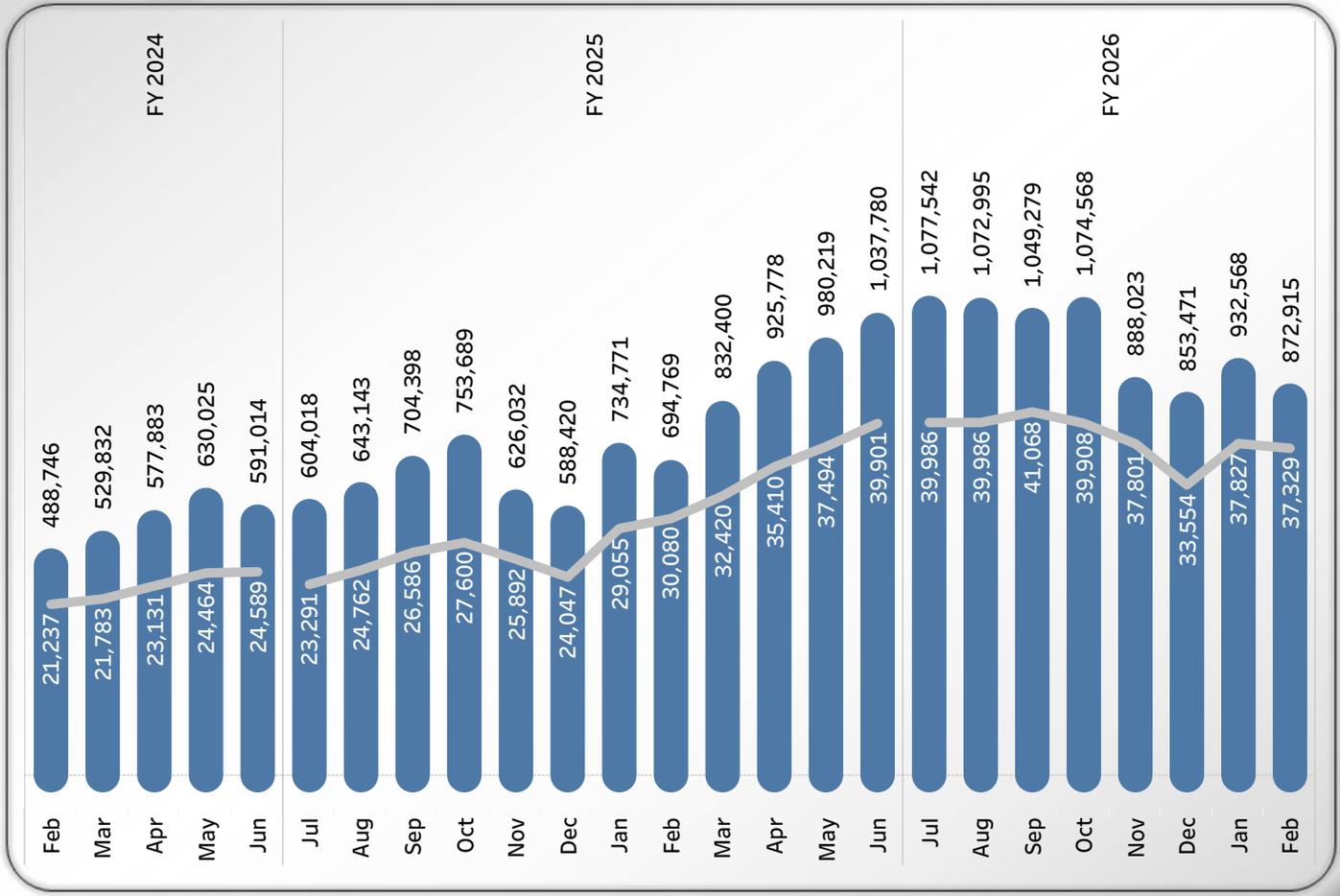
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Monthly Performance	Current Year Feb 2026	Pre-Pandemic Feb 2020	Feb 2026 % of Pre-Pandemic	Last Year Feb 2025	Feb 2025 to Feb 2026 % Change
Total Monthly Ridership	872,915	1,406,951	62.0%	694,769	+ 25.6%
Average Weekday Ridership	37,329	67,218	55.5%	30,080	+ 24.1%
Average Saturday Ridership	22,734	15,164	149.9%	15,503	+ 46.6%
Average Sunday Ridership	15,060	10,797	139.5%	11,896	+ 26.6%

Fiscal YTD Performance	Current Year Feb 2026	Pre-Pandemic Feb 2020	Feb 2026 % of Pre-Pandemic	Last Year Feb 2025	Feb 2025 to Feb 2026 % Change
Total Monthly Ridership	7,821,361	12,534,948	62.4%	5,349,240	+ 46.2%
Average Weekday Ridership	38,488	68,623	56.1%	26,389	+ 45.8%
Average Saturday Ridership	22,534	15,523	145.2%	14,265	+ 58.0%
Average Sunday Ridership	16,774	11,077	151.4%	11,948	+ 40.4%

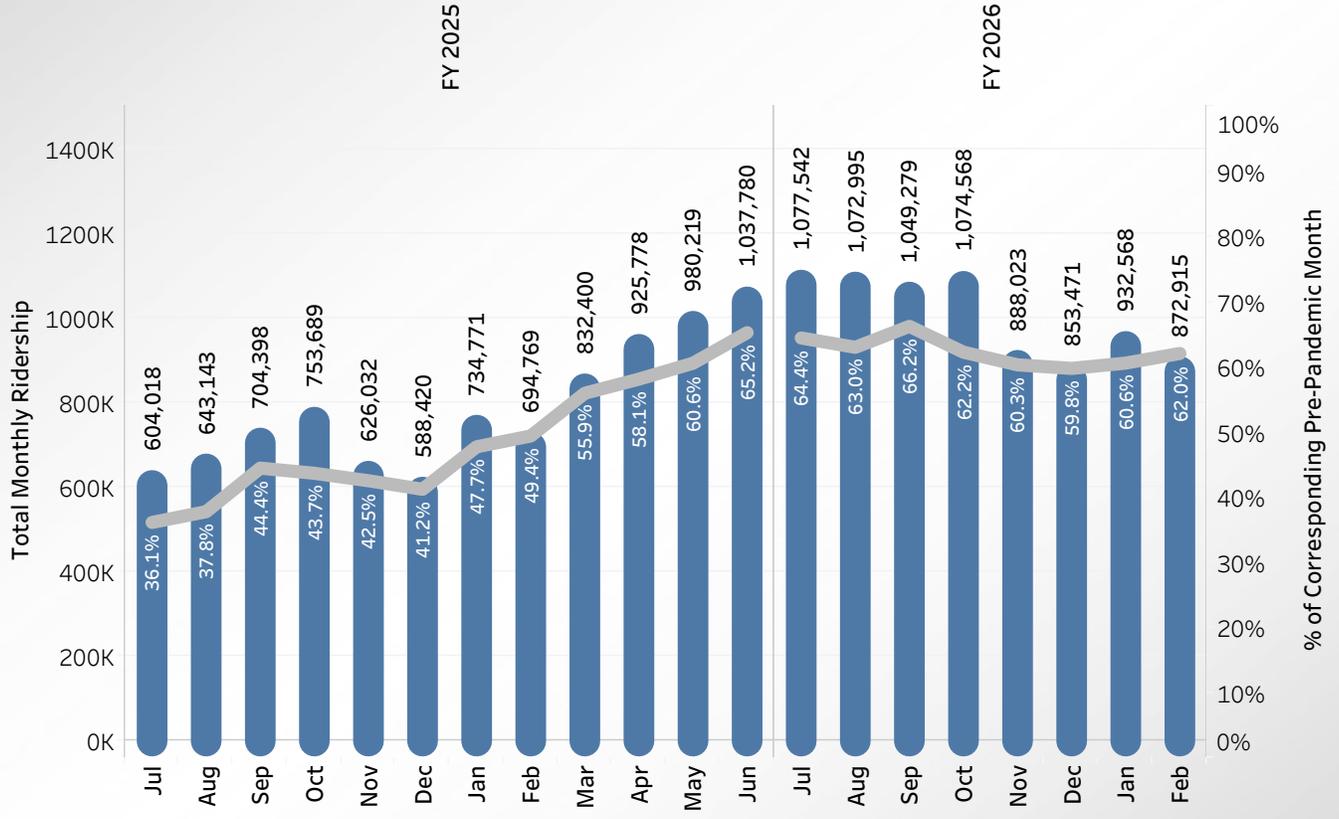


Monthly Ridership and Average Weekday Ridership - Feb 2026



Legend | Total Monthly Ridership | AWR

Monthly Ridership as % of Pre-Covid Ridership - Feb 2026

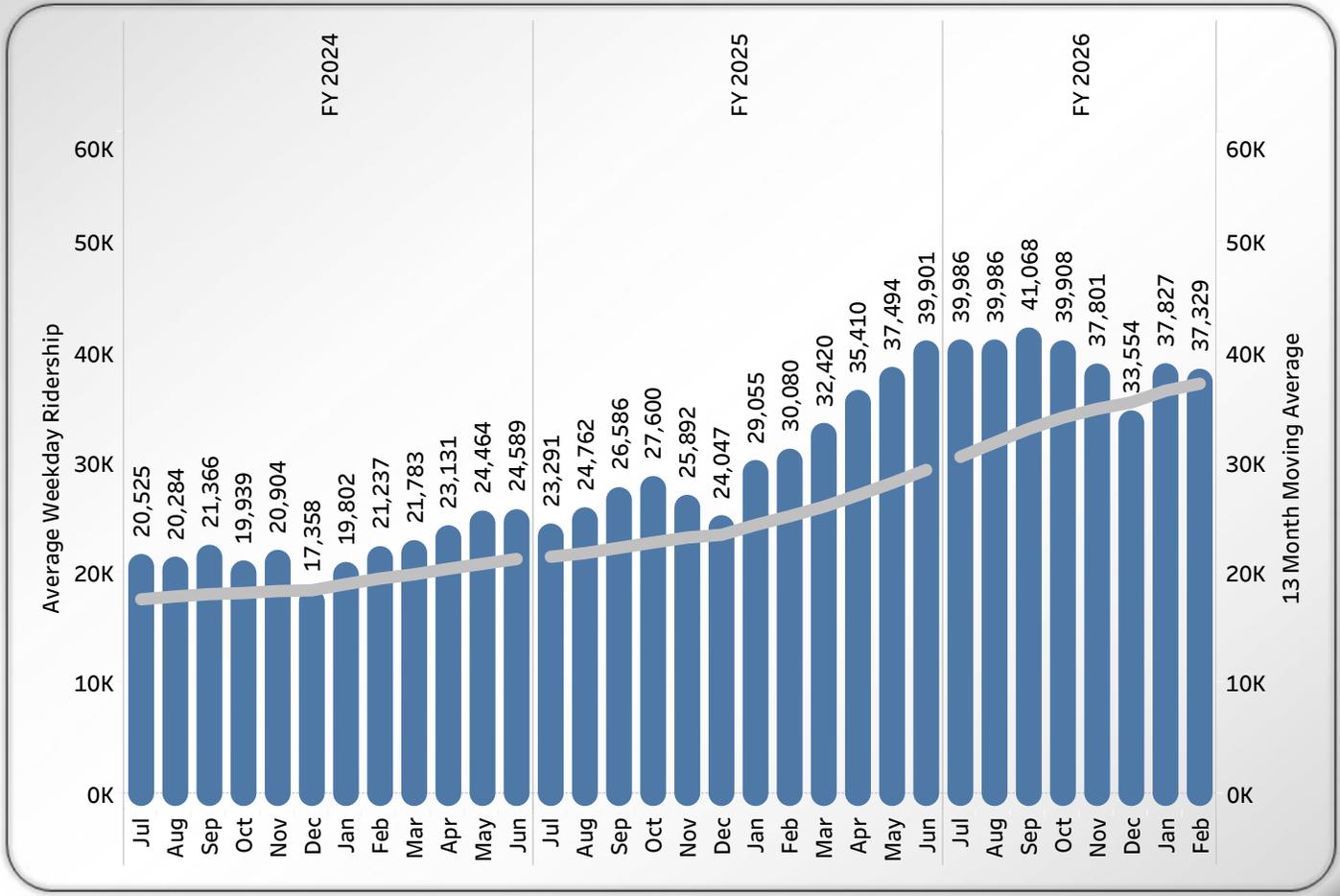


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



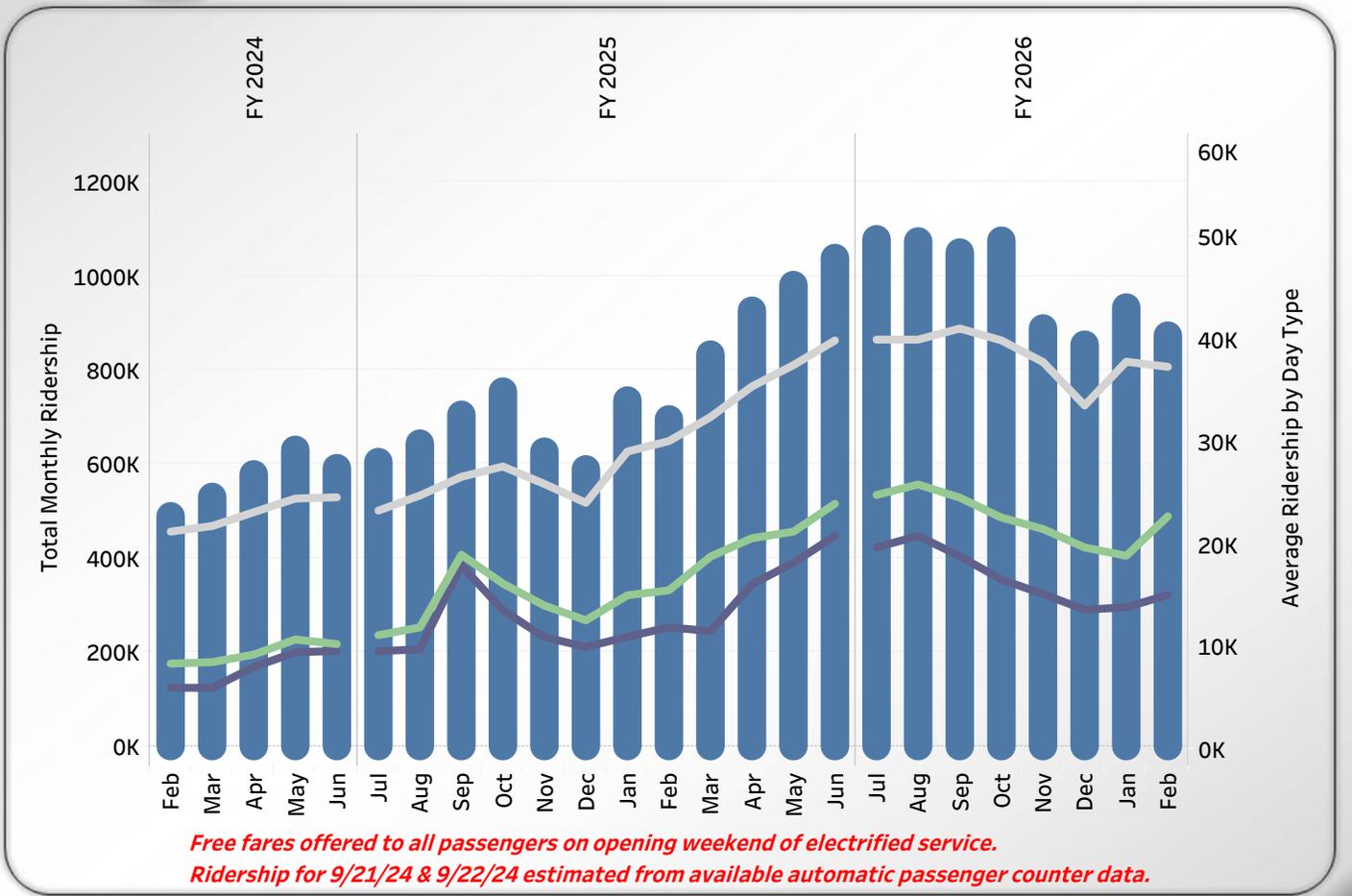
Average Weekday Ridership & 13 Month Average - Feb 2026



Legend | AWR | 13 Month Moving AWR



Total Ridership & Average Ridership by Day Type - Feb 2026

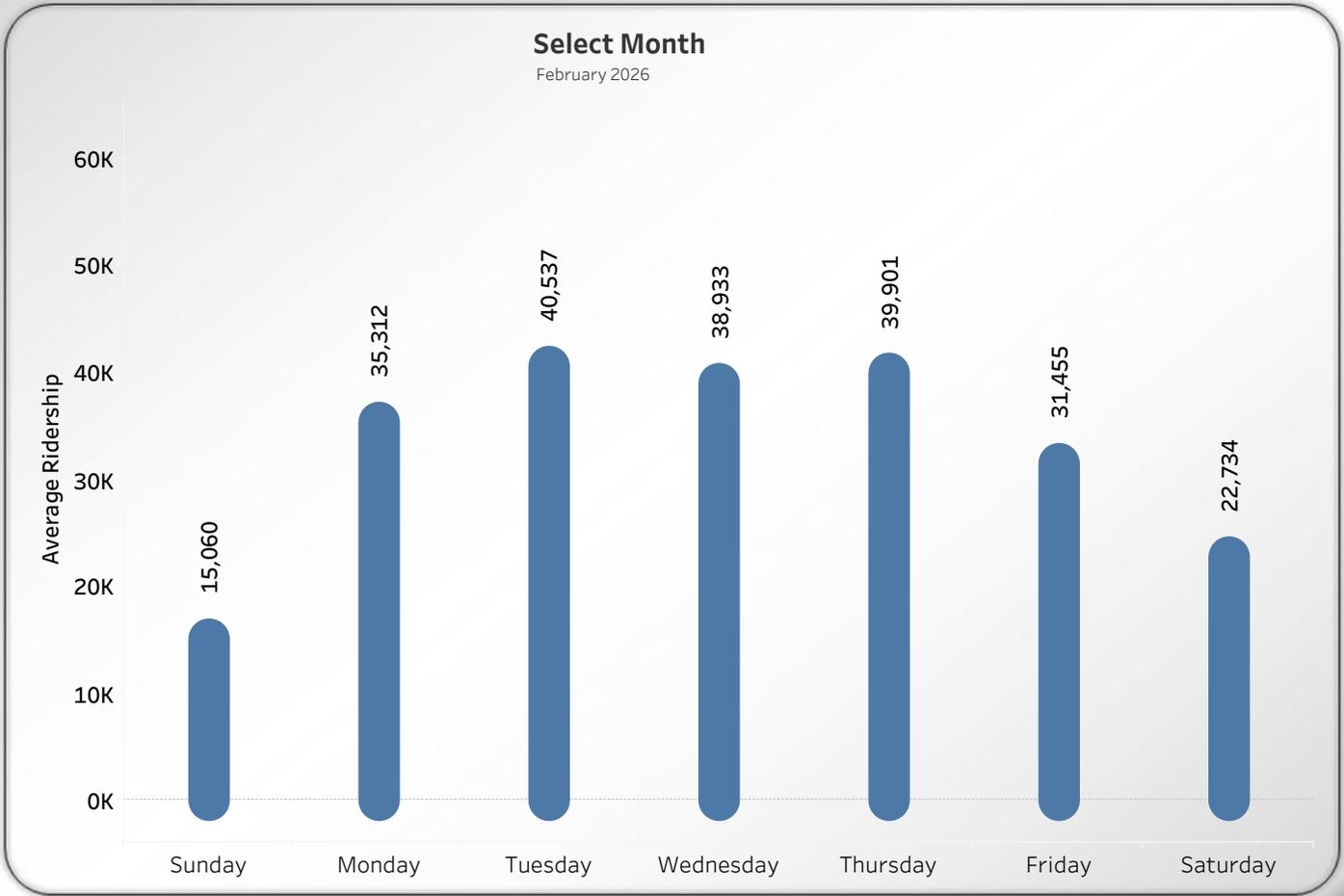


Legend | Total Monthly Ridership | Weekday | Saturday | Sunday



Average Ridership by Day of Week* - Feb 2026

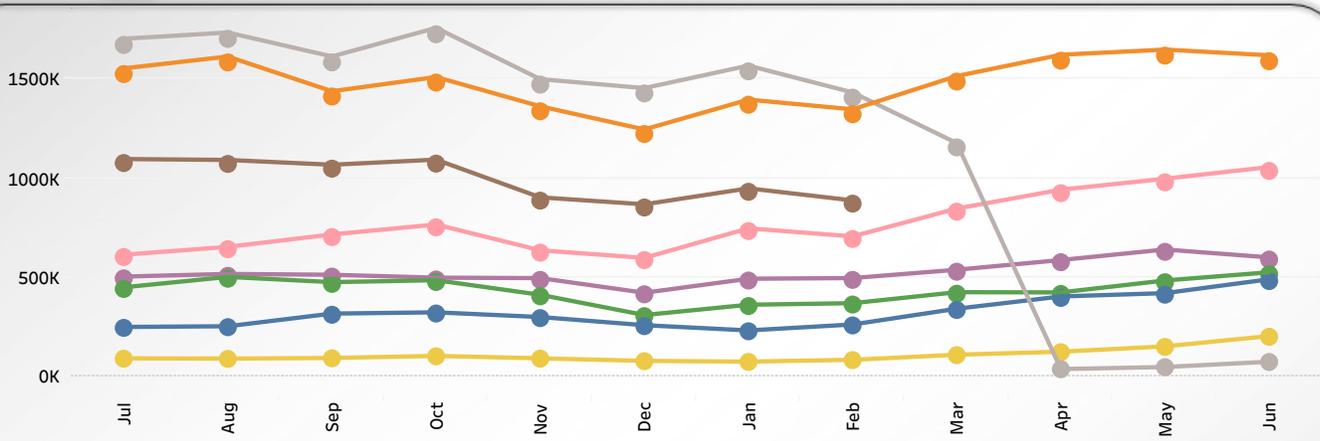
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**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Feb 2026

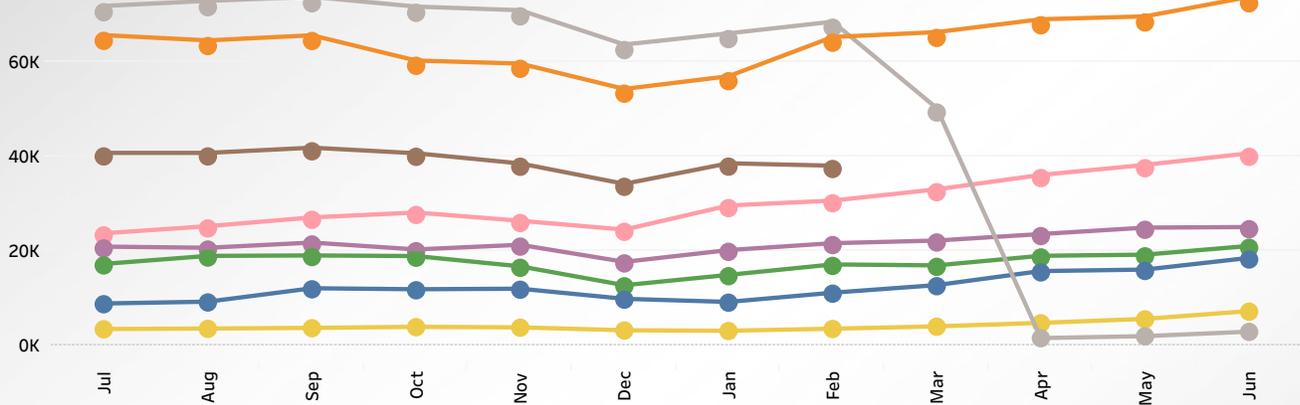


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,077,542
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,995
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	1,049,279
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	753,689	1,074,568
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,503	626,032	888,023
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,046	588,420	853,471
Jan	1,371,400	1,539,666	75,485	229,746	356,827	485,298	734,771	932,568
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,746	694,769	872,915
Mar	1,487,889	1,156,388	109,519	337,078	418,830	529,832	832,400	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,883	925,778	
May	1,618,825	48,745	150,923	414,196	476,739	630,025	980,219	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,014	1,037,780	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026



Average Weekday Ridership by Fiscal Year - Feb 2026



	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	39,986
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,762	39,986
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,586	41,068
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,600	39,908
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,892	37,801
Dec	53,258	62,480	3,162	9,687	12,513	17,358	24,047	33,554
Jan	55,897	64,806	3,058	9,044	14,655	19,802	29,055	37,827
Feb	64,041	67,218	3,484	10,956	16,829	21,237	30,080	37,329
Mar	65,057	49,276	3,965	12,539	16,628	21,783	32,420	
Apr	67,728	1,536	4,693	15,451	18,621	23,131	35,410	
May	68,326	1,935	5,521	15,757	18,853	24,464	37,494	
Jun	72,370	2,871	7,143	18,187	20,663	24,589	39,901	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026



Ticket Type Trip Distribution

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Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Select Month

February 2026

Total Monthly Trips*

February, 2026: 872,915

TIP:

Click an item below to filter the dashboard.
Press "esc" to clear filter.

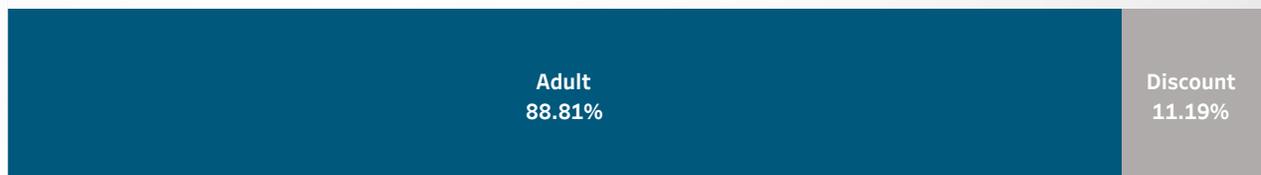
Pass Type



Fare Media Channel



Fare Type



*Trip estimates are distinct from ticket sales data
TVM = Ticket Vending Machine, OP = Open Payment



Caltrain Total Monthly Ridership by Origin Station

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Select Month

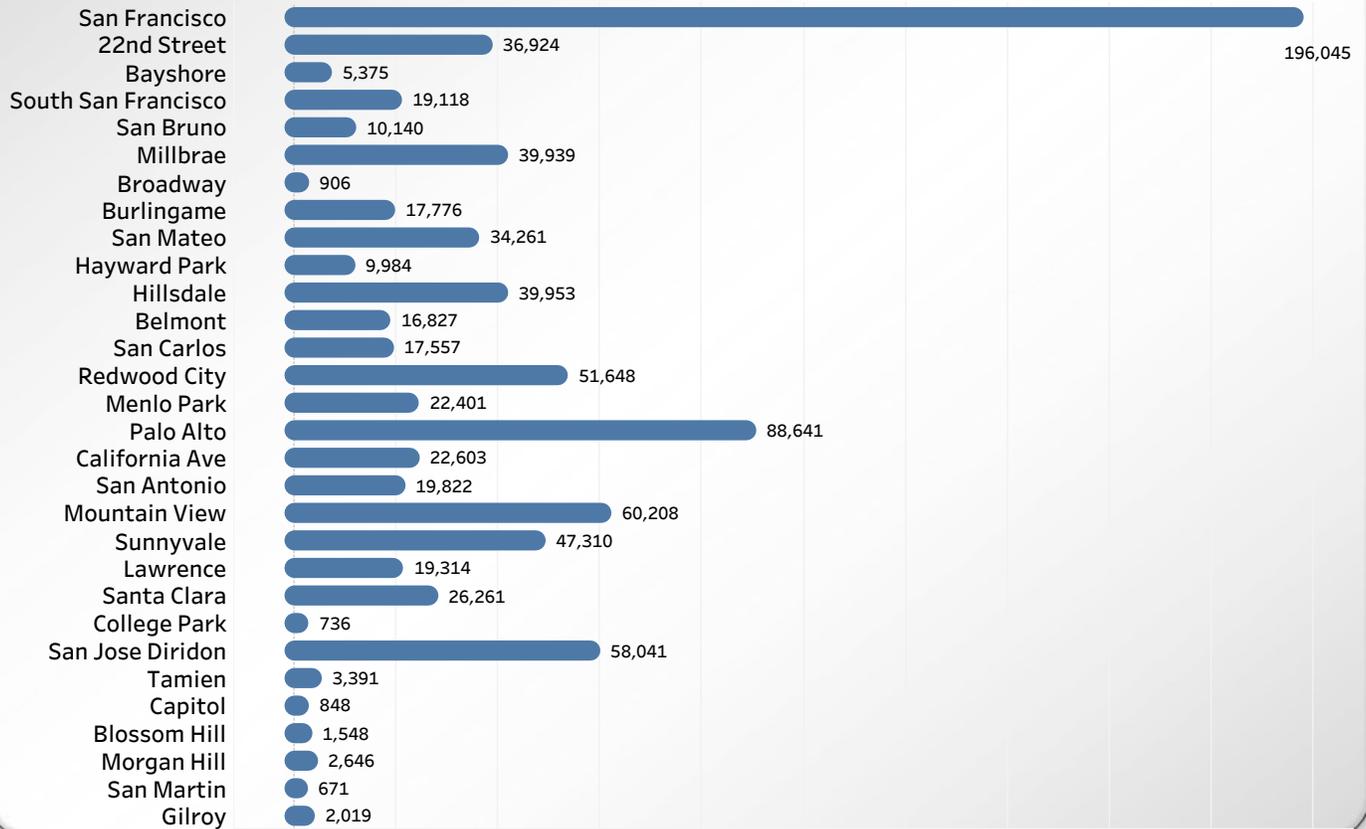
February 2026

Select Origin Stations

All

Sort By

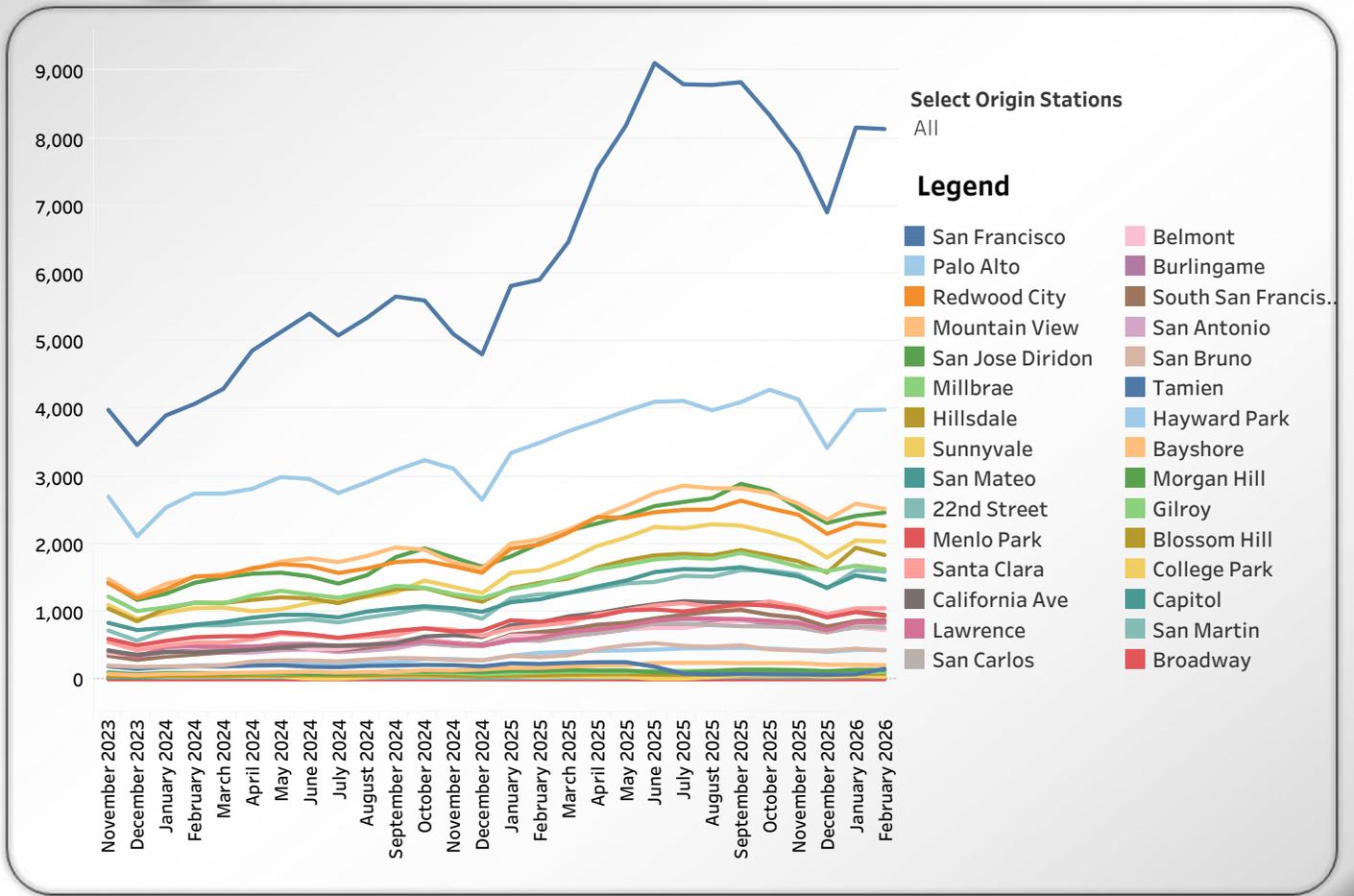
Geography



"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>

Date	Committee Member	Follow up requested	Status	Notes	March 18 update
3/19/2025	Kris Linqvist	Wi-Fi reliability	Complete		
4/16/2025	Adrian Brandt	Provide safety statistics from the previous quarter in future PowerPoint Safety Quarterly Update presentations	In Progress		Total injuries and our Reportable Injury Rate have both declined significantly since 2021. In 2021 peaked at 19. For 2025 it was 5 for a reduction of 74%.
4/16/2025	Adrian Brandt	Make last car a quiet car	In Progress		
2/18/2026	Adrian Brandt	Automated Passenger Counters (APCs) in use	In Progress	To obtain accurate on/off rider counts on a per-train & per-station basis	
2/18/2026	Adrian Brandt	Crews shall never close train doors early			Per rule crews are required to maintain a clock or watch to not vary more than 30 seconds from the correct time source designated in special instructions.
2/18/2026	Adrian Brandt	Can crews wear name tags (eg first name & last initial)	Not Started	To allow customers to easily and unambiguously identify crew members for praise or complaints	Per rule, crews are required to wear their Caltrain name badge with their first name visible to passengers
2/18/2026	Adrian Brandt	Improved bathroom door locks	In Progress	To end bathroom door malfunctions and unexpectedly opening	Working with subsupplier on fix.
2/18/2026	Adrian Brandt	Bathroom availability goal > 95% (19/20 train runs)	In Progress	To ensure an expected & advertised amenity is available	Under development.
2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	In Progress		Stadler working on a system improvement plan.
2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	Policy implementation on hold pending input from BATAC.
2/18/2026	Adrian Brandt	Quiet car implementation & deployment	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Quiet Car implementation is in progress per update given to the CAC on 2/18. Final timeline to be determined; CAC to be kept abreast of updates as available. -JJD 3/4
2/18/2026	Adrian Brandt	Mini-high platforms at all (SF-Tamien) mainline stations	Complete	To avoid unpredictably and unacceptably long dwell times for each wheelchair boarding	
2/18/2026	Adrian Brandt	Redwood City bike parking room	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Updates coming soon from the Bike team

2/18/2026	Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue	Locations investigated and track circuits adjusted to address issues. Location and problem areas are investigated as reported or observed. We have occasional issues with the ped crossing but are mostly related to berthing issue with the train engineers.
2/18/2026	Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.
2/18/2026	Adrian Brandt	Xing optimization fix for station-adjacent Xings	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.
2/18/2026	Adrian Brandt	EMU wheel flat spot root cause analysis & fix	Complete		Root cause identified and solution deployed fleet-wide.
2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares		3 decades-old suggestion; unanimous CAC resolution	Fare Policy team has included mileage-based/point-to-point fares as a consideration in the upcoming Fare Strategy Study
2/18/2026	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)		Increased flexibility for increased rider convenience and pass purchases	Fare Policy team agrees that these fare products are customer-friendly and will investigate them in further detail during the upcoming Fare Strategy Study in the coming year.
2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?		Many of the world's systems, including BART, provide riders a means to discreetly summon help	
2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	Not Started	To ensure good fit with both staff & train schedules for members	
2/18/2026	Adrian Brandt	CAC meeting minutes in board meeting package		In lieu of elimination of the public oral report to the board & public attendees	Staff have elected to provide the link to the webpage where updated meeting minutes can be accessed so that the latest information is always available for review. --JJD 3/4

2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	See Slide 4 of Report of the ED PPT from 3/5 JPB Meeting: https://www.caltrain.com/meetings/2026/03/caltrain-board-meeting
2/18/2026	Adrian Brandt	Anti-incursion delineator posts at all Xing edges	In Progress	Staff reports that these have stopped dangerous & system-delaying vehicle incursions	Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping
2/18/2026	Adrian Brandt	Solar-powered LED reflectors at Xing edges	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping
2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot		We cite fare evaders to discourage fare evasion but why not drivers illegally risking a fatal, train-damaging crash?	
2/18/2026	Adrian Brandt	Anti-trespass panels pilot at Xing edges (eg Palo Alto)	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping, and can address anti-trespass panels at that time
2/18/2026	Adrian Brandt	Xing clear safety zone pavement paint marking	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping
2/18/2026	Adrian Brandt	B(attery) EMU details & status presentation			
2/18/2026	Adrian Brandt	Level boarding roadmap presentation	In Progress	To speed boarding & substantially cut dwell times, particularly for strollers, bikes & wheelchairs	Staff plans to give presentation at 6/17 CAC meeting
2/18/2026	Adrian Brandt	SF downtown extension (aka "The Portal") presentation		To substantially boost ridership by getting more riders closer and more quickly to their downtown SF destinations	Docs available here to share with CAC: https://mytransit.sharepoint.com/:f:/r/teams/D-Rail_Executive/Shared%20Documents/Board/Board%20Meeting%20Materials/2026%20Meetings/CAC%20Documents%20%26%20Notes/Portal%20(DTX)%20-%20TJPA?csf=1&web=1&e=VqBrWE

**Peninsula Corridor Joint Powers
Board Staff Report**

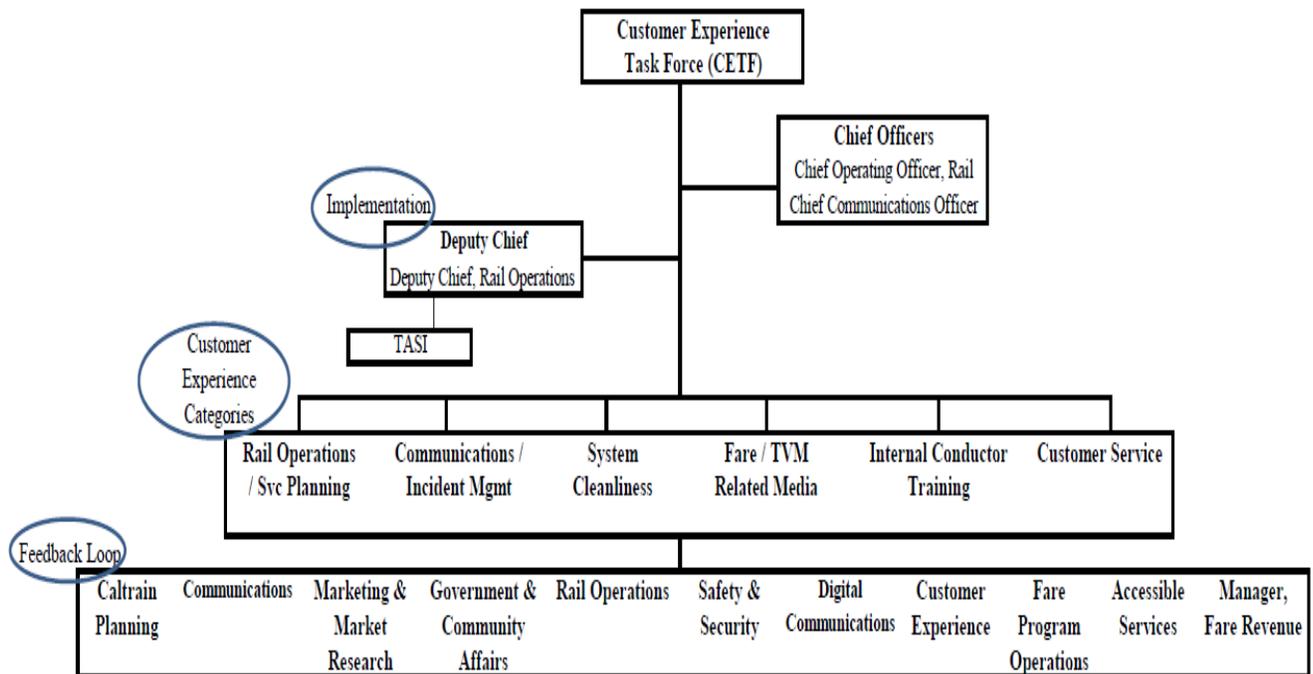
To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Acting Chief Operating Officer

For: March 2026 JPB Citizens Advisory Committee Meeting

Subject: Customer Experience Task Force 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

In February, staff assisted with plans for Super Bowl LX on February 8, 2026, and a Modified Schedule was devised for Presidents' Day on February 16, 2026.

The taskforce is spearheading efforts to:

- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae for their August schedule change.
- Review Caltrain's current schedule for potential service adjustments in August, including analysis of South County Connector service.
 - It includes a survey that will be conducted between March 10 and 23: Surveyors (Caltrain staff) will ride the South County Connector trains and distribute flyers with the online survey link. They will wear their work badges and orange Caltrain vests.
- Plan for upcoming events such as Bay to Breakers in May and the FIFA World Cup in June and July.

Communications/Incident Management (CICS)

Staff have 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

- Caltrain Service Alerts:
 - Subscribers grew to 16.540K (14.4K SMS - 2.8 Email).
- Future Event Planning and Website Updates:

- Outreach and wayfinding assessments are underway for several major events, including NCAA March Madness activities, San Francisco Giants home games, Bay to Breakers and upcoming concerts such as BTS. These efforts focus on providing riders with clear information before and during high attendance events, improving station wayfinding and coordinating across teams to support safe and efficient travel.
- Clipper Next Generation:
 - Staff continue to coordinate with Metropolitan Transportation Commission (MTC), Fares, and Customer Service departments to support clear messaging and a smooth transition for riders.
- Caltrain Events Page:
 - Entering the final stages of approval and development for the new Events Hub, including Event Location and individual Event pages. These updates will help riders more easily find key information about major events along the Caltrain corridor and plan their trips accordingly.
- Customer feedback:
 - Improvements underway to make it easier for customers to submit feedback or file a complaint. Internal rollout is targeted for March, with a customer facing launch planned several weeks later.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel:
 - Assessing rider feedback gathered regarding the Text and Email Alerts Service and working on various forms of implementation, from signage, take ones, website updates and alert transparency.

Caltrain Strategic Communications (Social and Media Relations)

- The month of February kicked off with the Super Bowl LX returning to the Bay Area. This was a huge effort across all departments and other Bay Area agencies. Caltrain social media supported messaging and content with approximately 100 organic posts.
- Strategic Communications: Social continued supporting marketing with messaging for the Valentine's Day Campaign, SJ Sharks and Stanford Athletics partnerships. Minor schedule changes were announced due to President's Day (supported via social and press release).
- The month closed off with an APTA AdWheel award for the "Driving is for Dodgers Fans" campaign.
- Continued rotational messaging which included Bike etiquette highlighting Caltrain features for bike users, supporting marketing in their effort to push out local events, and Next Generation Clipper.
- Messaging Highlights:
 - Bikes and Scooters - Education
 - Go Explore
 - Next Generation Clipper
 - Sharks Social Media Partnership
 - Super Bowl LX

- Stanford Basketball Giveaway
- Bay Area Transit Agencies reach loan agreement
- Valentine's Day Campaign + Giveaway
- Black History Month - The More You Know series
- Make a friend on Transit Day
- 988 / National Alliance Mental Illness messaging
- Now Hiring
- Marketing sizzle reel
- Valentine's Day Cards
- Lunar New Year
- Gov. Newsom highlighted Caltrain in press conference
- Red Bull Showrun
- APTA AdWheel Award

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
 - E-lockers are nearly ready for use at San Francisco (4th & King) station. Staff at the free bike valet will be able to start a rental for customers who will be returning later than planned. There are two levels of lockers, and only the first level will be available initially, as there is a delay with the lift-assist mechanisms for the upper level. Additional e-lockers will be installed at the Palo Alto station in the next month.
 - Stations that have received e-locker installations in the last year include San Francisco, Bayshore, San Bruno, Millbrae, Burlingame, San Mateo, Hayward Park, Hillsdale, Belmont, San Carlos, Redwood City, Menlo Park, Palo Alto, California Avenue, San Antonio, Mountain View, Sunnyvale, Lawrence, San Jose Diridon, and Tamien. In total, over 500 secure bike parking spaces were added in the last year.
 - Included with all 2025 installations are spaces that accommodate large bikes or two bikes, if people are traveling together.
 - Standard e-locker spaces are 5 cents/hour and XL spaces are 8 cents/hour. We continue to offer 100 free standard hours to people who use the BikeLink app to access a Caltrain e-locker for the first time.
 - More about the e-lockers is available at www.bikelink.org.

- Bike Parking Rooms
 - New bike racks will be installed at the planned bike rooms at Menlo Park and Redwood City stations.
- Bikes on Board Policy
 - A draft of the bikes on board policy will be discussed at the March 19 Bicycle and Active Transportation Advisory Committee. The planned enforcement of large bikes and bikes with attachments will be on hold while the new policy goes through a public process before it goes to the Board for approval.
- 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, staff 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.
 - All mini-high platforms on the Peninsula Mainline have been installed and are in service, with construction completion work expected to be completed in mid-2026. The feasibility of installation at the stations south of Tamien is still being evaluated.

Station Improvements

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

- Inspection, Maintenance and Repair
 - Conducted corridor-wide wheelchair lift, pump, and station lighting inspections, including inspections at San Francisco, San Antonio, Sunnyvale, and San Jose Diridon stations.
 - Completed Super Bowl LX related station inspections and operational support at Mountain View, Palo Alto, San Jose Diridon, and Santa Clara stations.
 - Performed facility repairs and support work at San Jose Diridon station, including installation of fire extinguishers.
 - Maintained and repaired station infrastructure including restroom maintenance, roll-up gate inspection and repair at San Francisco station. Shelter glass inspection, and elevator handrail repairs at San Bruno station.
 - Completed electrical and lighting work including miscellaneous electrical support at California Avenue, lighting repairs in tunnels at Santa Clara, San Jose Diridon, and Tamien stations, and lighting repairs at Millbrae station.

- Installed and updated station equipment and signage including:
 - ParkMobile signage adjustments at Redwood City station
 - MTC posters at Palo Alto and San Francisco stations
 - Pigeon netting at San Francisco station
 - Schedule cases at Millbrae station.
- Completed station painting and markings including:
 - Parking lot stencils at San Jose Diridon station
 - Bike stencils at Millbrae station
 - Painted station stencils at San Jose Diridon, Redwood City, Tamien, and Millbrae stations.
- Performed station upkeep including general cleanup of encampments at Sunnyvale station and restroom repairs at the San Francisco station.
- Vandalism Repairs
 - Performed corridor-wide graffiti abatement.
 - Repaired stolen grounding at Tamien station and vandalized station partition at San Francisco station.

Maintenance of Equipment - EMU Restroom Maintenance Trend Analysis and Action Items:

- High-Frequency Replacements
 - Top Drivers:
 - Warranty claims (primary) and Vandalism (secondary).
 - Commonly Lost Inventory:
 - Smoke detectors and toilet seats.
 - New Emerging Trend:
 - Increasing theft/loss of baby changing tables, which represents a higher unit cost than standard hardware.
- System Failures:
 - Fresh Water Pumps:
 - The current pumps are failing under warranty; they are currently being associated to the hard water levels currently being used/filled in the system.
 - Strategy:
 - Completed a local hard water level test, provided it to Stadler, now asking for the components specific hard water hardness level threshold
 - Proposed Solutions:
 - Have added de-scaling solution to the filling process when filling the water system to lower the hard water level to minimize the damage to pumps.
 - Also investigate sourcing more "stout" (industrial grade) pumps if there are no improvements and failures continue.
- Vacuumators:
 - The current vacuumators system is failing due to "forced clogs" (bottles, cans, diapers). This leads to a total motor burnout as the system tries to clear the obstruction.

- The Strategy:
 - Transitioning from reactive repair to preventative engineering.
- Proposed Solutions:
 - Sourcing "stout" (industrial grade) vacuumators.
 - Researching specialized hooking devices/deterrents used by other agencies to block large objects from entering the drain line.
- Fire Safety & Compliance
 - Passengers are intentionally disabling/removing smoke detectors to smoke in restrooms, creating a safety liability.
 - Proposed Solution:
 - Staff are sourcing security screens/cages to cover the detectors, making them tamper-proof while remaining functional.
- Structural & Security Upgrades (Door Tracks)
 - New locks have revealed a secondary weakness: the flexibility of the door-track itself. Too much "vertical flex" allows the door to unlatch while the door is locked out, and the vehicle is in service.
 - Proposed Solution:
 - A full redesign of the door track system.
 - Technical Requirement:
 - Implementing rugged/secure brackets to stiffen the track and eliminate the movement that leads to accidental unlatching.

Once the current warranty and vandalism challenges are mitigated, the team will work towards establishing and tracking KPIs to monitor availability. This shift will provide a clearer, more accurate picture of "Out of Service" data. Furthermore, the arrival of the additional "option" trains will allow for more effective equipment rotations and more time for servicing between runs. This ensures that fully serviced units, complete with operational restrooms, are consistently available for frequent service.

JPB CAC Work Plan

January 21, 2026

- Corridor Crossing Strategy Program Update
- Revisit Meeting Start Time

February 18, 2026

- Safety Quarterly Update
- Quiet Car

March 18, 2026

- Measure RR Public Hearing

April 15, 2026

- CAC Charter Proposed Amendments
- Baseline Safety Enhancements Program
- Climate Vulnerability Study findings
- Bikes on Board Update

May 20, 2026

- Safety Quarterly Update
- FY2027 Preliminary Operating & Capital Budgets
- 2025 Triennial Customer Survey Update
- Approve Initiation of Corridor Crossings Strategy Programs and Adopt CCS Elements

June 17, 2026

- Level Boarding Roadmap
- The Portal Update

July 15, 2026

- Ridership Growth Strategy
- Feedback Forms

August 19, 2026

- Safety Quarterly Update

- Authorize Remote Attendance

September 16, 2026

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October 21, 2026

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November 18, 2026

- Safety Quarterly Update
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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
- Bike Policy Update