

Report of the Executive Director

*JPB Board Meeting
March 6, 2025*



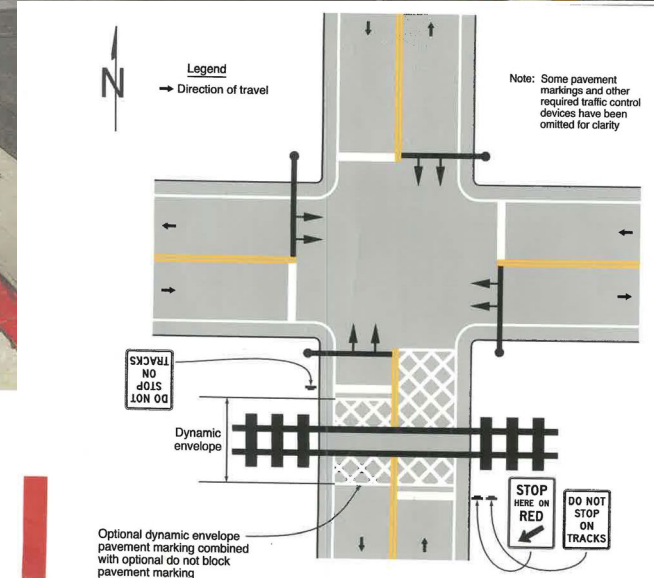
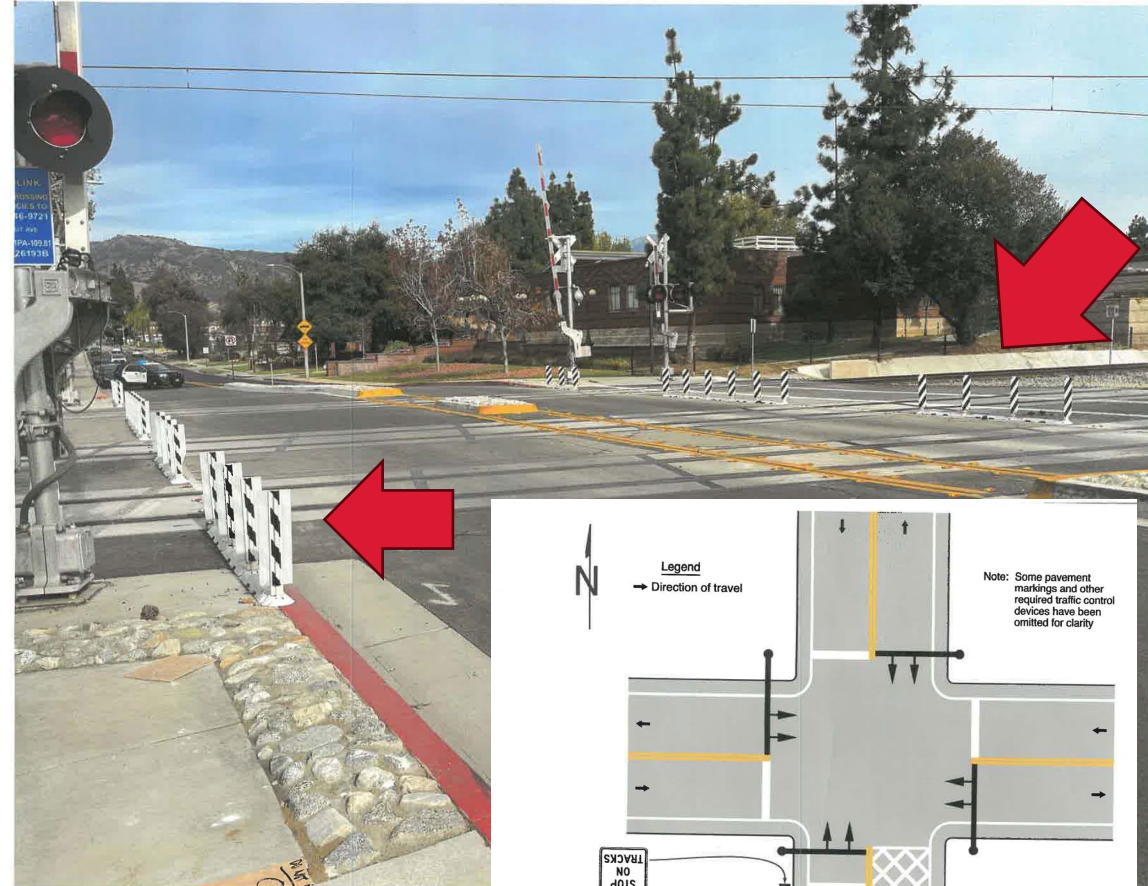
Safety At-Grade Crossings Update

Installed

- Broadway, Burlingame: Rail Sentry, solar markers, delineators define roadway
- Palo Alto: 1,000+ feet fence (3,000 feet left)

Planned

- Churchill, Palo Alto: Rail Sentry (March 12)
- Broadway, Burlingame: dynamic envelope markings (crosshatch), lane lines, traffic stop bar marking, signage, traffic signal timing / preemption adjustments (30-60 days)



Suicide Prevention Program

- Topic touches many levels of the Caltrain organization and broader community
- Beginning regular Board updates on Suicide Prevention Strategy
 - First update, TOPS Committee March
- Focus on education, engineering, enforcement
- Peer reviews, KPIs, workplan



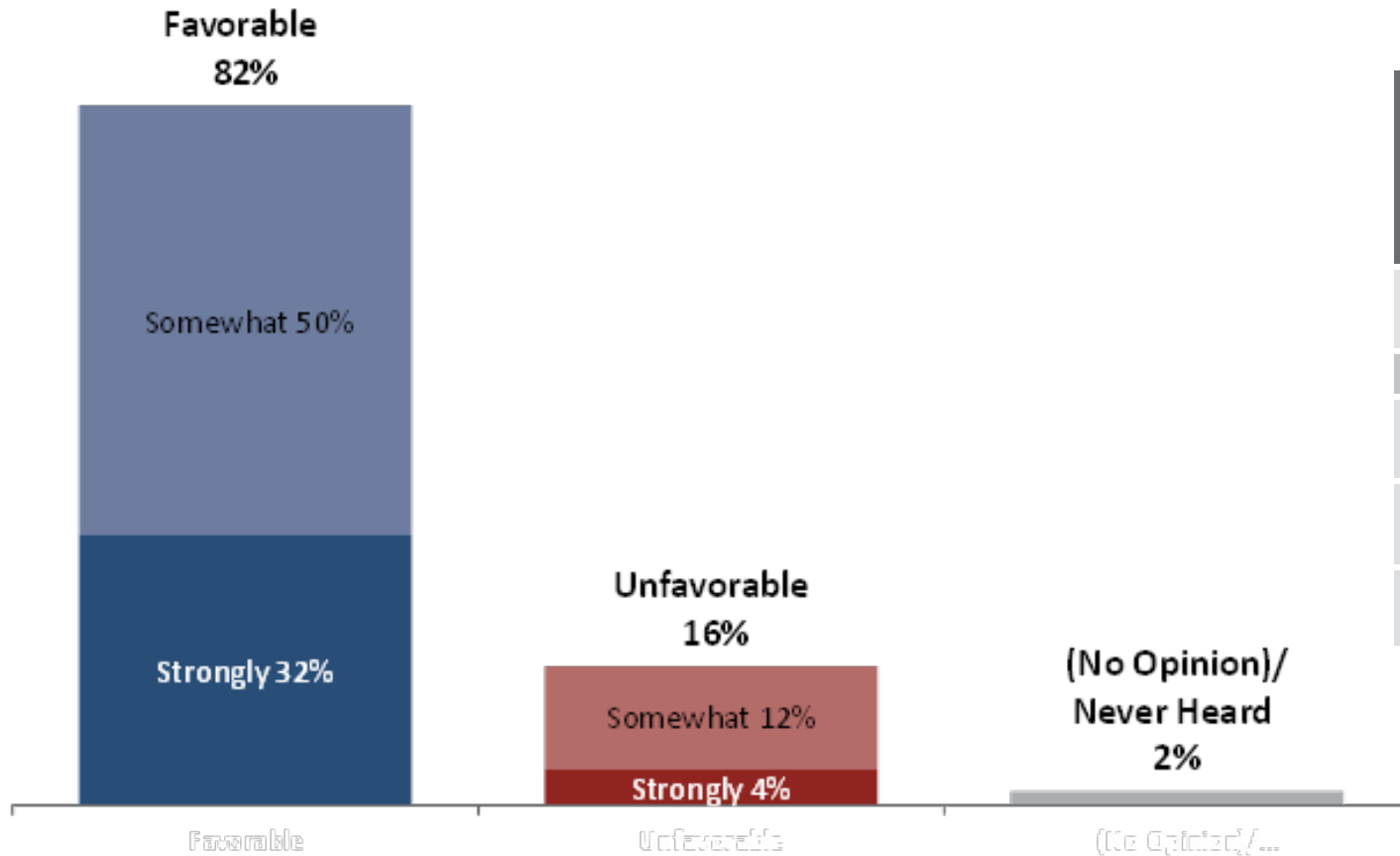
Corridor Crossing Strategy Update

Corridor-wide approach applies to

- Grade separations, closures
- At- grade enhancements (near term projects)
- Centralized program to guide prioritization and metrics
- Board Updates spring
- Nationwide cost increases, roundtable with industry to be scheduled
- Developing consistent communication with cities and funding partners
- Lessons Learned Burlingame

Caltrain Poll Results

Eight in ten voters have a favorable opinion of Caltrain, with frequent riders over 90%. Caltrain is an asset for any funding measure.

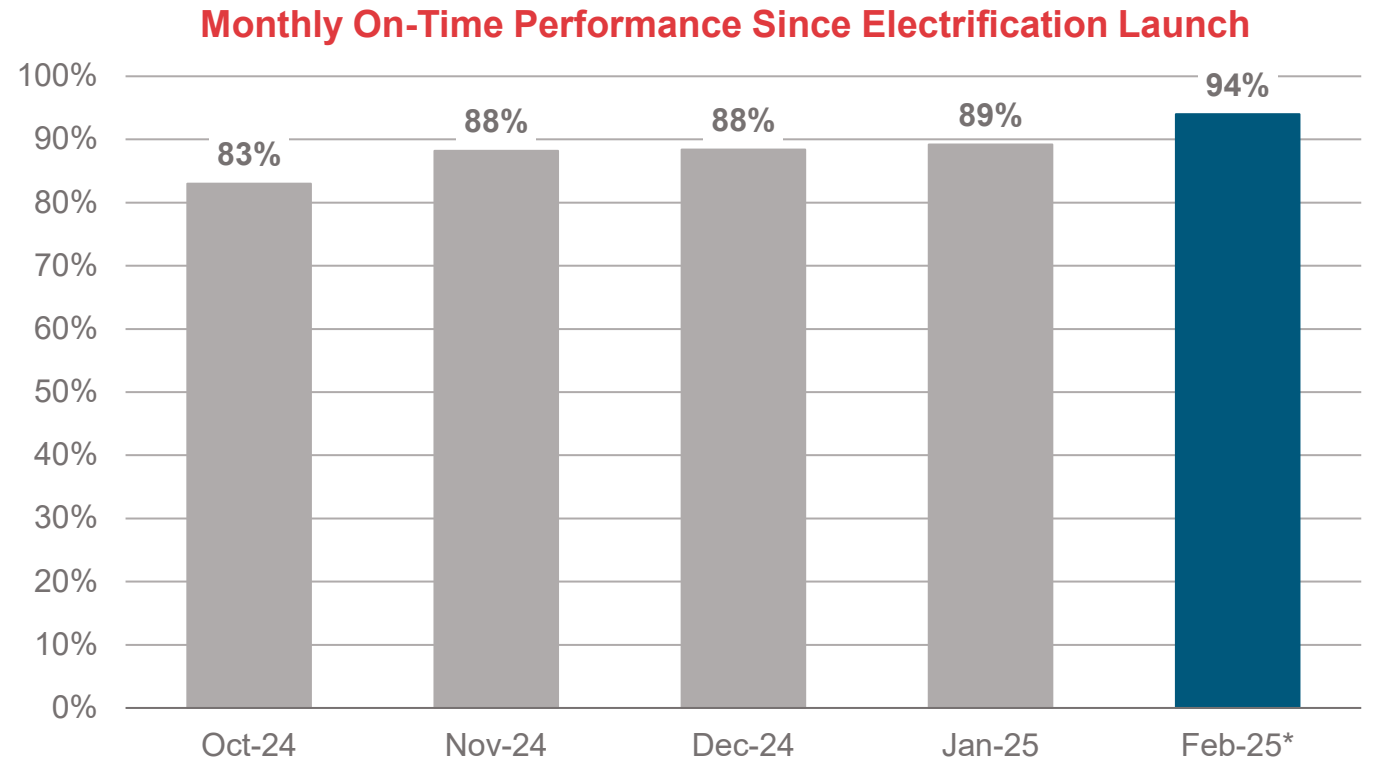


	Fav.	Unfav.	(No Opinion)/ Never Heard
Overall	82%	16%	2%
Monthly+ Caltrain Riders (12%)	91%	8%	1%
Occasional Caltrain Riders (41%)	84%	15%	1%
Caltrain Non-Riders (47%)	78%	20%	2%



On-Time Performance (OTP)

- Achieved 94% OTP in February, based on preliminary data
- Factors include:
 - Recent minor schedule change on January 27
 - Increased familiarity with new equipment
 - Delivery of additional spare trainset
 - PTC/Crossing improvements



*Preliminary data

Operations & Maintenance Contract

- Caltrain's current Operations and Maintenance (O&M) Agreement with Transit America Services, Inc. (TASI) **expires June 30, 2027.**
- Staff must begin advancing a re-procurement effort now for the transition to a new O&M Agreement by **July 1, 2027.**



Pilot Project: Station Restroom

Enhance Customer Experience at Station

Pilot Locations (install next week)

- Redwood City Station
- Sunnyvale Station

Features

- ADA Accessible
- Multiple Daily Cleanings by Staff
- Touchless entry
- Anti-loitering alarm & notifications
- Outdoor cameras
- Accessed via text message or QR code



Sample Restroom

Events

- NBA All Star & Lunar New Year Celebrations in San Francisco (Fri 2/14-Sun 2/16)
 - 192% increase ridership, same regular trains in January or February
 - Social media engagement partnership
- SF Giants Fan Fest at Oracle Park (Sat 3/8)
 - Caltrain will provide regular service and will be present at the transit booth
- APTA Transit Employee Appreciation Day (Tue 3/18)
 - Activations at primary locations for frontline staff to express gratitude



FOR MORE INFORMATION

WWW.CALTRAIN.COM

