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REVISED AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

May 20, 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.

May 20, 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 April 15, 2026 (5:50 pm) Motion
5. 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.
6. Report of the Chair (6:05 pm) Informational
7. Safety Quarterly Update (Jerry Guaracino) (6:15 pm) Informational
8. Receive Update on Fiscal Year 2027 Operating Budget ~~FY2027 Preliminary Operating & Capital Budgets~~ (Oscar Quintanilla Lopez) (6:35 pm) Informational
9. Corridor Crossing Strategy Program & Elements (Nicole Soultanov) (6:55 pm) Informational
10. 2025 Triennial Customer Survey Update (Julian Jest) (7:15 pm) Informational
11. Staff Report (Ted Burgwyn) (7:35 pm)
 - 11.a. Customer Experience Task Force Update Informational
 - 11.b. JPB CAC Work Plan Update Informational
12. Committee Member Comments (7:45 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.
13. Date / Time / Location of Next Regular Meeting: Wednesday, June 20, 2026 at 5:40 pm
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

JPB Citizens Advisory Committee (CAC) Meeting
May 20, 2026

14. 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 April 15, 2026

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Melody Pagee (Alternate), Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate), Patricia Leung (Chair)

Members Present via Teleconference: Adrian Brandt (Vice Chair)

Members Absent: Rosalind Kutler, Kristopher Linnquist

Staff Present: B. Baney, T. Burgwyn, L. Ko, D. Provence

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 March 18, 2026

Ms. Ko explained the clerical error in draft minutes Item 4.

The Committee Members had Committee comments, which included the Report of the CAC and inclusion of CAC minutes in the Board packet.

Motion/Second: Brandt/Sarathy

Ayes: Abbott, Albohm, Ayub, Sarathy, Thurber, Wickman, Brandt, Leung

Noes: None

Absent: Kutler, Linnquist

Abstain: Pagee

5. Public Comment for Items Not on the Agenda

Jeff Carter commented on public transit perception, sales tax voting, and verbal Report of the CAC.

Christina F commented on repairs, security cameras and monitoring, and vandalism regarding the Bayshore elevators.

Roland commented on minute taking using zoom transcription.

6. Report of the Chair

Chair Leung noted Vice Chair Brandt's teleconference accommodations and stated there was no report.

7. Revisit Meeting Start Time

The Committee Members had a robust discussion which included revisiting the meeting start time after settling into the new headquarters (HQ), Senate Bill (SB) 707 flexibility, and bylaw adjustments.

Public Comment

Jeff Carter commented on commute times, transit services accessibility, and meeting duration.

Roland commented on the public Zoom view.

Christina F commented on the public Zoom view.

8. Bikes on Board Update

Dan Provence, Principal Planner, provided the presentation that included the following:

- 20 percent of customers use bikes, leading to increased amount of bike parking spaces and limited bike spaces on train cars
- Bike policy to prioritize safety, ridership growth, comprehensibility, and enforceability
- Feedback received from CAC and Bicycle and Active Transportation Advisory Committee (BATAAC) Electric Multiple Units (EMU) Bike Car Design workshop
- Stacking space accommodations and limited space
- Bike usage combined with other modes of transportation
- Electronic lockers (e-lockers), bike valet, controlled access bike rooms, and bike and scooter share availability at specific stations
- Sample feedback from community: rider needs, signage, bike type distinction, width and child seat accommodations, and time of day rules associated with commute times or Limited and Express trains
- Difficulties with adding more space or increasing service; ridership growth and invalidation of funding agreements

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

- Communication of full bike cars; automatic bike counter (ABC)

- Station accessibility difficulties and bike storage accommodations; station-specific data to identify bike parking opportunities
- Monitoring of bike parking usage and additional spaces at places with high demand
- Equitable riding system, accounting for bike car traffic alleviation
- Bike bumping on Limited and Express trains; user friendly bike lockers
- Reliability for riders who use bikes on the full route, last mile needs, and municipality shared microtransit opportunities
- Motorcycle and folding bikes presence; system to alleviate misuse of lockers and to ensure rental indication
- Equitable and enforceable policy with width, child seat needs, and accommodations with other items
- Compliance issues with off-peak fares for time-of-day rules and day of weeks
- Real-time crowding data collected with ABC
- Menlo Park and Redwood City bike shelters
- Biker rental flexibility; messaging and videos to educate riders on appropriate procedures; provision of electronic locker (e-locker) video for messaging

Public Comment

Jeff Carter commented on bike car ridership, storage alleviation, child seat importance, and Palo Alto bike hub.

Roland commented on limited bike spaces, free bike parking, paid parking, bike shed day passes, and ABCs.

Christina F commented on first-last mile options, valet parking availability, station vandalism, bike policy enforcement at other transit agencies, bike share docking locations in San Mateo County, and electric bike state proposals.

Daniel Karpelevitch commented on meeting demands, bike car restrictions and ticketing, bike sharing opportunities and Bay Wheels, time of day restrictions, and alerts for express and limited trains.

9. Climate Vulnerability Study Findings

Bo Baney, Manager, Environmental Compliance, provided the presentation that included the following:

- Observed climate impacts of high heat, storm flooding, and wildfire smoke affecting service through precautionary speed restrictions, accessibility, and rider discomfort
- Internal and external stakeholder (Committee) meetings as well as public outreach to provide feedback and collect data
- 1,265 survey responses indicated effects from climate impacts and weather hazards; transportation option concerns and adjusted service accommodations

- Low and high emissions looked at during present day, mid-century, and end-of-century conditions
- Riverine flooding: bus bridges impacts and delays; storm frequency to increase over time
- Coastal flooding: increase in storming, tidal events, and sea level rising
- Extreme heat: increasing temperatures result in slow orders, delays, and low asset damage
- Wildfires are not a significant threat overall and quick damage repair; impacts to all transit options
- Wind and power are not a significant threat; service disruptions from fallen trees and power outages

Staff provided further clarification in response to the Committee comments and questions, which included the following:

- Stormwater design improvements; revisiting design criteria to better incorporate findings and information from High-Speed Rail (HSR)
- Categorization of vulnerabilities into controllable and uncontrollable items; municipality mitigation steps for flooding
- Slow orders; rail temperature vulnerability and reduction; slab track and rail webbing painting
- Wooden ties flooding susceptibility

Public Comment

Jeff Carter commented on flooding frequency, Millbrae Station shelter availability, and poor draining systems in Millbrae.

10. Staff Report (Ted Burgwyn)

10.a. Customer Experience Task Force Update

10.b. JPB CAC Work Plan Update

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

- 95.2 percent for March on-time performance (OTP)
- Four days of vehicles on tracks; 77 minutes of delay for mechanical and 365 minutes of delay for Stadler warranty
- Villa Terrace train strike and fatality
- 1.1 million rides in March, highest post-pandemic weekday and weekend ridership
- New South County Connect ridership dashboard
- Unresolved Clipper Next Generation core problems; pilot confirmed persisting issues
- Bayshore Station elevator repairs, vandalism, and modifications to reduce vandalism
- Clipper reader vandalism and increased security measures

- Automatic passenger counter (APC) short-term software fix for data transmission and no improvements seen; looking to replace entire software; ability to count riders and bikes
- Quiet car paused due to HQ move and communications to provide signage and wording
- Fédération Internationale de Football Association (FIFA) planning and extra service accommodations for late night games; June 12 to July 19 fan events

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

- Increased rebooting train to improve passenger information systems (PIS) on board by clearing cache; re-booting for various situations; ABC implementation
- No counting issues with APC software but unable to transmit information
- Visibility issues for cars on tracks and delineator specifications; vehicle strikes patterns and solutions
- Fare evasion report and citing efforts
- Early departures and General Code of Operating Rules (GCOR) rules

11. Committee Member Requests

The Committee Members commemorated the passing of Rodney Diridon, Senior.

12. Date/Time/Location of Next Regular Meeting: Wednesday, May 20, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA.

13. Adjourn – The meeting adjourned at 7:43 pm.

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Citizens Advisory Committee
From: Ted Burgwyn, Acting Chief Operating Officer
For: May 2026 JPB Citizens Advisory Committee Meeting
Subject: Staff Report

On-time Performance (OTP) –

- **April:** The April 2026 OTP was 96.1% compared to 96% for April 2025.
 - **There was no trespasser or vehicle strikes for the month of April.**
 - **Mechanical Delays** – In April 2026 there were 54 minutes of delay due to mechanical issues and 142 minutes of delay due to Stadler warranty issues.

- **March:** The March 2026 OTP was 95.2% compared to 95.4% for March 2025.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 4th (Scott St., San Bruno @ 7:53 pm), caused 0 trains delayed. The vehicle on the 9th (SF Yard Tracks @ 9:48 pm), caused 1 train delayed. The vehicle on the 28th (Mountain View @ 3:15 am), caused 0 trains delayed. The vehicle on the 31st (Scott St., San Bruno @ 5:15 am), caused 2 trains delayed.
 - **Trespasser Strikes** – There was one trespasser strike in March, resulting in a fatality. The strike on the 14th (Villa Terrace, San Mateo @ 10:18 am), caused 12 trains delayed & 1 train terminated.
 - **Vehicle Strikes** – There was one vehicle strike in March. The vehicle on the 19th (East Meadow Dr., Palo Alto @ 4:06 pm), caused 28 trains delayed, 1 train terminated & 1 train annulled

Caltrain Board Adopts Corridor-Wide Right-of-Way Safety Strategy

The Caltrain Board of Directors voted to adopt a new Caltrain Corridor Right-of-Way Safety Strategy (CROWS), a corridor-wide framework designed to strengthen ongoing safety enhancements on Caltrain’s right-of-way.

“Safety is Caltrain’s core value, and the need to make our right-of-way safer is reflected in everything we do,” said Caltrain Executive Director Michelle Bouchard. “After years of targeted improvements, this strategy establishes a comprehensive approach to reducing risk, strengthening accountability, and delivering the most effective treatments where they are needed most throughout the entire Caltrain corridor to keep the people and communities we serve safe.”

Caltrain and its partners have implemented safety improvements at specific locations in response to known risk conditions, operational needs and available funding since the agency’s founding. While these investments have delivered meaningful benefits, the corridor continues to face serious challenges including repeated trespassing incidents and vehicle incursions onto the right-of-way, events that can result in death or serious injury, trauma to employees and the public and significant service disruptions.

The CROWS Strategy is designed to standardize and scale effective improvements, in order to accelerate deployment at identified high-risk locations, and strengthen ongoing maintenance and monitoring to ensure safety improvements remain effective over time. Staff are also seeking additional funding to expand proven measures to more locations throughout the corridor.

The CROWS Strategy combines education, outreach, enforcement, engineering improvements, and standards/procedure updates—organized around data-driven risk analysis and national best practices for trespass and suicide prevention.

Caltrain Delivers Giants Faithful to FanFest

San Francisco Giants fans could take Caltrain to the last FanFest before the season started on Saturday, March 14, from noon to 4 p.m. Fanfest attendees took advantage of Caltrain’s convenient half-hourly weekend service to get to San Francisco Station, a short block away from Oracle Park.

Caltrain and Bay FC kick off the soccer season together

Caltrain geared up to move fans across the Peninsula as Bay FC opened the soccer season Saturday March 14 against Denver Summit FC. Kickoff was scheduled for 3:30 p.m., and Caltrain offered a convenient option for supporters heading to the match.

Caltrain Ran Service to Giants Home Opener March 25

The San Francisco Giants were back at Oracle Park taking on the New York Yankees on Wednesday, March 25, and Caltrain was ready to deliver its faithful fans to the game. Caltrain also reintroduced its post-game train which made all stops all the way to the end of the line at San Jose Diridon Station.

Caltrain Honors Speaker Emerita Nancy Pelosi for Decades of Transit Advocacy with Dedicated Train

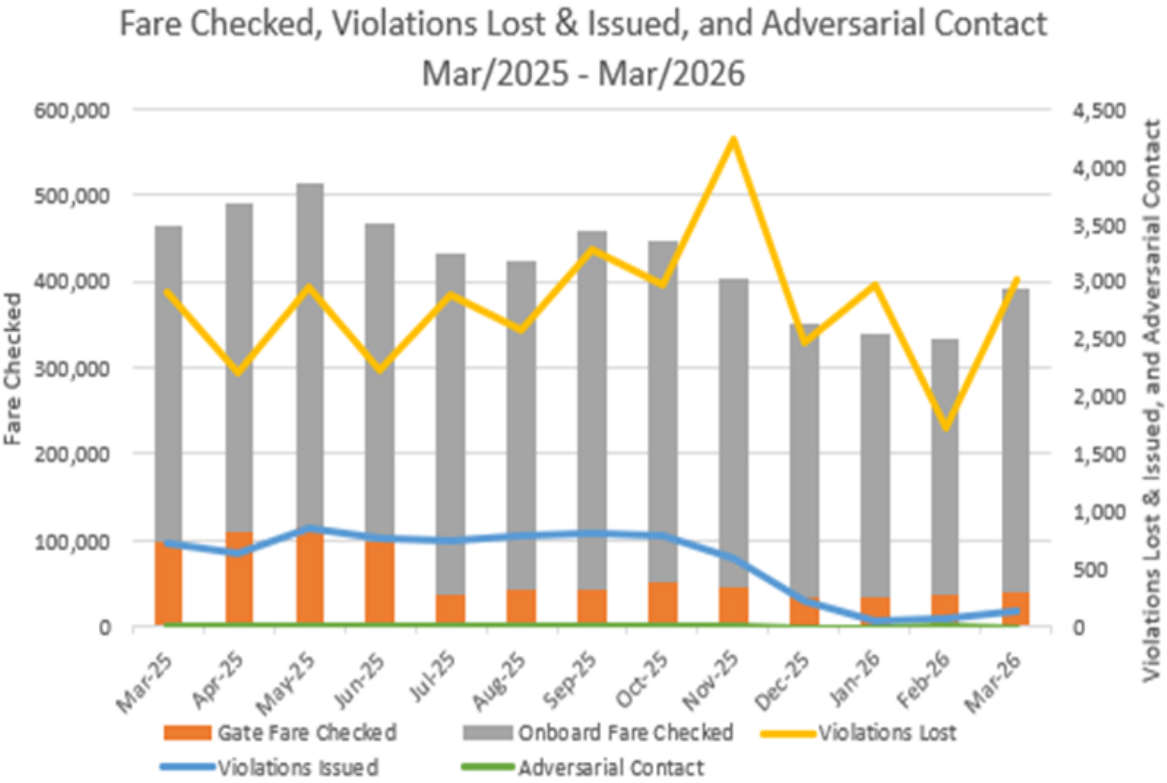
National and local leaders celebrated as Caltrain named one of the trains in its state-of-the-art electric fleet in honor of Speaker Emerita Nancy Pelosi at Caltrain's San Francisco Station. Made during Women's History Month, this dedication recognizes Pelosi for her outsized role in advocating for Caltrain and other public transit agencies throughout her career as she nears the end of her final term in Congress after serving for 38 years. Pelosi was instrumental in obtaining federal funding for Caltrain's \$2.4 billion Electrification Project that was completed in 2024, modernizing the 160-year-old railroad and leading the agency to be named the fastest growing transit agency in the United States in 2025.

Caltrain is the ride to beat as March Madness arrives in San Jose

Fans could take Caltrain to the Sweet 16 on Thursday, March 26, at the SAP Center, where Texas faced Purdue at 4:10 p.m., followed by Arkansas vs. Arizona at 6:45 p.m. The action continued with an Elite Eight matchup on Saturday, March 28, when Arizona faced Purdue at 6:00 p.m.

Fare Enforcement Report – May 2026

In March 2026, Caltrain conductors performed a total of 392,203 fare inspections at the terminal and onboard the trains. During this period, 3,007 violations were lost because the rider didn't provide identification and 132 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

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



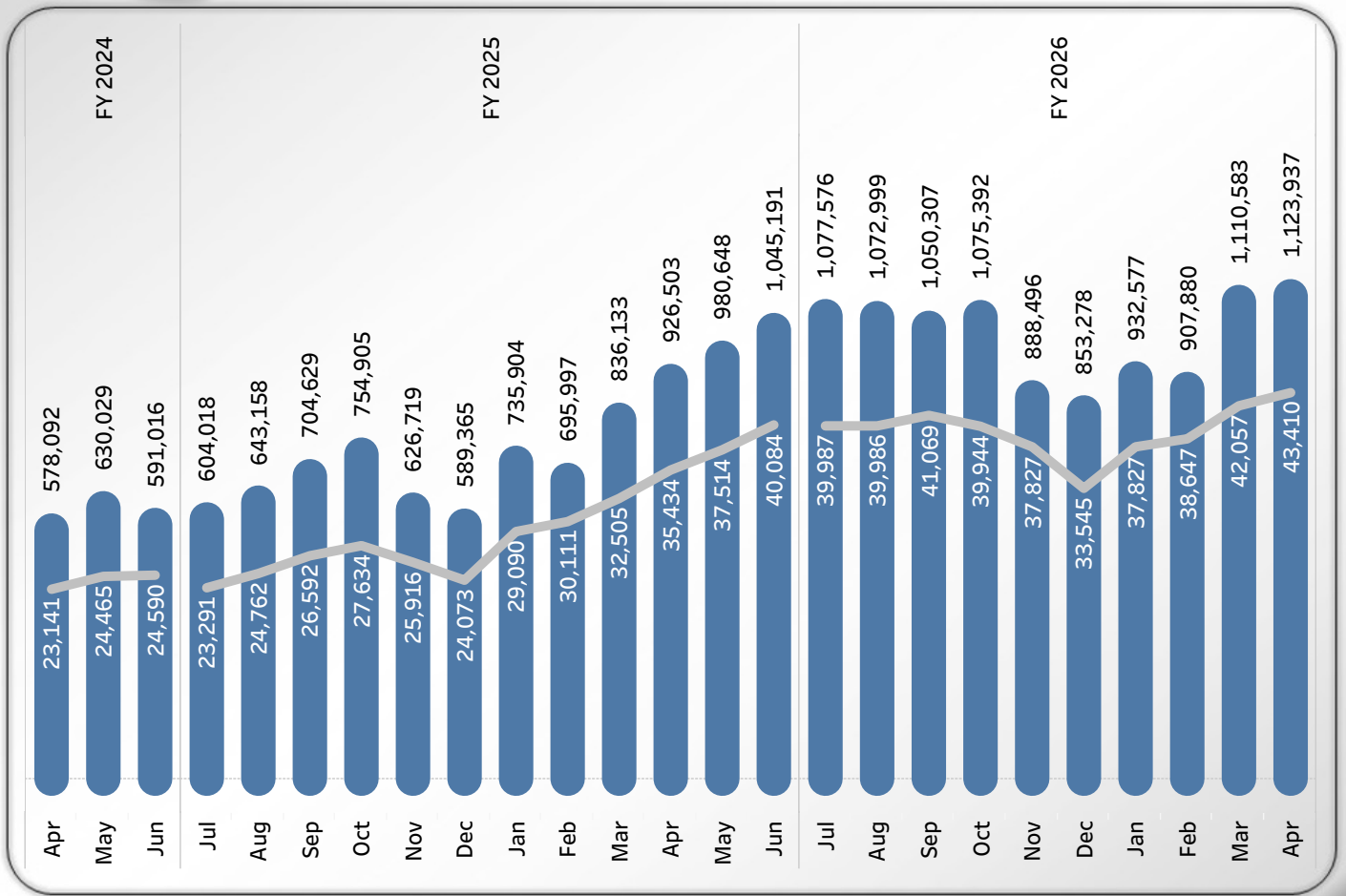
Ridership Executive Summary - Apr 2026

<u>Monthly Performance</u>	Current Year Apr 2026	Pre-Pandemic Apr 2019	Apr 2026 % of Pre-Pandemic	Last Year Apr 2025	Apr 2025 to Apr 2026 % Change
Total Monthly Ridership	1,123,937	1,593,266	70.5%	926,503	+ 21.3%
Average Weekday Ridership	43,410	67,728	64.1%	35,434	+ 22.5%
Average Saturday Ridership	24,379	15,135	161.1%	20,611	+ 18.3%
Average Sunday Ridership	17,850	10,678	167.2%	16,126	+ 10.7%

<u>Fiscal YTD Performance</u>	Current Year Apr 2026	Pre-Pandemic Apr 2019	Apr 2026 % of Pre-Pandemic	Last Year Apr 2025	Apr 2025 to Apr 2026 % Change
Total Monthly Ridership	10,093,024	14,344,540	70.4%	7,117,331	+ 41.8%
Average Weekday Ridership	39,507	61,584	64.2%	27,979	+ 41.2%
Average Saturday Ridership	23,198	16,995	136.5%	15,361	+ 51.0%
Average Sunday Ridership	16,899	11,497	147.0%	12,347	+ 36.9%



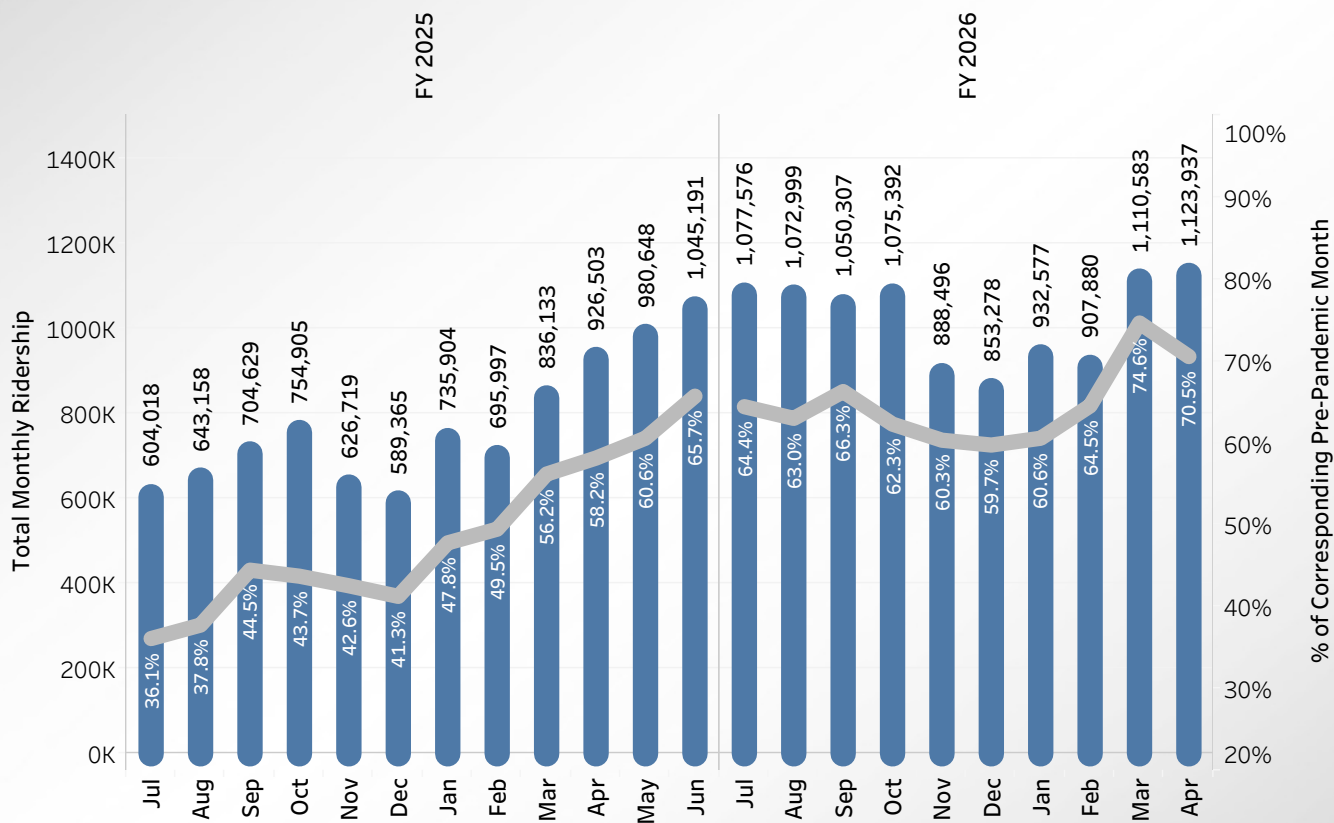
Monthly Ridership and Average Weekday Ridership - Apr 2026



Legend | Total Monthly Ridership | AWR



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

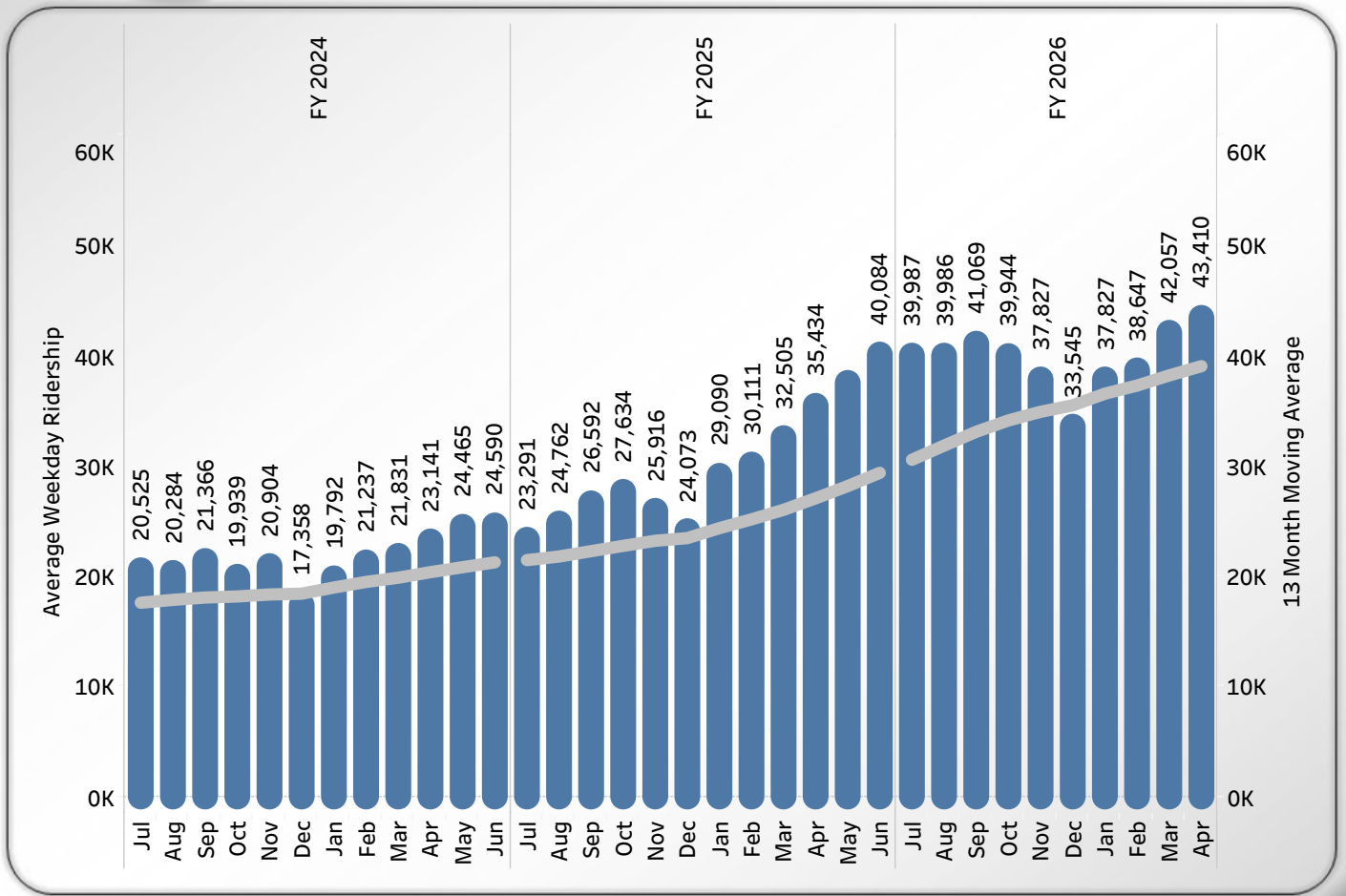


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



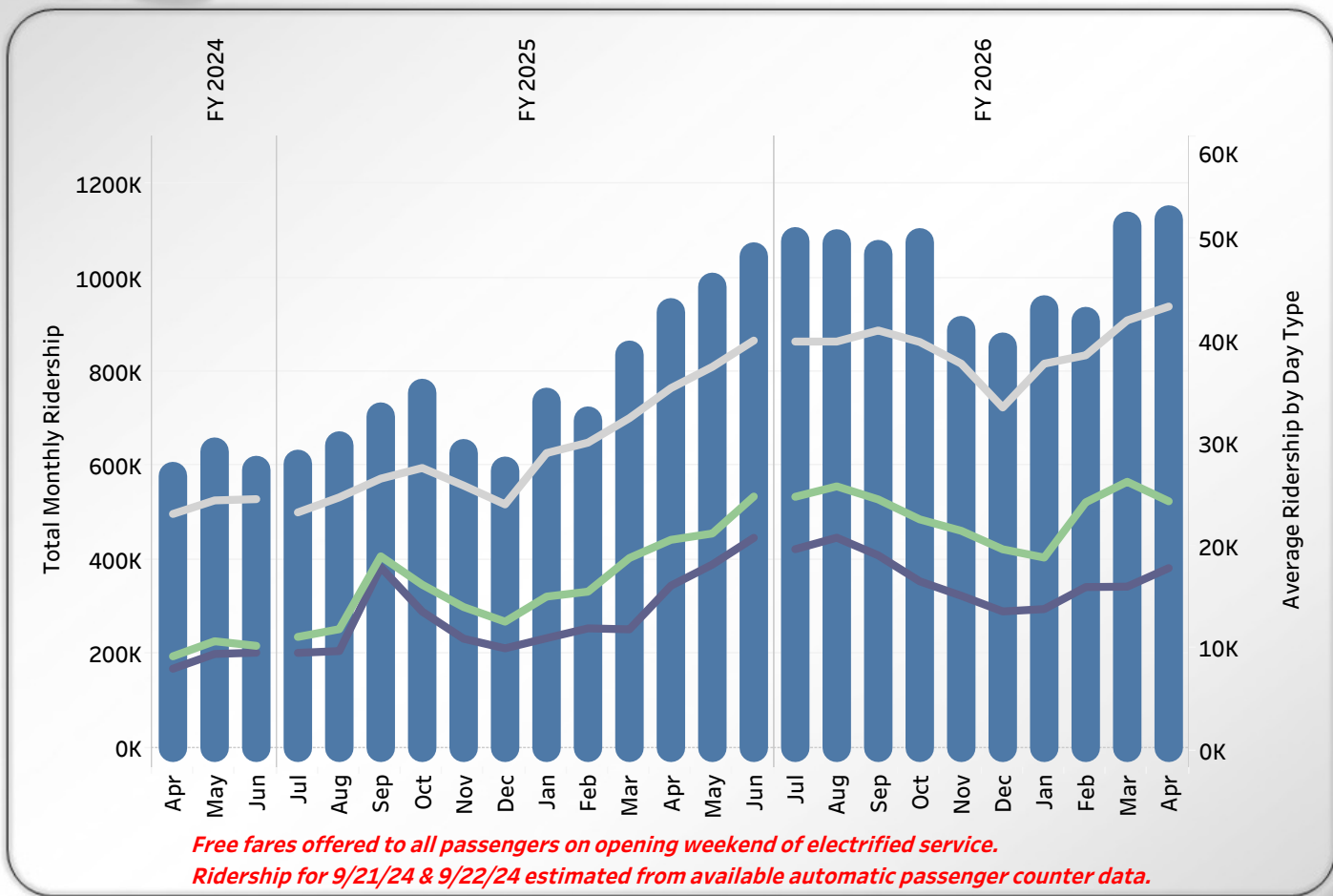
Average Weekday Ridership & 13 Month Average - Apr 2026



Legend | AWR | 13 Month Moving AWR



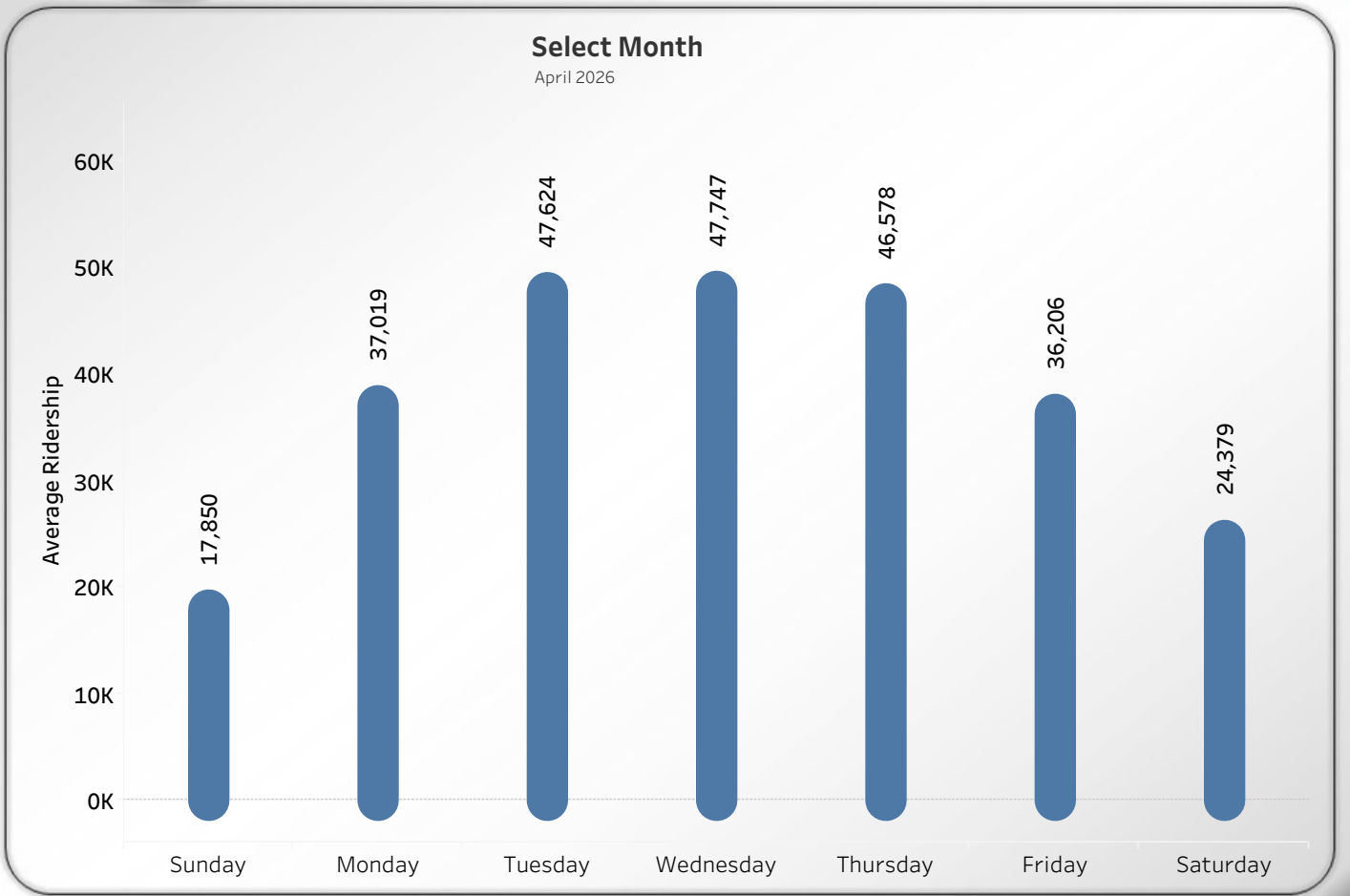
Monthly Ridership & Average Ridership by Day Type - Apr 2026



Legend | Total Monthly Ridership | Weekday | Saturday | Sunday



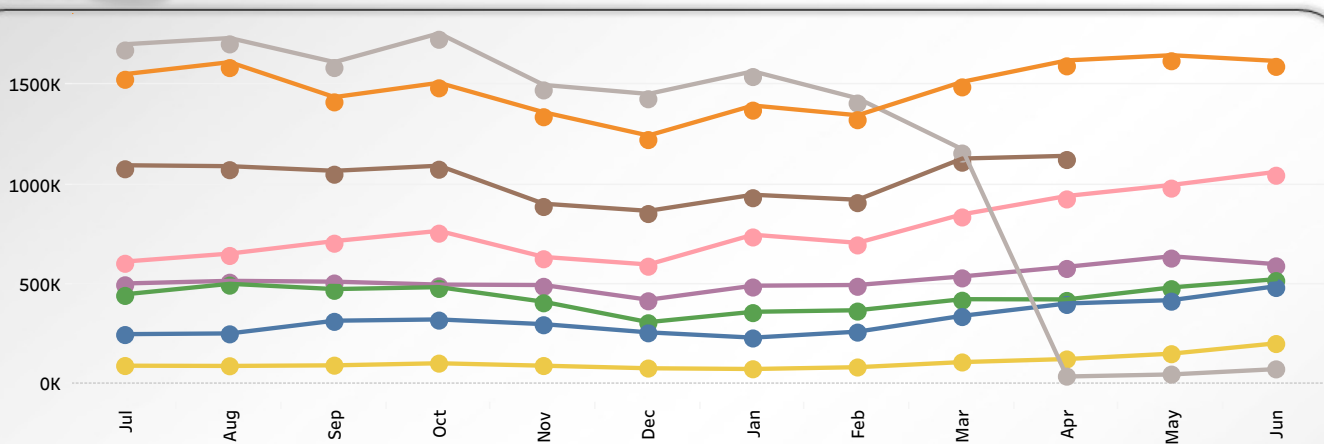
Average Ridership by Day of Week* - Apr 2026



**Excluding holidays*



Monthly Ridership by Fiscal Year - Apr 2026

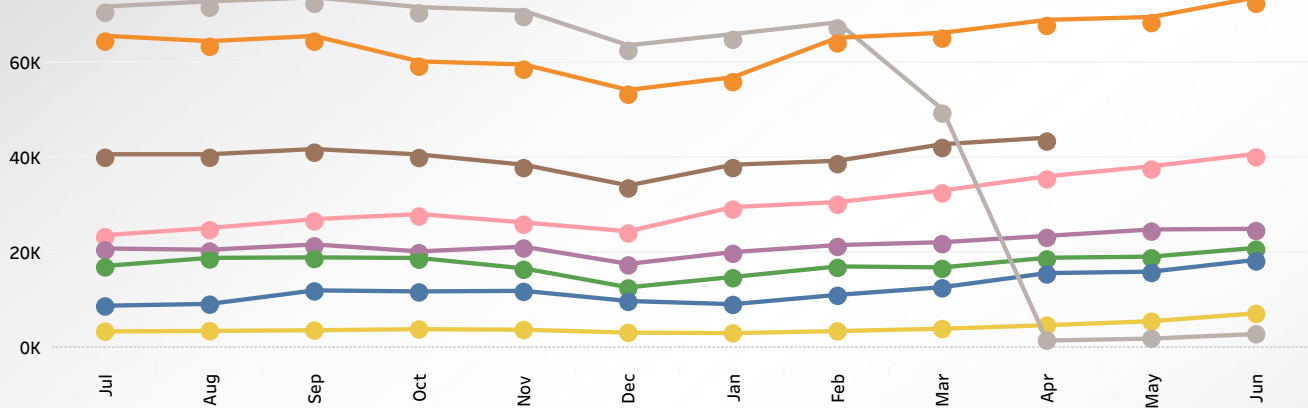


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,077,576
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,158	1,072,999
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,629	1,050,307
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	754,905	1,075,392
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,505	626,719	888,496
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,046	589,365	853,278
Jan	1,371,400	1,539,666	75,485	229,746	356,827	485,078	735,904	932,577
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,748	695,997	907,880
Mar	1,487,889	1,156,388	109,519	337,078	418,830	530,835	836,133	1,110,583
Apr	1,593,266	38,584	124,522	397,753	417,783	578,092	926,503	1,123,937
May	1,618,825	48,745	150,923	414,196	476,739	630,029	980,648	
Jun	1,590,653	74,908	201,872	482,691	517,256	591,016	1,045,191	

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



Average Weekday Ridership by Fiscal Year - Apr 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	39,987
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	26,592	41,069
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,634	39,944
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,916	37,827
Dec	53,258	62,480	3,162	9,687	12,513	17,358	24,073	33,545
Jan	55,897	64,806	3,058	9,044	14,655	19,792	29,090	37,827
Feb	64,041	67,218	3,484	10,956	16,829	21,237	30,111	38,647
Mar	65,057	49,276	3,965	12,539	16,628	21,831	32,505	42,057
Apr	67,728	1,536	4,693	15,451	18,621	23,141	35,434	43,410
May	68,326	1,935	5,521	15,757	18,853	24,465	37,514	
Jun	72,370	2,871	7,143	18,187	20,663	24,590	40,084	

■ 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>

Select Month

April 2026

Total Monthly Trips*

April, 2026: 1,123,937

TIP:

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

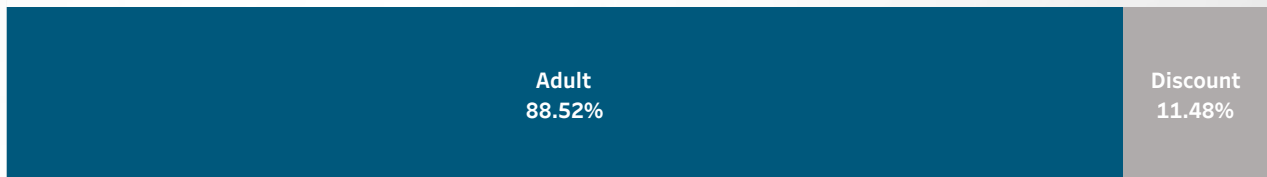
Pass Type



Fare Media Channel



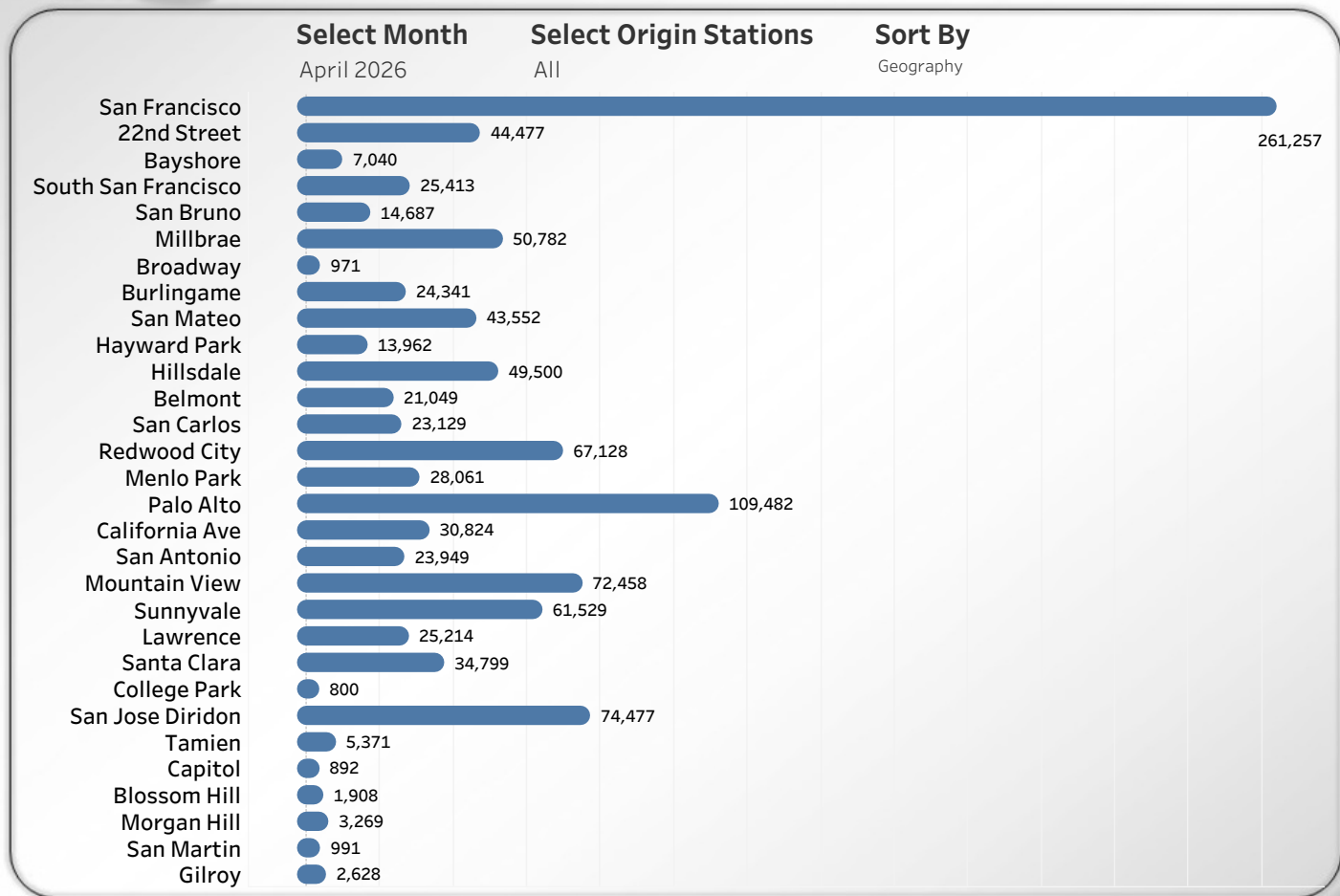
Fare Type



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



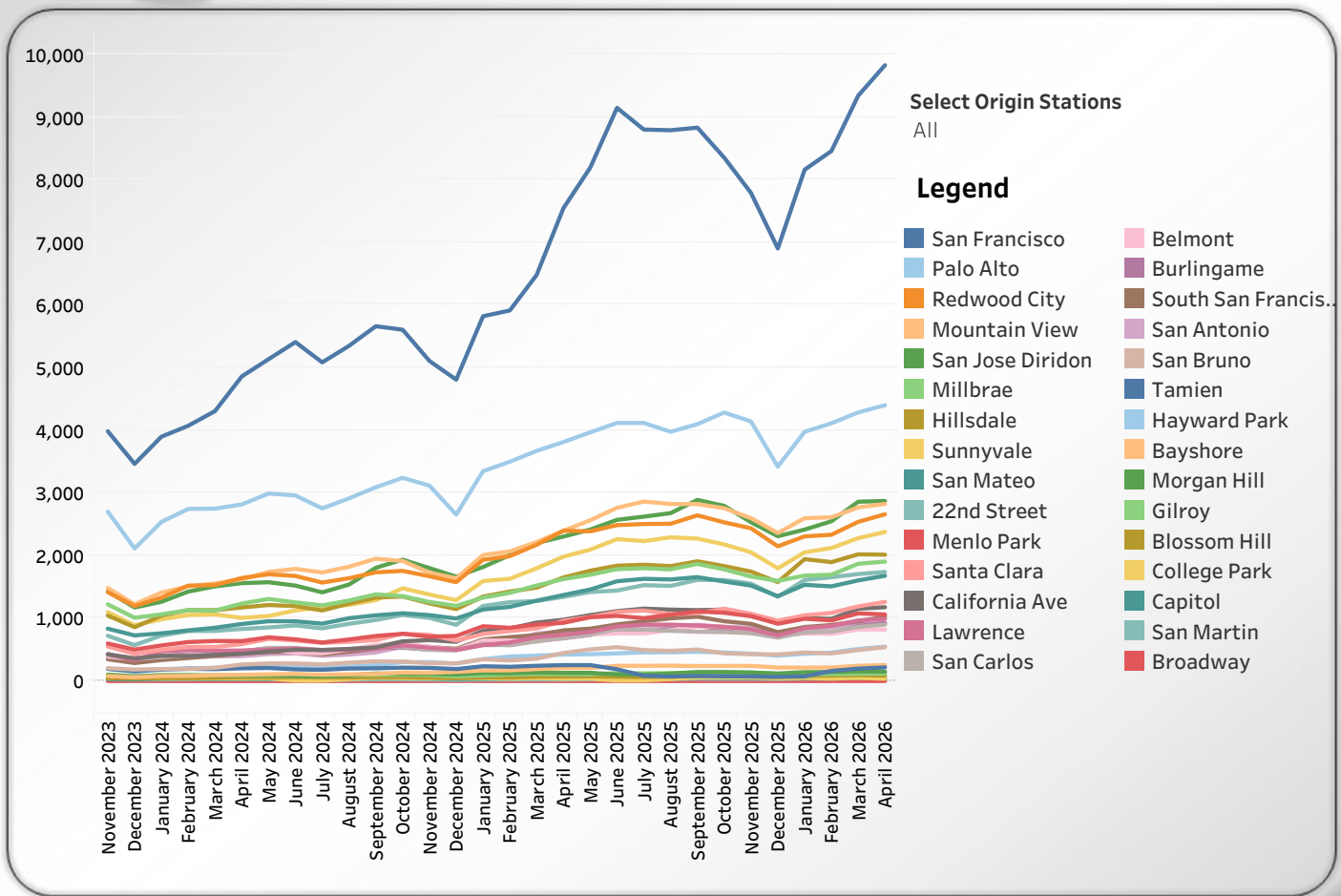
Caltrain Total Monthly Ridership by Origin Station



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



Caltrain Average Weekday Ridership by Origin Station

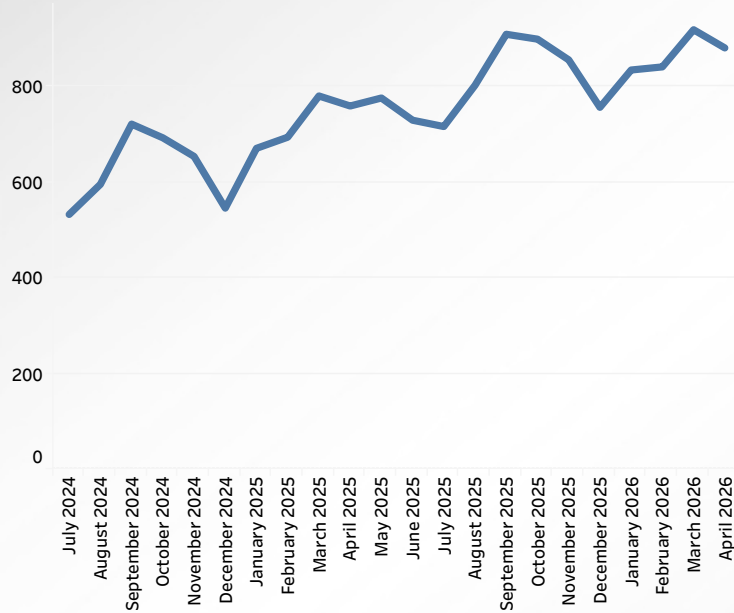


Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



South County Connector Ridership - Apr 2026

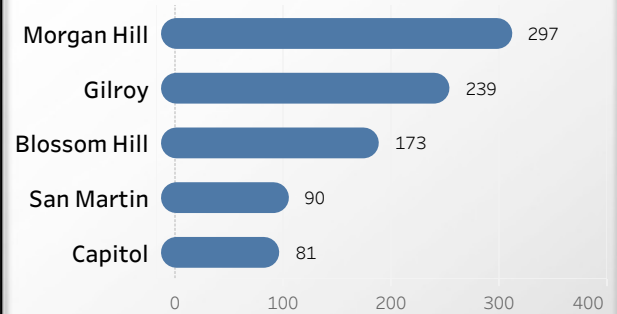
Average Weekday South County Connector Total Ridership*



Average Weekday South County Connector Total Ridership (Boardings and Alightings), Apr 2026 : **881**

Year-to-Year Growth Rate (Apr 2025 to Apr 2026) : **16.0%**

Average Weekday South County Connector Total Ridership*, by Station



**South County Connector total ridership includes both northbound morning trips and southbound afternoon trips. Total ridership is calculated by doubling the boardings at the five south county stations to account for return trips.*

Committee		Follow up requested	Status	Notes	March 18 update	April 15 Update	May 20 Update
Date	Member						
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 BATAAC.		
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. --JD 3/4		
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	<ul style="list-style-type: none"> Redwood City's planned bike room had bike racks installed on 3/17/26. There are space efficient hanging racks, scooter specific racks, and inverted U-racks for large bikes and bikes that people do not want to lift onto the hanging racks. Menlo Park's bike room is scheduled for bike rack installation next week. Additional work, including installation of an access kiosk at each location, security camera, etc. are still coming. A facility opening date is not known but it will be in the next few months. Over the last year hundreds of new e-lockers have been added to the corridor. There have been over 35,000 e-locker rentals at Caltrain stations during those 12 months. Over 5,400 unique access methods were used to park bikes at Caltrain stations (Note: this does not equate to unique customers because some people may have more than one access card. It is higher than the actual number of customers but it is a fair approximation). Most stations now have XL e-locker spaces to serve customers with bigger bikes. 	

Item #11
5/20/2026

Item #11
5/20/2026

Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	May 20 Update
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	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		

Item #11
5/20/2026

Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	May 20 Update
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	In Progress		Staff plans to give presentation at 9/16 CAC meeting		
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	Staff Plans to give presentation at 6/17 CAC meeting. 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		
2/18/2026	Adrian Brandt	In-cab crossing re-activation signal (vs. whistle mic)		To reduce train horn noise at station platforms	Onboard Software development complete. Feature was field tested on Caltrain in late February 2026. Full deployment is currently being planned for. Deployment date is being reviewed currently.		
2/18/2026	Adrian Brandt	BikeLink e-Locker usage & expansion update		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	Public Comment	Bayshore Elevator Failures		Public Comment	New reporting process implemented 3/9 that will improve customer notifications and also attempt to address the root cause of failures to improve overall elevator reliability.		

**Peninsula Corridor Joint Powers
Board Staff Report**

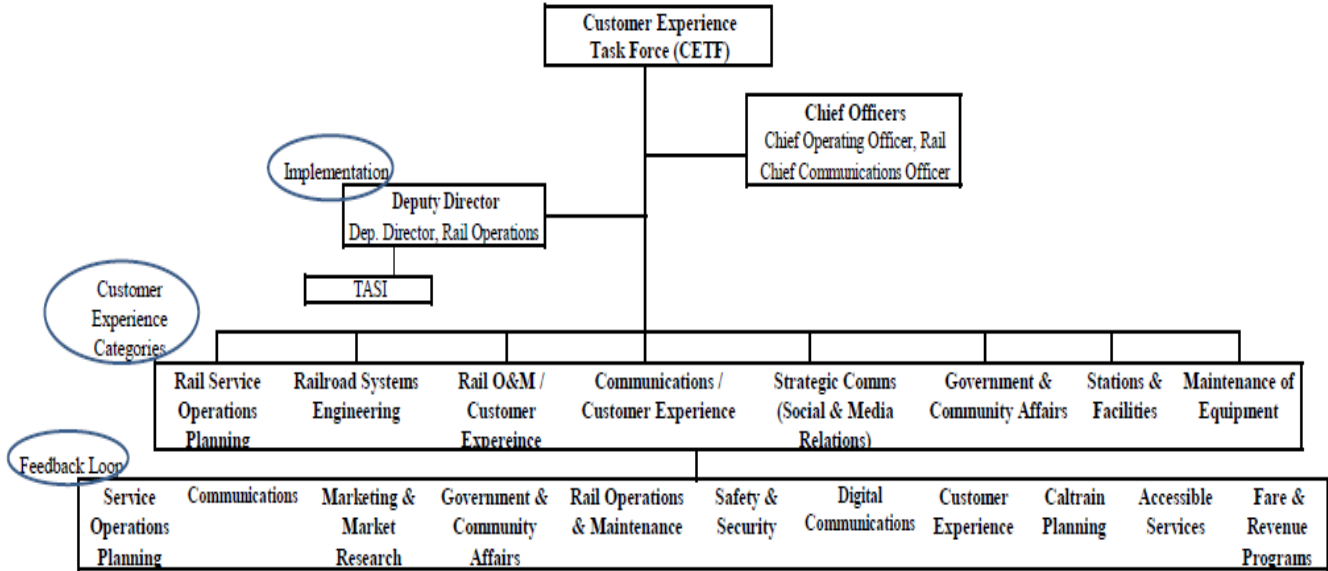
To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Acting Chief Operating Officer

For: May 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 and Active Transportation 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.



Rail Service Operations Planning

In April, staff reviewed and analyzed results for the South County Connector Survey that took place in March 2026. Staff determined that no schedule changes will be implemented this August 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 and key performance indicators for potential future service adjustments
- Plan for upcoming events such as Bay to Breakers and the K-Pop (BTS) concerts in May, and the FIFA World Cup in June and July.

Railroad Systems Engineering

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.

Rail O&M Customer Experience - Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- Caltrain Events Webpage Redesign Launching Today
 - The redesigned Caltrain Events webpage launches today with a more modern, accessible, and mobile-friendly experience, plus easier navigation and event discovery. caltrain.com/rider-information/events
- Clipper Next Generation
 - Staff continue to coordinate with MTC, Fares Team, and Customer Service to support clear messaging and a smooth transition for riders.
- Caltrain Alerts

- Caltrain is improving text and email alerts, so riders get more relevant updates based on the service they use. Staff are also updating webpages to better explain disruptions, expected recovery times, and restroom service notices. Alert subscribers have grown to 17,000.
- FIFA World Cup Soccer & transit
 - Planning is underway for station signage to support Fan Fest events and matches across the Bay. Staff are also coordinating with regional transit partners to create a clear, consistent rider experience across systems.
- Market Research
 - Staff are published the Triennial Customer Survey findings [here](#) on rider behavior, demographics, and service priorities; presented to the TOPS Committee, with CAC and BATAC presentations upcoming.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel
 - Completed the survey on platform bike stencils and other cyclist experiences; analysis and recommendations underway.
- Ticket Booth
 - The Ticket Booth at 1250 San Carlos Ave. in San Carlos (Central Office) will be closed beginning Thursday, May 14. The ticket booth will open at the new location at 166 N Rollins Rd. Millbrae, CA on Monday, May 18th. Hours of operation at the new location will remain the same.

Caltrain Strategic Communications (Social and Media Relations)

- The month of April was a huge month for all things Giants. The additional trains proved to be successful seeing a 30% increase in ridership from the year prior, important to note the season did start earlier this year, and other factors may have come into play. Following the success of prior themed trains on April 23rd, Caltrain hosted a themed train for the Giants vs Dodgers home series. The themed train was NB 121. Typical 12:45pm Giants game train (NB121) averages ~640 riders, the event train had 980 riders.
- Strategic Comms continued supporting multiple events and marketing efforts across different mediums, whether it be in person, via media relations or social media. The next iteration of Destination Downtown was published featuring Redwood city, this is an original campaign stemming from the Caltrain social team highlighting Downtown Destinations across the corridor. A new social media plan was introduced for the Dollar Youth Fare, (edited by the Caltrain Social Team), featuring youth riders and their opinions on why they love Caltrain. This campaign is running on a weekly cadence, on Fridays.
- Messaging Highlights (Includes rotational messaging):
 - Downtown First Thursdays – Trade partnership, social promotion
 - Sharks Social Media Partnership - ticket bundle
 - SF Giants Themed Train
 - Destination Downtown – Redwood City – featuring a quote from Director Jeff Gee

- Dollar Youth Fare
- 988 / NAMI messaging
- Marketing - Go Explore
- South County Survey
- World Public Transport Day
- Caltrans Freeway closure – suggesting public transit as a great alternative
- Earth Day
- Flavors of the Peninsula – Trade partnership + social giveaway
- 10 Most Influential Transportation Companies of 2026 – TIME Magazine feature

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 second level of e-lockers along Palo Alto Station's southbound platform is complete.
 - 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 since the beginning of 2025.
 - Included with all installations starting in 2025 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
 - Bike racks have been installed in the Menlo Park and Redwood City stations. Next up is the installation of access kiosks and security cameras at these stations.
- Bikes on Board Policy
 - A discussion about Bikes on Board rules was conducted at the March 19 Bicycle and Active Transportation Advisory Committee and an update was provided to the CAC in April. Caltrain paused enforcement of some rules related to larger

bikes while input from the community was received. A pilot of some updated rules is in the works.

- As staff developed draft rules for BATAAC consideration, we became aware of broader statewide discussions and potential state regulations related to e-bikes and e-motos. To ensure our approach is clear, consistent, and aligned with ongoing legislative efforts underway in Sacramento, we decided to slow the process down and gather additional information.
- The intent is to bring a comprehensive set of recommendations to BATAAC in July that addresses both bike size and e-bike/e-moto rules together. If there is not enough clarity on e-bike/e-moto policy by then, staff will move forward with bike size recommendations first and return with e-bike/e-moto rules at a later date.
- 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.

Stations and Facilities

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

- Inspection, Maintenance and Repair
 - Conducted corridor-wide pedestrian gate, wheelchair lift, pump, drain, and lighting inspections to support safe and reliable station operations.
 - Removed temporary ParkMobile signage and completed permanent ParkMobile signage installation corridor-wide.
 - Completed station and facility improvements including painting light poles at Hayward Park station, painting yellow safety lines at Morgan Hill station, replacing LEDs at San Jose Diridon station, and installing a schedule case at Belmont station.

- Performed repairs and preventative maintenance including broken concrete repair at Sunnyvale station, tripping hazard repairs at San Jose Diridon station and Linden Avenue crossing, and roof tile inspection at Burlingame station.
- Supported operational and facility requests including tree trimming at San Jose Diridon station for trailer delivery, anchoring bike racks at Hillsdale station, track cleanup at Burlingame station, and clock adjustments at San Francisco station.
- Conducted pressure washing and pavement marking removal at San Carlos and Morgan Hill stations.
- Addressed customer-related concerns at 22nd Street and Burlingame stations.
- Vandalism and Graffiti Abatement
 - Performed corridor-wide graffiti abatement.
 - Repaired damaged fencing at San Francisco and Bayshore stations, repaired bench damage at San Jose Diridon station, and restored cut ground wires at 22nd Street station.
 - Addressed additional customer-related concerns at South San Francisco, Hillsdale, and California Avenue stations.

Maintenance of Equipment - EMU Fleet Performance Overview

- Restroom Availability
 - Staff have implemented a system to track restrooms taken out of service, including failures occurring while trains are in service.
 - Current average:
 - Approximately 55% of restrooms experience an out of service condition on a given day.
 - Primary causes:
 - Mechanical component failures (vacuumator and water solenoids)
 - Vandalism and foreign debris causing line blockages.
 - Mitigation actions under evaluation:
 - Assessing a more robust design for the vacuumators.
 - Increasing maintenance frequency for solenoid valves.
 - Investigating targeted vandalism-prevention measure and debris management procedures.

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

- Climate Vulnerability Study findings
- Bikes on Board Update

May 20, 2026

- Safety Quarterly Update
- FY2027 Preliminary Operating & Capital Budgets
- Corridor Crossing Strategy Program & Elements
- 2025 Triennial Customer Survey Update

June 17, 2026

- CAC Charter Proposed Amendments
- Passenger Code of Conduct Recommendations
- Baseline Safety Enhancements Program

July 15, 2026

- Revisit Meeting Start Time
- Ridership Growth Strategy
- Feedback Forms

August 19, 2026

- Authorize Remote Attendance
- Safety Quarterly Update

September 16, 2026

- BEMU Update
- The Portal Update
- Level Boarding Roadmap

October 21, 2026

-
-

November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update

December 16, 2026

-
-

Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
- Electrified Service Risk Management Strategy
- Distance Based Fares
- Onboard Security, requested by member Rosalind Kutler