

Executive Director's Monthly Report: October 2026

Executive Director Michelle Bouchard

Report prepared for November Board meeting; data current through September 2026.



Who We Are and What We Do

Caltrain's Mission: Caltrain is a customer-focused rail system offering safe, reliable, accessible, and sustainable transportation service that enhances quality of life for all.

Caltrain's Vision: To be a vital link in the statewide rail network by improving connectivity to other transit systems, contributing to the region's economic vitality, and partnering with local communities to ensure that diverse constituencies receive a world-class travel experience.

Caltrain's Core Values:

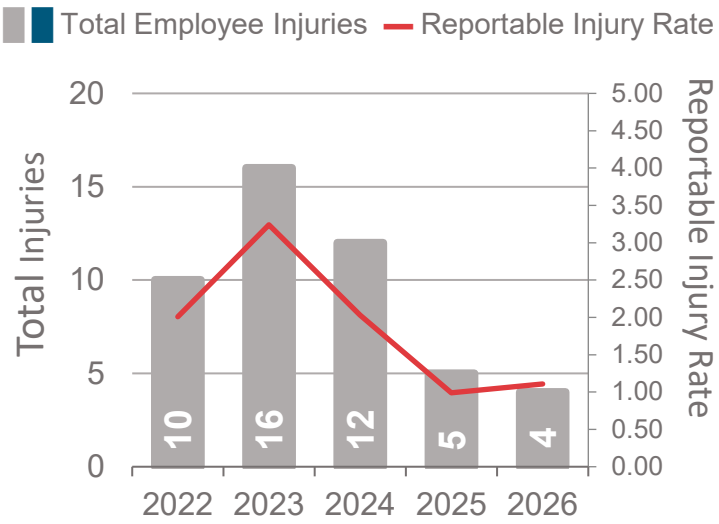
- ***Safety*** – First and Always.
- ***Excellence*** – In all that we do as a team.
- ***Resilience*** – Adapt to changing conditions and seize opportunities.
- ***Integrity*** – Stewards of public trust always doing what is right.
- ***Equity and Inclusion*** – Welcoming all makes a stronger Caltrain.
- ***Sustainability*** – Responsible today for the sake of tomorrow.

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Safety Updates – Injuries and Accidents

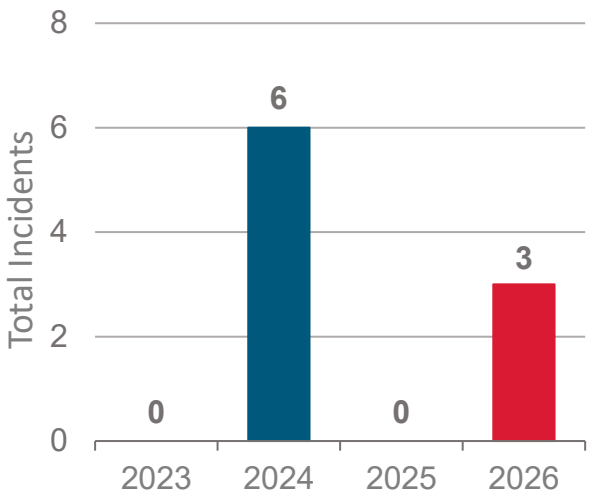
Reportable Injury Trends



Reportable Injury Rates (RIR) are based on the number of railroad worker on duty injuries and illnesses per 200,000 employee-hours annually (equivalent of 100 full-time employees). The national average RIR is 3.0 across all industries, per the U.S. Bureau of Labor Statistics. Caltrain's cumulative RIR for calendar year 2026 is 1.11.

Strains, contusions, and lacerations constitute the majority (81%) of reportable injuries for Caltrain's operators.

Reportable Rail Equipment Incidents



Reportable railroad accidents/incidents are divided into three groups: (1) Highway-Rail Grade Crossing; (2) Derailment; and (3) Other Incidents.

Reportable Rail Equipment Incidents from recent years peaked at 6 in 2024. There were no reportable incidents in 2023 or 2025; there have been 3 reportable incidents so far in 2026.

Days without a Reportable Injury as of 10/8/2026

Department	Days Without Injury	Date of Last Injury
Dispatch	2,325	5/27/2020
Operations	240	2/10/2026
Maintenance of Equipment	51	5/25/2026
Maintenance of Way	437	7/28/2025
Other	60	8/9/2026

Safety Culture Engagement Efforts

Ongoing Safety Culture Efforts

- The Safety Champion program continues to help create safety messaging, encourage safety concern reporting, model safe behaviors, and obtain feedback from peers. Safety Champions are moving forward with high impact projects to advance a strong culture of Safety.
- Caltrain hosted a Safety and Quality Roadshow October 29 from 5pm to 9pm in San Francisco Yard for employees. Ongoing topics covered included "Why Safety is Important to Me" and issues effecting Quality.

Recent Engagement Activities

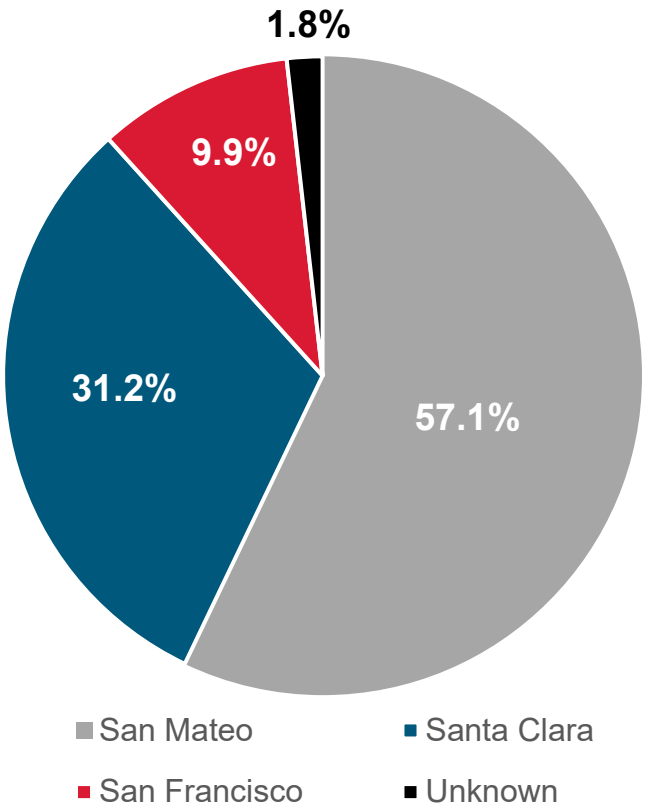
- **Employee Engagements**
  - Weekly Toolbox Talks, "Predictable Events"
    - 897 briefings led (September and October)
      - Challenging Familiarity, Remaining Vigilant
      - ADA/PNA Responsibility
      - Electrocution Hazards Focus
      - Good Faith Challenges/ Train Approach Warning
  - Safety Alert "Understanding 49 CFR Part 217
    - Monthly 72 Hr. Testing Blitz

- **Emerging Areas of Focus**
  - FAMES Alert – 4th Quarter Spike
    - Focused on 4th Quarter Industry Spike in MoW Fatalities
    - Application of On-Track Safety Procedures
  - Winter Freeze Engagement Cycle

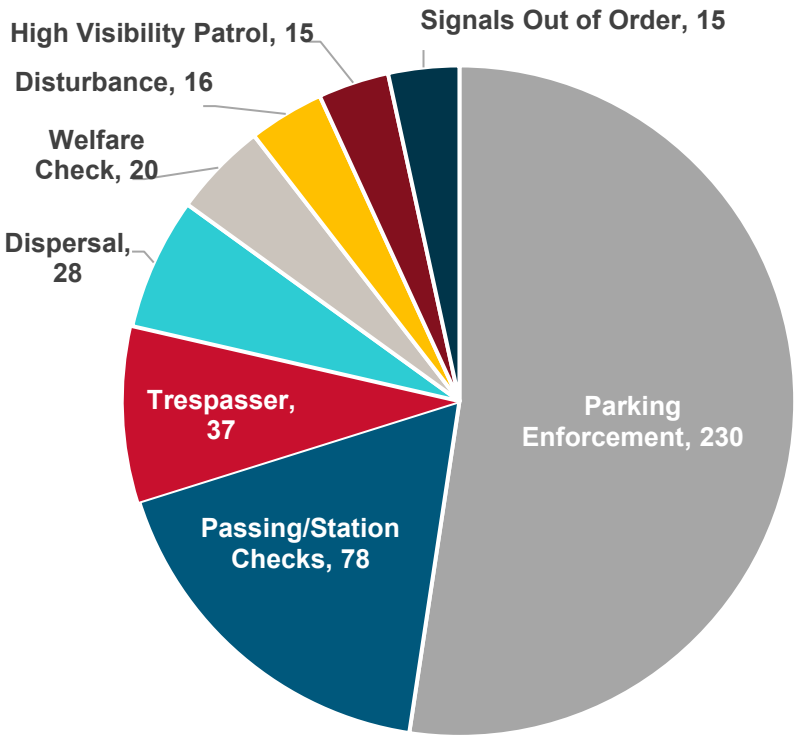
Security Update

The San Mateo County Sheriff's Office Transit Police Bureau is Caltrain's contracted law enforcement provider. The bureau is responsible for policing all Caltrain rail equipment, stations, rights-of-way and facilities throughout San Francisco, San Mateo, and Santa Clara counties.

Calls for Service by County September 2026



Number of Calls by Category September 2026



September 2026 Service Call Data

Overall Average Response Time: **28:48**

Average Response Time for **Priority 1** Calls***: N/A** (zero P1 calls in September 2026)

Average Response Time for **Priority 2** Calls****: 25:12**

*Priority 1 Calls: *In Progress – Crimes Against Persons*

**Priority 2 Calls: *Just Occurred – Crimes Against Persons/In-Progress Property Crimes*

Footnote 1: Total calls for service totaled 593 in July across 18 categories. The pie chart shows the top 8 categories representing 439 calls or 74% of the total.

Corridor Crossings Strategy
Baseline Safety Enhancements
Weekly Status Report
(Solar Markers, Delineators, Striping Refresh)



Report #1 | Week Ending: 10/23/2026

Program Progress

41
Grade Crossings
Total in Program

Installation Progress

Solar Markers	Delineators	Striping Refresh
24%	10%	12%
10 of 41 Complete	4 of 41 Complete	5 of 41 Complete

1
of 41 Crossings
All 3 Improvements Complete

Weekly Activity

Work Completed Up to 10/23

- See Crossing Completion Tracker on next page.

Work Projected 10/26 – 10/30

- Sunnyvale Avenue – Sunnyvale (Solar Markers & Delineators)
- Linden Avenue - South San Francisco (Solar Markers & Delineators)
- Center Street – San Bruno (Solar Markers & Delineators)
- Scott Street – San Bruno (Solar Markers & Delineators)

Projected Scheduling Caveat
Projected work locations for upcoming work windows are subject to change. Multiple factors can influence the ability to perform work at a specific location, including crew availability and permitting for striping. Most work will occur during the day (Monday – Friday) and 0800 – 0500; but some work is required or requested by the local jurisdiction to occur at night.

About the Baseline Improvements

The Corridor Crossings Strategy Baseline Improvements includes installing Solar Lane Markers and White Delineators at the edge of roadway and between adjacent tracks. Existing roadway striping and pavement markings will be refreshed.

The Solar Markers contain red LEDs which activate automatically at night. The combination of Solar Markers and Delineators have been found to reduce the incidents of vehicles turning onto the tracks and becoming stuck.

Additionally, existing striping and pavement markings are being refreshed to improve visibility and safety at all Caltrain crossings.



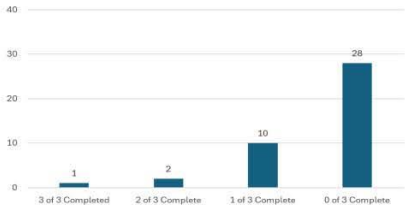
Deployment Status

Solar Markers
Level of Completion 24%
10 of 41 complete
31 in progress

Delineators
Level of Completion 10%
4 of 41 complete
37 in progress

Striping Refresh
Level of Completion 12%
5 of 41 complete
36 in progress

Crossing Status (41 Locations)



Implementation Spotlight

1. Churchill Avenue – Palo Alto



Solar Markers | Delineators | Striping Refresh

2. Alma Street – Palo Alto



Solar Markers | Delineators | Striping Refresh

Looking Ahead

Next Update
Week 11/02 – 11/06

What's Next
- Continue installation of Solar Markers, Delineators and Striping Refresh
- Secure encroachment permits for striping refresh
- Monitor progress and adjust schedule

SAFER CROSSINGS. A STRONGER CALTRAIN.

Corridor Crossings Strategy
Baseline Safety Enhancements
Weekly Status Report
(Solar Markers, Delineators, Striping Refresh)



Report #1 | Week Ending: 10/23/2026

Crossing Completion Tracker

#	Crossing	City	Solar Markers	Delineators	Striping Refresh	Done
1	Mission Bay Drive	San Francisco	Complete	In Process	In Process	1/3
2	16th Street	San Francisco	Complete	In Process	In Process	1/3
3	Linden Avenue	South San Francisco	In Process	In Process	In Process	0/3
4	Scott Street	San Bruno	In Process	In Process	In Process	0/3
5	Center Street	Millbrae	In Process	In Process	In Process	0/3
6	Broadway (Burlingame)	Burlingame	Complete	In Process	In Process	1/3
7	Oak Grove Avenue	Burlingame	In Process	In Process	In Process	0/3
8	North Lane	Burlingame	In Process	In Process	In Process	0/3
9	Howard Avenue	Burlingame	In Process	In Process	In Process	0/3
10	Bayswater Avenue	Burlingame	In Process	In Process	In Process	0/3
11	Peninsula Avenue	Burlingame	In Process	In Process	In Process	0/3
12	Villa Terrace	San Mateo	In Process	In Process	In Process	0/3
13	Bellevue Avenue	San Mateo	In Process	In Process	In Process	0/3
14	1st Avenue	San Mateo	In Process	In Process	In Process	0/3
15	2nd Avenue	San Mateo	Complete	In Process	In Process	1/3
16	3rd Avenue	San Mateo	In Process	In Process	In Process	0/3
17	4th Avenue	San Mateo	In Process	In Process	Complete	1/3
18	5th Avenue	San Mateo	In Process	In Process	Complete	1/3
19	9th Avenue	San Mateo	In Process	In Process	In Process	0/3
20	Whipple Avenue	Redwood City	Complete	In Process	In Process	1/3
21	Brewster Avenue	Redwood City	In Process	In Process	In Process	0/3
22	Broadway (Redwood City)	Redwood City	In Process	In Process	In Process	0/3
23	Maple Street	Redwood City	In Process	In Process	In Process	0/3
24	Main Street	Redwood City	In Process	In Process	In Process	0/3
25	Chestnut Street	Redwood City	In Process	In Process	In Process	0/3
26	Fair Oaks Lane	Atherton	In Process	In Process	In Process	0/3
27	Watkins Avenue	Atherton	In Process	In Process	Complete	1/3
28	Encinal Avenue	Menlo Park	In Process	In Process	In Process	0/3
29	Glenwood Avenue	Menlo Park	Complete	In Process	In Process	1/3
30	Oak Grove Avenue	Menlo Park	In Process	In Process	In Process	0/3
31	Ravenswood Avenue	Menlo Park	In Process	In Process	In Process	0/3
32	Alma Street (Palo Alto Avenue)	Palo Alto	Complete	Complete	In Process	2/3
33	Churchill Avenue	Palo Alto	Complete	Complete	Complete	3/3
34	East Meadow Drive	Palo Alto	Complete	Complete	In Process	2/3
35	Charleston Road	Palo Alto	Complete	Complete	In Process	2/3
36	Rengstorff Avenue	Mountain View	In Process	In Process	In Process	0/3
37	Castro Street	Mountain View	In Process	In Process	In Process	0/3
38	Mary Avenue	Sunnyvale	In Process	In Process	Complete	1/3
39	Sunnyvale Avenue	Sunnyvale	In Process	In Process	In Process	0/3
40	Auzerais Avenue	San Jose	In Process	In Process	In Process	0/3
41	Virginia Street	San Jose	In Process	In Process	In Process	0/3

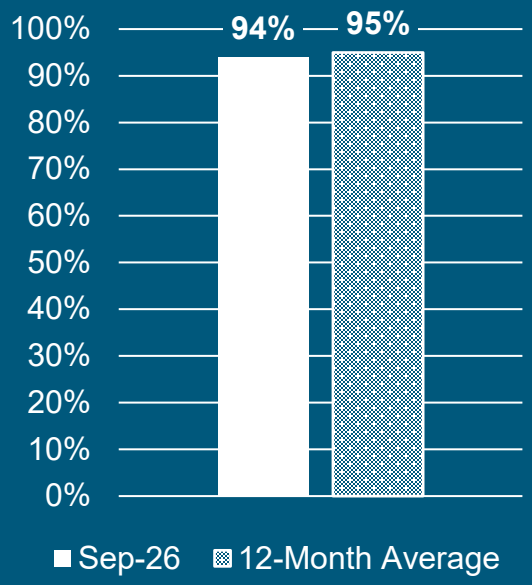
Scope	Complete	In Process	% Complete
Solar Markers	10	31	24%
Delineators	4	37	10%
Striping Refresh	5	36	12%
Total scope items	**19**	**104**	**15%**

Crossing Status	Crossings	% of Total
3 of 3 complete	1	2%
2 of 3 complete	3	7%
1 of 3 complete	10	24%
0 of 3 complete	27	66%
Total crossings	**41**	**100%**

Performance at a Glance

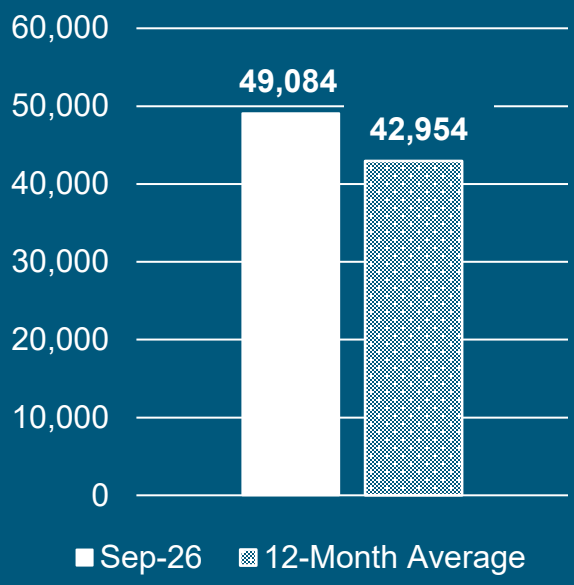
On-Time Performance

Percentage of trains arriving within six minutes of the scheduled time



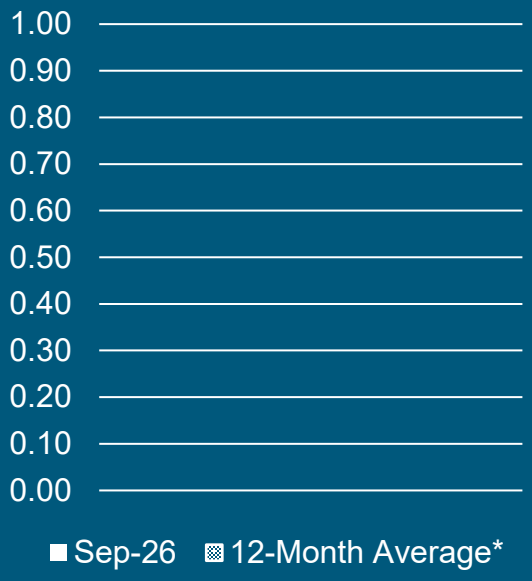
Average Daily Ridership

Average estimated weekday ridership



Farebox Recovery Ratio

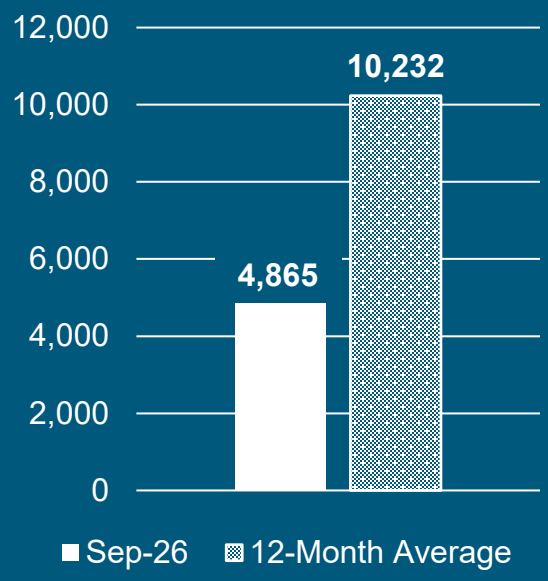
Ratio of fare revenue to operating costs



*Farebox Recovery Ratio information is temporarily unavailable. Metric to be updated next month.

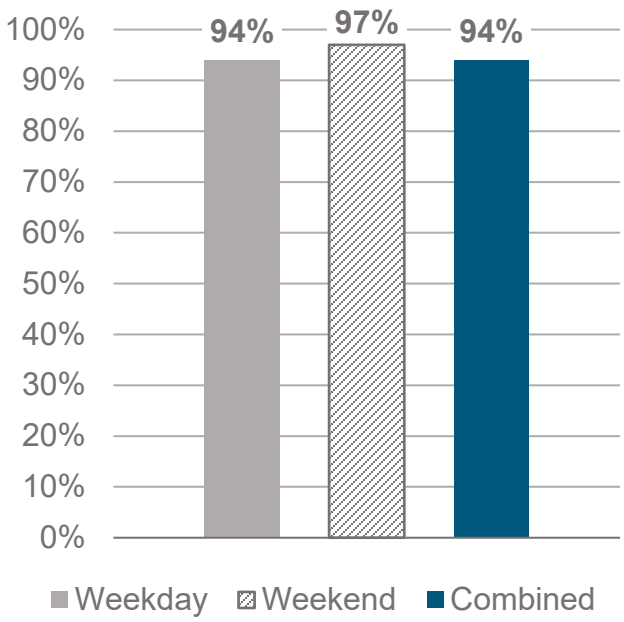
Mean Distance Between Failures

Average miles travelled by locomotives before maintenance/repair is required



On-Time Performance

Performance This Month (Sep-26)

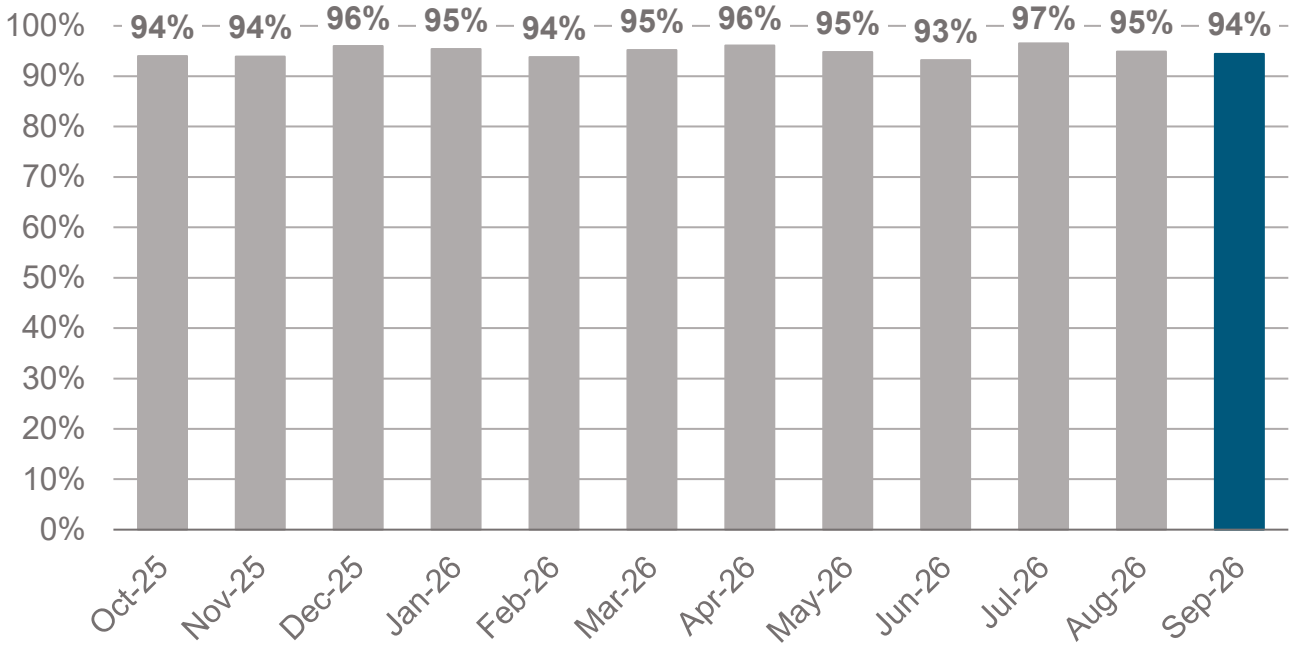


Trains are considered on-time if they arrive within less than six minutes of the scheduled arrival time at end-line locations (i.e. San Francisco, San Jose Diridon, and Gilroy).

The on-time performance (OTP) goal for Caltrain is 95%. Combined OTP for the month of September was 94.4%; trains arriving within 10 minutes of scheduled time was 98.6%.

Note that Weekend OTP includes holidays.

Monthly On-Time Performance in the Past Year

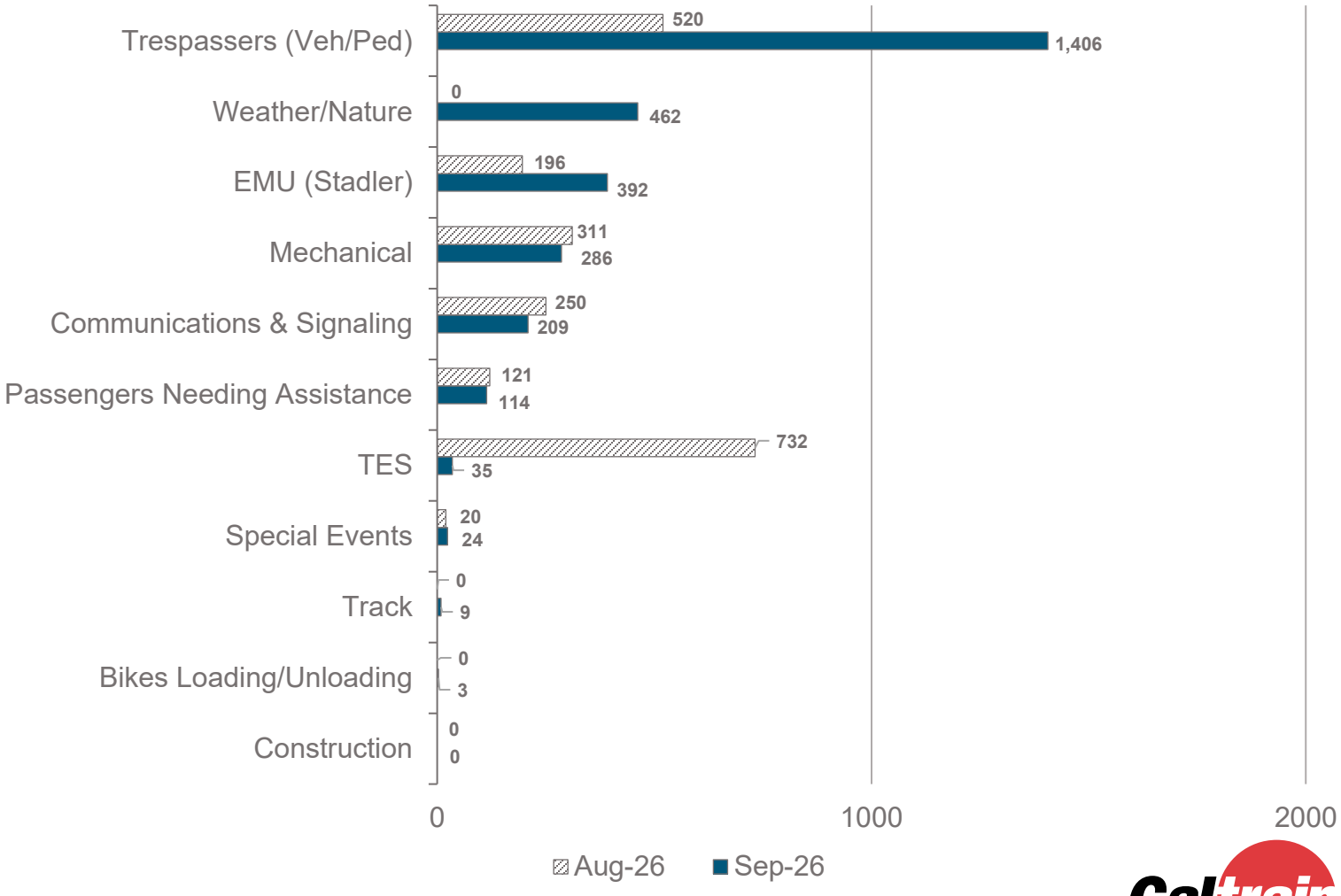


Delays and Cancellations

	Jul-26	Aug-26	Sep-26
Number of Late Trains	108	154	164
Average Minutes Late for Late Trains	16	18	24
Number of Cancelled Trains	11	11	15

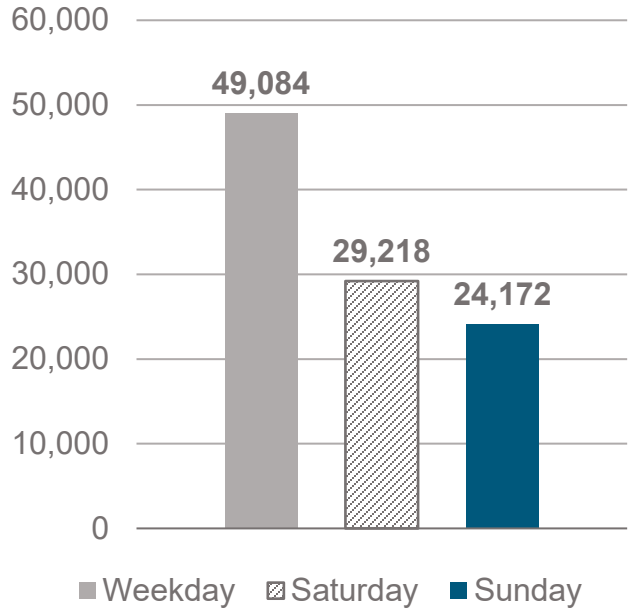
Trains are considered late if they arrive at their end-line destination six minutes or more after the scheduled time. Average Minutes Late represents the average difference in actual arrival time from the scheduled arrival time for late trains. Cancelled Trains includes trains forced to terminate mid-run as well as those that are annulled before they begin to operate.

Reasons for Train Delays, by Minutes of Delay



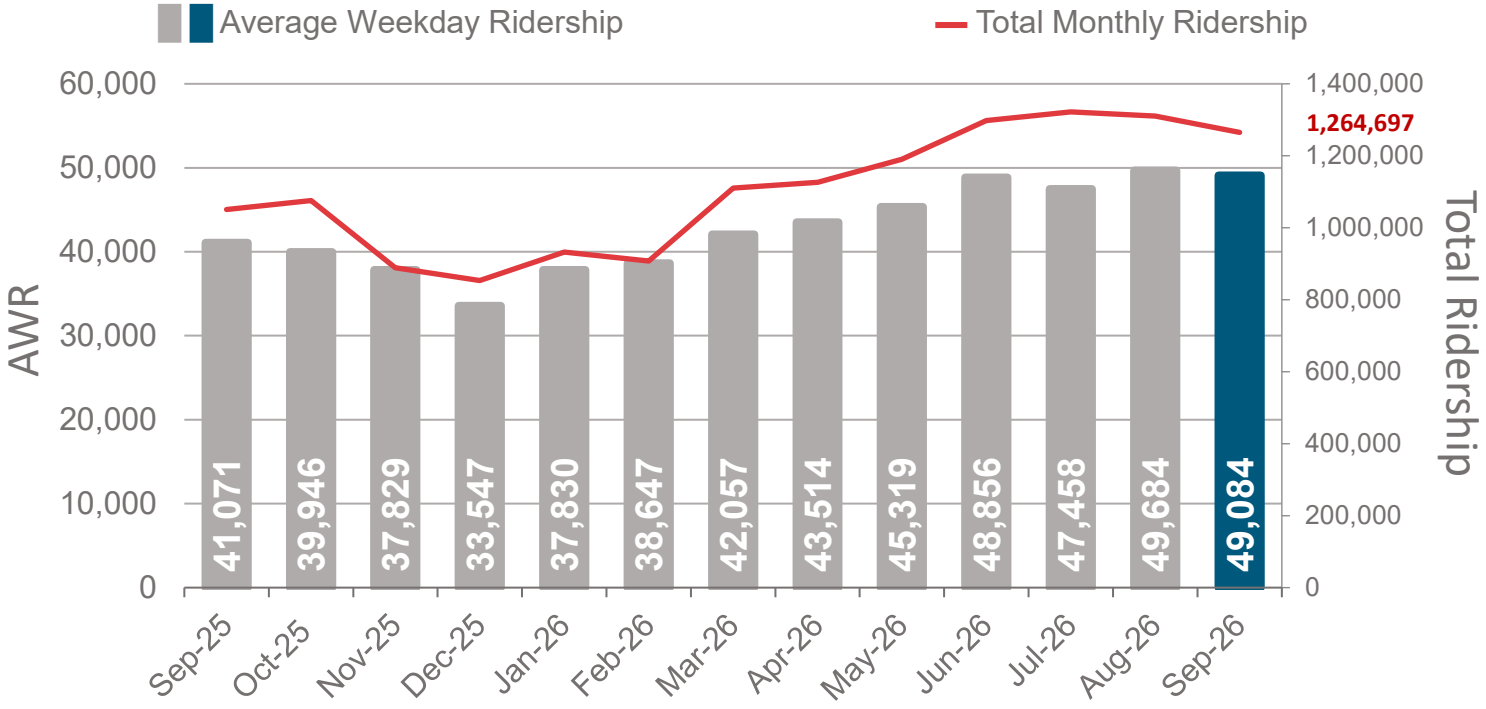
Ridership and Revenue

Average Daily Ridership (Sep-26)



Average weekday ridership (AWR) increased by approximately 20% percent compared to September of last year as riders continue to return to the Caltrain system for increased work and leisure travel.

Ridership in the Past Year

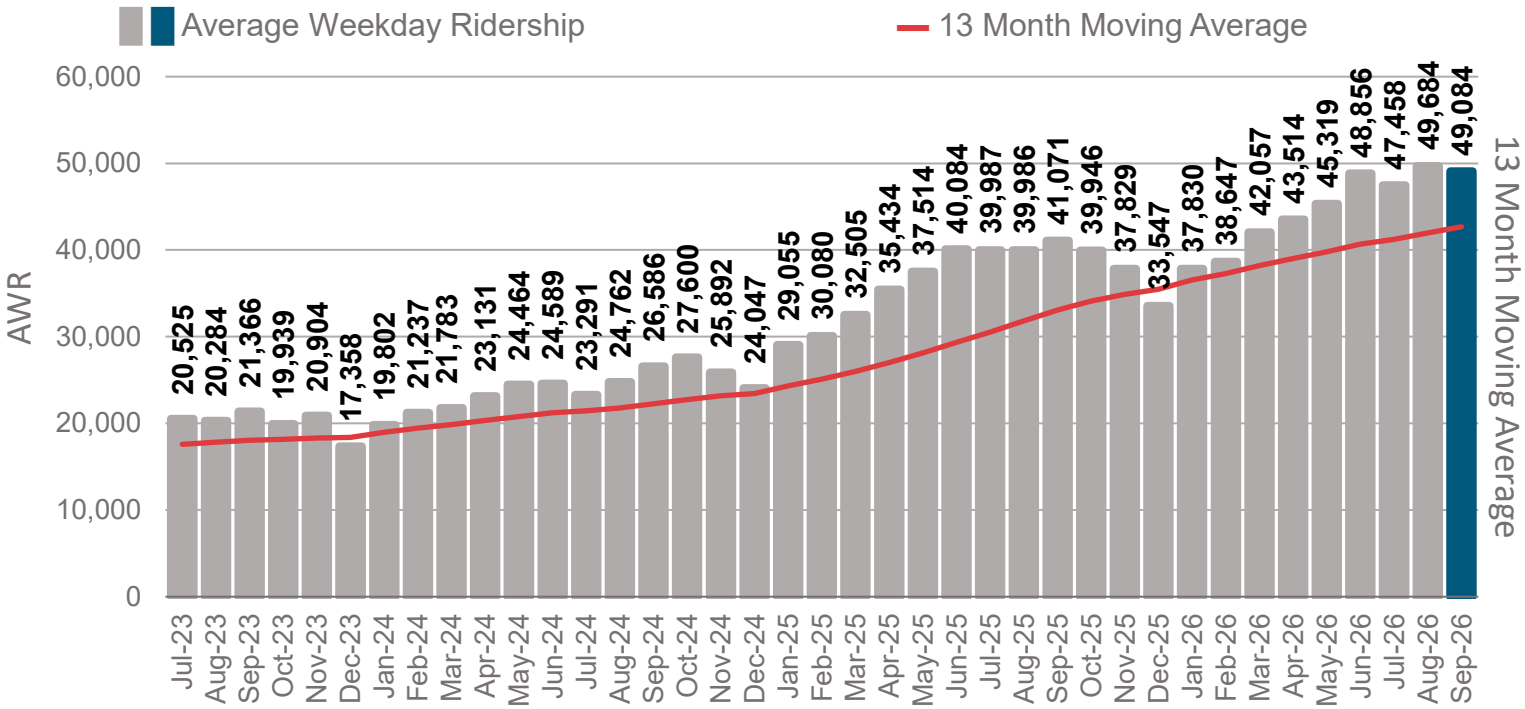


Since DECEMBER 2023, Caltrain's ridership estimation model relies solely on fare media sales data.

Ridership and Revenue

Average Weekday Ridership & 13 Month Moving Average:

Fiscal Year 2024 to Present

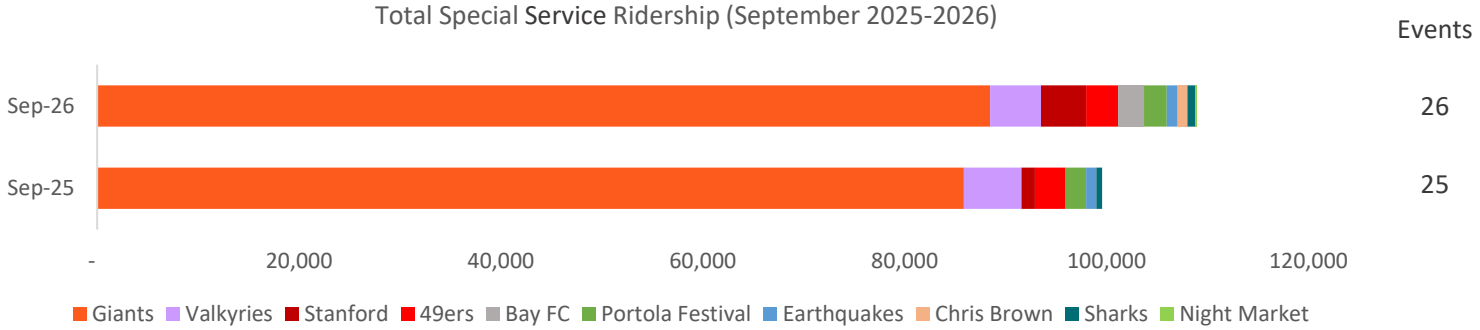


Year Over Year AWR Increase (September 2025 vs. September 2026): 20%

Ridership and Revenue

Special Service Ridership

Caltrain carried 108,968* passengers to special events in September



Ridership is gross counts of boarding and/or alighting within an identified "event window" at specified station(s), includes non-event riders, and may overlap with other concurrent events.

Special Event Ridership by Station and Event

Station	Event Type	Sep-26			Sep-25			Ridership Change
		Ridership	Event Count	Avg Ridership per event	Ridership	Event Count	Avg Ridership per Event	
San Francisco	Giants	88,466	12	7,372	85,874	12	7,156	+3.0%
	Valkyries	5,069	3	1,690	3,379	3	1,126	+50.0
	All Events	**93,535**	**15**	**6,236**	**89,253**	**15**	**5,950**	**+4.8%**
22nd St	Portola Festival	2,235	2	1,118	2,003	2	1,002	+11.6%
	All Events	**2,059**	**2**	**1,030**	**984**	**1**	**984**	**+109.2%**
Bayshore	Visitacion Night Market	177	1	177	-	-	-	-
	All Events	**177**	**1**	**177**	**-**	**-**	**-**	**-**
Palo Alto	Stanford Football	4,441	2	2,221	960	1	960	+362.6%
	All Events	**177**	**1**	**177**	**-**	**-**	**-**	**-**
Stanford	Stanford Football	-	-	-	365	1	365	-
	All Events	**-**	**-**	**-**	**365**	**1**	**365**	**-**
Mountain View	49ers	3,265	2	1,633	3,054	2	1,527	+6.9%
	Earthquakes	1,081	1	1,081	1,016	1	1,016	+6.4%
	Chris Brown & Usher	982	1	982	-	-	-	-
	All Events	**982**	**1**	**982**	**-**	**-**	**-**	**-**
Santa Clara	Bay FC**	2,496	3	832	-	-	-	-
	All Events	**2,496**	**3**	**2,496**	**-**	**-**	**-**	**-**
San Jose Diridon	Sharks	756	2	378	574	2	287	+31.7%
	Valkyries	-	-	-	2,342	1	2342	-
	All Events	**756**	**2**	**378**	**2,916**	**3**	**972**	**-74.1%**
All Stations	**All Events**	**125,350**	**26**	**4,821**	**103,879**	**25**	**4,155**	**+20.7%**

**Event(s) occurred in previous year but was not counted.*

Special Service Ridership, cont'd

Additional Event Trains

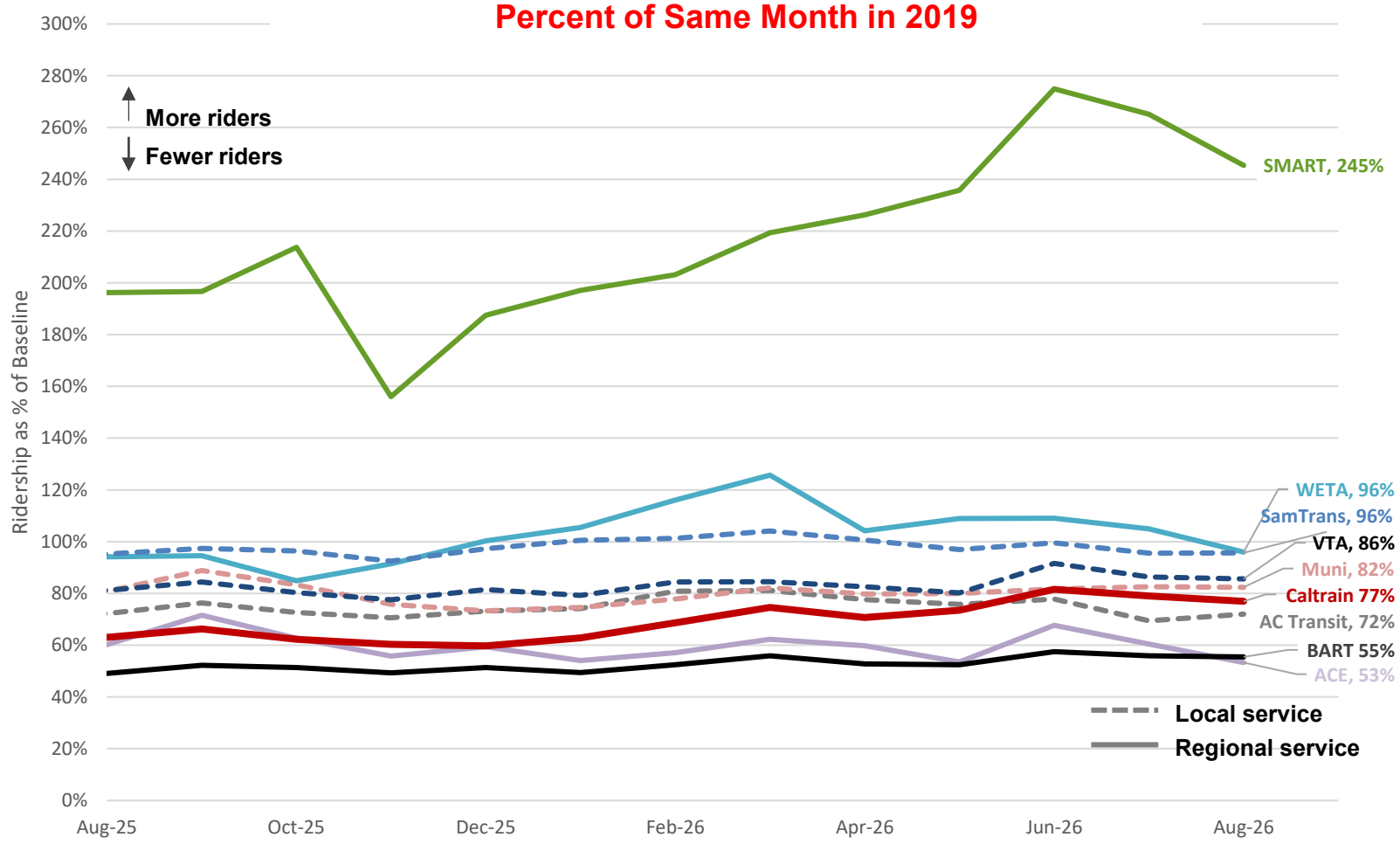
Event Type	Sep-26			Sep-25			Ridership Change
	Ridership	Train Count	Avg Ridership per Train	Ridership	Train Count	Avg Ridership per Train	
Giants	3,948	6	658	6,118	11	556	-35.5%
Chris Brown & Usher	144	1	144	-	-	-	-
All Events	**4,092**	**7**	**585**	**6,118**	**11**	**556**	**-33.1%**

Public Transit Ridership Recovery in the Bay Area

The below chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month in 2019.

Total Monthly Ridership as a Share of Pre-Pandemic Levels

Percent of Same Month in 2019



Notes:

- As of August 2024, ridership recovery percentages for each agency are calculated in comparison to the same month from 2019.
- Starting in December 2023, Caltrain ridership estimates use a fare media sales-based model. Prior to then, Caltrain ridership estimates were based on a combination of conductor counts & Clipper data.
- Ridership data for all other agencies retrieved from the National Transit Database.

Total Monthly Ridership Estimates (in thousands)

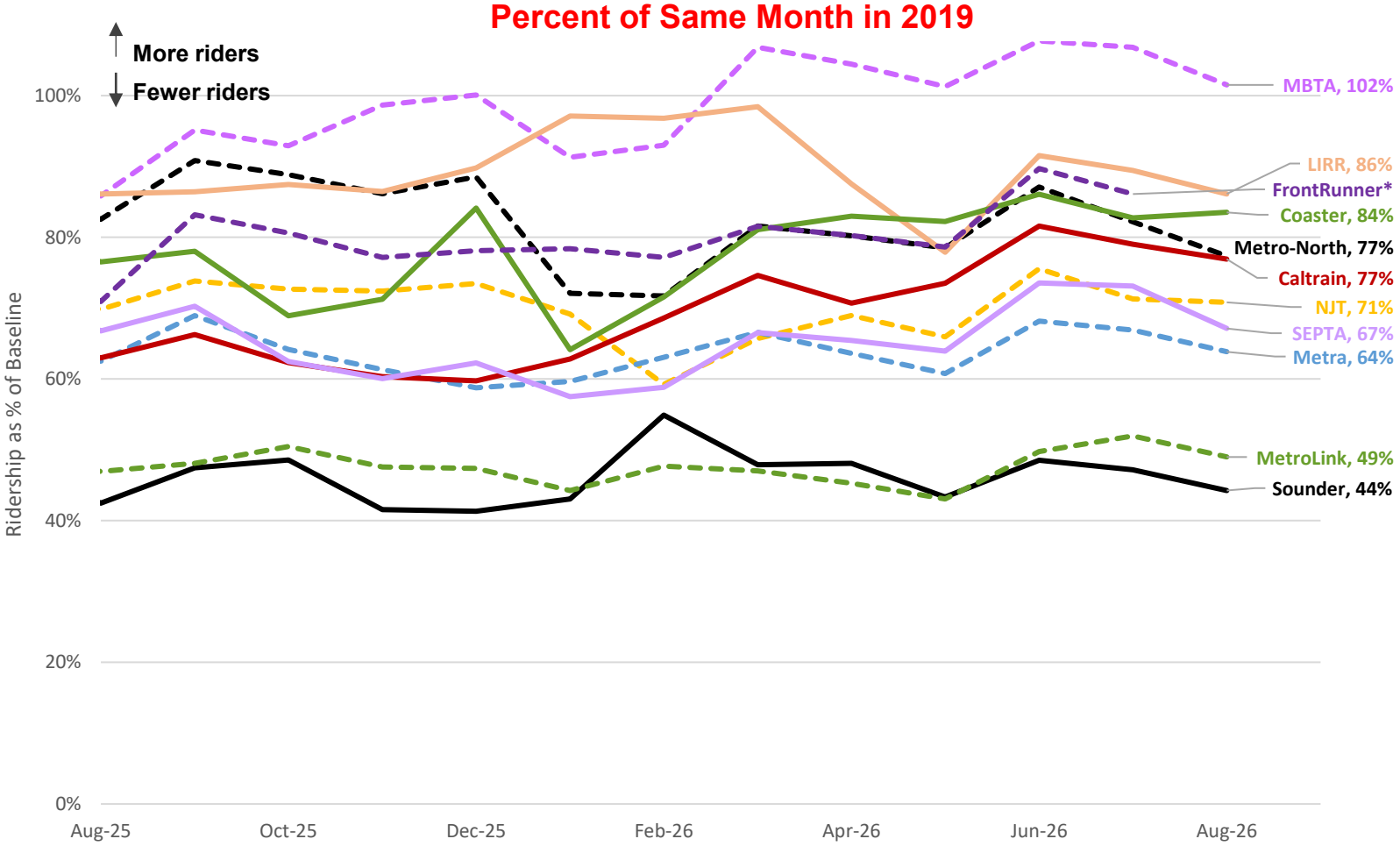
Transit Operator	25-Aug	25-Sep	25-Oct	25-Nov	25-Dec	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug
Muni	15,170	15,233	15,646	13,456	13,062	14,072	13,295	15,488	14,981	15,310	14,835	14,939	15,480
BART	5,494	5,631	5,965	4,923	4,914	5,110	5,073	5,995	5,826	5,810	6,141	6,085	6,212
AC Transit	3,452	3,735	3,837	3,206	3,113	3,261	3,364	3,773	3,681	3,573	3,168	3,037	3,440
VTA	2,538	2,666	2,772	2,336	2,323	2,329	2,262	2,605	2,516	2,524	2,611	2,512	2,676
Caltrain	**1,073**	**1,050**	**1,075**	**889**	**853**	**933**	**908**	**1,111**	**1,126**	**1,190**	**1,298**	**1,322**	**1,310**
SamTrans	960	1,031	1,076	890	882	922	840	1,009	948	982	866	834	964
WETA	313	277	264	216	214	229	227	301	286	301	330	343	319
SMART	128	124	122	101	109	113	104	127	136	151	153	167	160
ACE	81	89	89	64	60	69	66	78	79	75	76	74	71

Ridership Recovery for Similar Commuter Railroads

The below chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month in 2019.

Total Monthly Ridership as a Share of Pre-Pandemic Levels

Percent of Same Month in 2019



Notes:

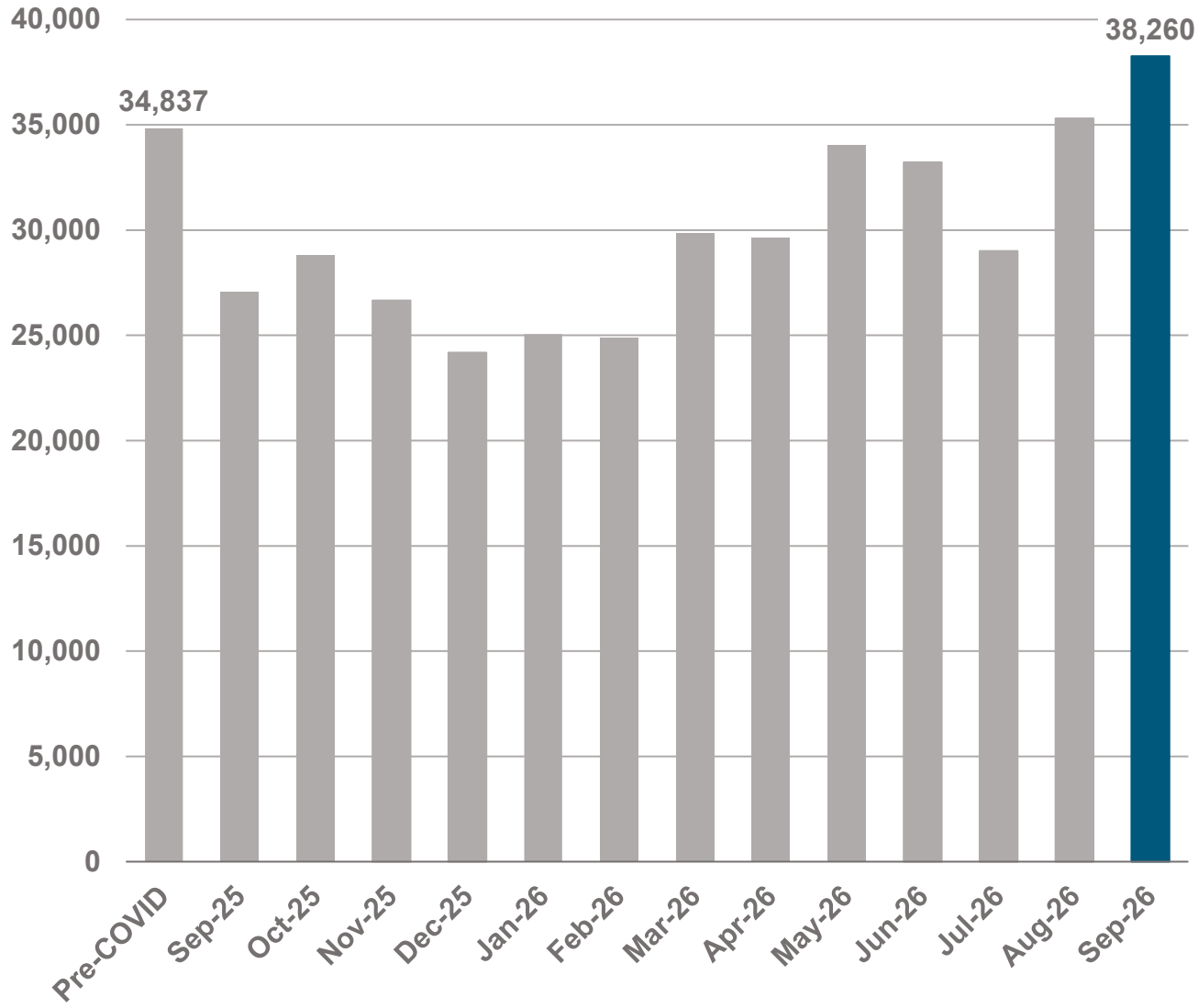
- As of October 2025, ridership recovery percentages for each agency are calculated in comparison to the same month from 2019.
- Ridership data for all agencies retrieved from the National Transit Database (NTD).
- *Utah FrontRunner is not presented for Aug-26 due to anomalous data in the NTD. Values will be updated next month as available.

Total Monthly Ridership Estimates (in thousands)

Transit Operator	25-Aug	25-Sep	25-Oct	25-Nov	25-Dec	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug
LIRR	8,629	8,441	8,938	8,131	8,769	8,629	7,784	8,769	8,610	7,784	8,610	8,938	8,629
Metro-North	6,383	6,843	7,379	6,307	6,792	5,219	4,715	6,099	6,317	6,265	6,777	6,525	5,981
NJ Transit	5,292	5,711	5,799	5,464	5,503	4,761	4,062	4,852	5,170	5,070	5,809	5,458	5,366
Metra	3,471	3,566	3,662	2,898	2,657	2,825	2,884	3,301	3,378	3,275	3,590	3,709	3,544
MBTA	2,404	2,430	2,706	2,558	2,683	2,470	2,218	2,808	2,810	2,736	2,656	2,957	2,843
SEPTA	1,823	2,170	2,042	1,723	1,809	1,760	1,623	1,938	2,010	1,930	1,974	2,009	1,833
Caltrain	**1,073**	**1,050**	**1,075**	**889**	**853**	**933**	**908**	**1,111**	**1,126**	**1,190**	**1,298**	**1,322**	**1,310**
MetroLink	489	507	550	487	456	462	462	518	519	489	519	533	510
FrontRunner	322	393	406	330	320	341	310	356	346	335	349	349	--*
Sounder	169	182	215	153	145	180	173	181	196	171	176	185	176
SD Coaster	102	89	77	67	71	66	66	89	97	101	112	124	111

Ridership and Revenue

Monthly BART Transfers at Millbrae in the Past Year

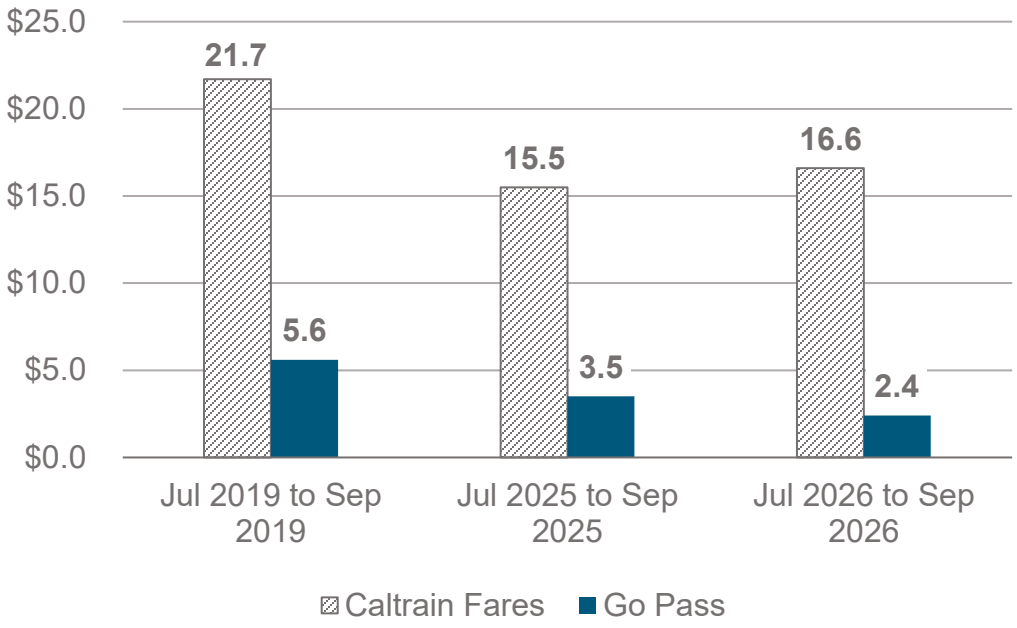


BART Transfers at Millbrae represents the total number of BART-to-Caltrain and Caltrain-to-BART transfers, as measured by Clipper Card data.

Pre-COVID data is provided for comparison purposes and represents average monthly transfers during the one-year period from March 2019 to February 2020.

Ridership and Revenue

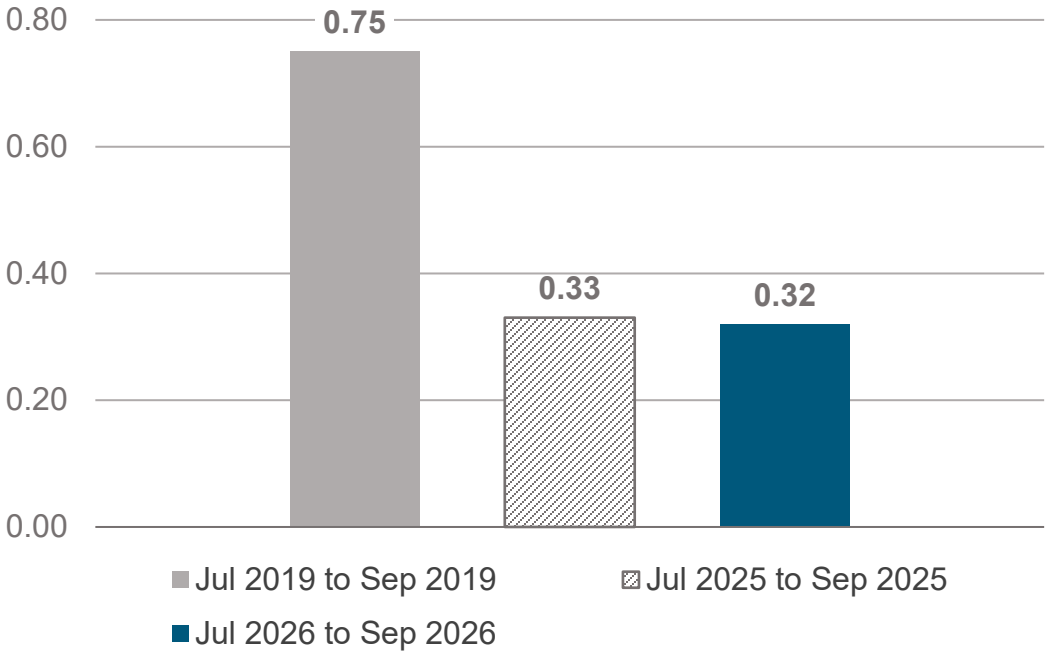
Total Fare Revenues ($M) - Past 3 Months Comparison



Fare revenue comes in the form of one-way tickets, daily or monthly passes ("Caltrain Fares"), and the Go Pass program.

Fare revenue is generally more stable than ridership due to many riders paying for monthly passes, which provide consistent revenue regardless of usage.

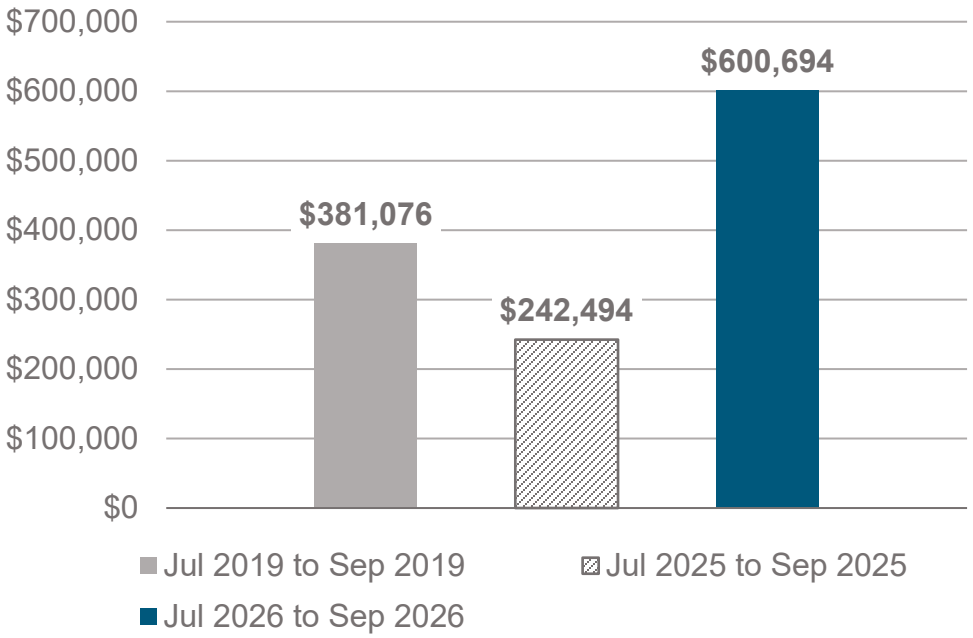
Farebox Recovery Ratio (3-Month Rolling Average)



Farebox Recovery Ratio represents how much of the cost of providing service is covered by customer fares. A higher ratio indicates that a greater share of costs are covered by riders.

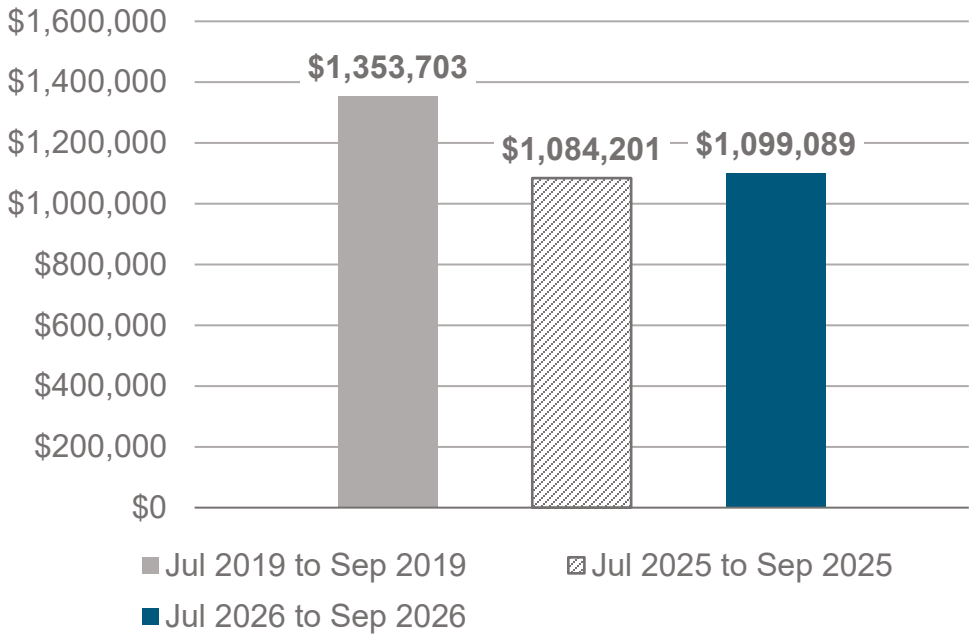
Ridership and Revenue

Advertising Revenue (3-Month Rolling Average)



Advertising Revenue declined substantially for transit agencies throughout the country with the onset of the COVID-19 pandemic, but we have seen strong growth from 2025 to 2026 due to multiple new initiatives.

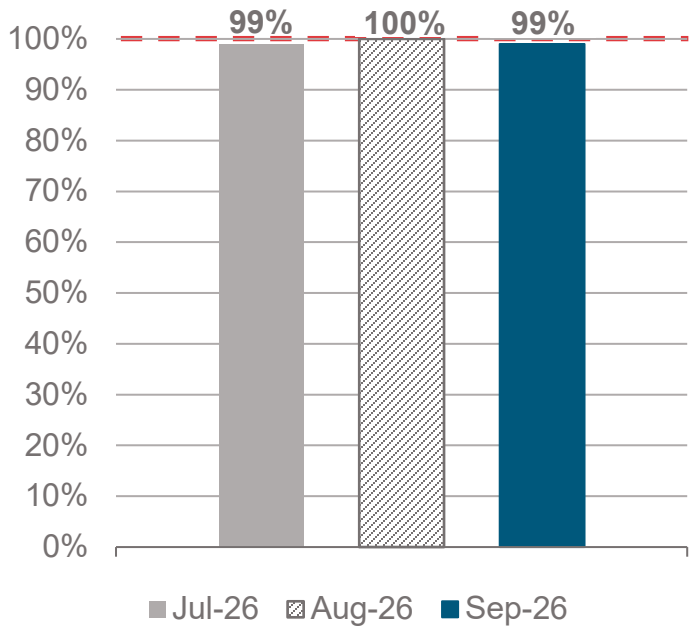
Parking Revenue (3-Month Rolling Average)



Parking Revenue is generated by purchases of daily and monthly parking permits for parking at Caltrain-owned lots.

Maintenance Performance

Equipment Availability (EMUs)

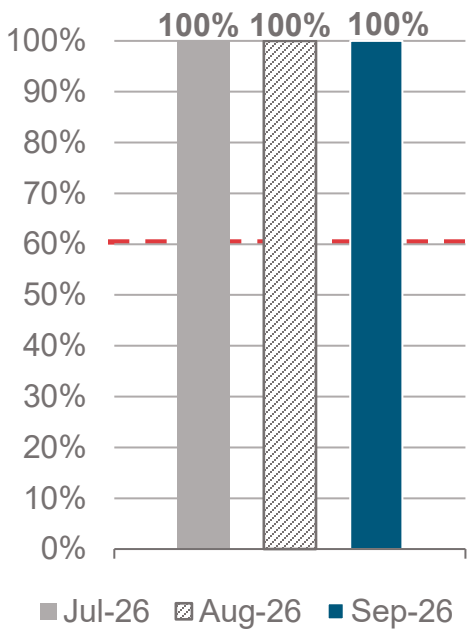


Equipment Availability is the number of trainsets, locomotives, or cars available for service on an average day each month as a percentage of the daily equipment required to run base service.

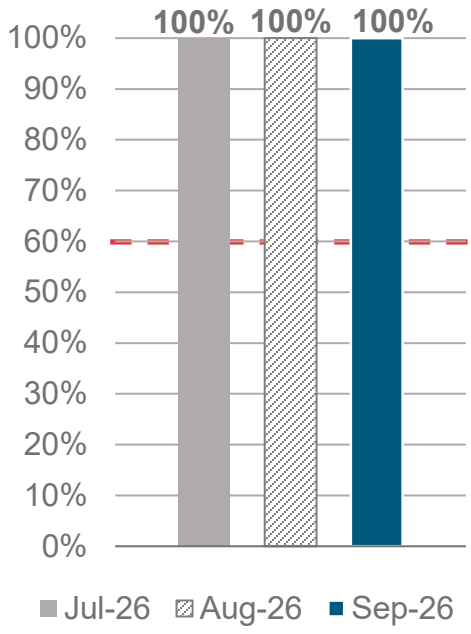
The graph to the left represents EMUs whereas the graphs below represent diesel equipment data, displaying Caltrain's mixed revenue fleet. Fourteen (14) EMUs are needed to operate the new weekday electric service.

Post-electrification, Caltrain retains 41 Bombardier passenger cars and 9 diesel locomotives to operate South County service and maintain fleet resiliency.

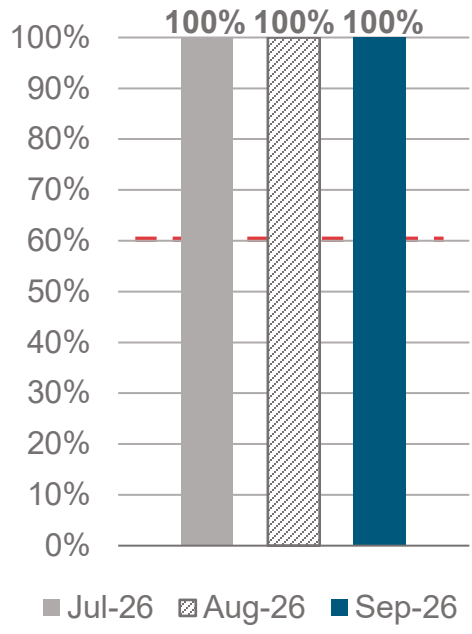
Equipment Availability (Diesel Locomotives)



Equipment Availability (Cab Cars)

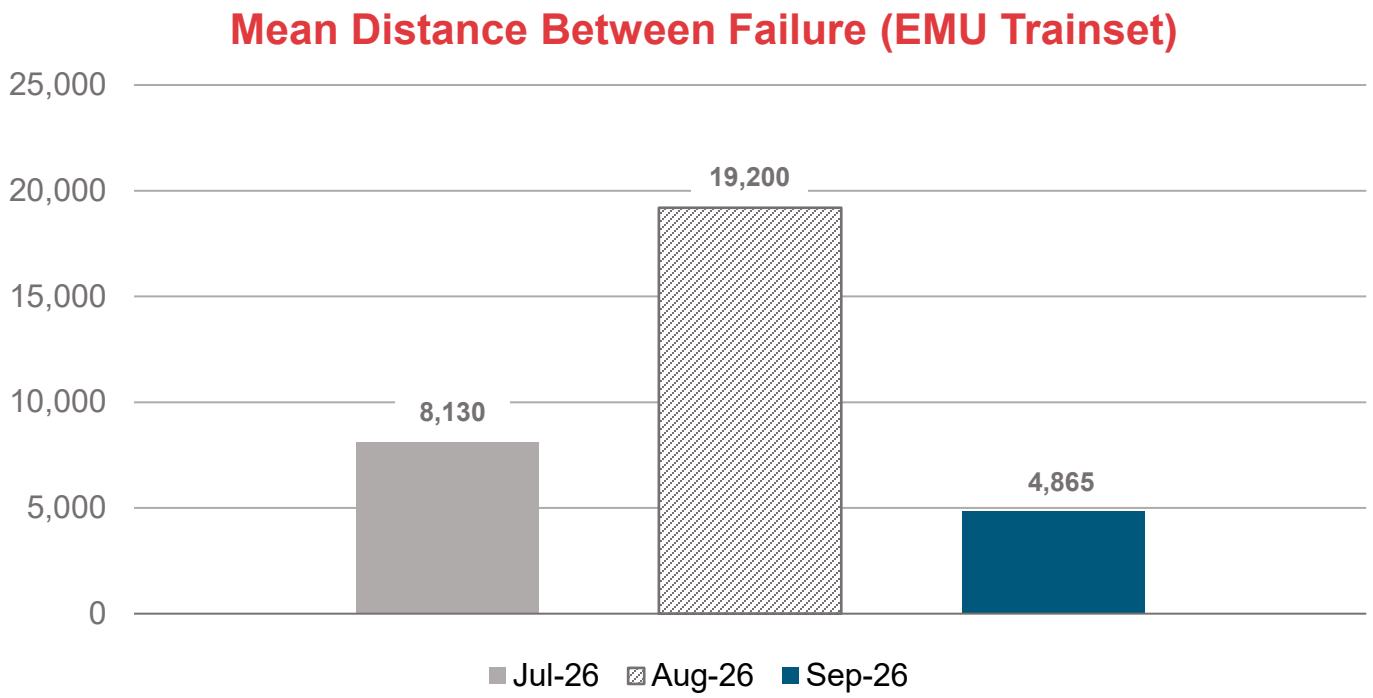


Equipment Availability (Trailer Cars)



Note: The dotted red line (– – – –) on each graph represents the target line (i.e., the percentage of each equipment type required to run base service on an average weekday).

Maintenance Performance (EMU Fleet)



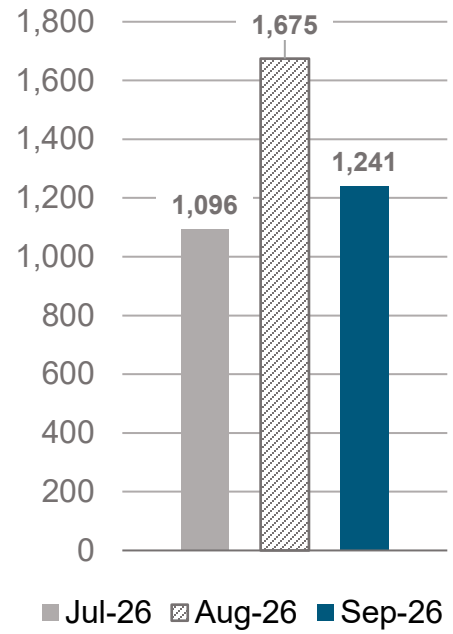
Mean Distance Between Failure (MBDF) is a measure of fleet reliability that represents the average distance traveled by revenue vehicles before maintenance or repair is required. A higher value indicates an improvement in reliability. Data is measured in miles.

As of October 2025, the data shown is now determined by the total miles traveled by the entire train configuration divided by the number of failures.

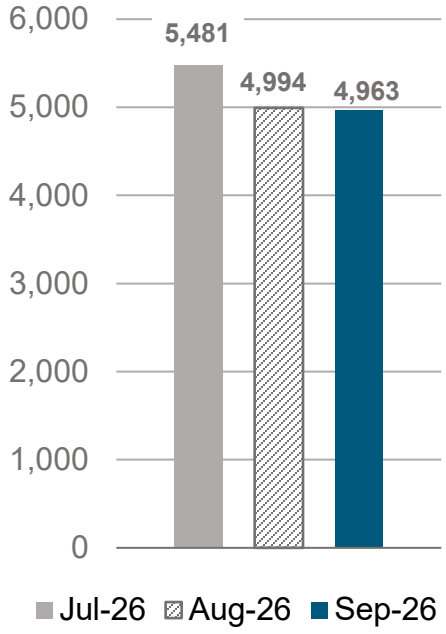
The graph on this page represents MDBF for all EMU (electric) passenger locomotives and cars in Caltrain's fleet. Diesel fleet data is on the following page.

Maintenance Performance (Diesel Fleet)

Mean Distance Between Failure (Locomotives)



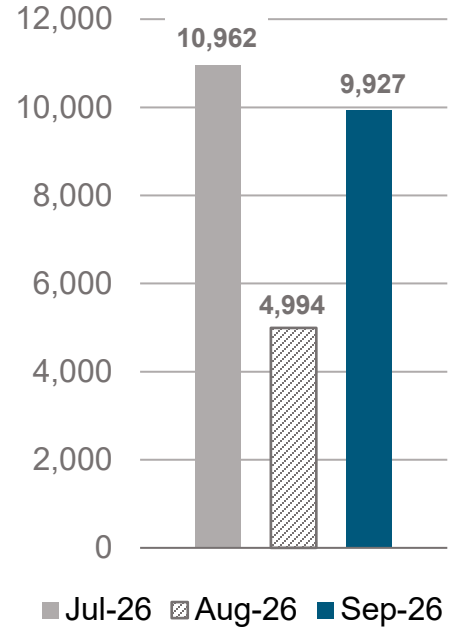
Mean Distance Between Failure (Cab Cars)



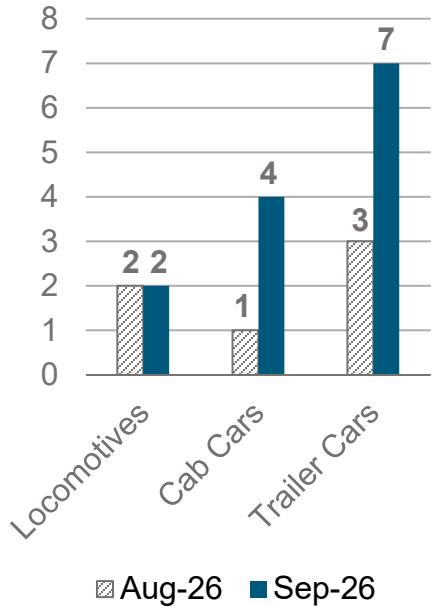
Mean Distance Between Failure (MBDF) is a measure of fleet reliability that represents the average distance traveled by revenue vehicles before maintenance or repair is required. A higher value indicates an improvement in reliability. Data is measured in miles.

The graph to the left represents MDBF for all diesel passenger locomotives in Caltrain's fleet. EMU data is on the previous page.

Mean Distance Between Failure (Trailer Cars)



Equipment in Maintenance/Repair



Equipment in Maintenance/Repair represents the number of diesel locomotives and passenger cars that are out of service on an average day each month due to routine and preventative maintenance or other repairs. EMU data is on the previous page.

Service and Program Updates

September is Transit Month: Caltrain celebrates the people who keep the Bay Area moving

Caltrain joined the Transit Month celebration with a full month of events throughout the Peninsula. September was an opportunity to celebrate the people who keep the region moving — from the employees who make Caltrain service possible every day to the riders and communities we serve.

Throughout the month, Caltrain participated in events across the region to connect with the public, highlight the importance of public transportation and celebrate the people behind the service. From community rallies and special events to educational programs and onboard giveaways, Transit Month offered opportunities to celebrate how transit brings the Bay Area together.

Caltrain 2026 holiday cardigan sweater presale is underway

Caltrain is bringing holiday cheer to the rail line with a limited-edition 2026 Holiday Cardigan Sweater that celebrates sustainable operations and the people who keep the corridor moving. The primarily black cardigan features bright red trim, electric train icons and white Caltrain logos along the sides. A playful train-and-goats illustration appears on both the front and back, recognizing Caltrain's vegetation-control efforts.

Caltrain Continues Rail Safety and Suicide Prevention Efforts Throughout September

Caltrain advanced its year-round commitment to rail safety and suicide prevention throughout September through a coordinated series of community events and safety initiatives. The efforts connected the public with critical resources, promoted life-saving decisions near railroad tracks and crossings, and strengthened partnerships that help protect passengers, pedestrians and communities across the Peninsula.

The monthlong effort followed Caltrain's Rail Safety Month kickoff event at San Jose Diridon Station, where Caltrain joined Capitol Corridor, ACE, Amtrak and Union Pacific for a Rail Safety Fair. The event brought together rail professionals and community members to share practical safety information and highlight how regional rail agencies and their partners work together to promote safe behavior around railroad tracks and crossings.

Service and Program Updates

Caltrain and Bay FC team up for Friday night's game

Caltrain helps fans travel to Bay FC matches at PayPal Park throughout the season — and on Friday, Sept. 4, they teamed up for a home match against the Kansas City Current. Caltrain Executive Director Michelle Bouchard participated in a ceremonial first kick before the match, and fans could visit the Caltrain table to receive a co-branded Caltrain and Bay FC pin.

Caltrain makes it easy to ride to Millbrae Art & Wine Festival this Labor Day weekend

With more than 50,000 people expected to attend the 55th annual Millbrae Art & Wine Festival this Labor Day weekend, Caltrain offered a convenient way to leave the traffic and parking hassle behind and ride directly to the celebration.

The Millbrae Art & Wine Festival returned Saturday and Sunday, Sept. 5-6, from 10 a.m. to 5 p.m. on Broadway Avenue in downtown Millbrae. Admission was free. Caltrain riders could exit at Millbrae Station and walk approximately five minutes to the festival, making it easy to enjoy two days of art, live music, food, wine, crafts and family activities without having to find a parking space near the festival.

Caltrain to operate weekend schedule for Labor Day

Caltrain operated a weekend schedule in observance of Labor Day on Monday, Sept. 7.

Caltrain to suspend weekend service between San Jose Diridon and Tamien for the last time to complete Guadalupe River Bridge repairs

Caltrain suspended service between Tamien and San Jose Diridon stations for the last time over the weekend of Sept 19-20 to complete necessary repairs to the Guadalupe River Bridge. Caltrain's weekday service and Caltrain riders not traveling to Tamien Station were not affected by construction.

Through mid-September, Caltrain had completed the placement of the northbound bridge deck, seismic improvements of the southbound bridge and begun restoration activities for the river channel. Caltrain later finished the bridge construction in October.

Service and Program Updates

Caltrain: Your ride to the 49ers' home opener

Caltrain offered fans a convenient way to reach Levi's Stadium for the San Francisco 49ers' home opener against the Miami Dolphins at 1:25 p.m. Sunday, Sept. 20. Fans could skip traffic and parking by taking Caltrain's weekend service to Mountain View Station, connecting to VTA light rail service to Levi's Stadium. Weekend Caltrain service did not operate between Tamien and San Jose Diridon stations Sept. 19-20 because of Guadalupe River Bridge construction.

The game also coincided with a full closure of northbound U.S. 101 in San Francisco between Cesar Chavez Street and 17th Street. Caltrans closed the freeway from 11 p.m. Friday, Sept. 18, through 6 a.m. Monday, Sept. 21, for pavement repairs. Caltrain provided a reliable alternative for fans traveling along the corridor.

Protecting Guadalupe's Biodiversity

Caltrain has completed construction on the Guadalupe River Bridge Replacement Project, addressing structural deficiencies and streambank instability at two railroad bridges between San Jose Diridon and Tamien Stations. The project replaced the northbound bridge, extended the southbound bridge, and improved infrastructure to support long-term safety and service reliability.

Throughout construction, Caltrain worked to protect sensitive wildlife habitats and minimize impacts to the river's ecosystem, including federally threatened fish and amphibian species. The completed improvements include a widened river channel, stabilized streambanks, enhanced aquatic habitats, and native vegetation to reduce erosion and improve flood resilience. Caltrain is also advancing additional habitat restoration at nearby Hicks Creek to further support fish passage and biodiversity in the Guadalupe River watershed.

Ride Caltrain to the Sharks season opener against the Florida Panthers

Fans were eager to return to the Shark Tank and Caltrain was ready to get them there as the Sharks faced off against the Florida Panthers in their home opener on Thursday, Oct. 1, at 7 p.m. Fans could take Caltrain for an easy, convenient ride to the game instead of fighting through rush-hour traffic on the highway. For fans returning home, the last northbound train departed San Jose Diridon Station at 11:30 p.m. on the regular weekday schedule.

Communications and Marketing Update

Strategic Communications (Media and Social)

Press Releases/Blogs/Podcasts:

- September is Transit Month: Caltrain celebrates the people who keep the Bay Area moving
- Caltrain 2026 holiday cardigan sweater presale is underway
- Caltrain Continues Rail Safety and Suicide Prevention Efforts Throughout September
- Caltrain and Bay FC team up for Friday night's game
- Caltrain makes it easy to ride to Millbrae Art & Wine Festival this Labor Day weekend
- Caltrain to operate weekend schedule for Labor Day
- Caltrain to suspend weekend service between San Jose Diridon and Tamien for the last time to complete Guadalupe River Bridge repairs
- Caltrain: Your ride to the 49ers' home opener
- Protecting Guadalupe's Biodiversity

Earned Media:

- 15 fall foliage trips—no car required – TripAdvisor
- Waymo's 54% Fleet Growth in Texas & Wayve signs Mercedes-Benz – The AV Market Strategist
- Bay Area traffic could double if transit measures fail, report finds – USA Today
- Bay Area transit tax measure heads to November ballot as supporters, critics campaign – CBS
- Stay on Track Blog Series: Palo Alto Grade Separation Project Update Sharing August Community Feedback & Next Steps | by City of Palo Alto | PaloAltoConnect | Sep, 2026 – Medium
- 14 Bay Area public transit leaders go on ride-along to get firsthand experience with transfers – ABC7

Communications and Marketing Update

Strategic Communications (Media and Social, cont.)

Caltrain E-Newsletter Metrics:

	SEPTEMBER 2026	SEPTEMBER 2025
Subscribers	15,578	14,947
Open Rate	21.3%	28.6%
Click Rate	2.5%	3.2%

Caltrain Organic Social Media Messaging Highlights:

September featured Transit Month, Rail Safety Month, and Suicide Prevention Month. Caltrain engaged riders through events including BayFC Game Night, where Executive Director Michelle Bouchard delivered a ceremonial first kick; Giants Weather Day at Oracle Park; Transit Day; and Coffee with Caltrain. These cross-functional efforts were supported by coordinated strategic communications and social media coverage.

The Strategic Communications team also supported rail safety and suicide prevention outreach at events throughout the month, sharing rider education and social media messaging in partnership with allcove, Felton Institute, and 988.

The team continues supporting multiple events and marketing efforts across different mediums, whether in person, via media relations or social. Some additional events that were highlighted throughout the month are listed below.

Communications and Marketing Update

Strategic Communications (Media and Social, cont.)

Messaging Highlights (Includes rotational messaging):

- September Board Meeting
- Hispanic Heritage Month
- Caltrain, named one of APTA's Outstanding Public Transportation Systems in the country
- Caltrain Holiday Sweater Pre Sale
- All Aboard Transit Day
- Tuesday Tip: VMS - Social messaging - Conductor Etiquette
- Bay FC rotational messaging + social giveaway
- SF Giants rotational messaging + social giveaway
- Sharks season opener station appearance
- Valkyries playoffs + giveaway
- Portola Festival - social messaging
- Destination Downtown Redwood City

Social Metrics: (Year to Year)

SEPTEMBER 2026	SEPTEMBER 2025
Impressions*: 502,087	Impressions*: 1,085,770
Engagements: 12,201	Engagements: 38,138
Post Link Clicks: 2,621	Post Link Clicks: 5,278
Shares: 771	Shares: 2,344
Saves: 347	Saves: 291

**An impression is anytime our content (post, webpage, IG photo) is seen in a user's feed or browser. Engagement is any action taken, such as a click, like, retweet or comment.*

Shares: The number of times users shared content by reposting it, quoting it, or sending it directly to someone.

Communications and Marketing Update

Marketing Activities

Holiday Sweaters, Pajama Bottoms and more - Now Available!

Designs were completed and approved in August for the holiday sweaters, now available for purchase at caltrainstore.com!

GoPass Lead Generation Campaign

Late last month we launched our first lead gen campaign, specifically for GoPass subscriptions. This campaign is currently in its “awareness” stage and will move on to conversion later this month.

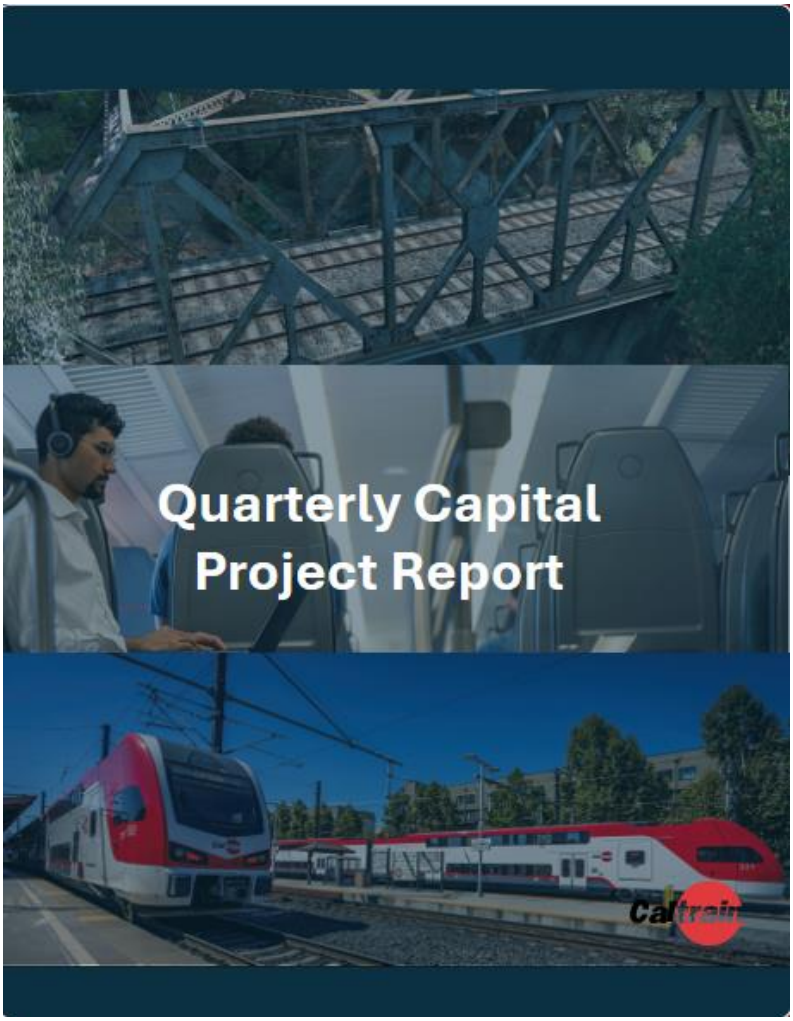
The campaign is aimed at San Mateo businesses, schools, and other organizations situated along the train’s corridor.

Capital Projects Update

As of the December 2025 Executive Director's Monthly Report, Capital Projects notes will be a separate item posted online.

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



Acknowledgments

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Dapri Hong, Senior Budget Analyst

Rail Commercial and Business Development
Michelle Stewart, Director, Grants and Fund Management

Rail Design & Construction
Sherry Bullock, Deputy Executive Director, Engineering, Capital and Modernization

Rail Executive Administration
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Rail Operations & Maintenance
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Henry Flores, Director, Rail Vehicle Maintenance
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