Quiet Car Pilot Update



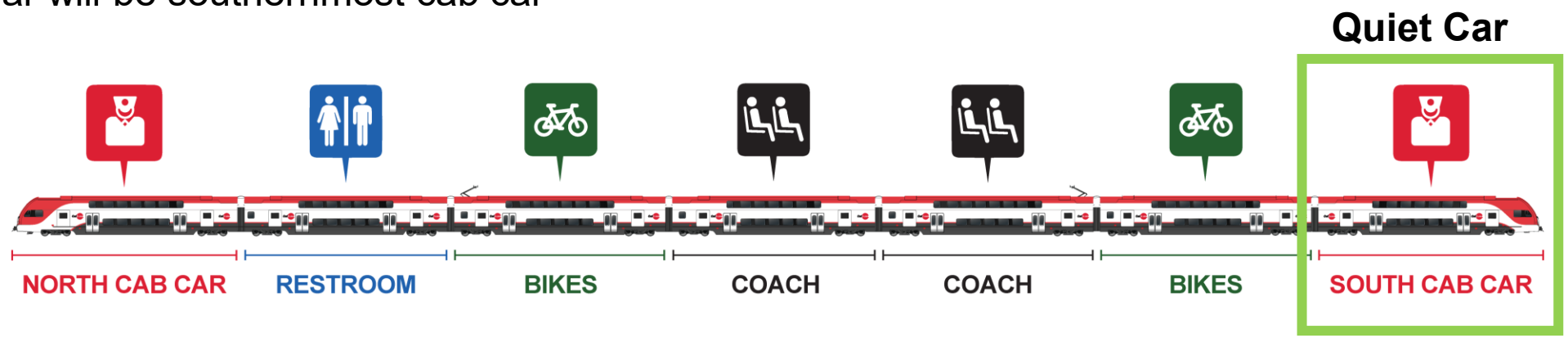
Community Advisory Committee
November 18, 2026
Agenda Item 10

Quiet Car Pilot Overview

- Customers have been requesting a Quiet Car to help reduce distractions during their Caltrain trip
- Six-month pilot starting February 1, 2026
- Implementation date aligned with other operational and customer communication priorities
- Staff has been working with Amtrak to secure the rights to the “Quiet Car” trademark; attribution required on webpage and longform info
- Exterior and interior decals will inform riders of location and rules
- Quiet Car will be southernmost cab car



Exterior Decal Mockup



Quiet Car Rules

- **Limit Conversation**: Keep voices low and conversations brief.
- **No Phone Calls or Meetings**: Please move to another car if you must take a call.
- **Headphones at Low Volume/Devices on Silent:** If using electronic devices, headphones should be used and kept at a low volume, so the sound isn't audible to others. Electronic devices should be set to silent.
- **Avoid Noisy Activities**: Avoid other noisy activities that may be distracting to other passengers.
- **First Come, First Serve**: Capacity in the Quiet Car is limited and is on a first come, first served basis. Please be mindful and keep personal belongings off of adjacent seats

Notes:

- Operational sounds (e.g. audio announcements, horns) will still be audible in Quiet Car
- Mostly peer-enforced; Conductors retain right to remove passengers from car or train for unruly behavior
- Quiet Car rules suspended during game or events periods (e.g. Giants, Warriors)

Quiet Car Metrics

- Customer Complaints/Compliments
- Social Media Sentiment
- Conductor Reports & Feedback
- R.I.D.E. Panel Survey Results

Quiet Car Pilot Timeline

- February 1, 2027 – Launch Quiet Car Pilot
- February 1-28: Communication Campaign
  - Onboard Announcements
  - Take-ones
  - Social Media
  - Outreach on trains
- Spring 2027: R.I.D.E Panel Survey
- Summer 2027: Pilot Evaluation

FOR MORE INFORMATION

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