

Report of the Executive Director

**JPB Board Meeting
October 1, 2026**



Safety

APTA Rail Safety Award – 2nd Year in a Row

August: Transit PD Activity

- Conducted 349 hrs. high visibility patrols
- Working with Transit PD to increase presence on trains
- Copper theft mitigation remains active

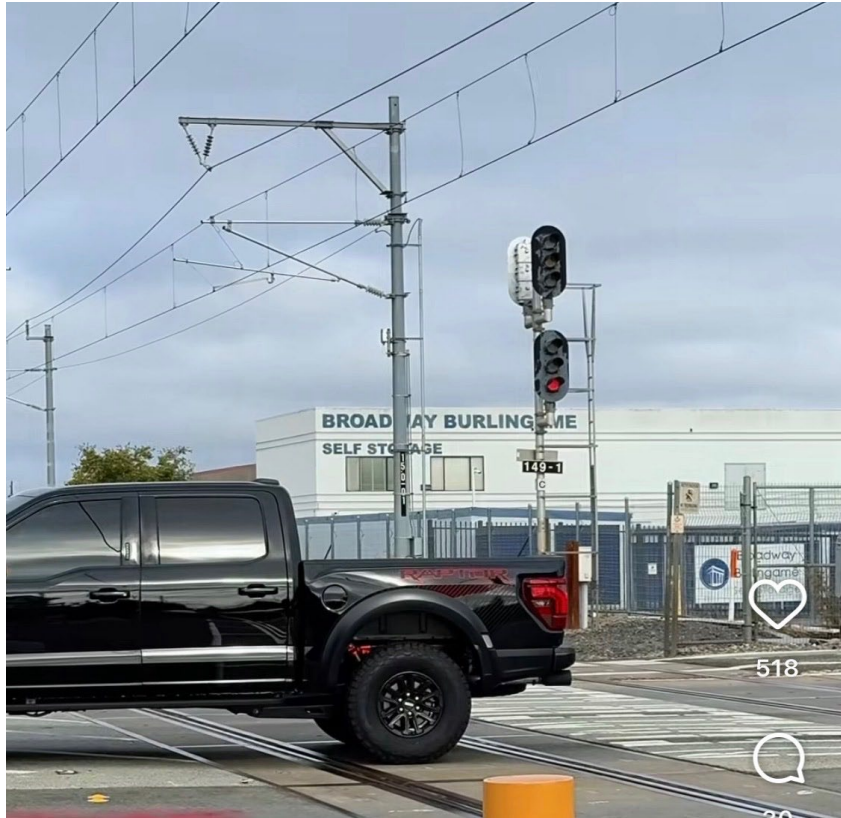
Engagement & Partnerships

- Safety and Quality Roadshows:
 - Last: July 29 in Menlo Park.
 - Next: October in San Francisco
- Summer Spike 2026 – 2,142 employee engagements over 4-month campaign.

Reportable Injury Trends



Safety Month Recap



Rail Safety Month: "Rail Safety Starts with You!"

- Rail Safety Month Kick-off Event at Diridon
- Veterans and First Responders Suicide prevention Event in Foster City
- Tabling at Community Event Millbrae
- All month and beyond: onboard EMU screens and social media channels, suicide prevention and rail safety messaging

Sept 22: Operation Clear Track / Rail Safety Blitz Broadway Crossing (Transit PD, Sheriffs Dept.) - **24 citations issued in 2 hours**

Baseline Safety Enhancement

Key Accomplished

- CPUC GO-88B approved for the Baseline Safety Enhancements (pavement markers, solar lane markers, delineators)
- Issued work directive and notice to proceed to TASI
- Received funding commitment from SMCTA and VTA

Upcoming Activities:

- Installation will start Oct 2026
- Target to complete all 41 crossings - January 2027.



On Time Performance and Ridership

On Time Performance

94.9% August (*preliminary data as of 9/1)

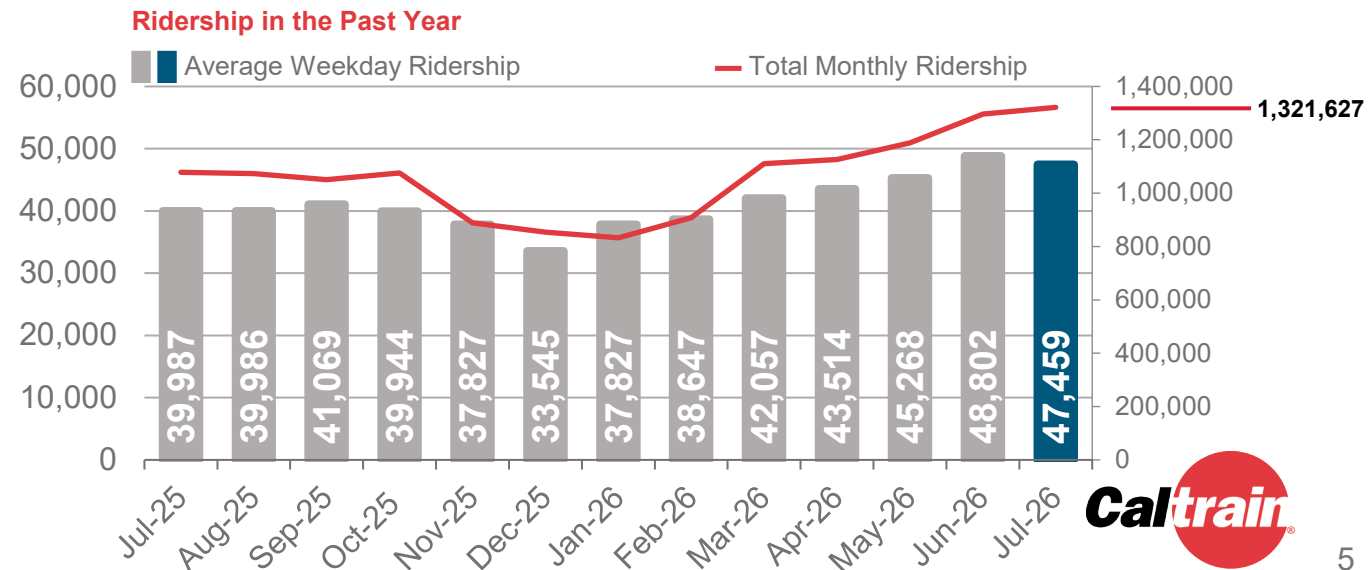
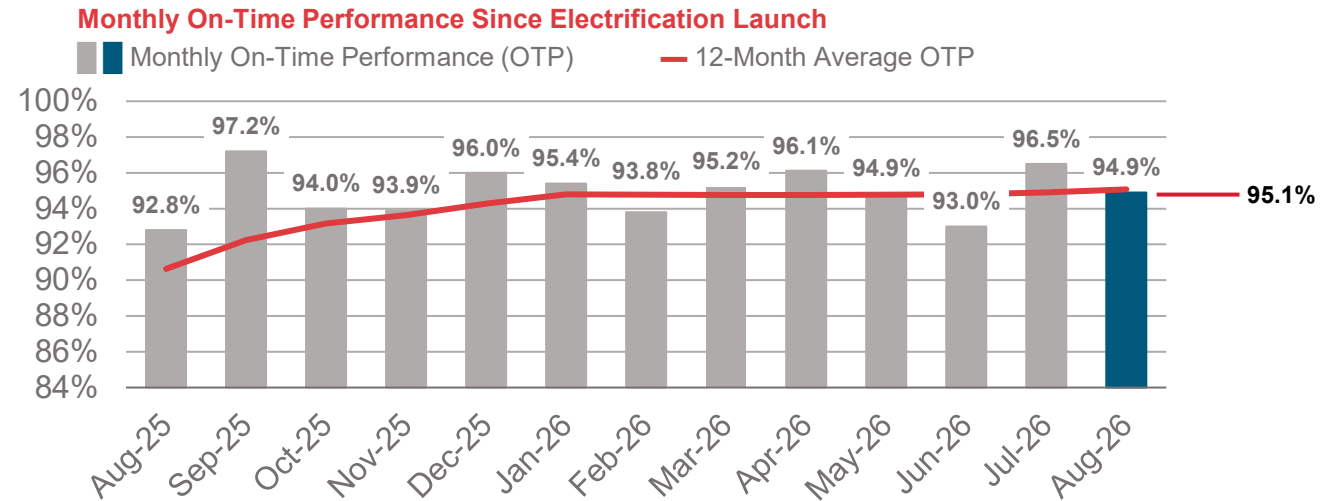
- 95.1% 12-mo Average

Ridership

- 3rd Month in a row over 1.3M riders
- Monthly +22.1% vs August 2025
- Weekday +24.3% vs August 2025
- Weekend +14.2% vs August 2025

Compared to 2019

- 76.9% (69.4% weekday, 189.1% weekend)



Special Events (September)

Event	Date	Location	Ridership Info
SF Giants*	12 games	SF (Oracle Park)	7,372 avg riders per game, 2.9% decrease vs Sep 2025
GS Valkyries	3 games^	SF (Chase Center)	1,690 avg riders per game, 18.2% increase vs Sep 2025
Bay FC	3 games	Santa Clara (PayPal Park)	832 avg riders per game, not counted in 2025
Sharks (pre-season)	2 games	SJ (SAP Center)	378 avg riders per game, 31.7% increase vs Sep 2025
49ers Football	2 games	Mountain View (Levi's)	1,633 avg riders per game, 6.9% increase vs Sep 2025
Stanford Football	2 games	Palo Alto (Stanford)	2,221 avg riders per game, 94.5% increase vs Sep 2025
Chris Brown & Usher (Concert)*	9/1	Mountain View (Levi's)	982 riders
Earthquakes (Soccer)	9/19	Mountain View (Levi's)	1,081 riders
Visitation Valley Night Market	9/25	Bayshore	177 riders
Portola Music Festival	9/26 & 27	Pier 80	1,118 avg riders per night, 11.6% increase vs Sep 2025

* Extra train service provided

^ Includes Playoff

APTA Transform Conference

Caltrain Chair and staff and will be at APTA Transform Conference in Chicago next week

Accepting Two Major APTA Awards

- APTA's Outstanding Public Transportation System Achievement
- APTA Adwheel Grand Award for "Driving is for Dodgers' Campaign



MTC Clipper Next Generation Update

Major Outstanding Issues for Caltrain

Fare Inspection Devices (FIMPS)

- Current performance prevents reliable fare enforcement
- Clipper and Open payment inspections continue generate errors
- Most devices on Version 12, with some on Version 15
- Version 17 will not move forward due to card read errors
- Version 18 planned for Caltrain testing in mid-October

Financial Settlement

- Discrepancies Clipper financial settlement have been largely addressed
- Staff is working with MTC and Cubic for remaining issues including payment to Caltrain

Pass Forward – TOPS Presentation

Community Partners



- 13 community serving organizations
- 5,700 unique users since program inception
- 120,000 total program rides in 2026 so far
- 485,000 total rides since start of program
- Mean household income of participants is \$44,000/year



Customer Satisfaction Survey

- Record-high customer satisfaction ratings sustained
- On-time service and cleanliness are key drivers to high satisfaction
- Conductors' helpfulness high marks
- Special events introduce new riders to Caltrain
 - 20% riders, first Caltrain trip to attend an event.



Caltrain Transit Month Events Recap

- **15 Caltrain Transit Month Events**
- **51 Ambassador Shifts**
- **25+ Business Partnerships**
- **Thousand of Community Members Reached**



Full List of Events

- Transit Month Kick-Off Rally at San Francisco City Hall
- Rail Safety Month Kick-off Event at San Jose Diridon
- BayFC Caltrain Night at PayPal Park
- Giants STEAM Day at Oracle Park
- "How to Ride" Webinar with Commute.org
- GM/CEO Ride-Along (BART/MUNI/Caltrain)
- Transit Art Fair at Bay Meadows in San Mateo
- All Aboard Transit – Onboard and Station Swag Giveaways
- Youth Event with Silicon Valley Youth Climate Action
- Pinching Pennies Webinar with Transbay Coalition
- San Jose State University Transit Education Event
- San Jose Sharks Station Signing
- Caltrain Tabling at SamTrans 50th Anniversary Celebration
- Future of Transit Event w/ San Jose Chamber of Commerce
- SPUR CEMOF Tour
- Caltrain & Coffee Thank You at Stations

Bay Area Transit CEO Ride-Along

- Third annual ride-along w/ regional transit CEOs/GM
- ~45 attendees took AC Transit, BART, MUNI and Caltrain highlighting public transit connections
- Received media and online coverage



14 Bay Area public transit leaders go on ride-along to get firsthand experience with transfers





Transit Art Fair at Salesforce Center



Caltrain Day at Giants Game



**Caltrain & Clay Art Fair
Bay Meadows**



San Jose Sharks Player Signing



Caltrain Night at BayFC



All Aboard Caltrain Day

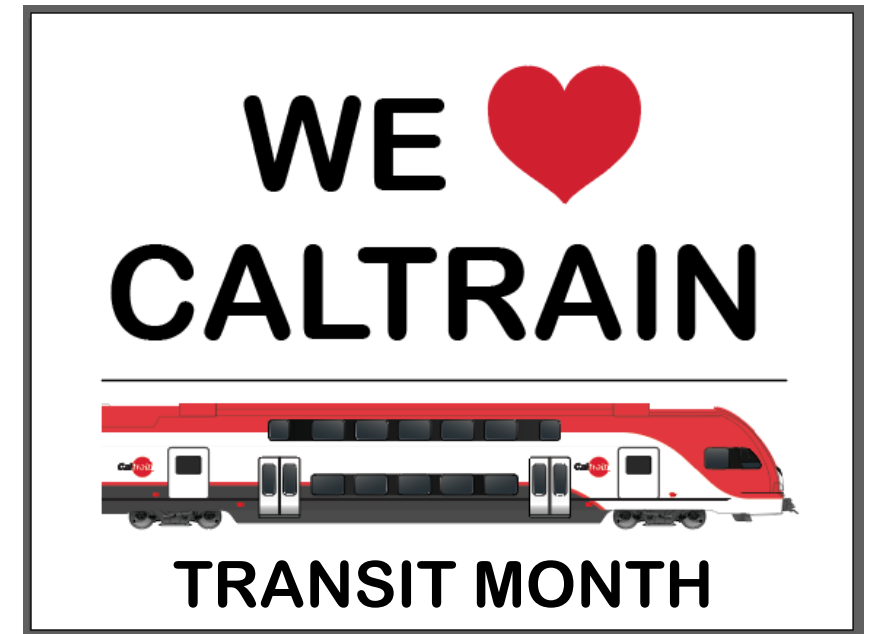
Caltrain + Silicon Valley Youth Climate Action Event

- 100+ students and families sponsored
- Focused on introducing first time riders to Caltrain
- Caltrain tabled at the event and coordinated with Menlo Park Historical Society to incorporate a railroad museum visit as part of the trip



Caltrain Highlights Local and Small Business for Transit Month

- Tazza D'Amore Café
- Three Bees Coffee
- Nosh Corner
- Franklin Street Cafe
- The Yard Coffee
- Coupa Cafe
- Fireside Books
- Kyosho
- Santa Cruz Barber Shop
- Oklava
- Sprout Cafe
- Redwood Café
- Christie's Diner
- Caffe Stellato
- Maison Alyzee
- Copenhagen Bakery
- Five Little Monkeys
- Lotus Falafel
- La Corneta
- Cafe Rosalena
- Zombie Runner Cafe
- Mediterranean Wraps
- Olympus Cafe and Bakery
- Alexander's Patisserie
- Bean Scene Cafe
- Coffee & More
- Cramer's Bagels
- Portuguese Tasty Desserts
- Bavette Coffee



Window Decal for Businesses



No External Funding Planning

- Operating budget deficit beginning in FY28, averaging \$75M per year
- Following the Board's June adoption of Caltrain's Framework for No External Funding, focused on:
 - Analysis includes service options, cost and revenue estimates, cashflow limitations, bridge funding sources, etc.
 - Continuing internal efficiency efforts
- Following certification of Nov election results (anticipated mid-December), staff will return with the results of the scenario planning and a draft preliminary FY28 budget

Critical Inflection Point



No External Funding Scenario

- ✗ Reduce to hourly service
- ✗ Eliminate weekend service
- ✗ End service at 9:00 PM
- ✗ Close ~1/3 of stations
- ✗ Cut segments of service
- ✗ Cuts to administrative costs
- ✗ Eliminate special event service
- ✗ Suspend all Caltrain service



Ridership & Revenue Are Growing

Caltrain will continue to grow ridership, generate revenue, and find cost savings — but growth and cuts cannot close the gap.



Even Significant Cuts Won't Solve the Deficit

Cutting service drives away riders, reducing operating revenue in a downward spiral, offsetting much of the savings from cuts. Significant deficit remains.

Schedule

March 2026:
State Loan

November 2026:
General Election

Summer 2027: Measure Funds
Flow, if no delay for FY28

FY2026

FY2027

FY2028

June 2026: Caltrain Board
Adopts FY27 Budget and
Framework for No External
Funding Scenario

Continue FY26 Service Levels

Maintain current service level using one-time State Loan
funds through FY27.

Continue FY26 Service Levels

Preparing for Potential Funding Delays

Plan and Prepare for Service Cuts

Service Cuts

FOR MORE INFORMATION

WWW.CALTRAIN.COM

