

Executive Director Update

JPB Board Meeting
February 6, 2025



Excellence in Equipment Maintenance

- Operated 116 days with a single spare EMU trainset until 1/15/2025
- Success required collaboration across all departments and dedication to safety and reliable passenger service
- Field audits, data collection/review, finding strategic opportunities to keep operations going
- Highest level of excellence in the industry to keep service running

- **Henry Flores, Caltrain**
 - Director, Rail Vehicle Maintenance
- **Richie Crowell, Caltrain**
 - Manager, Maintenance Rail Equipment
- **Sarah Baker, TASI**
 - Senior Fleet Maintenance Manager



Wireless Crossings – Inhibit Feature

- Inhibit feature active starting early January 2025
- Inhibit feature prevents gate activation at downstream crossings when a train makes planned stop at station
 - Currently off-line at crossings immediately adjacent to stations (8 total)
- Full Technical Presentation to TOPS February Committee on Wireless Crossing System

Sustainability Award

- 2025 Sustainability Award for Caltrain Electrification from Sustainable San Mateo County
- Recognized for the benefits to the Economy, Equity and Environment
- One of Four Awardees
- Award Ceremony on April 3, 2025



**Sustainable
San Mateo County**
Economy. Equity. Environment.

NBA All Stars Weekend – Feb. 14-16

- Caltrain Partnership with NBA and NBA Events App
- Check-in Locations at 3 Caltrain Stations. Entry to NBA Prize Raffles
- Increases Caltrain Visibility to Attendees/Fans
- Over 180+ Caltrain Check-ins since January 17
- Station Ambassadors on Game Day

San Francisco Chronicle

Here's how to score free tickets to NBA All-Star Weekend



Equity in Infrastructure (EIP) Pledge

- Following January board action, Caltrain signed on to the EIP Pledge with other Bay Area transit executives.



MLK Celebration Train (Jan 20)

- Annual collaboration with Northern California MLK Community Foundation, tradition started 1985
- SJ to SF special train pays tribute to the 54-mile 1965 Selma to Montgomery March
- Nearly 1,000 attendees on the train with many more at the march
- Great local press and social media



Regional Collaboration

- **The Big Sync:**
 - Caltrain and the 6 other major Bay Area transit agencies are closely coordinating schedule changes.
 - Schedule changes now occur each January and August to improve customer experience.
- **Regional Mapping & Wayfinding:**
 - First prototype station at BART El Cerrito del Norte unveiled in January.
 - Upcoming 2025-2026 pilot locations include Palo Alto and Millbrae.



Recent Crossing Improvement Installations

Burlingame Broadway Crossing

- Installed Rail Sentry, uses AI technology (December)
- Installed solar markers and reflective delineators: reduces risk mistaking track from roadway (January)
- Planned: Additional pavement paint and signage (Spring)

Palo Alto Churchill Crossing

- Planned: Solar markers and delineators, Rail Sentry (February)



Broadway Crossing with Solar Markers and Delineators

Customer Satisfaction Survey (Diesel)

- Overall rider satisfaction is high, 4.02 out of 5.00, with year-over-year improvements both onboard the train and at the station
- Customers were most satisfied with experience with conductors (4.35) and onboard safety (4.33)

Next survey May 2025 - with feedback on the electric service



External Funding / Regional Measure

Focus Conversations Caltrain Story

- Ridership Growth
- Cost Containment
- Non-revenue generation

Bigger Picture

- Must have support in all three counties, keep it simple
- Short term options (budget ask)
- Variety of funding plans and iterations still part of the conversation
- Competing priorities at State Level (Southern California Fires, Federal challenges, etc.)

FOR MORE INFORMATION

WWW.CALTRAIN.COM

