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AGENDA

Peninsula Corridor Joint Powers Board Community Advisory Committee (CAC) Meeting

September 16, 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=ZiRDd7ez7IfSGJQZqer0ldmPwqvGCa.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. Written public comments received by 3:00 pm the day prior to 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: Madeeha Ayub, Melody Pagee, Adrian Brandt (Vice Chair)
Santa Clara County: Kristopher Linquist, Mark Thurber, Patricia Leung (Chair)

September 16, 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. Introduction of New CAC Member
 - Melody Pagee - San Mateo CountyInformational
4. Pledge of Allegiance / Safety Briefing
5. Approval of Meeting Minutes for August 19, 2026 (5:45 pm) Motion
6. 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.
7. Report of the Chair (6:00 pm) Informational
8. FY2026 Annual Ridership Report (Nick Atchison) (6:10 pm) Informational
9. BEMU Update (Sherry Bullock) (6:30 pm) Informational
10. The Portal Update (Sherry Bullock) (6:50 pm) Informational
11. Staff Report (Ted Burgwyn) (7:10 pm)
 - 11.a. Customer Experience Task Force Update Informational
 - 11.b. JPB CAC Work Plan Update Informational
12. Committee Member Comments (7:20 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, October 21, 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.
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 Community 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 CAC 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. Written public comments received by 3:00 pm the day prior to 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.

The Board Resolution 2026-35 was adopted on August 6, 2026. This month's minutes are provided as a courtesy.

Item #5.
9/16/2026

**Peninsula Corridor Joint Powers Board
Community Advisory Committee
Regular Meeting**

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of August 19, 2026

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linquist, Tyler McDowall (Alternate) Melody Pagee (Alternate), Rohit Sarathy, Peter Wickman (Alternate), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

Members Absent: Mark Thurber

Staff Present: D. Berry, T. Burgwyn, D. Berry, A. Feng, J Guaracino, J. Jest

1. Call to Order

Chair Patricia Leung called the meeting to order at 5:41 pm.

2. Roll Call

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

3. Introduction of New CAC Alternate Member

- **Tyler McDowall – Santa Clara County**

Re-Appointment of CAC Members

- **Patricia Leung – Santa Clara County**
- **William Abbott – San Francisco County**
- **Peter Wickman (Alternate) – San Francisco County**

4. Pledge of Allegiance / Safety Briefing

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

5. Consent Calendar

5.a. Approval of Meeting Minutes for July 15, 2026

5.b. Reapprove Remote Meetings for the Community Advisory Committee under Senate Bill 707

Motion/Second: Pagee/Brant

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

The Board Resolution 2026-35 was adopted on August 6, 2026. This month's minutes are provided as a courtesy.

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Absent: None

6. Public Comment for Items Not on the Agenda

Doug DeLong commented on ridership growth, weekend and weekday service frequency, and future rolling stock needs.

Jeff Carter commented on weekend express service, Public Hearing Room setup, and Clipper fare issues related to the August 11 power outage.

Christina F commented on recurring Bayshore Station elevator issues.

Aleta Dupree commented on backup power, Clipper, and fare payment systems.

7. Report of the Chair

Chair Leung stated there was no report.

8. Approve Amendments to Community Advisory Committee Bylaws

Quentin Barbosa, Legal Counsel, provided the presentation that included the name change to the CAC, adoption of Rosenberg's Rule of Order, and transition to action minutes.

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

- Transition to action minutes and preservation of committee and public comments
- Zoom meeting summary feature as an alternative
- Rosenberg's Rule of Order and request for additional review
- Retention of summary minutes

Motion to adopt Items 1 through 4 of the proposed bylaw amendments, excluding the proposed changes to Rosenberg's Rule of Order and action minutes.

Motion/Second: Kutler/Brandt

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

Abstain: None

Motion to continue consideration of the proposed changes to Rosenberg's Rule of Order and action minutes to the next CAC meeting.

Motion/Second: Kutler/Linquist

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

Abstain: None

The Board Resolution 2026-35 was adopted on August 6, 2026. This month's minutes are provided as a courtesy.

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Public Comment

Jeff Carter commented on meeting minutes, public comment periods, motions, and informational meetings without a quorum.

Aleta Dupree, Team Folds, commented on Rosenberg's Rule of Order, action minutes, and informational meetings without a quorum.

9. Revisit Meeting Start Time (Committee)

Chair Leung led a discussion on the meeting start time and potential changes to accommodate train schedules.

The Committee Members had a robust discussion regarding train schedules, staff impacts, and costs, and agreed to revisit the matter in a few months.

Public Comment

Aleta Dupree commented on the meeting start time and formalizing any time changes.

10. Safety Quarterly Update

Jerry Guarino, Chief Safety Officer, provided the presentation that included safety initiatives, performance, employee engagement, and transit police calls for service.

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 reporting app and emergency reporting options
- Safety performance metrics, monetary thresholds, and crossing mitigations
- Calls for service data and parking enforcement
- Pedestrian crossing safety and crossing gate issues at stations

Public Comment

Jeff Carter commented on grade crossing safety measures and suicide prevention initiatives.

Roland commented on grade crossing enforcement, Railroad Dynamic Envelope striping, and reported workplace incidents.

11. Update on the RIDE Research Panel

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

- Riders Influencing Decisions and Experiences (RID)E panel launched to collect timely rider feedback
- Panel has 870 members and will conduct quarterly studies
- Feedback will inform service, design, technology, and customer experience decisions

The Board Resolution 2026-35 was adopted on August 6, 2026. This month's minutes are provided as a courtesy.

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- Pilot studies informed improvements to Caltrain text and email alerts

The Committee Members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included recruitment methods and survey frequency.

Public Comment

Jeff Carter expressed support for the RIDE panel and rider feedback efforts.

12. Staff Report

12.a. Customer Experience Task Force Update

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

- July on-time performance at 96.5 percent delays; two fatal trespasser incidents
- July ridership reached 1.32 million passenger trips
- Guadalupe Bridge project shutdowns and holiday service updates
- Fare Inspection and Mobile Payment Solution (FIMPS) testing identified continued device performance issues
- Electric multiple unit (EMU) restroom availability declined to approximately 60 percent
- Bayshore elevator entrapments prompted a root cause analysis
- Quiet car pilot timing remains under review
- Staff evaluating train noise mitigations at San Francisco Station
- Maintenance of Way surpassed one year injury-free

12.b. JPB CAC Work Plan Update

Mr. Burgwyn provided the presentation that included the Redwood City Paid Fare Zone pilot, upcoming battery electric multiple unit (BEMU) and Portal Project updates, the Fiscal Year 2026 Annual Ridership Report, Brown Act training, feedback forms, the ridership growth strategy, and future safety and bike/level boarding updates.

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

- Restroom maintenance, reliability and potential expansion at stations
- Redwood City Paid Fare Zone enforcement and coordination with local and Transit Police
- Grade crossing gate timing at 16th Street in San Francisco
- FIMPS performance and fare inspection issues
- Bayshore elevator reliability and potential long-term improvements
- Train restroom availability and expected improvements with additional trainsets
- Positive Train Control (PTC) Protect project status and Automatic Passenger Counter (APC) software updates

The Board Resolution 2026-35 was adopted on August 6, 2026. This month's minutes are provided as a courtesy.

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- Clarification on warranty versus mechanical delays and overall delay reporting
- Redwood City secure bike facility status
- Code of Conduct provisions addressing passengers blocking seats

Public Comment

Jeff Carter commented on restroom vandalism, Millbrae restroom access, APCs, and Bayshore elevator safety.

Aleta Dupree commented on ridership growth, restroom maintenance, Clipper 2 transition, elevator safety, and staff support.

13. Committee Member Requests – There were none.

14. Date/Time/Location of Next Regular Meeting: Wednesday, September 16, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District Headquarters, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

15. Adjourn – The meeting adjourned at 7:54 pm.

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: September 2026 JPB Community Advisory Committee Meeting

Subject: Staff Report

On-time Performance (OTP) –

- **August:** The August 2026 OTP was 95.5% compared to 92.8% for August 2025.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 14th (UPRR Territory @ 5:41 am), caused 1 train to be delayed. The vehicle on the 15th (Castro St., Mtn. View @ 2:30 am), caused 0 trains to be delayed. The vehicle on the 18th (San Francisco @ 12:45 pm), caused 2 trains to be delayed. The vehicle on the 27th (Rengstorff Ave., Mtn. View @ 12:18 pm), caused 1 train to be delayed.
 - **Mechanical Delays** – In August 2026 there were 311 minutes of delay due to mechanical issues and 196 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strike** – There was one fatal trespasser strike in August. The strike on the 31st (Millbrae @ 1:14 pm), caused 14 trains to be delayed, 1 train to be annulled & 1 train to be terminated.
- **July:** The July 2026 OTP was 96.5% compared to 95.3% for July 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 12th (4th Ave., San Mateo @ 10:16 pm), caused 5 trains to be delayed.
 - **Trespasser Strikes** – There were two fatal trespasser strikes in July. The strike on the 3rd (Millbrae @ 9:46 pm), caused 4 trains to be delayed & 1 train to be terminated. The strike on the 10th (UPRR Territory @ 7:01 am), caused 2 trains to be delayed & 1 train to be annulled.

Caltrain Temporarily Suspending Train Service Between San Jose Diridon and Tamien to Complete Repairs to Guadalupe River Bridge

Caltrain temporarily suspended weekend service between Tamien and San Jose Diridon on July 11–12 to complete repairs on the Guadalupe River Bridge; work scheduled for July 25–26 and August 8–9 was completed ahead of schedule and those closures were cancelled. Additional weekend closures remained scheduled for August 22–23 and September 19–20, while weekday service continued without disruption.

The approximately \$171 million Guadalupe Bridge Replacement Project replaced components of the original 1935 bridge, improved creek erosion protection and habitat conditions, and was expected to be completed by October. The bridge also supported Union Pacific, Amtrak and Altamont Commuter Express service.

Caltrain seeks volunteer for Citizens Advisory Committee

Caltrain sought a San Mateo County resident to fill a three-year term on its nine-member Citizens Advisory Committee, which advises the Joint Powers Board on the needs of current and future riders. Applications were due August 14 for a term running through June 30, 2029; the committee generally meet on the third Wednesday of each month at Caltrain headquarters in Millbrae, with meetings open to the public.

Caltrain wins national safety award for second straight year

Caltrain has won one of the public transit industry's highest honors for safety for the second consecutive year. The American Public Transportation Association (APTA) Safety Awards presented to 10 public transportation providers from across the country and were based on the effectiveness, benefits, innovation and transferability of their safety practices. This year, Caltrain received a certificate of merit for APTA's Rail Safety Award. Last year, Caltrain won gold for APTA's Commuter Rail Safety Award.

Caltrain Ridership Remains Strong Through FY26

Caltrain provided more than 12.5 million rides in FY26, with average weekday ridership surpassing 40,000, an increase of 36.9% over the prior fiscal year, and weekend ridership reaching about 150% of pre-pandemic levels. Ridership rose from 64.4% of pre-pandemic levels at the start of FY26 to 81.5% by year-end, while monthly ridership exceeded one million beginning in March and continued to do so each month afterward. Major events, including the FIFA World Cup, Super Bowl and BTS concerts, helped attract new riders, although Caltrain stated that fare growth alone remained insufficient to close its operating funding gap.

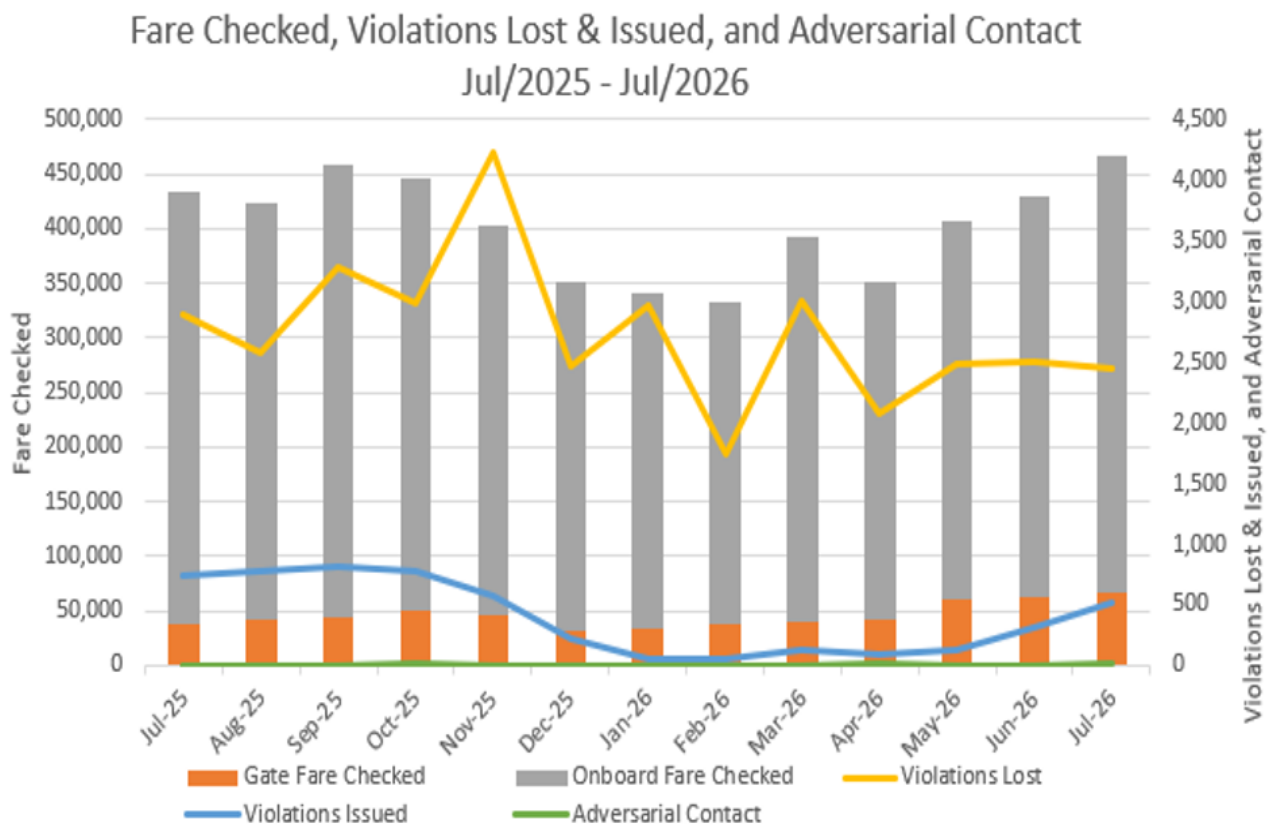
Caltrain named one of North America's top transit agencies

The American Public Transportation Association selected Caltrain for its 2026 Outstanding Public Transportation System Achievement Award in the category for agencies with more than 3 million but fewer than 15 million annual passenger trips. The award recognized Caltrain's 57%

year-over-year ridership growth in 2025, transition to 100% renewable electricity, 4.5-out-of-5 customer rating, 91% rider approval rating, and more than \$76 million in cost savings over five years; Caltrain representatives were scheduled to accept the award at APTA's fall conference in Chicago.

Fare Enforcement Report – September 2026

In July 2026, Caltrain conductors performed a total of 467,210 fare inspections at the terminal (67,069) and onboard the trains (400,141). During this period, 2,449 violations were lost because the rider didn't provide identification and 517 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 4 of FY2026](#) (April 2026 - June 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.

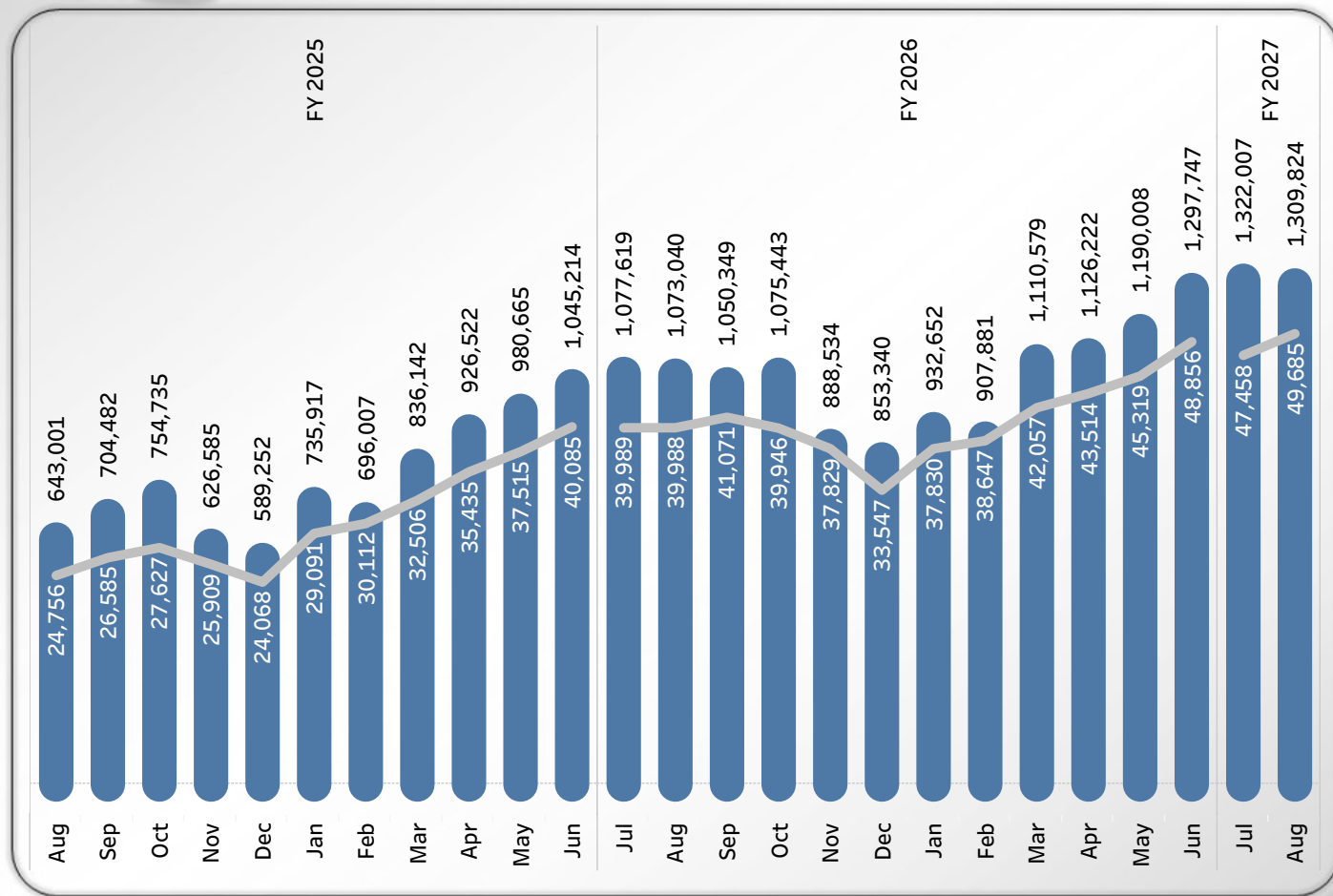


Ridership Executive Summary - Aug 2026

<u>Monthly Performance</u>	Current Year Aug 2026	Pre-Pandemic Aug 2019	Aug 2026 % of Pre-Pandemic	Last Year Aug 2025	Aug 2025 to Aug 2026 % Change
Total Monthly Ridership	1,309,824	1,703,334	76.9%	1,073,040	+ 22.1%
Average Weekday Ridership	49,685	71,557	69.4%	39,988	+ 24.3%
Average Saturday Ridership	30,805	16,382	188.0%	25,838	+ 19.2%
Average Sunday Ridership	22,484	11,793	190.6%	20,821	+ 8.0%
<u>Fiscal YTD Performance</u>	Current Year Aug 2026	Pre-Pandemic Aug 2019	Aug 2026 % of Pre-Pandemic	Last Year Aug 2025	Aug 2025 to Aug 2026 % Change
Total Monthly Ridership	2,631,831	3,376,007	78.0%	2,150,659	+ 22.4%
Average Weekday Ridership	48,521	71,025	68.3%	39,988	+ 21.3%
Average Saturday Ridership	31,385	16,239	193.3%	25,385	+ 23.6%
Average Sunday Ridership	23,048	11,656	197.7%	20,323	+ 13.4%



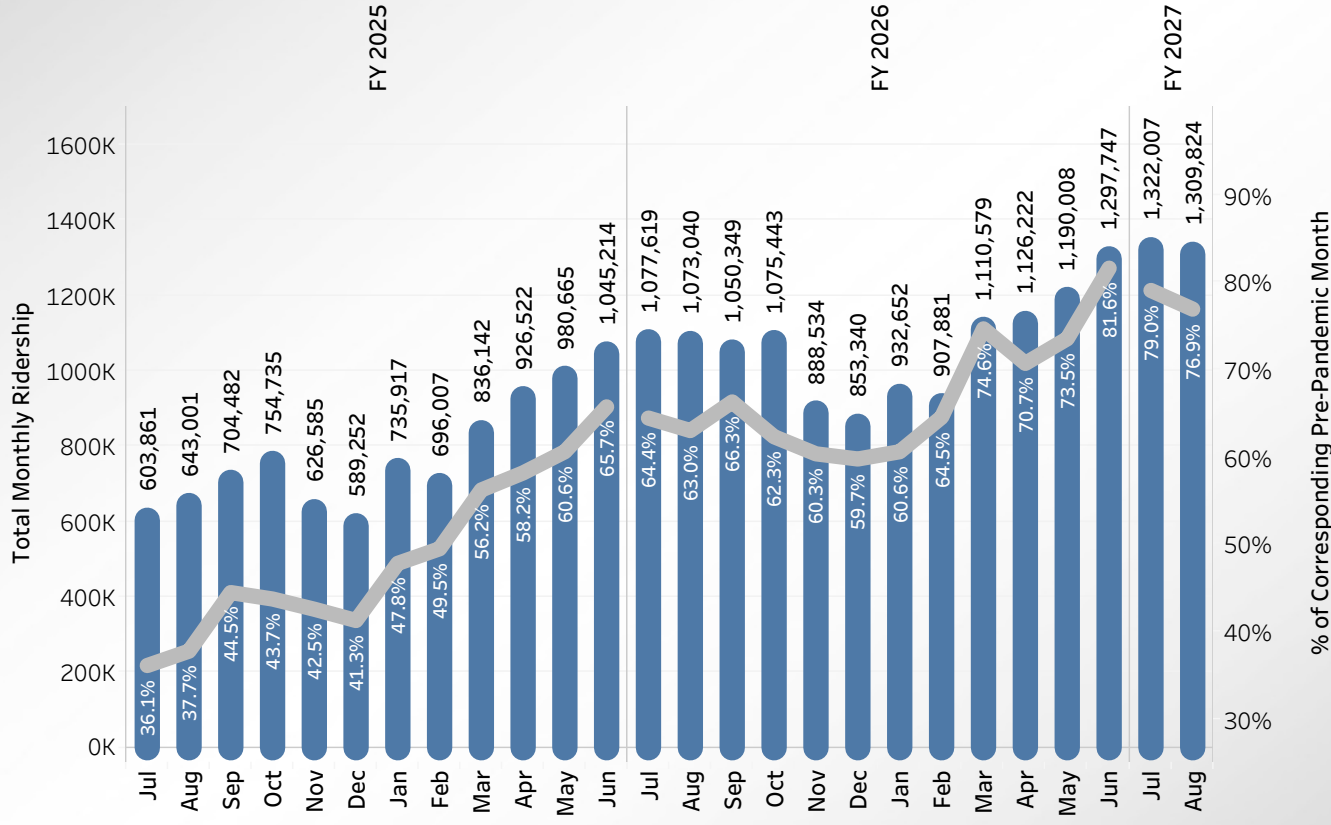
Monthly Ridership and Average Weekday Ridership - Aug 2026



Legend | Total Monthly Ridership | AWR



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

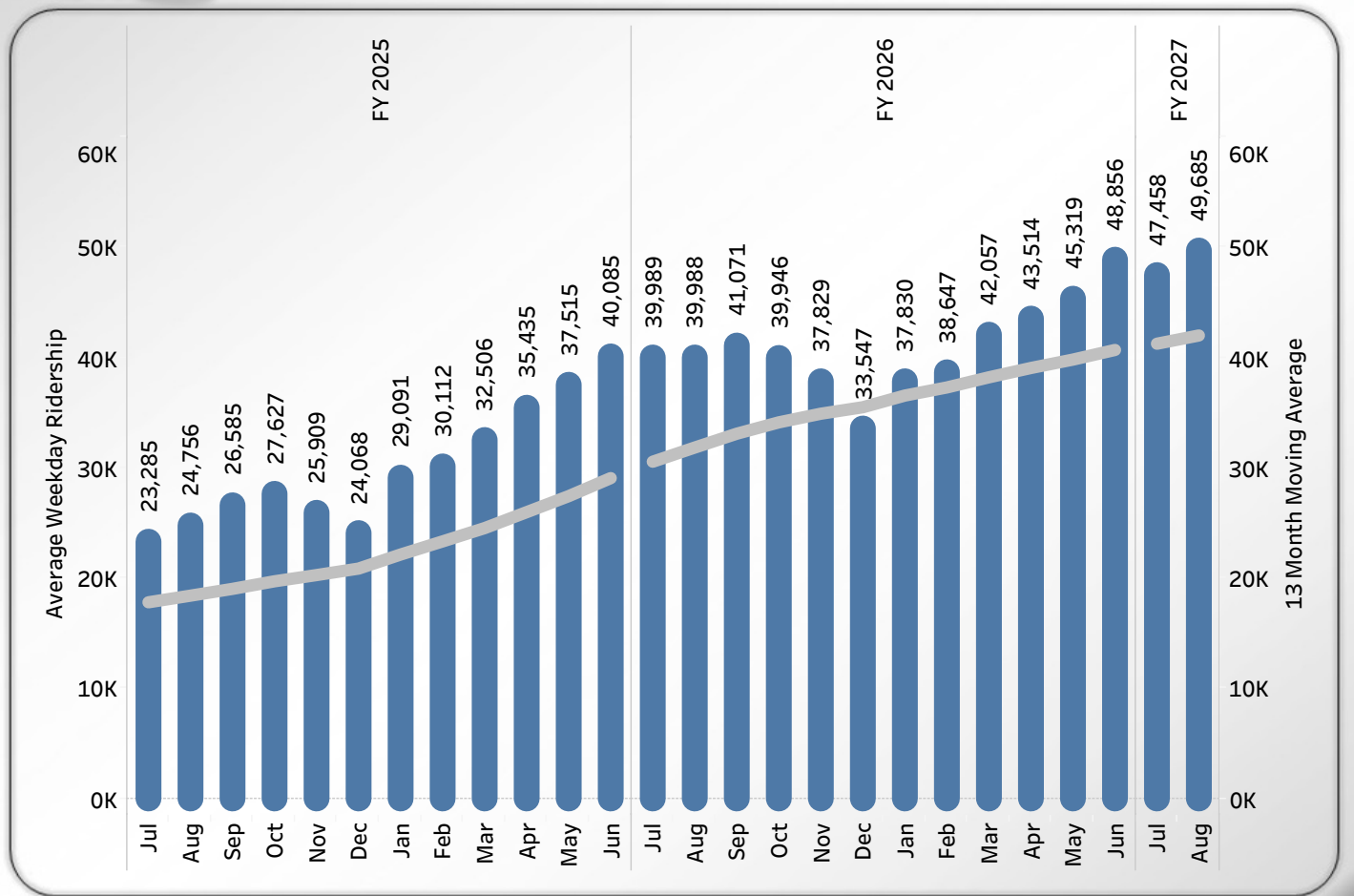


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



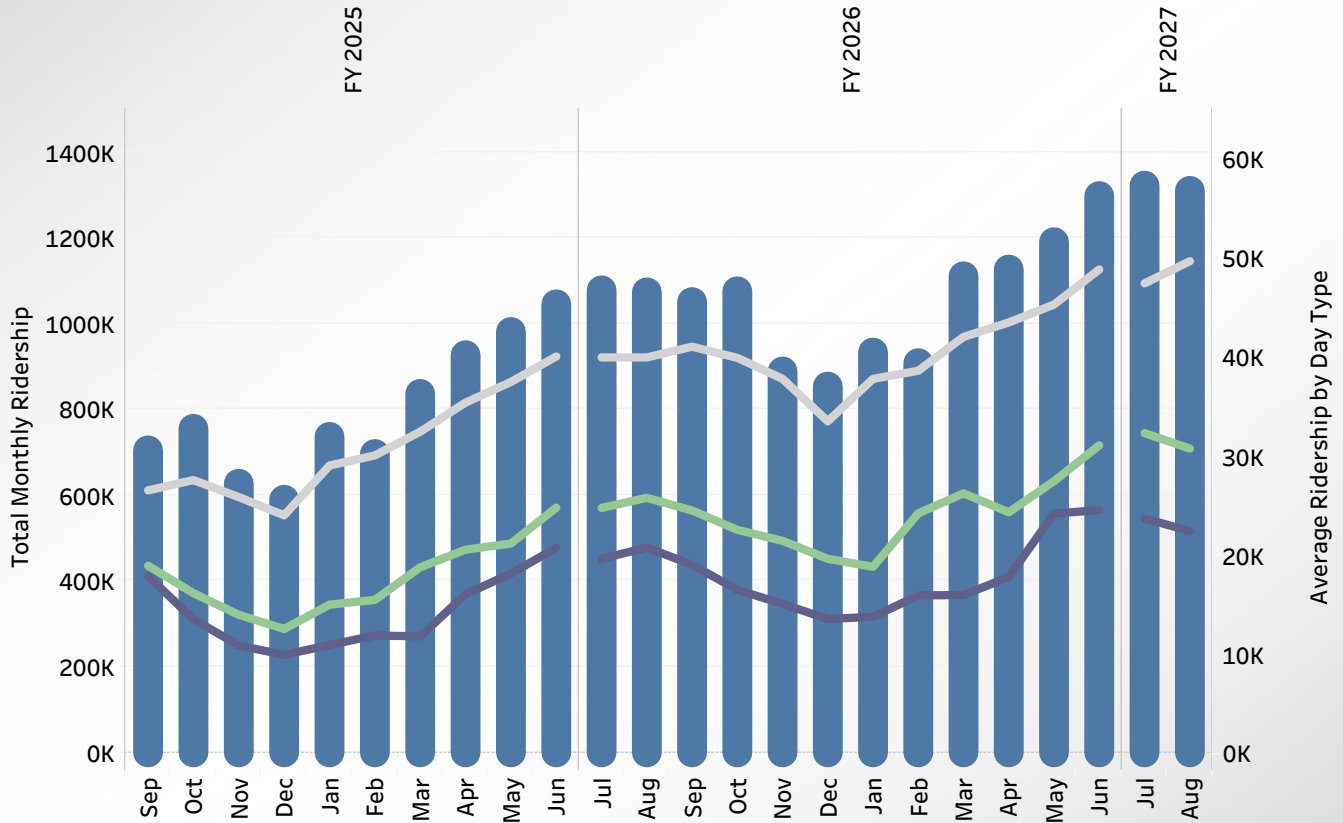
Average Weekday Ridership & 13 Month Average - Aug 2026



Legend | AWR | 13 Month Moving AWR



Monthly Ridership & Average Ridership by Day Type - Aug 2026



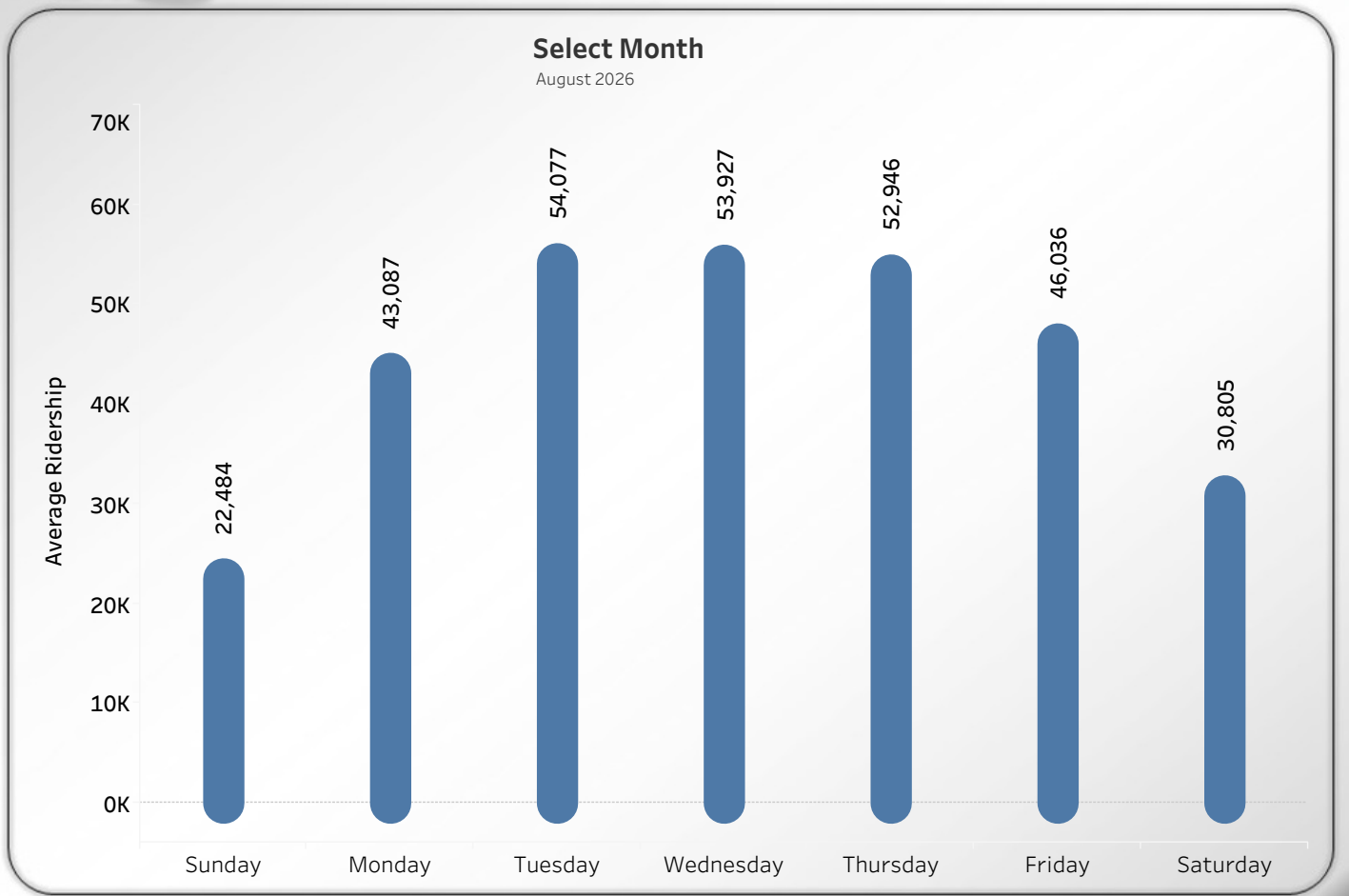
Free fares offered to all passengers on opening weekend of electrified service.

Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.

Legend | Total Monthly Ridership | Weekday Saturday Sunday



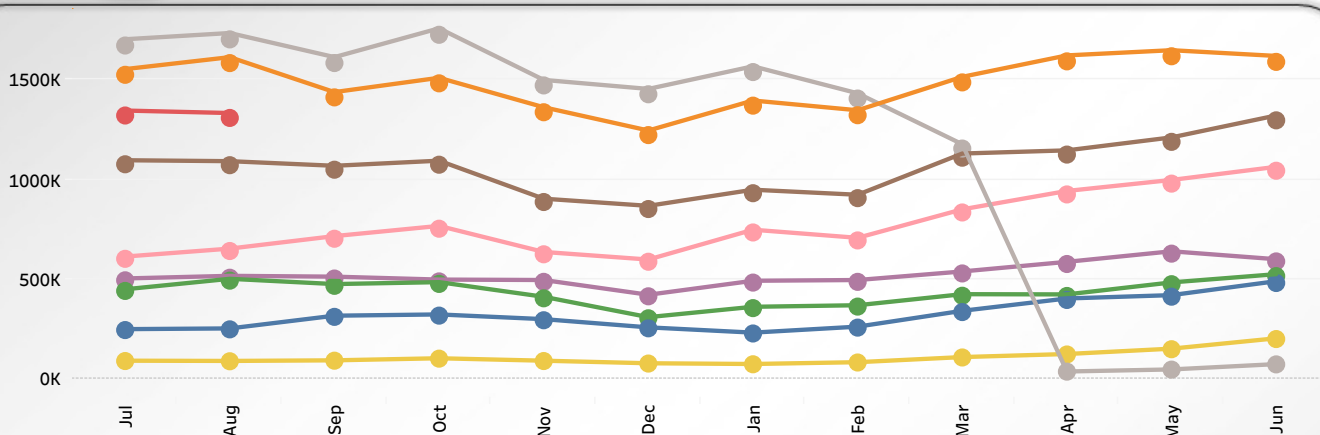
Average Ridership by Day of Week* - Aug 2026



**Excluding holidays*



Monthly Ridership by Fiscal Year - Aug 2026

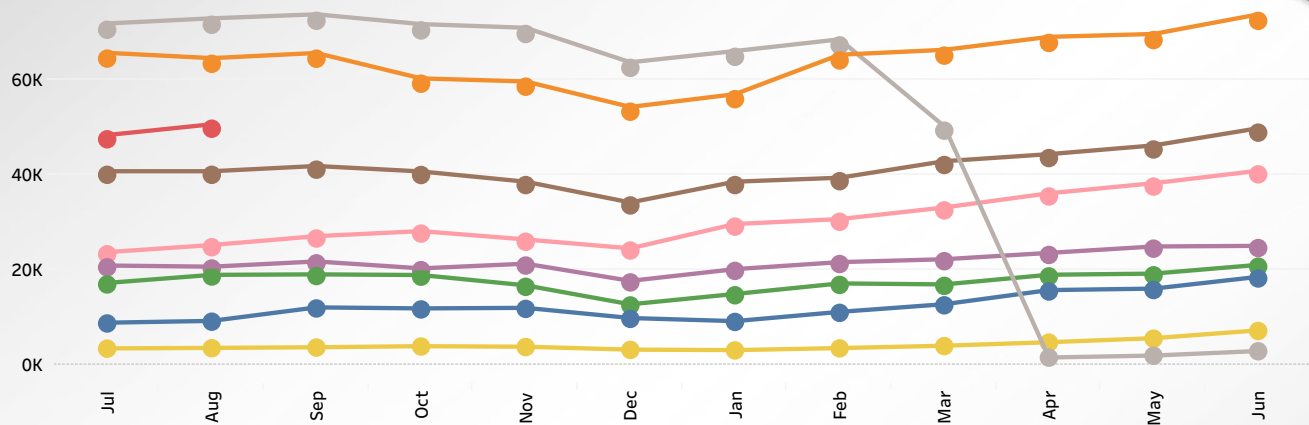


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	603,861	1,077,619	1,322,007
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,001	1,073,040	1,309,824
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,482	1,050,349	
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	754,735	1,075,443	
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,494	626,585	888,534	
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,038	589,252	853,340	
Jan	1,371,400	1,539,666	75,485	229,746	356,827	484,801	735,917	932,652	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,483	696,007	907,881	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	530,611	836,142	1,110,579	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,879	926,522	1,126,222	
May	1,618,825	48,745	150,923	414,196	476,739	629,829	980,665	1,190,008	
Jun	1,590,653	74,908	201,872	482,691	517,256	590,855	1,045,214	1,297,747	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026
 ■ FY 2027



Average Weekday Ridership by Fiscal Year - Aug 2026



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,285	39,989	47,458
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,756	39,988	49,685
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,585	41,071	
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,627	39,946	
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,909	37,829	
Dec	53,258	62,480	3,162	9,687	12,513	17,357	24,068	33,547	
Jan	55,897	64,806	3,058	9,044	14,655	19,779	29,091	37,830	
Feb	64,041	67,218	3,484	10,956	16,829	21,225	30,112	38,647	
Mar	65,057	49,276	3,965	12,539	16,628	21,821	32,506	42,057	
Apr	67,728	1,536	4,693	15,451	18,621	23,131	35,435	43,514	
May	68,326	1,935	5,521	15,757	18,853	24,456	37,515	45,319	
Jun	72,370	2,871	7,143	18,187	20,663	24,582	40,085	48,856	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026
 ■ FY 2027



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

August 2026

Total Monthly Trips*

August, 2026: 1,309,824

TIP:

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

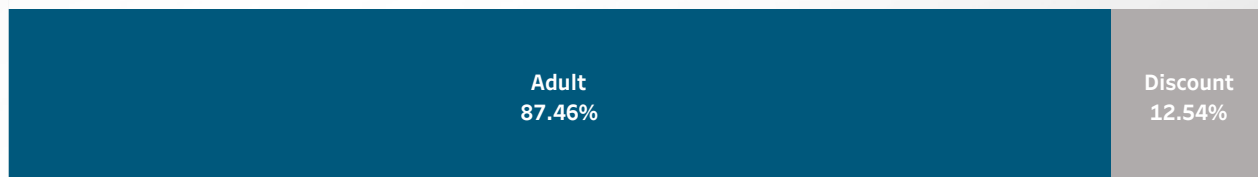
Pass Type



Fare Media Channel



Fare Type

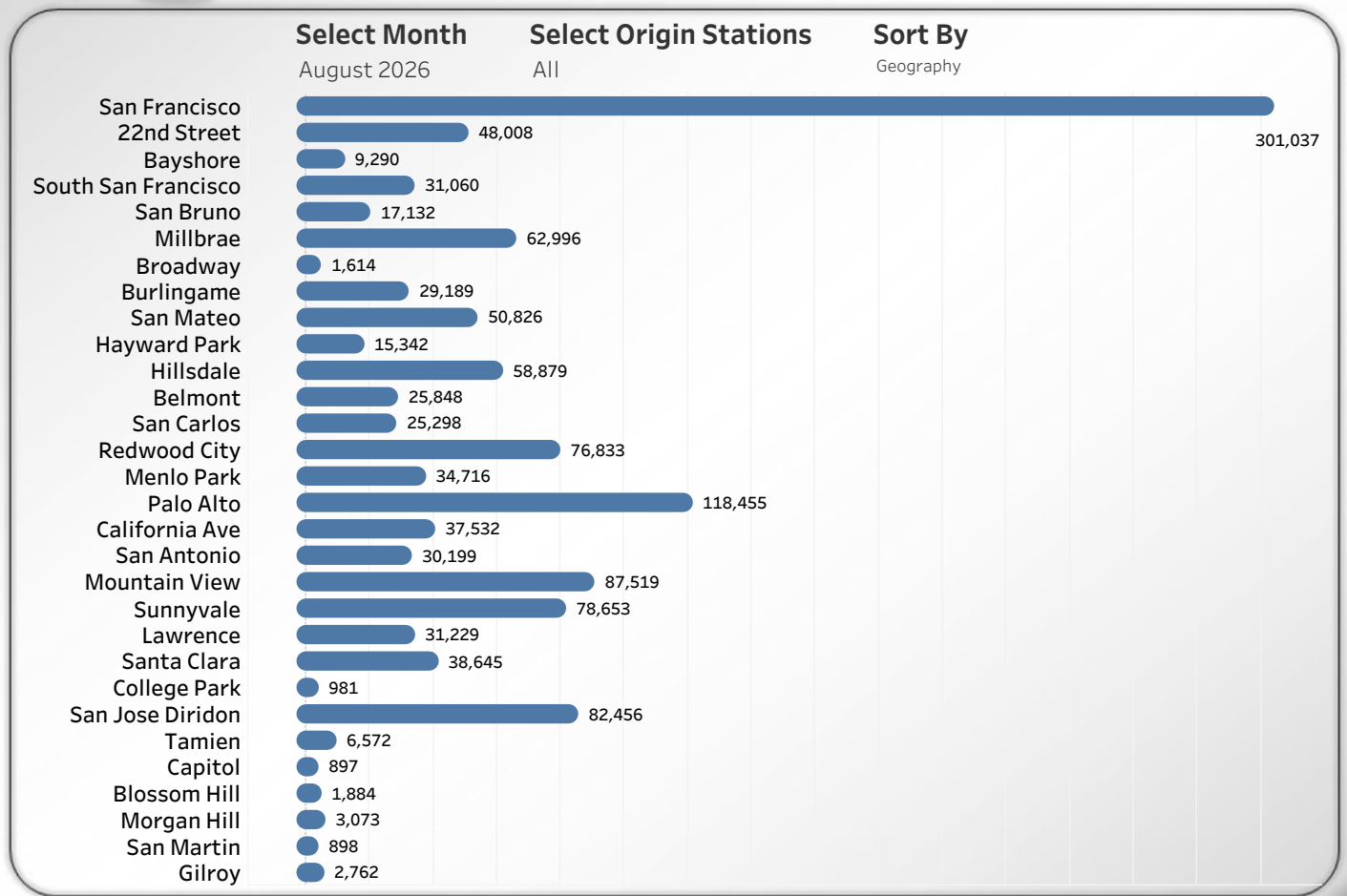


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine, OP = Open Payment



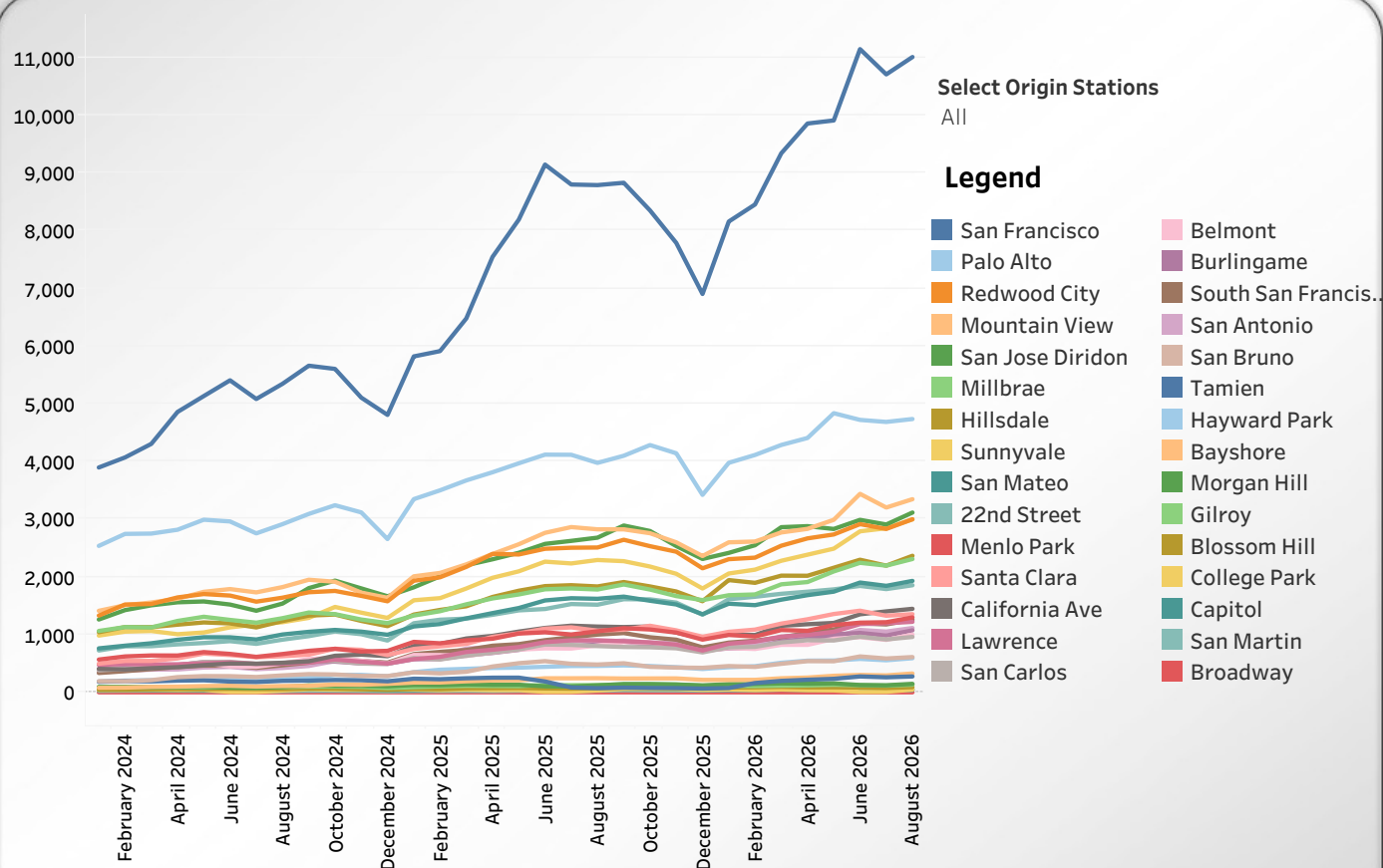
Caltrain Total Monthly Ridership by Origin Station



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



Caltrain Average Weekday Ridership by Origin Station

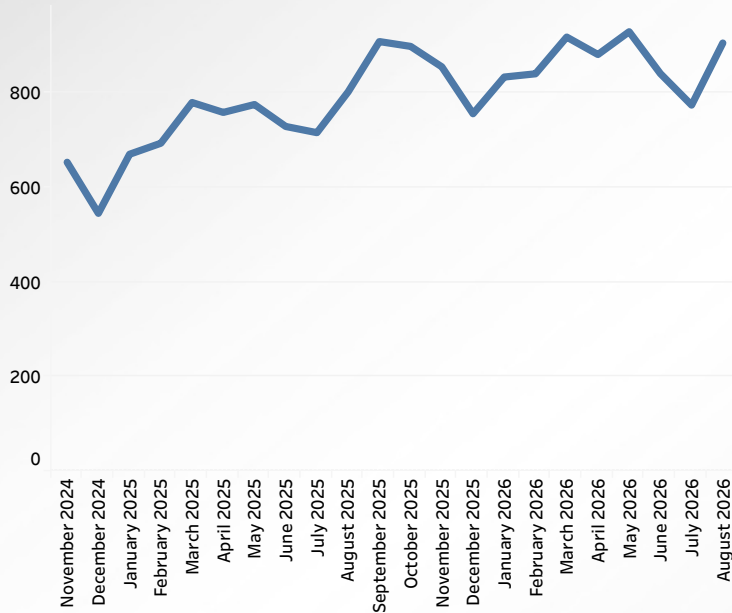


Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



South County Connector Ridership - Aug 2026

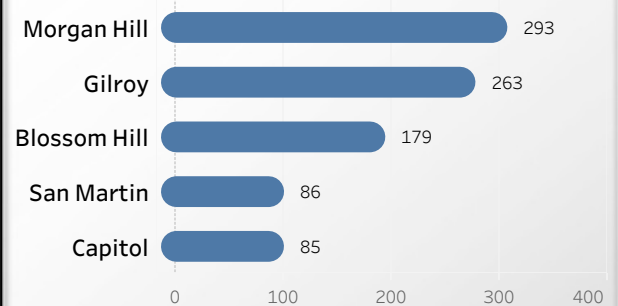
Average Weekday South County Connector
Total Ridership*



Average Weekday South County Connector
Total Ridership (Boardings and Alightings),
Aug 2026 : **906**

Year-to-Year Growth Rate
(Aug 2025 to Aug 2026) : **12.9%**

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.*

	Date	Committee Member	Follow up requested	Owner	Status	Notes	July 15 Update	August 19 Update	September 16 Update
	4/16/2025	Adrian Brandt	Provide safety statistics from the previous quarter in future PowerPoint Safety Quarterly Update presentations	Jerry Guaracino	In Progress		No new update - Jerry and Jason D are working on improving the dashboard for future presentations.		Quarterly safety statistics are provided on a regular basis. Any additional/further requests should be made directly if there is additional information requested.
	2/18/2026	Adrian Brandt	Automated Passenger Counters (APCs) in use	Greg Cameron	In Progress	To obtain accurate on/off rider counts on a per-train & per-station basis	New vendor selected and updated system will be installed on one of the option trains scheduled to be delivered in October. Once the system passes all tests it will be rolled out to the rest of the fleet.		ECM team continues to work towards future implementation
	2/18/2026	Adrian Brandt	Improved bathroom door locks	Henry Flores	In Progress	To end bathroom door malfunctions and unexpectedly opening	A fix is still being developed and has not been implemented yet		Stadler still working on the fix. In the meantime doors have been adjusted as to not inadvertently open
	2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	Greg Cameron	In Progress		New process has been implemented in which scans are performed at each terminus and the PIS system is refreshed if screens are not all working appropriately. System has seen stronger up-time in recent months as a result.		ECM and MOE teams continue to work together for increased uptime with continued success
	2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	Ted Burgwyn	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	No additional information from last month. Staff will provide an update to the CAC in November.	Will be presented at a date TBD	Presentation to the CAC scheduled for 11/18
	2/18/2026	Adrian Brandt	Quiet car implementation & deployment	Brent Tietjen	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Quiet Car implementation plan has been approved by Caltrain Executive Team. Project ownership has shifted internally and is moving forward at this time for late summer implementation	Will be presented at a date TBD	No update to share at this time
	2/18/2026	Adrian Brandt	Redwood City bike parking room	Dan Provence	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	No additional information from last month. Staff will provide an update to the CAC in November.	Will be presented at a date TBD	Presentation to the CAC scheduled for 11/18
	2/18/2026	Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	Bin Zhang/Aaron Marx	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue	(JJD followed up with staff on 7/10 to request additional information)	In addition to updates from 3/18, any other issues are being investigated as they arise. Adjustments were recently made at Menlo Park Station to fix an issue reported by the city.	No update to share at this time
	2/18/2026	Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	Bin Zhang/Aaron Marx	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come	(JJD followed up with staff on 7/10 to request additional information)	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28	No update to share at this time
	2/18/2026	Adrian Brandt	Xing optimization fix for station-adjacent Xings	Bin Zhang/Aaron Marx	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety	(JJD followed up with staff on 7/10 to request additional information)	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28	No update to share at this time

	Date	Committee Member	Follow up requested	Owner	Status	Notes	July 15 Update	August 19 Update	September 16 Update
	2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares	Bruce Thompson/Melissa Jones	In Progress	3 decades-old suggestion; unanimous CAC resolution	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study	Board authorized receipt of funds from Caltrans at 9/3 JPB Meeting to move forward with Fare Strategy Study. This will be included in the Fare Strategy Study for the future. Potential implementation timeline is 2028-2029+
	2/18/2026	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)	Bruce Thompson/Melissa Jones	In Progress	Increased flexibility for increased rider convenience and pass purchases	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study	Board authorized receipt of funds from Caltrans at 9/3 JPB Meeting to move forward with Fare Strategy Study. This will be included in the Fare Strategy Study for the future. Potential implementation timeline is 2028-2029+
	2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?	Jerry Guaracino	In Progress	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	Chief Safety Officer provided update to CAC on 8/19/26	Chief Safety Officer can provide additional information at the next quarterly report
	2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	Patricia Leung	In Progress	To ensure good fit with both staff & train schedules for members	Staff plans to discuss at 8/19 CAC meeting	Staff plans to discuss at 8/19 CAC meeting	Staff plans to discuss again at the 12/16 CAC meeting
	2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	Bruce Thompson / Hui Zhu	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	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. No updates in early July due to lack of Board meeting. Caltrain ED to present updates at 8/6 BOD.	Additional updates were presented at the 8/6 JPB Board meeting. No further information to provide at this time.	Additional updates were presented at the 9/3 JPB Board meeting. No further information to provide at this time.
	2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot	Jerry Guaracino		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 Safety Quarterly Update presentation	Chief Safety Officer can advise on the possibility of providing for 8/19 Safety Quarterly Update presentation	Chief Safety Officer can provide additional information at the next quarterly report
	2/18/2026	Adrian Brandt	B(attery) EMU details & status presentation	Greg Cameron	In Progress		Sherry Bullock will present to the CAC on 9/16	BEMU Project Manager will present to CAC on 9/16	BEMU Project Manager will present to CAC on 9/16
	2/18/2026	Adrian Brandt	Level boarding roadmap presentation	Joel Soden	In Progress	To speed boarding & substantially cut dwell times, particularly for strollers, bikes & wheelchairs	Joel Soden will present to the CAC on 9/16	Presentation to the CAC scheduled for 11/18	Presentation to the CAC scheduled for 11/18
	2/18/2026	Adrian Brandt	SF downtown extension (aka "The Portal") presentation	Sherry Bullock	In Progress	To substantially boost ridership by getting more riders closer and more quickly to their downtown SF destinations	Sherry Bullock will present to the CAC on 9/16	A Portal Project representative will present to the CAC on 9/16.	A Portal Project representative will present to the CAC on 9/16.
	2/18/2026	Adrian Brandt	In-cab crossing re-activation signal (vs. whistle mic)	Bin Zhang/Aaron Marx		To reduce train horn noise at station platforms	(JJD followed up with staff on 7/10 to request additional information)	Subsequent to 3/18 updates, onboard software has been tested. Manual activation works as desired, but a critical defect was found, and a new version will need to be released. Additional updates to come Q4 26/Q1 27.	No update to share at this time

Item #11.
09/16/2026

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Peninsula Corridor Joint Powers Board Staff Report

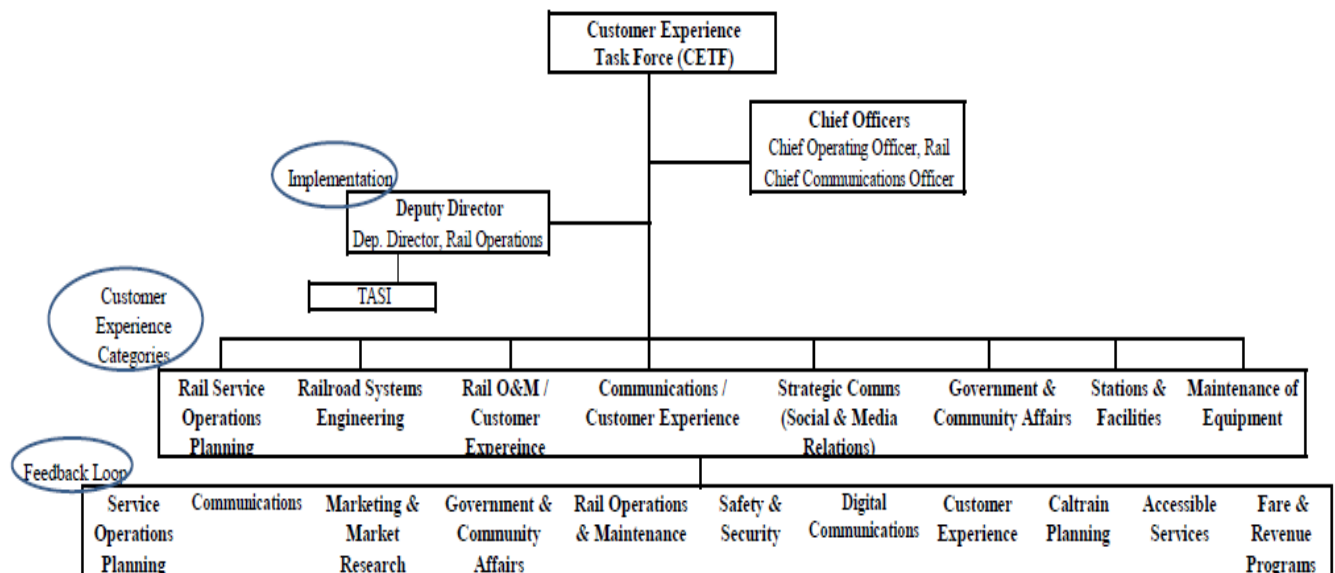
To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: September 2026 JPB Community 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 Community / 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 August, staff continued to prepare for this summer's Guadalupe Bridge Weekend Service Shutdowns: electric train service between Tamien and San Jose Diridon Station will be temporarily suspended to perform necessary repairs to the Guadalupe Bridge. The weekend shutdowns have occurred on July 11-12, August 8-9, and August 22-23. Service between Tamien and San Jose Diridon Station will be suspended for the following last weekend:

- September 19-20

The taskforce is spearheading efforts to:

- Implement and monitor the Guadalupe Weekend Service Shutdowns (more details on our website: <https://www.caltrain.com/status>)
- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae and with VTA at Mountain View for their August schedule changes
- Review Caltrain's current schedule and key performance indicators for potential future service adjustments

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.
- There is currently an active project that seeks to improve station messaging for train arrivals and platform outages to improve the customer experience.

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.

Customer Experience

- Guadalupe Bridge Construction
 - Customer communications are in place for upcoming Tamien weekend closures, including onboard materials, station signage, email and text message alerts, [website updates](#), revised [timetables](#), and prominent website alert messaging.
- Regional Mapping and Wayfinding Project
 - Continued coordination with the Metropolitan Transportation Commission and regional transit agencies for consistent signage and wayfinding that makes it easier for riders to navigate the regional transit network.
- RIDE Research Panel:
 - Market Research team presented an overview of the “RIDE Research Panel” to the CAC and invited CAC members and the public to join through the provided [link](#).
- Outreach Efforts:
 - Coordinating station-based outreach for major events to provide pre- and post-event rider assistance, while working with partner agencies to ensure a safe, seamless experience.
- Customer Service Center:
 - Customer Service successfully transitioned to Compliance Quest (CQ), the district’s new customer feedback management tool. Last month, the team created 46 Caltrain cases and 67 SamTrans cases. Staff continues to collaborate with internal departments to provide support and develop processes that work effectively for everyone involved.

Caltrain Strategic Communications (Social and Media Relations)

- In August the Strategic Comms team held and helped host the themed train for Q3, getting approval from Live Nation to use the name and likeness of Karol G, who performed back-to-back nights at Levi's Stadium. Total ridership was 1,126 riders and the maximum number of passengers on board at a time was 725 . Typically train #148 alights 70-90 passengers at Mountain View, the day of the themed train there was 511 riders alighting. The team also worked with iHeart Radio for the first time, which kicked off a partnership for the rest of the year for both in person and radio marketing. Post event content went viral beating our previous record of 250,000 views in a 24-hour period for Driving is for Dodgers, with about 400,000 views .
- Messaging Highlights (Includes rotational messaging):
 - August Board Meeting
 - Trade Partnership with allcove San Mateo
 - Ride to AC/DC @ Levi's
 - Caltrain Named 2026 APTA Outstanding Transportation System Award
 - Karol G @ Levi's

- Themed Train - Karol G Tropi Tour + social giveaway
- Tuesday Tip: VMS - Social messaging - Conductor Etiquette
- Noah Khan @ Oracle
- Bay FC rotational messaging + social giveaway
- Launch of new passenger feedback form
- Pokémon Worlds in SF
- Silicon Valley Pride
- SF Giants rotational messaging + social giveaway
- Move Bay Area West Summit

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
 - Locker use is up significantly throughout the corridor. When comparing June, July and August of 2025 to the same period in 2026, locker rentals increased from less than 10,000 to more than 13,000. The number of people using the lockers increased by about 50% during those periods.
 - The San Francisco lockers will be relocated to the old locker area on Townsend Street. That area requires site upgrades that will likely take several months. The lockers will be unavailable while the work takes place.
 - Coordination with the City of San Francisco to add more bike lockers at 22nd Street Station is in progress. There is limited station space available so options regarding the use of City right of way are in the works.
 - 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
 - The final plans for opening bike rooms at Redwood City and Menlo Park stations are in the works. The stations will open soon.
- Bikes on Board Policy
 - Staff continues to work through the details of updated bike on board rules.

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 wheelchair lift inspections and completed pedestrian gate adjustments at Castro Street and Sunnyvale Avenue.
 - Performed station cleaning and maintenance, including pressure washing at San Francisco, Gilroy, San Martin, and San Antonio stations; and tripping hazard repairs at Hillsdale station.
 - Completed platform painting and markings at Capitol, Gilroy, Mountain View, Tamien, San Francisco, Millbrae, Santa Clara, and Morgan Hill stations.
 - Completed improvements at the Menlo Park station Bike Shelter, including ceiling painting and touch-up work.
 - Installed new schedule cases at San Bruno station and platform door signage at San Francisco station.
- Vandalism and Graffiti Abatement
 - Performed graffiti abatement at locations corridor-wide.

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:
 - Closed out the month of August with average of 51.84% restrooms being out of service on any given day.
 - Primary causes:
 - Vandalism and foreign debris.
 - Clogged drain lines
 - Reports of toilets being out of service and when checked they were working as intended.
 - Mitigation actions under evaluation:
 - Reliability meeting was had with Stadler Engineering as it relates to toilet component design and potential fixes for what conditions are being found. Stadler to begin working with suppliers for potential remedies or redesign to help with reliability and functionality.
 - Maintenance material procured and in use to help degrade waste material to prevent blockages
 - Investigation of regular corrective and preventative maintenance practices to identify areas for improvement.

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
- Update on the RIDE Research Panel

September 16, 2026

- BEMU Update
- The Portal Update
- FY2026 Annual Ridership Report

October 21, 2026

- Brown Act Training
- Amending the Bylaws
- Feedback Forms
- Ridership Growth Strategy

November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update
- Level Boarding Roadmap

December 16, 2026

- Revisit Meeting Start Time
-

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