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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

June 17, 5:40 pm

Public Hearing Room, 5th Floor

166 North Rollins Road, Millbrae, CA 94030

Members of the public may attend in-person at the noticed location(s) or participate remotely via Zoom at <https://us02web.zoom.us/j/89572582796?pwd=ZiRDd7ez7IfSGJQZqerOldmPwqvGCa.1> or by entering 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>.

Public Comments: Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted monthly 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 monthly 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 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.

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.

Note: All items appearing on the agenda are subject to action by the Committee.

CAC MEMBERS: **San Francisco City and County:** William Abbott, Rosalind Kutler, Rohit Sarathy
San Mateo County: Davis Albohm, Madeeha Ayub, Adrian Brandt (Vice Chair)
Santa Clara County: Kristopher Linquist, Mark Thurber, Patricia Leung (Chair)

June 17, 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 May 20, 2026 **(5:45 pm)** Motion
5. Public Comment on Items Not on the Agenda **(5:50 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 **(6:00 pm)** Informational
7. Adopt Passenger Code of Conduct (Ted Burgwyn & Quentin Barbosa, Olson Remcho) **(6:10 pm)** Informational
8. Staff Report (Ted Burgwyn) **(6:30 pm)**
 - 8.a. Customer Experience Task Force Update Informational
 - 8.b. JPB CAC Work Plan Update Informational
9. Committee Member Comments **(6:40 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.
10. Date / Time / Location of Next Regular Meeting: Wednesday, July 15, 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.
11. 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 as per the information provided at the top of the agenda. 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 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted monthly 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 monthly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

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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, 166 North Rollins Road, Millbrae, CA 94030; 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 166 North Rollins Road, Millbrae, CA 94030, 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 May 20, 2026

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linquist, Melody Pagee (Alternate, arrived at 5:43 pm), Rohit Sarathy (arrived at 6:05 pm), Mark Thurber, Peter Wickman (Alternate), Adrian Brandt (Vice Chair)

Members Absent: Madeeha Ayub, Patricia Leung (Chair)

Staff Present: T. Burgwyn, N. Dhaliwal, A. Feng, J. Guaracino, J. Jest, O. Quintanilla Lopez, N. Soultanov

1. Call to Order

Acting Chair Adrian Brandt called the meeting to order at 5:40 pm.

2. Roll Call

Alice Feng, CAC Secretary, called the roll and confirmed a Committee quorum was present.

3. Pledge of Allegiance / Safety Briefing

Acting Chair Brandt led the Pledge of Allegiance and delivered the safety briefing.

4. Approval of Meeting Minutes for April 15, 2026

Member Pagee arrived at 5:43 pm.

Motion/Second: Wickman/Pagee

Ayes: Abbott, Albohm, Pagee, Thurber, Brandt

Noes: None

Absent: Ayub, Sarathy, Leung

Abstain: Kutler, Linquist

5. Public Comment for Items Not on the Agenda

Roland commented on high-speed rail (HSR) business plan updates, tunnel and track configuration concepts, freight compatibility with electrified rail, escalating project costs, and recent leadership changes at HSR Authority.

Aleta Dupree commented on Clipper functionality, fare payment options, and challenges related to the removal of day passes.

Christina F commented on appreciation for restoration of Bayshore elevator service and noted continued responsiveness concerns.

Jeff Carter commented on train bathroom reliability and cleanliness, HSR cost and delivery comparisons, and day pass availability and Clipper integration.

6. Report of the Chair

Acting Chair Brandt reported on service reliability issues, passenger safety concerns, Palo Alto crossing and quiet zones, financial risks tied to Senate Bill (SB) 63, and potential improvements to onboard security and communications.

7. Safety Quarterly Update

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

- Safety performance metrics and injury/incident trends
- Rail crossing risk focus and engineering countermeasures; Right-of-Way (ROW) safety strategy; engineering, education, enforcement
- Safety outreach programs and employee engagement activities
- Transit police response times and security operations review; Rider safety reporting tools and potential mobile app implementation
- Ongoing hazard and vulnerability assessments; Infrastructure maintenance and vegetation/fencing improvements
- Mental health and crisis response coordination (988 outreach)
- Enforcement planning and use of data/technology for monitoring
- External agency coordination on crossing safety and enforcement

Member Sarathy arrived at 6:05 pm.

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

- Transit police response time data and reliability of priority metrics
- Interpretation of call categories (e.g., passing checks and parking enforcement)
- Data presentation and clarity of security incident reporting
- Rider safety communication tools (apps versus SMS/text-based reporting)
- Public awareness of emergency contact numbers and reporting channels
- Classification and consistency of incursions versus trespass incidents
- Grade crossing gate timing and pedestrian safety concerns
- Signal system issues including double-pumping and software delays
- Expansion and effectiveness of crossing safety infrastructure

Public Comment

Jeff Carter commented on safety improvements including expansion of delineators, transit police response times and deployment model, and broader concerns about infrastructure project delivery timelines.

8. Receive Update on Fiscal Year 2027 Operating Budget

Oscar Quintanilla Lopez, Director, Budgets and Analysis, provided the presentation that included the following:

- Ongoing structural operating deficit of about \$48 million
- Strong ridership growth driving significant increases in fare and parking revenue
- Revenue mix shifting with fare and Measure RR playing a larger role
- Reduced reliance on one-time state and federal grants
- Cost containment efforts, including holding vacancies and reducing consultant spending
- Major cost pressure from rising insurance and risk management expenses
- Maintain current service levels while ridership growth begins to level off

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

- Safety and security update, including performance metrics and initiatives
- Transit police response times and data reliability concerns
- Clarification on incident classifications and safety reporting categories
- Grade crossing safety improvements and rollout speed of delineators and barriers
- Public reporting tools and communication options for riders (app versus text/SMS)
- Signal system and gate timing issues at crossings
- Fiscal Year (FY) 2027 budget overview, structural deficit, and funding strategy
- Fare revenue, fare evasion enforcement, and revenue assumptions
- Parking operations and potential pricing/enforcement improvements
- Non-fare revenue opportunities including telecom leasing and energy storage

Public Comment

Jeff Carter commented on transit funding needs, fare enforcement revenue, operational efficiency, electrification energy costs, and the importance of maintaining shared services between Caltrain and San Mateo County Transit District (SamTrans).

Acting Chair Brandt announced that Caltrain is recruiting new CAC members and encouraged interested applicants from all counties to apply before the May 29 deadline.

9. Corridor Crossing Strategy Program & Elements

Nicole Soultanov, Deputy Director, Capital Program Planning, and Navdeep Dhaliwal, Manager, Government and Community Affairs, provided the presentation that included the following:

- Safety enhancement and elimination (grade separation) programs
- Project scoring, prioritization, and sequencing approach
- Caltrain delivery roles and implementation structure
- Corridor-wide funding strategy and external funding coordination
- Phased safety improvements and long-term crossing program rollout
- Interagency coordination and corridor-wide alignment

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

- Timeline drivers: funding, California Public Utilities Commission (CPUC) approvals, and coordination with cities/partners
- Meaning of “alignment” and coordination structures across agencies
- Project scoring system and how projects are prioritized into funding groups
- Funding strategy and how corridor-wide applications are coordinated
- Clarification on specific projects and funding status (Menlo Park, Palo Alto, Middle Avenue)
- Stakeholder involvement varies by project (city, Santa Clara Valley Transportation Authority (VTA), Union Pacific Railroad (UP), CPUC, community)
- Ownership and coordination on Union Pacific segments
- CPUC waiver requirements impacting safety enhancements rollout

Public Comment

Jeff Carter commented on the corridor-wide strategy, safety improvements, and concerns about the high cost and service impacts of San Francisco grade separation projects, including potential effects on 22nd Street Station.

Roland commented on the Pennsylvania Avenue extension cost and the potential replacement of 22nd Street Station with new stations and connections.

10. 2025 Triennial Customer Survey Update

Julian Jest, Manager, Market Research and Development, provided the presentation that included the following:

- Rider demographics, including income, education, and equity considerations
- Electrification impacts on customer satisfaction and ridership growth
- Trip frequency trends and opportunities for converting new riders to frequent users
- Station access patterns including walking, transit, and biking connections
- Shift from paper tickets to Clipper and growth of institutional fare programs
- Station boarding and alighting patterns, with San Francisco as the primary hub

- Use of survey data for service planning, marketing, and equity/Title VI analysis

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

- Motorcycle parking and first/last-mile access at stations
- Clipper usability and payment experience issues (credit card tap, card clash)
- Sports and event-based marketing and ridership opportunities; Late-night service and event return travel experience
- Clarification for boarding, alighting, entry, and exit; Boarding versus alighting data differences and survey methodology questions
- Origin-destination survey approach and sampling considerations
- Average trip length/distance measurement and data gaps
- Use of Clipper/Automatic Passenger Count (APC) data for improved ridership analysis

Member Albohm left at 8:00 pm.

Public Comment

Jeff Carter commented on station-area development growth, strong walk access patterns, fare payment flexibility and senior discount limitations, and improved service alignment for sports and event travel.

Roland commented on Clipper app functionality for recovering a lost senior Clipper Card and the need for registered accounts to maintain discount eligibility versus credit card tap use.

11. 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:

- 96.1 percent on-time performance (OTP); safety incidents; Positive Train Control (PTC) and mechanical delays
- Ridership recovery trends; weather and event impacts
- Fare enforcement down 15.6 percent; Clipper NextGen tap-to-pay and device issues
- South County review; no August schedule changes
- Restroom 55 percent out-of-service; early departures; elevator repair
- Concerts, sports, Bay to Breakers, International Federation of Association Football (FIFA) event service
- Quiet car pilot; marketing and communications updates; Board patterns, station use, and survey findings

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

- Maintenance facility field trip proposal and public logistics concerns
- Station display tablet pilot and reliability upgrades
- Station restroom availability, “throne” units, and vandalism prevention ideas
- Stanford Station service limits due to Americans with Disabilities Act (ADA) and safety constraints
- Fare inspection system issues, citation processing, and enforcement effectiveness
- PTC-related braking events and crossing safety concerns
- Early departures monitoring and schedule adherence
- Track incursions and vehicle strike analysis, including safety treatments

Member Linqvist left at 8:26 pm.

Member Thurber left at 8:26 pm.

Public Comment

Doug DeLong commented on strengthening fare enforcement, removing disruptive riders, and exploring dedicated enforcement teams to improve safety and reduce vandalism.

Jeff Carter commented on ridership trends, special event service planning, maintenance facility tour ideas, and restroom accessibility and management.

Roland commented on restroom capacity, train seating tradeoffs, and European rail maintenance practices.

Daniel Karpelevitch commented on restroom reliability, Electric Municipal Unit (EMU) train configurations, expansion of station restroom facilities, and interest in more transparency on emergency braking issues.

12. Committee Member Requests

- Expansion and acceleration of station restroom deployment to improve availability and reliability

13. Date/Time/Location of Next Regular Meeting: Wednesday, June 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 94030.

14. Adjourn – The meeting adjourned at 8:51 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: Citizens Advisory Committee
Through: Michelle Bouchard, Executive Director
From: Ted Burgwyn, Acting Chief Operating Officer
For: June 2026 Citizens Advisory Committee Meeting
Subject: **Review Proposed Passenger Code of Conduct for Behavior on Trains and at Stations**

Finance Committee
Recommendation

Technology, Operations, Planning,
and Safety Committee
Recommendation

Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

Staff seeks input from the Citizens Advisory Committee (CAC) regarding the attached Caltrain Passenger Code of Conduct for Behavior on Trains and at Stations (Passenger Code of Conduct), which will be presented to the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB or Caltrain) for adoption at the August 6, 2026, meeting of the Board.

Discussion

The governing boards of local transit agencies are permitted to adopt and enforce policies designed to ensure the safety, security and convenience of customers and operators alike, pursuant to the California Penal Code and Public Utilities Code. Unlike many of its peer agencies, Caltrain has not adopted a code of conduct, which is considered an industry best practice. The proposed Code of Conduct would prohibit:

- Smoking on Caltrain property or in trains;
- Excessive noise and disturbances, including loud audio equipment and disruptive behavior;
- Unsanitary conduct, such as spitting or public urination;
- Use of recreational or personal mobility devices within facilities, except as necessary for authorized bicycle access or disability;
- Unauthorized commercial activity;
- Fare evasion, misuse of tickets or passes, and unauthorized use of discounted fares;
- Harassment and obstruction of movement;

- Possession of hazardous materials or weapons; and
- Damage to or tampering with transit property.

While California law allows transit agencies to adopt ordinances that authorize and designate operators to issue administrative citations for certain violations, most of Caltrain's peer agencies rely on law enforcement to issue criminal citations for violations of their Passenger Codes of Conduct.

The proposed Passenger Code of Conduct takes the same approach, making the public aware of the types of conduct prohibited on Caltrain vehicles and in stations. Conductors will also be able to refer to the Code when interacting with passengers whose conduct is inconsistent with the Code. This approach reduces the friction associated with conductors' issuance of administrative citations and confronting passengers for their behavior leaving enforcement and citation authority with the Transit Police.

If adopted, the Passenger Code of Conduct will: (1) establish rules and expectations regarding conduct on Caltrain vehicles and property, such as stations; (2) facilitate a safe environment; (3) promote respectful and responsible conduct among passengers and staff; and (4) preserve and enhance the Caltrain service and passenger experience.

Staff plans to recommend that the Board adopt the attached Passenger Code of Conduct via a resolution at the August 6, 2026, board meeting. This approach adopts the statutory prohibitions under Penal Code Section 640 and Public Utilities Code Section 99580 without granting administrative citation authority to conductors and engineers. Instead of granting citation to conductors authority, this approach would permit Caltrain staff and conductors to warn passengers they are violating the Passenger Code of Conduct and request they step off the train. It would also provide discretion to conductors to call Transit Police, thereby reducing confrontations and delays associated with having to issue administrative citations. Law enforcement retains criminal citation authority

This approach is consistent with the codes of conduct adopted by most peer agencies, including the Bay Area Rapid Transit District and the Sonoma-Marín Area Rail Transit District.

Staff request feedback from the CAC on the attached Passenger Code of Conduct ahead of the Board meeting in August, when staff anticipate presenting the Passenger Code of Conduct to the Board for adoption.

Budget Impact

There is no budget impact associated with adopting the Passenger Code of Conduct.

Prepared By: Anna Myles-Primakoff	Counsel	6/11/2026
Quentin Barbosa	Associate	6/11/2026

Item #7
6/17/2026

Ted Burgwyn

Acting Chief Operating Officer

**Peninsula Corridor Joint Powers
Board Staff Report**

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

On-time Performance (OTP) –

- **May:** The May 2026 OTP was 94.8% compared to 97% for May 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 18th (Redwood City @ 5:20 pm), caused 8 trains to be delayed.
 - **Mechanical Delays** – In May 2026 there were 88 minutes of delay due to mechanical issues and 196 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two trespasser strikes in May. The strike on the 14th (UPRR Territory @ 5:33 pm), caused 3 trains delayed. The strike on the 20th (San Jose @ 9:50 pm), caused 1 train to be delayed.

- **April:** The April 2026 OTP was 96.1% compared to 96% for April 2025.
 - **There were no trespasser or vehicle strikes for the month of April.**

Caltrain Outlines Potential Service Cuts Absent New Funding Source

The Peninsula Corridor Joint Powers Board of Directors (Caltrain) met in April for a budget workshop where staff outlined the significant service reductions Caltrain could be forced to make without new external funding.

Senate Bill 63 authorized the formation of a new, five-county Public Transit Revenue Measure District that allows the board of that District or citizens using the initiative process to place a revenue measure on the November 2026 ballot. A group of citizens has already begun gathering signatures for a citizen's initiative to bring the measure to the ballot.

Absent a new, reliable funding source—through a regional measure or other external support—Caltrain will be forced to make significant service and staffing cuts, with potentially long-lasting consequences for the tens of thousands of people and businesses that depend on—and have begun to benefit from—the newly electrified system. Daily, Caltrain carries the equivalent of three lanes of Highway 101 traffic and reduced service would result in more traffic and more pollution—36,000 additional daily car trips, adding 828,000 miles of driving and generating 220 additional metric tons of CO₂ each day.

Caltrain also contributes to the local tax bases and provides major benefits in terms of economic development along its corridor. Cuts would weaken access to major job centers and station areas that anchor transit-oriented development and business decisions.

The potential cuts that were presented to the Caltrain Board as part of a “no external funding” scenario included:

- Closing more than one-third of stations;
- Eliminating all weekend service;
- Reducing train frequency to once an hour;
- Ending service by 9 p.m.; and
- Cutting segments of services

Caltrain delivers a friendly ride to the match between the U.S. and Japan

Caltrain was the way to go for the International Friendly soccer match between the United States Women's National Team and Japan on Saturday, April 11, at 2:30 p.m. Fans could take the train to Santa Clara Station and connect to VTA service for a quick trip to PayPal Park, or enjoy a short walk from the station.

Caltrain to Run Giants-Themed Train for Giants vs. Dodgers

The San Francisco Giants took on the Los Angeles Dodgers the week of April 20, 2026, and on Thursday, April 23, Caltrain ran a Giants-themed train delivering fans to Oracle Park. The themed train took place on the Northbound Local 121, departing Tamien Station at 9:52 a.m. and arriving at San Francisco Station at 11:16 a.m. for the 12:45 p.m. game.

Onboard, fans found decorated train cars, fun giveaways and prizes and a festive attitude as fans get to the game as all true Giants fans should.

Caltrain is the Ticket to Taste the Flavors of the Peninsula

From Thursday, April 23 to Sunday, May 3, Flavors of the Peninsula brought restaurants and foodies together to celebrate our region's diverse culinary landscape, and Caltrain is the best way to get there. Over 130 restaurants participated, offering curated prix-fixe menus and special events at many locations along the Caltrain corridor.

Caltrain Releases Triennial Survey Showing Record-High Rider Approval

Caltrain's Technology, Operations, Planning and Safety (TOPS) Committee heard a report on the rail agency's 2025 Triennial Survey on April 29, 2026. The survey showed consistently high reviews for the faster and more frequent electrified Caltrain amongst its riders and revealed that a third of Caltrain riders are new to the system.

The survey showed that commute trips still make up the majority of ridership, with most riders getting on board two to three days a week, reflecting hybrid work schedules. Two-thirds of Caltrain riders have access to a car, while 37% of Caltrain riders are considered low-income.

Customer satisfaction is up, with the current schedule being rated 4.1 out of 5, up from 3.7 in 2022. On-time performance has gone from 3.9 to 4.4, and the Overall Caltrain experience is now rated 4.5 over 4.1 in the last survey. This is in line with other surveys since Caltrain launched its faster, more frequent, electrified service that show Caltrain's growing approval.

The survey showed that 33% of Caltrain riders walk to their origin station, while 18% take transit, 17% use active transportation like bikes and scooters, 17% are dropped off via car or ride share and 16% drive and park at their station. The survey also shows growing use of Clipper, with 86% of respondents using it to pay fares, as paper ticket usage has fallen off.

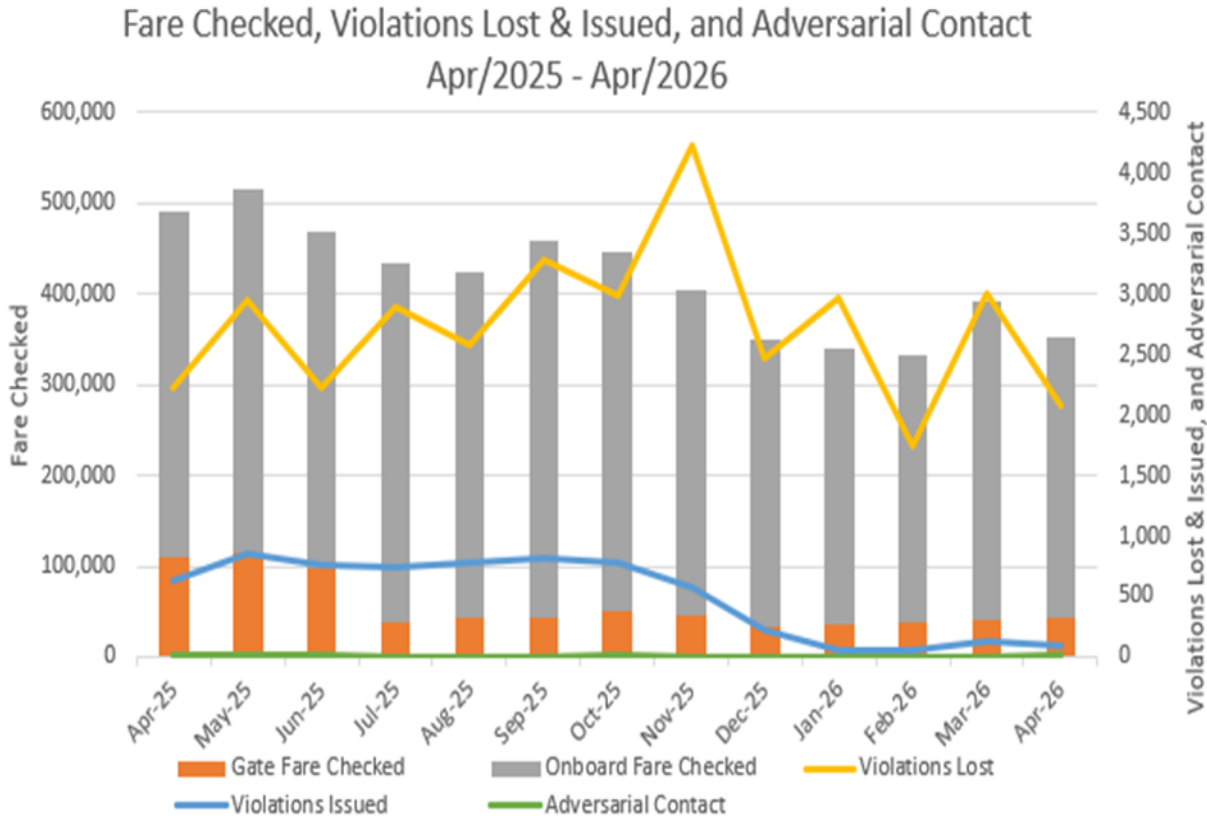
San Francisco Station remains the most popular station for both boardings (28%) and departures (19%). The other stations are spread throughout the three counties Caltrain serves, with Palo Alto (9%), San Jose Diridon (8%), Redwood City and Mountain View (5%), and Millbrae

and Hillsdale (4%) in the lead for boardings and San Jose Diridon (11%), Palo Alto (10%), Mountain View and Sunnyvale (7%) and Redwood City (6%) leading for departures.

Caltrain received 3,622 responses over a four-week period last Fall, with a margin of error of +/- 1.47 percent, representing a 69% response rate. Caltrain uses this data to develop its service and better target promotion strategies.

Fare Enforcement Report – June 2026

In April 2026, Caltrain conductors performed a total of 352,247 fare inspections at the terminal (42,381) and onboard the trains (309,866). During this period, 2,070 violations were lost because the rider didn't provide identification and 87 violations were issued. Eight incidents were reported as adversarial contact.



Capital Projects Update

Please refer to the most recent [Quarterly Capital Projects Report for Quarter 3 of FY2026](#) (January 2026 - March 2026) 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



Caltrain Ridership Estimates Download

[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.



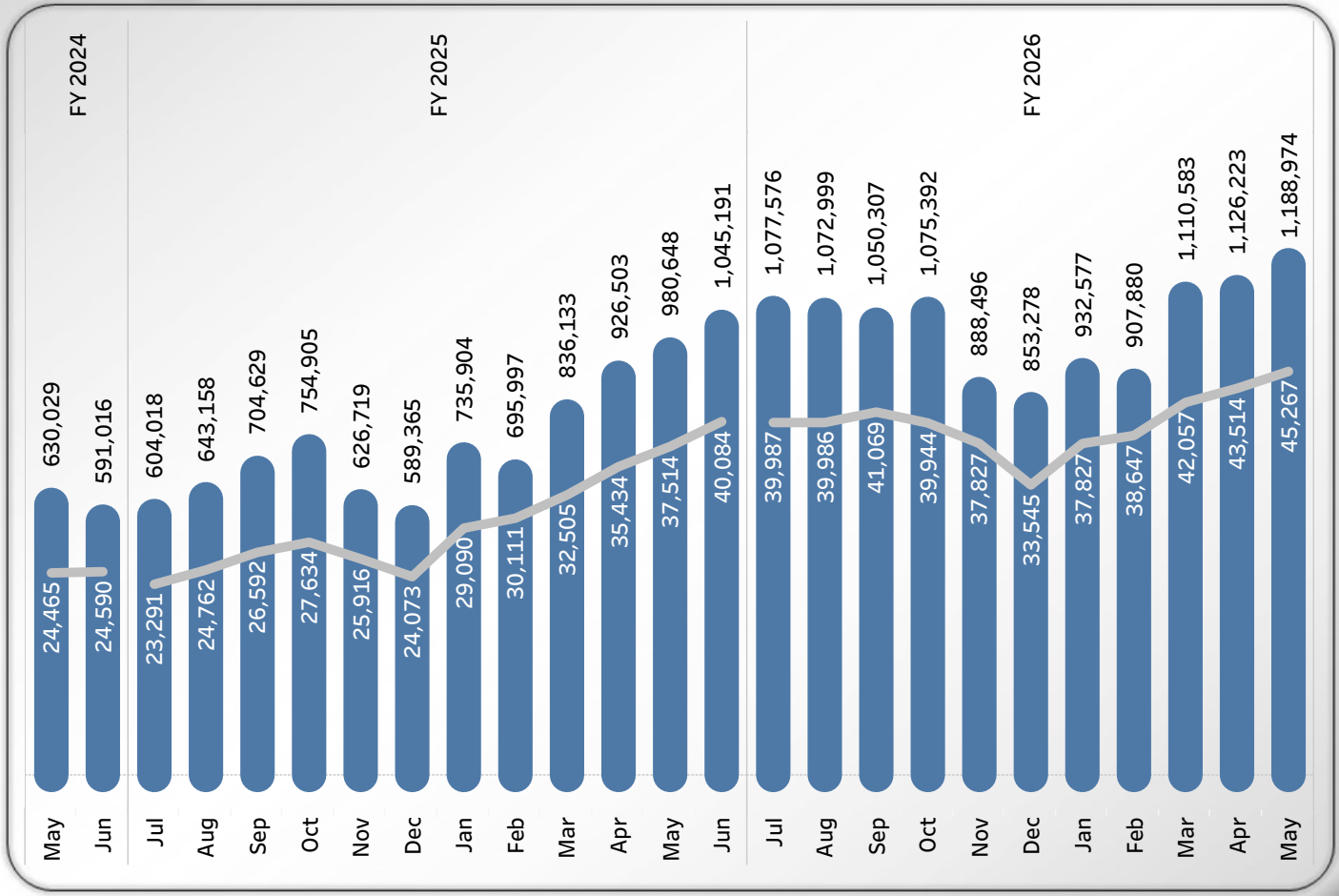
Ridership Executive Summary - May 2026

<u>Monthly Performance</u>	Current Year May 2026	Pre-Pandemic May 2019	May 2026 % of Pre-Pandemic	Last Year May 2025	May 2025 to May 2026 % Change
Total Monthly Ridership	1,188,974	1,618,825	73.4%	980,648	+ 21.2%
Average Weekday Ridership	45,267	68,326	66.3%	37,514	+ 20.7%
Average Saturday Ridership	27,509	15,338	179.4%	21,231	+ 29.6%
Average Sunday Ridership	24,250	10,862	223.3%	18,195	+ 33.3%

<u>Fiscal YTD Performance</u>	Current Year May 2026	Pre-Pandemic May 2019	May 2026 % of Pre-Pandemic	Last Year May 2025	May 2025 to May 2026 % Change
Total Monthly Ridership	11,284,284	15,963,365	70.7%	8,097,979	+ 39.3%
Average Weekday Ridership	40,020	62,223	64.3%	28,853	+ 38.7%
Average Saturday Ridership	23,647	16,857	140.3%	15,948	+ 48.3%
Average Sunday Ridership	17,665	11,444	154.4%	12,844	+ 37.5%



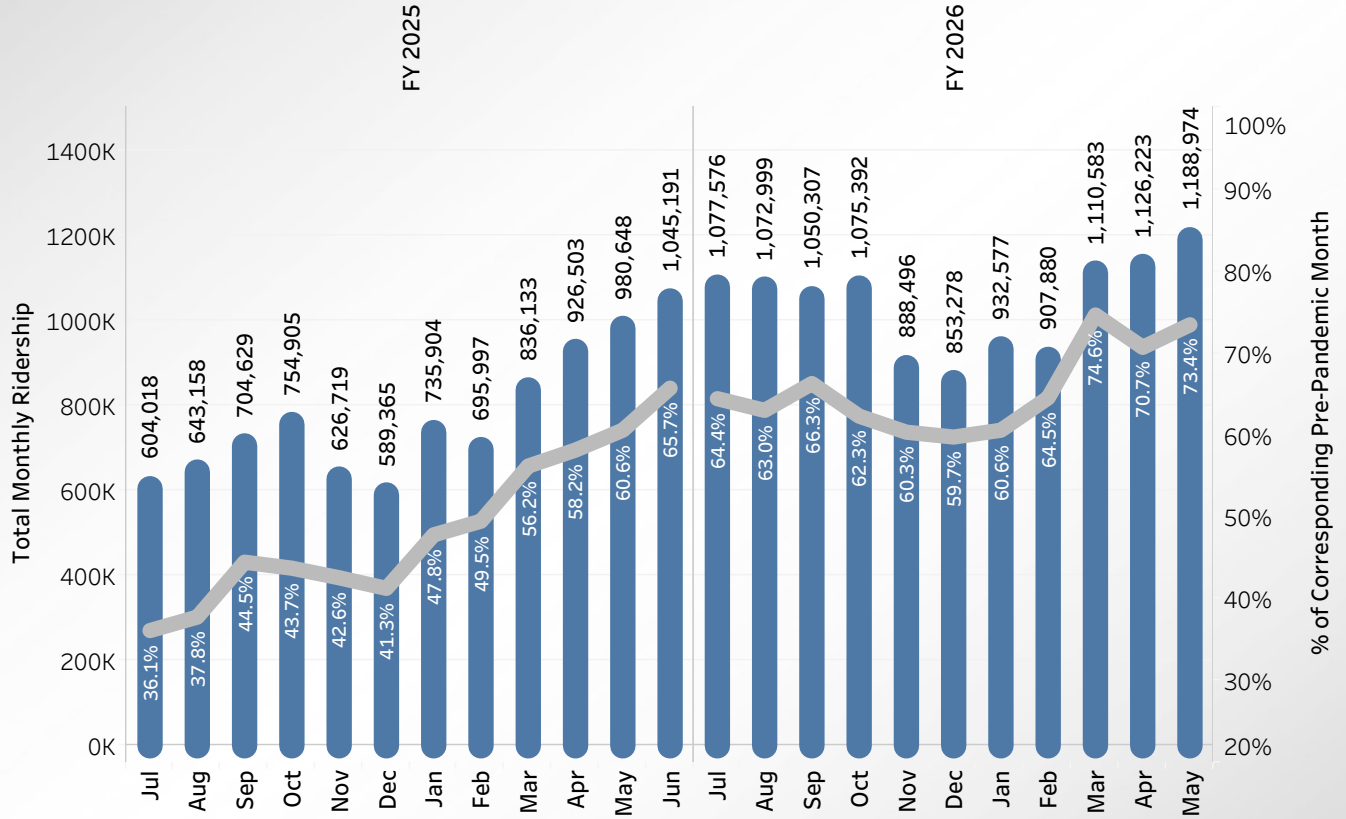
Monthly Ridership and Average Weekday Ridership - May 2026



Legend | Total Monthly Ridership | AWR



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

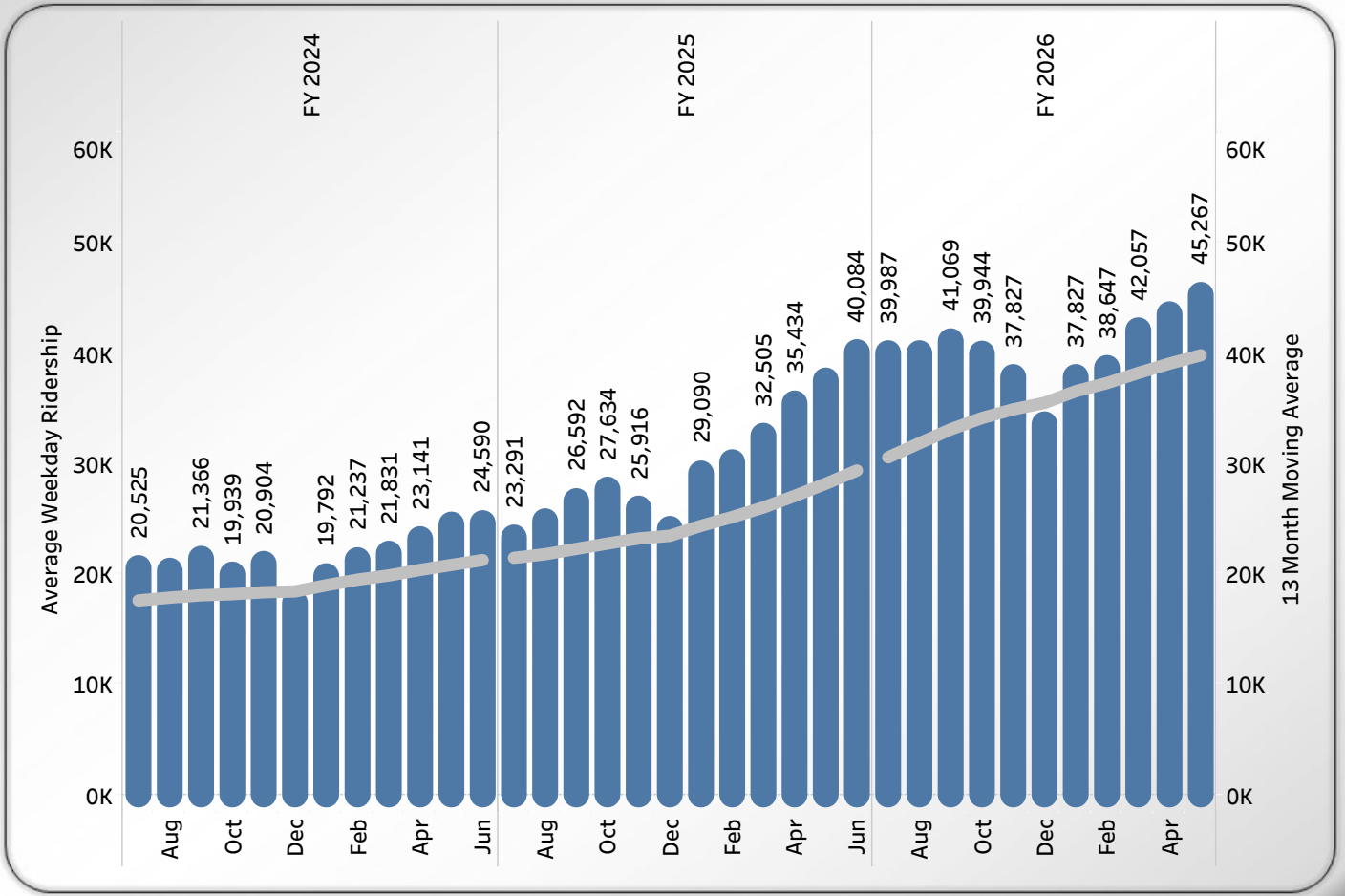


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



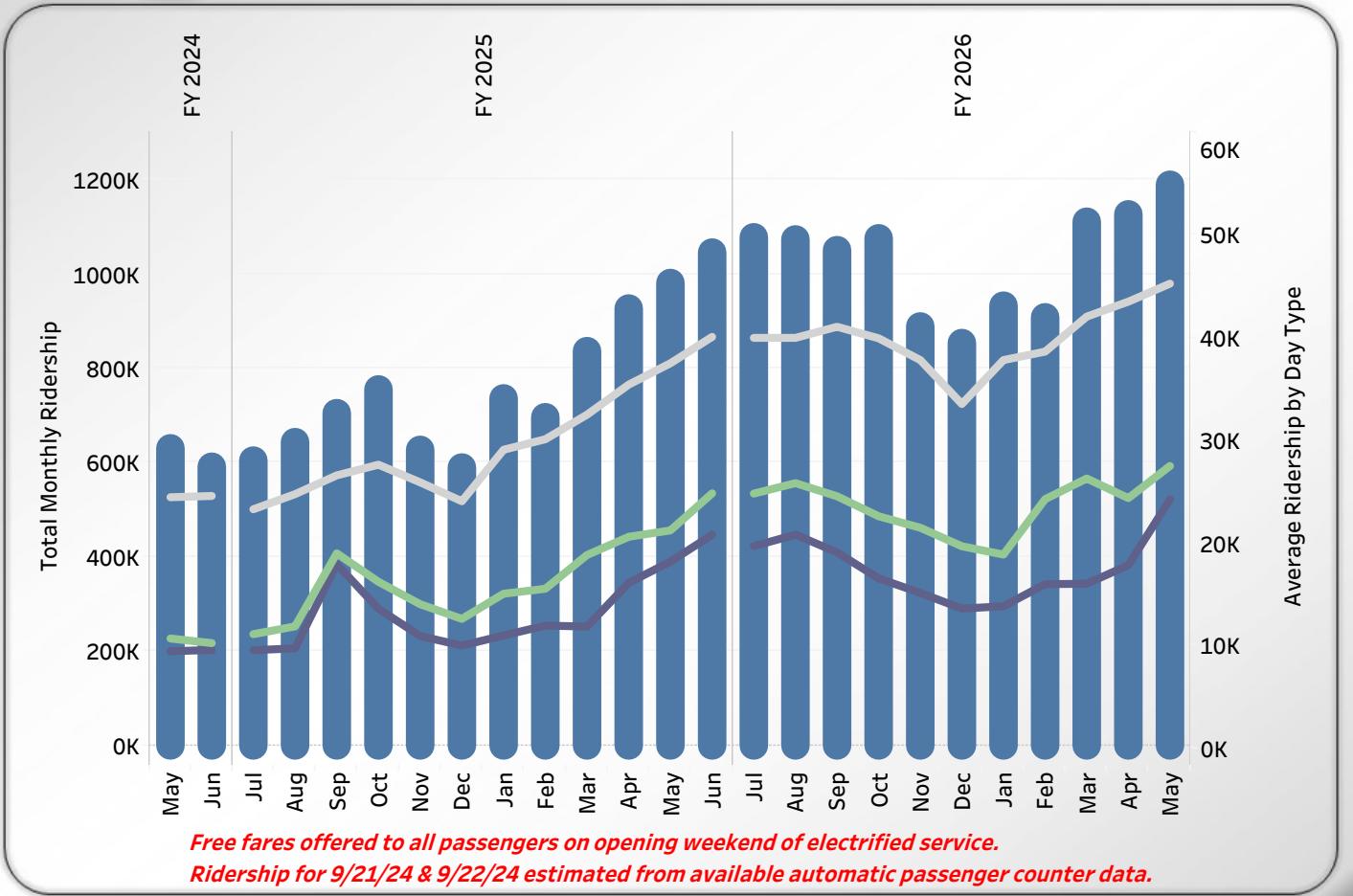
Average Weekday Ridership & 13 Month Average - May 2026



Legend | AWR | 13 Month Moving AWR



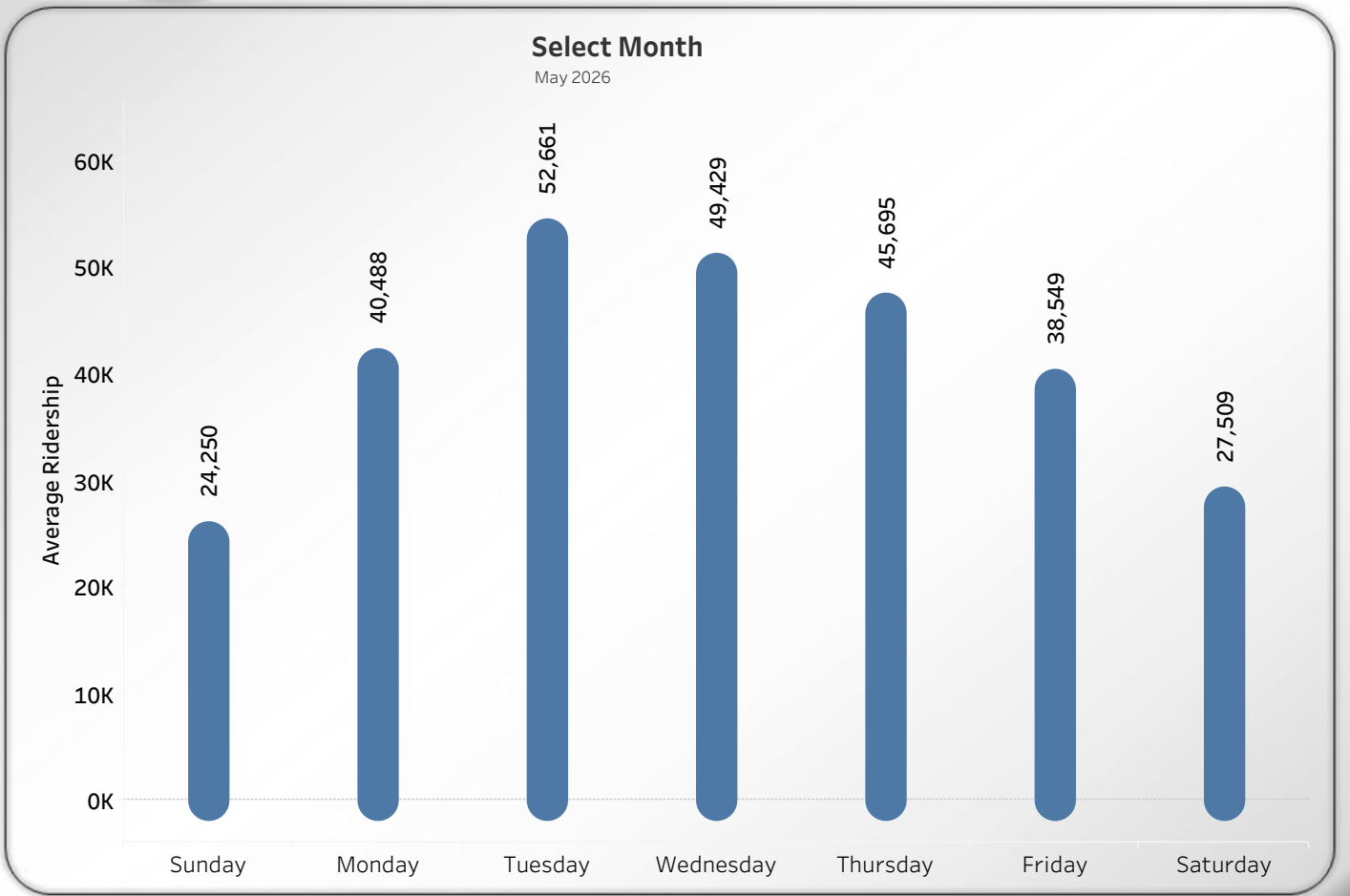
Monthly Ridership & Average Ridership by Day Type - May 2026



Legend | Total Monthly Ridership | Weekday | Saturday | Sunday



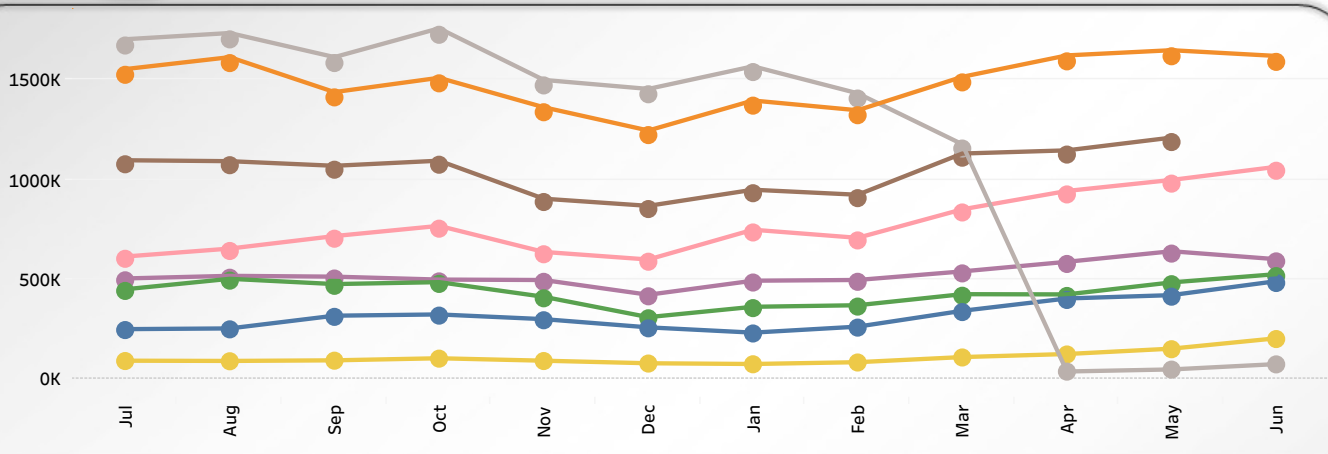
Average Ridership by Day of Week* - May 2026



**Excluding holidays*



Monthly Ridership by Fiscal Year - May 2026

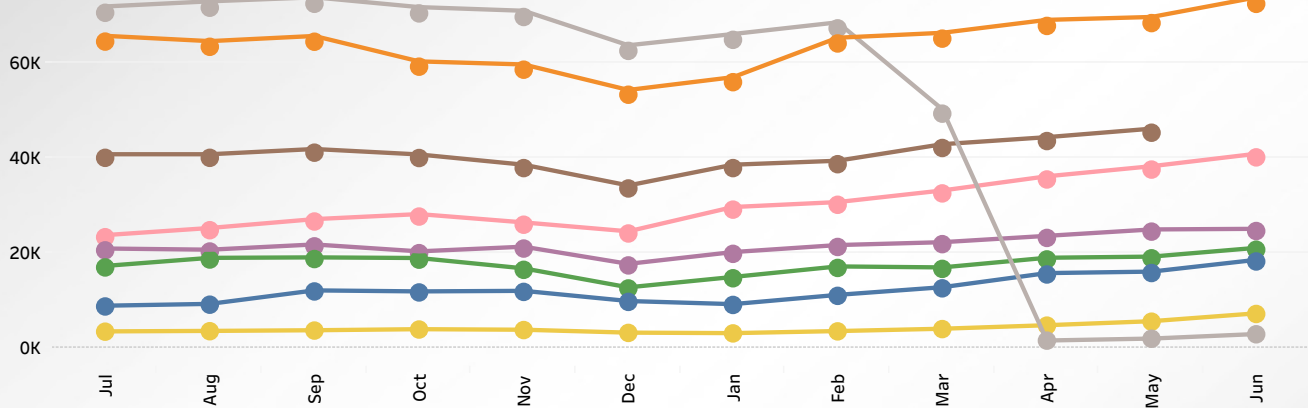


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,077,576
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,158	1,072,999
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,629	1,050,307
Oct	1,483,159	1,726,436	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	1,126,223
May	1,618,825	48,745	150,923	414,196	476,739	630,029	980,648	1,188,974
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 - May 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	43,514
May	68,326	1,935	5,521	15,757	18,853	24,465	37,514	45,267
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

May 2026

Total Monthly Trips*

May, 2026: 1,188,974

TIP:

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

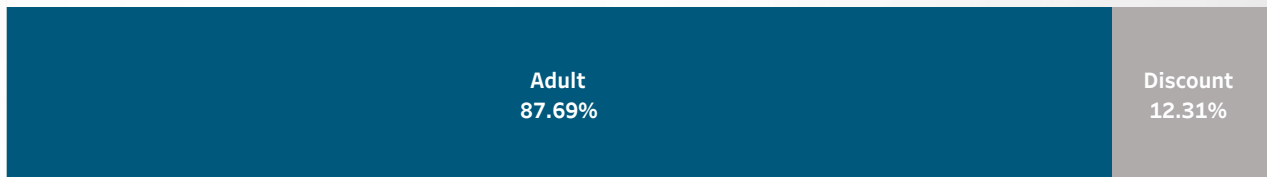
Pass Type



Fare Media Channel



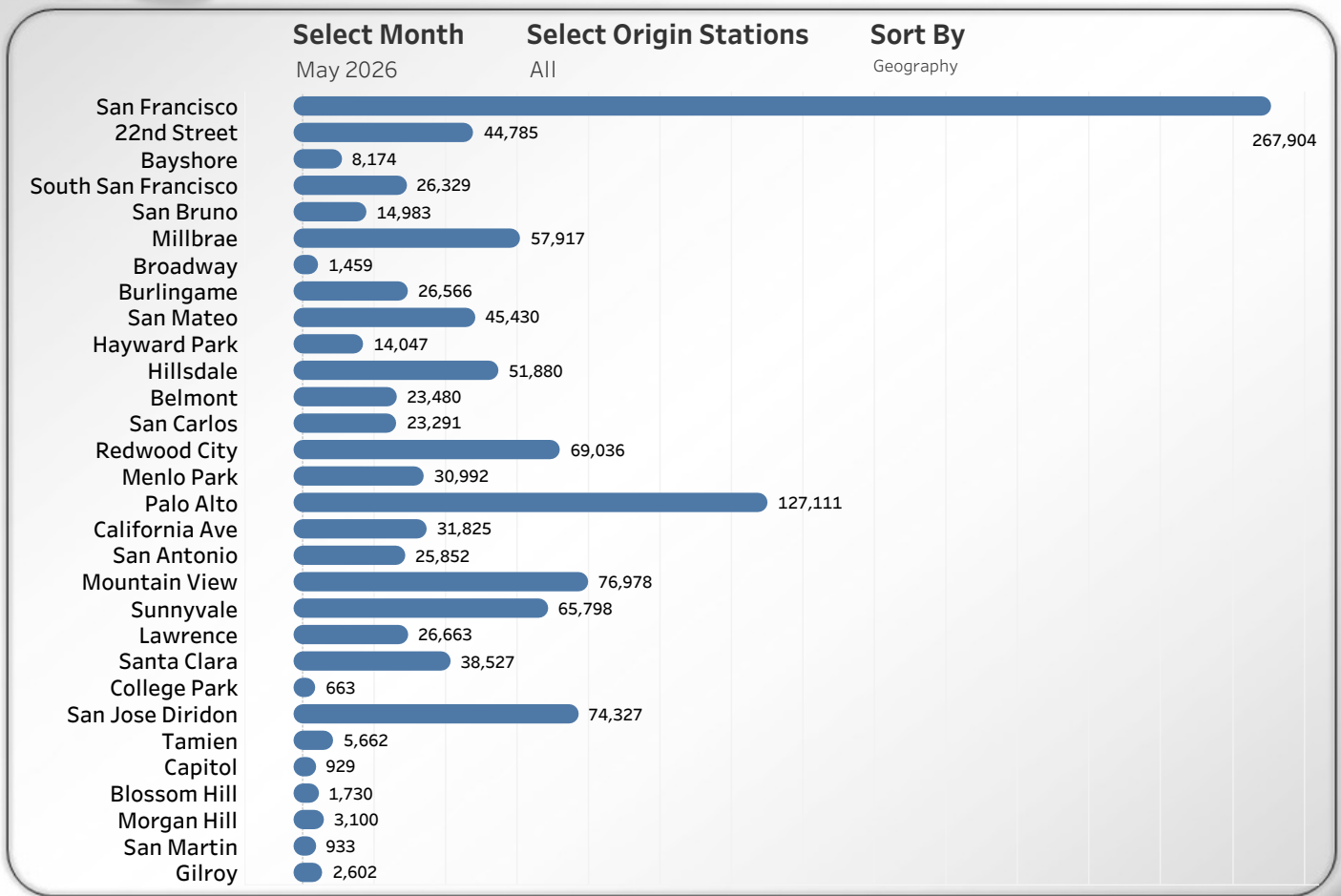
Fare Type



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



Caltrain Total Monthly Ridership by Origin Station

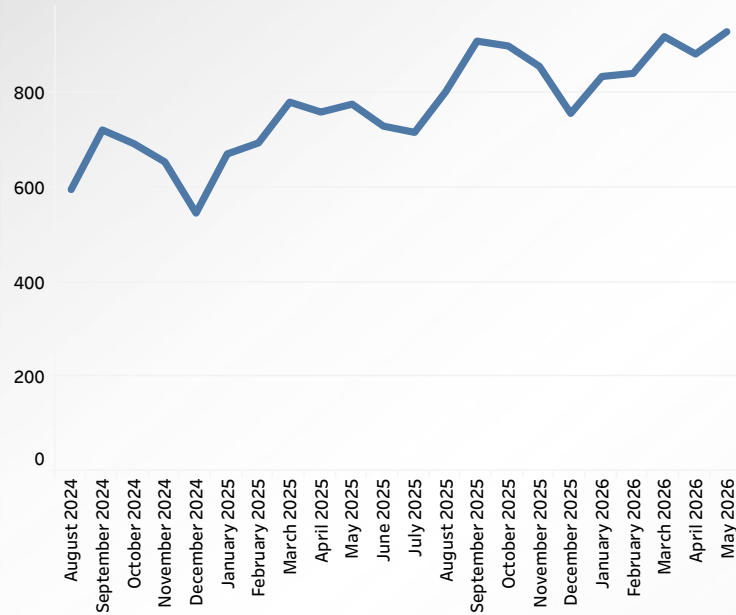


"Ridership" refers to the number of boardings at a specific station and does not include alightings.



South County Connector Ridership - May 2026

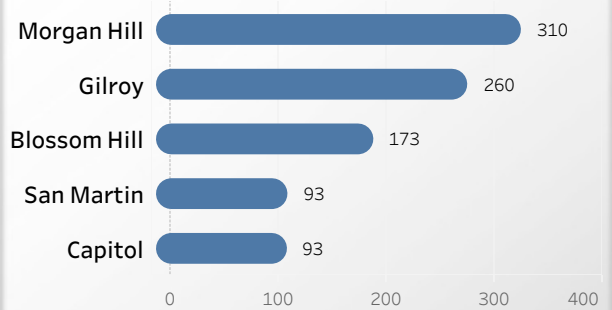
Average Weekday South County Connector Total Ridership*



Average Weekday South County Connector Total Ridership (Boardings and Alightings), May 2026 : **929**

Year-to-Year Growth Rate (May 2025 to May 2026) : **19.7%**

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.*

Item #8
6/17/2026

	A	B	C	E	F	G	I	J	K
1	Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	May 20 Update	June 17 Update
3	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%.			Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation
4	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				
5	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.			Per last CAC meeting Caltrain will investigate all reports of trains leaving early as long as the train #, date and location are provided.
7	2/18/2026	Adrian Brandt	Improved bathroom door locks	In Progress	To end bathroom door malfunctions and unexpectedly opening	Working with subsupplier on fix.			
9	2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	In Progress		Stadler working on a system improvement plan.			Onboard passenger information screens have had stronger up-time in recent months with fewer "It's dead, Jim" errors or similar crashes.
10	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.			Update will be provided to the CAC in November.
11	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			Quiet Car development and implementation was on hold for a few months due to limited internal staffing capacity. As of 6/11/26, the Quiet Car implementation plan is in final review with the Caltrain Executive Team. We are aiming to launch the pilot program later this summer.
13	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. 		Additional bike-related updates are planned to go to the CAC in November 2026

	A	B	C	E	F	G	I	J	K
1	Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	May 20 Update	June 17 Update
14	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.			
15	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.			
16	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.			
18	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			No further updates at this time pending future Fare Strategy Study
19	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.			No further updates at this time pending future Fare Strategy Study
20	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				Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation
21	2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	In Progress	To ensure good fit with both staff & train schedules for members				Staff plans to discuss at 8/19 CAC meeting
23	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			There are monthly updates on the status of Clipper 2.0 rollout in the presentation for the Report of the Executive Director at each month's Board meeting as posted online.
24	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			Staff plans to give presentation at 7/15 CAC meeting
25	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			Staff plans to give presentation at 7/15 CAC meeting
26	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?				Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation
27	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			Staff plans to give presentation at 7/15 CAC meeting

Peninsula Corridor Joint Powers Board Staff Report

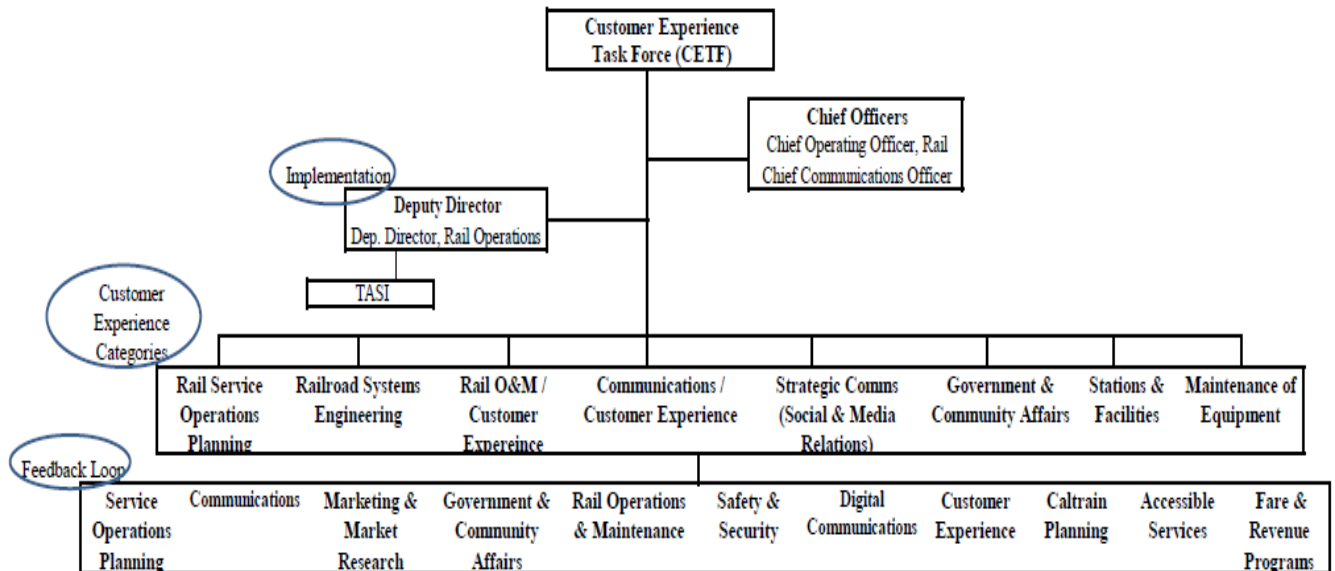
To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Acting Chief Operating Officer

For: June 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 May, staff started to prepare for this summer's Guadalupe Weekend Service Shutdowns, temporarily suspending electric train service between Tamien and San Jose Diridon Station to perform necessary repairs to the Guadalupe Bridge. Service between Tamien and San Jose Diridon Station will be suspended on the following weekends:

- July 11-12
- July 25-26
- August 8-9
- August 22-23
- September 19-20

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 major events such as 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.
- Improved prediction accuracy displayed on station Visual Messaging Systems (VMS) by optimizing PADS databases.
- Enhanced Passenger Information System resiliency through the use of improved Auto-restart / Auto-recovery features.

Looking ahead, additional upgrades are planned over the coming year, including improved arrival information on station digital signs during single-tracking, more accurate messaging during boarding and departures, native GTFS data feeds for improved real-time data sharing, station berthing indications on the ROCS Track Display and improved accuracy for On Time Performance (OTP) reporting in ROCS.

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, at caltrain.com/rider-information/events
- Clipper Next Generation:
 - Staff continues to coordinate with Metropolitan Transportation Commission (MTC), Caltrain 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 is 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
 - Deployment of station wayfinding signage is underway, and a dedicated FIFA rider information webpage is available at [FIFA 26 | Caltrain](#). These efforts support a seamless customer experience by providing clear travel information, trip-planning resources, and consistent messaging across the Bay Area transit network.
 - Passengers should plan ahead and expect larger crowds on match days, especially at key transfer stations.
 - Additional service will be provided for the late night games, with additional trains on call for all games.
 - Bike lockers at Mountain View will be closed on match days.
- Market Research
 - Staff published the Triennial Customer Survey findings [here](#) on rider behavior, demographics, and service priorities; presented to the Technology, Operations, Planning, and Safety (TOPS) Committee, with Citizen’s Advisory Committee (CAC) and Bicycle and Active Transportation Advisory Committee (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 Caltrain Ticket Office has moved to new headquarters at 166 North Rollins Road in Millbrae and is now located on the ground floor breezeway. For current hours and customer service information, please visit <https://www.caltrain.com/about-caltrain/contact-us>.

Caltrain Strategic Communications (Social and Media Relations)

- The month of May brought on Mental Health Awareness , AAPI, and Bike Month. All of these events were highlighted all month long via social messaging.

- In recognition of Mental Health Awareness Month, Caltrain was honored by the San Mateo County Behavioral Health Commission with the Tony Hoffman Community Health Services Award for its compassionate multi-layered approach integrating education, engineering and community collaboration.
- Bike to Wherever Days was hosted on May 14 and May 16. We had staff across different locations on the corridor greeting riders at our Energizer Stations.
- Following the success of prior themed trains, on May 19th the Strategic Communications team led the planning of the K-POP themed train. This was the first time a northbound and southbound train experience, requiring two teams of four staff members. The most northern coach cars were decorated in each direction, riders were given Caltrain branded stickers, bandanas, music was played, and riders were given the opportunity to win giveaways. Both themed trains saw an increase in ridership and were positively received by our riders.
- Strategic Comms continued supporting multiple events and marketing efforts across different mediums, whether it was in person, via media relations or social. Some additional events that were highlighted throughout the month are listed below.
- Messaging Highlights (Includes rotational messaging):
 - Mental Health Awareness Month
 - AANHPI Heritage Month
 - Bike Month
 - Bike to Wherever Days
 - K-POP Themed Train
 - Dollar Youth Fare
 - SF Giants
 - Ride&Shine Commuter Challenge
 - Caltrain announced World Cup Plans
 - Bay to Breakers 2026
 - Cantor Arts Center Giveaway - Marketing/Social collaboration
 - Memorial Day
 - Older Americans Month - Highlighting Senior Discounts

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 was to bring a comprehensive set of recommendations to BATAAC in July but it is taking more time to work through that. A new schedule will be determined soon.
- 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. All Mainline stations are complete with the exception of Belmont Station. 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
 - Supported station special events and provided general Maintenance of Way (MOW) facility support.
 - Conducted corridor-wide wheelchair lift inspections.
 - Performed preventative maintenance and repairs, including mini-high maintenance at Burlingame and Hayward Park stations, generator maintenance at San Francisco station, and lighting repairs at Mountain View station.
 - Completed station and facility improvements, including installation of shelter lighting at Hayward Park station, and pigeon netting at San Francisco station.
 - Performed platform and station enhancement work, including grate adjustments at Redwood City station, platform painting at San Carlos and Morgan Hill stations, removal of yellow lines and stencils at Santa Clara station, and repainting parking stalls at Broadway station.
 - Completed infrastructure repairs and safety improvements, including fence repairs at Gilroy station, step repairs at Santa Clara station, handrail polishing at California Avenue station, and removal of tripping hazards at Millbrae and Sunnyvale stations.
 - Supported relocation of the WCL and shelter at Redwood City station.
- Vandalism and Graffiti Abatement
 - Performed corridor-wide graffiti abatement.
 - Installed a replacement mirror at Lawrence station and replaced a damaged electrical cover at South San Francisco station.

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:
 - June (Month to Date): Approximately 48% of restrooms experience an out of service condition on a given day.
 - May: Closed out with approximately 48% of restrooms experiencing an out of service condition

- 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

- Adopt Passenger Code of Conduct

July 15, 2026

- Adoption of CAC Charter & Bylaws Amendment
- Amendment of Code of Conduct for Public Meetings
- Baseline Safety Enhancements Program

August 19, 2026

- Revisit Meeting Start Time
- Authorize Remote Attendance
- Safety Quarterly Update
- Feedback Forms
- Ridership Growth Strategy

September 16, 2026

- BEMU Update
- The Portal Update
- Level Boarding Roadmap

October 21, 2026

- Brown Act Training
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November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update

December 16, 2026

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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