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**JPB Citizens Advisory Committee  
1250 San Carlos Avenue, San Carlos, CA 94070  
Bacciocco Auditorium, 2<sup>nd</sup> Floor**

**March 19, 2025 – Wednesday**

**5:40 p.m.**

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVF0eklSWU5Vdz09> for audio/visual capability or by calling 1-669-444-9171, Webinar ID: 838 1814 2155, passcode: 714398, for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>

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Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Ave., San Carlos, CA, or any other noticed location provided they comply with the following safety protocols:

**Public Comments:** Public comments may be submitted to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the correspondence and posted online.

Verbal public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial \*67 if you do not want your telephone number to appear on the live broadcast. Callers may dial \*9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial \*6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**Items in bold are CAC member-requested presentations**

1. Call to Order
2. Pledge of Allegiance
3. Roll Call
4. Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances
5. Approval of Meeting Minutes of February 19, 2025
6. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
7. Chairperson's Report
8. Public Hearing on the Annual Audit of Measure RR Tax Revenue & Expenditures for Fiscal Year Ended June 30, 2024
  - a) Open Public Hearing
  - b) Staff Report
  - c) Public Comment
  - d) Close Public Hearing
  - e) Board Discussion
9. Go Pass & Partnership Updates (Bruce Thompson)
10. Update on Caltrain Strategic Sustainability Plan & Caltrain Climate Vulnerability Study (Bo Baney)
11. Staff Report (John Hogan)
  - Flat Spots (Henry Flores)
    - a) Customer Experience Task Force Update
    - b) JPB CAC Work Plan Update
12. Committee Comments  
Committee members may take brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC or request future agenda topics.

13. Date, Time, and Place of Next Meeting

April 16, 2025 at 5:40 p.m., via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** **San Francisco City & County:** Rosalind Kutler, Rohit Sarathy  
**San Mateo County:** Davis Albohm, Amit Lohe, Adrian Brandt (Chair)  
**Santa Clara County:** Leonard Acosta, Kristopher Linqvist, Patricia Leung (Vice Chair)

## **INFORMATION FOR THE PUBLIC**

If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347 or [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com). Agendas and meeting schedules are available on the Caltrain Web site at [www.caltrain.com](http://www.caltrain.com).

### **Date and Time of Regular Meetings**

The JPB Citizens Advisory Committee (CAC) meets regularly on the third Wednesday of the month at 5:40 pm at the San Mateo County Transit District Administrative Building.

### **Location of Meeting**

Members of the Public may attend this meeting in person or remotely via Zoom. \*Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instructions.

### **Public Comment**

Members of the public are encouraged to participate remotely or in person. Comments received during or after an agenda item is heard will be included in the correspondence and posted online.

Oral public comments will also be accepted during the meeting through Zoom, or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

### **Accessible Public Meetings/Translation**

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email [titlevi@samtrans.com](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 or TTY 650-508-6448.

### **Availability of Public Records**

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that public records are distributed or made available to the legislative body.

**Citizens Advisory Committee (CAC)**  
**Peninsula Corridor Joint Powers Board (JPB)**  
**San Mateo County Transit District Administrative Building**  
Bacciocco Auditorium, 2<sup>nd</sup> Floor  
1250 San Carlos Avenue, San Carlos CA 94070

**Draft Minutes of February 19, 2025**

**Members Present:** A. Brandt (Chair), A. Kulkarni (Alternate) (arrived at 6:07 pm), R. Kutler, K. Linquist, M. Pagee (Alternate), R. Sarathy, P. Wickman (Alternate)

**Members Absent:** L. Acosta, D. Albohm, P. Leung (Vice Chair), A. Lohe

**Staff Present:** J. Baker, J. Brook, J. Hogan, L. Peabody

**1. Call to Order**

Chair Adrian Brandt called the meeting to order at 5:41 pm.

**2. Pledge of Allegiance**

Chair Adrian Brandt requested that Member Kristopher Linquist lead the Pledge of Allegiance.

**3. Roll Call**

CAC Secretary Jean Brook called the roll and confirmed a quorum was present.

**4. Consideration of Requests, if any, of Committee Members to Participate Remotely Due to Emergency Circumstances**

There were none.

**5. Approval of Meeting Minutes of January 15, 2025**

Motion/Second: Kutler/Pagee

Ayes: Kutler, Linquist, Pagee, Sarathy, Wickman, Brandt

Absent: Acosta, Albohm, Kulkarni, Leung, Lohe

**6. Public Comment for Items Not on the Agenda**

Stephen Ferrari commented on the new Caltrain schedule and electronic signage.

Jeff Carter commented on electronic signage and requested an update on APCs (automatic passenger counting).

Roland commented on the electronic signage and wayfinding at stations, APCs, and automated bicycle counters.

CMF commented on safety concerns for women riding Caltrain.

Adina Levin commented on multi-agency wayfinding signage pilot programs.

## 7. Chairperson's Report

Chair Brandt reported on the following:

- Federal administration changes
- State's request for federal funding for high-speed rail
- Problem of flat spots for numerous trains
- Passenger complaints about volume of onboard announcements and tones
- WiFi reliability

## 8. Customer Service Initiatives

Lisa Peabody, Director, Customer Experience, provided the presentation, which included the following:

- Bike boarding signage and platform marker design
- Improved riders' ability to locate station amenities, such as restrooms
- NextGen Clipper for enhanced fare payment features
- Service alert subscriptions for personalized and real-time notifications
- Staff notifications to improve customer response and improve scheduling

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Numbering of train cars
- ADA compatibility of cars
- Luggage accommodations in new electric trains
- Availability of Bluesky microblogging service

### Public Comment:

Adina Levin commented on benefits of Clipper 2 release for regular and occasional customers.

Jeff Carter suggested labeling ADA cars, train announcements not always working, early train departures.

## 9. State and Federal Legislative Updates

Jason Baker, Director, Government and Community Affairs, provided the presentation, which included the following:

Federal:

- Caltrain receiving reimbursement from regenerative braking energy
- Full budget released on January 10
- Recent Executive Orders could affect federal funding
- Forced reduction of workforce
- Caltrain awaiting formula funds for EMUs (electric multiple units) purchased in 2023

State:

- Funding for formula-based programs such as TIRCP (Transit and Intercity Rail Capital Program)
- Senate Bill (SB) 63 (Wiener) language released; intent to move forward with regional transit measure
- MTC (Metropolitan Transportation Commission) polling results delivered at February 14 MTC legislative committee meeting
- Caltrain staff to review poll results at February 26 JPB AMP (Advocacy and Major Projects) meeting
- Budget request of \$2 billion over two years statewide

Regional Transit Measure:

- MTC polling over nine Bay Area counties trending slightly upward
- Tax sensitivity of taxpayers over time; tax aversion has declined slightly
- Voters aware of need for transit funding

Public Comment:

Jeff Carter commented on braking regeneration reimbursement and high-speed rail.

Adina Levin commented on the MTC regional measure voter polling results and recent bills affecting Caltrain funding.

Roland commented on the MTC polling results and Caltrain transitioning from seven- to four-car EMUs.

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Polling limited to Bay Area voters
- Budget challenges affecting zero-carbon train
- Allocation of federal funds to purchase four EMUs
- SB 63 intent language
- Special legislation required for regional ballot measure
- Less money required from San Francisco

## **10. Staff Report**

### **10.a. Customer Experience Task Force Update**

John Hogan, Chief Operating Officer, Rail, Rail Operations and Maintenance, provided the report, which included the following:

- Ridership is at 89 percent of pre-pandemic levels
- One trespasser strike
- Good attendance on Martin Luther King Day train
- On-time performance is at 95 percent
- Trains crowded on weekends

- Centrum has contract for APCs (automated passenger counters) and is testing new firmware and passenger intercoms
- Wireless control system for ten crossing gates reactivated over the weekend
- Issues with flat spots on wheels and train braking system

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Inability to hear conductor announcements in upper level of the train
- WiFi problems
- Volume level of automatic and conductor announcements
- Security problems at Redwood City Caltrain station

#### **10.b. JPB CAC Work Plan Update**

Mr. Hogan provided the report, which included the following:

- Measure RR audit to be reviewed at March 19 CAC meeting
- Member of Operations staff or TASI (TransitAmerica Services, Inc.) provide an overview of their job
- Inconsistency of fare violation enforcement
- Profiling of customers by fare inspectors
- Security rovers versus conductors patrolling train cars

#### **11. Committee Comments**

- Cleanliness of South County trains
- Trash accumulation at Blossom Hill Caltrain station platform
- Cascading effect of train delays
- Homeless problem at Redwood City Caltrain station

#### **12. Date, Time, and Location of Next Regular Meeting**

March 19, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA.

#### **13. Adjournment**

The meeting adjourned at 7:50 pm.



**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

TO: JPB CAC

FROM: John Hogan  
Chief Operating Officer

SUBJECT: **STAFF REPORT**

**On-time Performance (OTP) –**

- **February:** The February 2025 OTP was 89.2% compared to 86% for February 2024.
  - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 2<sup>nd</sup> (Charleston Rd., Palo Alto @ 6:41 pm), caused 2 trains delayed. The vehicle on the 7<sup>th</sup> (Redwood City Station @ 10:03 pm), caused 2 trains delayed. The vehicle on the 28<sup>th</sup> (16<sup>th</sup> St., San Francisco @ 8:05 pm), caused 3 trains delayed.
  - **Mechanical Delays** – In February 2025 there was 64 minutes of delay due to mechanical issues and 179 issues due to mechanical EMU issues.
  - **Trespasser Strike** – There was one trespasser strike in February, resulting in a fatality. The strike on the 8<sup>th</sup> (Glenwood Ave., Redwood City @ 6:46 pm), caused 1 train terminated, 1 train annulled & 10 trains delayed.
- **January:** The January 2025 OTP was 89.2% compared to 82.2% for January 2024.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 2<sup>nd</sup> (Sunnyvale Ave., Sunnyvale @ 1:19 am), caused no trains delayed. The vehicle on the 13<sup>th</sup> (Mary Ave., Mountain View @ 7:48 pm), caused no trains delayed. The vehicle on the 18<sup>th</sup> (16<sup>th</sup> St., San Francisco @ 12:06 am), caused 2 trains delayed. The vehicle on the 21<sup>st</sup> (Sunnyvale Ave., Sunnyvale @ 6:07 pm), caused 6 trains delayed.
  - **Trespasser Strike** – There was one trespasser strike in January, resulting in a fatality. The strike on the 31<sup>st</sup> (UPRR Territory @ 6:46 pm), caused 1 train terminated.

## [Caltrain's Celebration Train Makes Annual Trip Commemorating Martin Luther King, Jr. Day](#)

The dream lived on as the Caltrain NorCalMLK Celebration Train traveled up the Peninsula from San Jose to San Francisco on Monday, Jan. 20.

The Celebration Train provided free service for those who wish to attend the annual observance of the life and legacy of Dr. King in San Francisco hosted by the Northern California Dr. Martin Luther King, Jr. Community Foundation (NorCalMLK). There were onboard activities for those in attendance during the trip, including a free giveaway for the children.

## [Caltrain Announced New Schedule](#)

Caltrain implemented a new weekday and weekend schedule on Monday, Jan. 27. Most changes to the schedule were minor, one to two minutes, and will provide improved on-time performance and address customer feedback. Two trains will depart four minutes earlier, and one morning train will depart San Francisco Station 25 minutes earlier, affecting BART transfer timing at Millbrae.

BART is timing its late evening Millbrae service that runs every 15 minutes to line up with Caltrain's service every 30 minutes. VTA is making changes to match both BART's and Caltrain's schedule changes to ensure timed transfers are maintained at various locations across the South Bay and Peninsula.

## [Caltrain Partners with the NBA for All Star Weekend at Chase Center](#)

Caltrain is proud to have partnered with the NBA for All Star Weekend at Chase Center, Feb. 14-16, and stood ready to get fans to and from Chase Center to catch the action without the hassle of traffic and parking.

The All-Star Game took place on Sunday, Feb. 16, but there were events all weekend, including the Rising Stars game on Friday, Feb. 14, NBA All-Star Saturday Night on Saturday, Feb. 15, and concerts all weekend long.

## Caltrain's Electric Fleet More Efficient Than Expected

Caltrain announced at its monthly Board of Directors meeting that regenerative braking on the new trains is generating and sending back to the electric grid approximately 23% of the energy consumed by the system. The new electric trains are outperforming Caltrain's original projections, which is welcome news for a public agency that holds sustainability as a core value.

Originally estimated to cost approximately \$19.5 million annually, Caltrain's electricity use since the launch of electric service averages 207 MWh on weekdays and 175 MWh on weekends, revising cost estimates to \$16.5 million. With the agency expecting approximately \$6 million annually in energy credits from the California Air Resources Board's Low Carbon Fuel Standard Program, the first year of electric service will have lower fuel costs than the previous diesel service.

## End of 2024 Shows Growing Caltrain Ridership

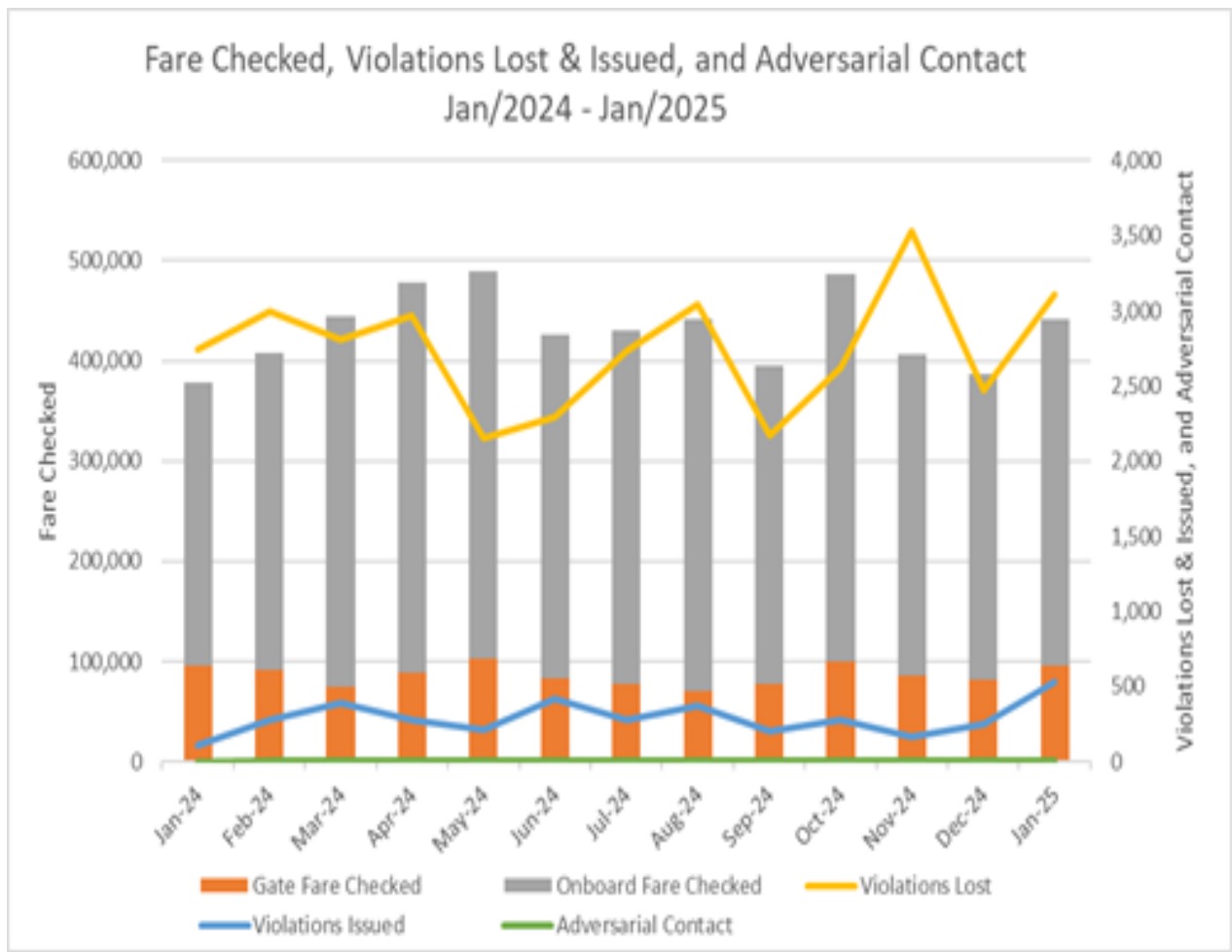
Despite the winter weather, Caltrain's ridership continues to show major gains, with December 2024 having over a half million passengers, a 41% increase over December 2023. Since the launch of electric service in September 2024, the agency has been reporting its best ridership numbers since the beginning of the COVID-19 pandemic.

Caltrain had more than 588,000 passengers last month, a substantial increase from 416,000 in December of last year. Average Weekday Ridership stood at just over 24,000, a 39% increase from last December, following October's increase of 38% and November's 24% increase. Weekend ridership is also standing strong since service was doubled at launch, with Saturdays seeing a 62% increase and Sundays an 85% increase from last December, nearly at pre-pandemic levels.

"Electric service is continuing to deliver on its promise," said Caltrain Executive Director Michelle Bouchard. "We are providing a fast, convenient, modern service, and many people who are tired of sitting in gridlock on 101 are getting onboard and experiencing the future of travel firsthand."

## Fare Enforcement Report – March 2025

In January 2025, Caltrain conductors performed a total of 442,172 fare inspections at the terminal and onboard the trains. During this period, 3,105 violations were lost because the rider didn't provide identification and 528 violations were issued. Eight incidents were reported as adversarial contact.



## Special Services Ridership Report (February)

### **San Francisco Station**

- Total event-day ridership at San Francisco Station in February was 11,131, a 518% increase compared to 2024 (1,801).
  - In February 2025 there were 7 events (3 Warriors games, Lunar New Year Parade, and 3 NBA All-Star nights), compared to 5 in 2024.
  - Due to tunnel closures as part of the Peninsula Corridor Electrification Program, there were no special event counts at San Francisco in 2019.

### **San Jose Diridon Station**

- Total event-day ridership at San Jose Diridon Station in February was 1,061, a 99.8% increase compared to 2024 (531), and a 7.3% decrease from 2019 (1,145).
  - In February 2025 there were 3 events (3 Sharks games) compared to 4 in 2024, and 4 in 2019.

\* Methodology Change: Prior to November 2023, special event ridership was reported in terms of “additional riders.” With the rollout of a new fare media sales-based estimation methodology, special event ridership is now reported in terms of total (gross) ridership on trains before and/or after special events. Gross ridership estimates are available for special events for which additional ridership was previously reported.

## **Capital Projects:**

The Capital Projects information is current as of January 31, 2025, and is subject to change prior to the March 2025 Board meeting.

- **MP-36 Locomotive Mid-Life Overhaul Project:** This project involves performing mid-life overhaul of six MP-36-3C Locomotives. The mid-life overhaul includes complete disassembly of the main diesel engine, overhauling by reconditioning re-usable main frame components and re-assembly with new engine components and replacement of Separate Head-End Power (SEP-HEP) unit and all electrical components of the SEP-HEP compartment. All areas of the locomotive car body, trucks, wheels, and electrical components shall be reconditioned to like-new condition or replaced with new material. The project work is occurring off-site at the contractor's facility location. The 6 locomotives to be overhauled are Locomotive #'s 923, 924, 925, 926, 927 & 928. In order to maintain daily service, only 1 to 2 of these locomotives are released at a time for overhaul work that is expected to take approximately 8 months per locomotive.

January: Approved the Final acceptance of locomotive 923.

February: Monitor performance and warranty if any.

The project was transferred to Operation for warranty period.

Project will seek Management Committee approval for Gate 7: Project Acceptance next month. This will be the final Board report.

- **Guadalupe River Bridge Replacement:** JPB has extended the MT-2 railroad bridge and will replace the MT-1 railroad bridge over the Guadalupe River in San Jose. The project is located north of Willow Street and east of State Route (SR) 87 between Tamien and San Jose Diridon stations.

January: JPB staff updated and finalized 100% designs for bridge construction, temporary shoring, and river diversion plans.

February: Using the updated 100% plans, JPB staff finalized and submitted for amended permits with the US Army Corps of Engineers, the California Department of Fish and Wildlife, the San Francisco Bay Regional Water Quality Control Board, Valley Water, and the Federal Transit Administration.

**Schedule** - To align the project's construction approach and environmental permits, prior environmental permits must be amended. The resulting construction approach, allowable work hours, timelines for amended permits, and resulting project schedule are the subject of ongoing discussions with environmental permitting authorities. At this time, it is apparent that project completion will be delayed. JPB staff will continue to work with

environmental permitting authorities to determine the revised project approach and will provide an updated schedule to the Board.

**Budget** - Based on preliminary forecasts, the environmental permitting challenges discussed above will result in cost increases in excess of the current approved project budget. Anticipated drivers of cost increases are construction delays, escalation, and extended overhead, including JPB's costs for environmental and construction oversight.

- **Broadband Wireless Communications:** The project will design a broadband wireless communications system along the Caltrain corridor for the wayside train maintenance diagnostics and passenger Wi-Fi service. The project will investigate leveraging the existing infrastructure such as the Overhead Contact System (OCS) poles and JPB fiber network to communicate with passing trains. Wayside antennas may be mounted on the OCS poles at a constant interval to communicate with moving trains that will be equipped with radios and antennas.

December: Found the issue with the train roof antenna and the Electro-magnetic Interference (EMI)0. Vendor developed a software patch and uploaded the patch to all the trains. Vendor performed the system dynamic test with the software patch. Test was successful. Vendor has submitted all the closeout documentations and is under reviewed.

January: Perform JPB testing for Final Acceptance.

Schedule was delayed to correct two areas with weak radio coverage for Wi-Fi. Additional radio antennas were installed to improve coverage. Team discovered an EMI issue with the train roof antenna. A software path was successfully implemented to correct the issue.

- **Churchill Avenue Grade Crossing:** The scope includes the widening of the sidewalk to accommodate heavy bike and pedestrian traffic from local schools; relocate the pedestrian crossing gates due to the widened sidewalk; install new pavement marking and markers for vehicular traffic at the Churchill Avenue grade crossing in Palo Alto. Implement a total of 17 seconds of advance signal preemption time.

January: Vendor has submitted all the product manuals and testing results. JPB Engineering is reviewing the documents. JPB conducted its own system acceptance test. It showed 2 areas that the WiFi coverage is weak which was reported to the vendor Nomad Digital to investigate.

February: Nomad to improve the WiFi coverage in 2 locations and rerun the Acceptance Test.

- **San Mateo Grade Crossing Improvements:** This project will design and implement safety improvements including quad gates or exit gates at the 4th and 5th Ave grade crossings

in San Mateo. This project will make the two grade crossings safer for the train, motorist, and pedestrians.

January: TASI completed all trenching and conduit installation for the new signal house at 5th Ave. TASI pulled new cables for the new signal devices at 5th Ave.

February: TASI to install the new fiber lateral for the 5th Ave signal house. TASI to cutover the new signal house at 5th Ave. TASI to set the new signal houses in place at 4th Ave.

- **Next Generation Visual Messaging Signs (VMS):** Full replacement of existing obsolete VMS at 22 selected stations between San Francisco and Tamien. The current VMS signs are no longer supported by the manufacturer and the predictive arrival and departure system (PADS) is becoming obsolete. Research will be done to determine whether it's best to replace the signs that will work with the current predictive arrival and departure system (PADS) or replace signs for the next generation passenger information system.

January: Completed as-built drawing and received the Notice of Completion stamped by San Francisco County, Santa Clara County, and San Mateo County. Preparing the closeout package for project turnover.

February: Complete the closeout package and transfer the project to operation.

- **San Francisquito Creek Emergency Bank Stabilization:** Stabilize and protect the northern bank of the San Francisquito Creek to prevent erosion from undermining the northern abutment of Caltrain's existing San Francisquito Creek Bridge, the northern foundations of the Alma Street Bicycle Bridge owned by the City of Palo Alto, and an existing drainage outfall owned by the City of Menlo Park.

January: JPB submitted permit applications to CDFW and RWQCB, with the environmental team addressing agency questions. RWQCB requested in-kind mitigation, and the team is evaluating feasible options. The design team conducted geotechnical investigations to refine the temporary shoring design and submitted revised 100% drawings along with the river diversion and dewatering plan.

February: The design team will finalize the geotechnical memo and indicative shoring design. JPB will review the revised 100% design documents. The project team will continue working with resource agencies on permit approvals and collaborate with RWQCB to establish an acceptable in-kind mitigation approach. Additionally, detailed project cost estimates will be developed.

**Schedule:** JPB staff are evaluating permit approvals and IFB timelines against allowable in-stream work windows. Permit approvals may postpone the permanent stabilization project until the 2026 dry season. Engineering has reviewed the temporary stabilization and concluded that it is sufficient to accommodate this potential schedule change.



- **San Mateo Replacement Parking Track:** The project involves the preparation of an amendment to the previously obtained environmental clearance report and final design of a "set out track" to replace the one that was removed in the Bay Meadows area to facilitate the construction of the 25th Ave. Grade Separation Project. The track, which will be located between 10th and 14th Aves., will be accessed from 9th Ave., approximately 1,000 feet in length and have a single switch.

Electrification is not part of the base funding plan. Supplemental funding will be needed to electrify the replacement parking track.

January: SWI achieved final completion of the construction scope. Post construction sound and vibration monitoring occurred late January.

February: Reporting of post-construction sound and vibration monitoring will occur in February.

- **Mini-High Platforms:** The project scope will include installation of the precast platforms and modifications as needed to the existing infrastructure as needed to accommodate the installation. Grounding and bonding will be required at all the stations within the areas that will be electrified.

Project will allow for more efficient ADA access to passenger vehicles for patrons decreasing dwell time thus improving service for all passengers and reducing operating costs.

January: Work is on hold after termination of the Contractor. Project team have been working on the close out and getting TASI under contract to finish the work.

February: Issue a WDPR to TASI for completing the remaining construction work(Belmont, Tamien and Option 1 Stations). Additionally, issue a WDPR for flagging within UPRR territory.

The Project Estimate at Completion (EAC) and Schedule will be updated following the termination of the construction contract and the issuance of a WD for TASI to complete the remaining construction work. The Project Manager will present these updates to the Management Committee.



# Caltrain Ridership Dashboard Introduction

## Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

## Estimation Methodology

- *Prior to April 2020: Ridership was estimated with a model that used a combination of Annual Count and ticket sales data*
- *April 2020 - October 2023: Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts*
- *November 2023 - December 2024: Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation*
- *January 2025 and on: Based on results of the 2024 Origin & Destination Survey, the fare media model's estimated monthly pass ridership was increased from 26 to 37 trips/pass/month (weighted by days of week)*

## Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10<sup>th</sup> of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10<sup>th</sup>, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



## Caltrain Ridership Estimates Download

[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
1. Caltrain Monthly Ridership Estimates	Monthly estimates of total system-wide ridership (beginning July 2017).
2. Caltrain Monthly AWR Estimates	Monthly estimates of system-wide AWR (beginning July 2017).
3. Caltrain Monthly Ridership Estimates – Fare Media Detail	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
4. Caltrain Monthly Ridership Estimates – Origin Station Detail	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
5. Caltrain Calendar	Caltrain day type assignments used to calculate averages.



## Ridership Executive Summary - Feb 2025

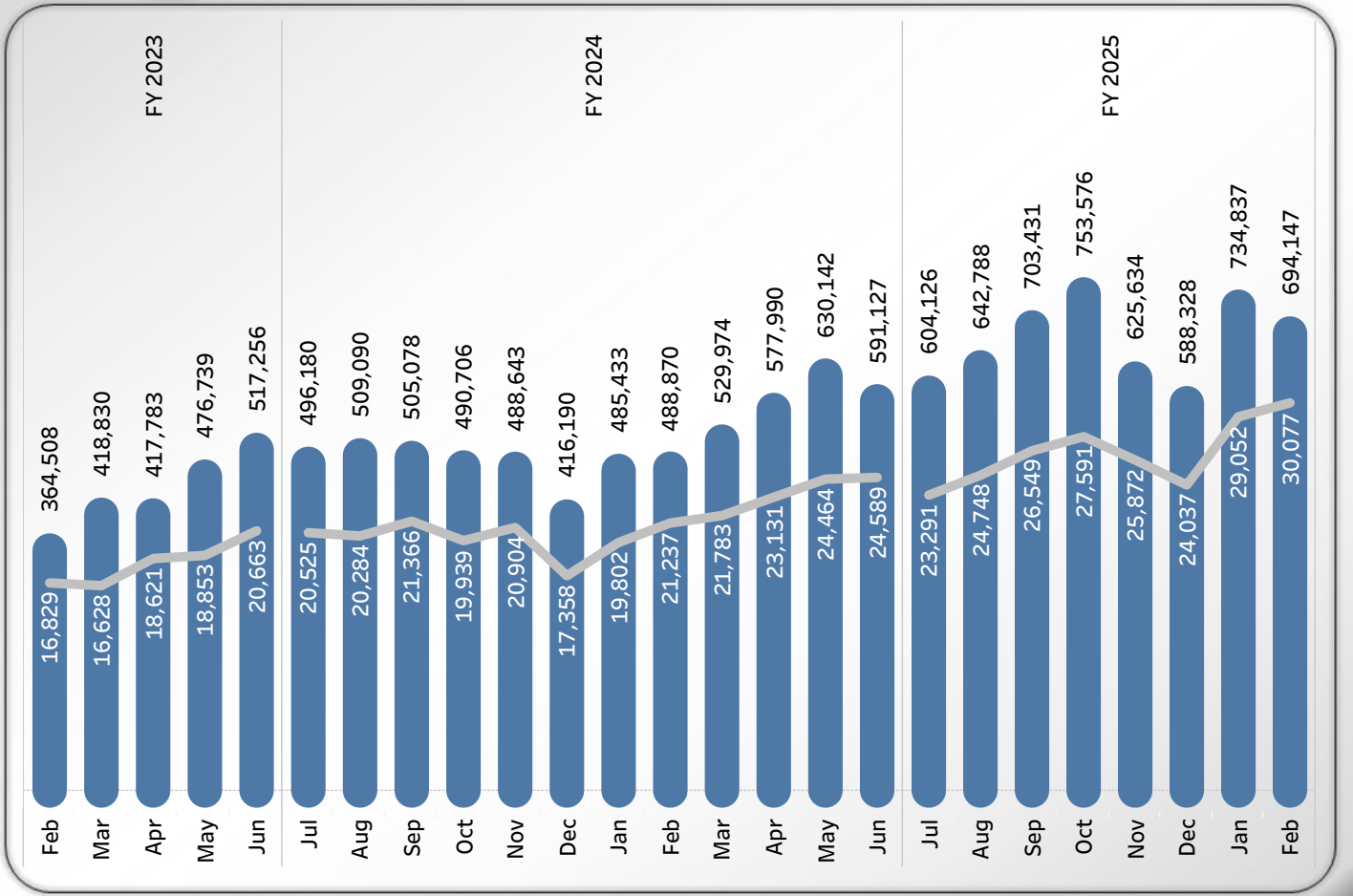
<u>Monthly Performance</u>	Current Year Feb 2025	Pre-Pandemic Feb 2020	Feb 2025 % of Pre-Pandemic	Last Year Feb 2024	Feb 2024 to Feb 2025 % Change
Total Ridership	694,147	1,406,951	49.3%	466,192	+ 48.9%
Average Weekday Ridership	30,077	67,218	44.7%	20,103	+ 49.6%
Average Saturday Ridership	15,521	15,164	102.4%	8,365	+ 85.6%
Average Sunday Ridership	11,734	10,797	108.7%	6,006	+ 95.4%

<u>Fiscal YTD Performance</u>	Current Year Feb 2025	Pre-Pandemic Feb 2020	Feb 2025 % of Pre-Pandemic	Last Year Feb 2024	Feb 2024 to Feb 2025 % Change
Total Ridership	5,346,867	12,534,948	42.7%	3,857,513	+ 38.6%
Average Weekday Ridership	26,377	68,623	38.4%	20,159	+ 30.8%
Average Saturday Ridership	14,270	15,523	91.9%	7,731	+ 84.6%
Average Sunday Ridership	11,932	11,077	107.7%	6,018	+ 98.3%



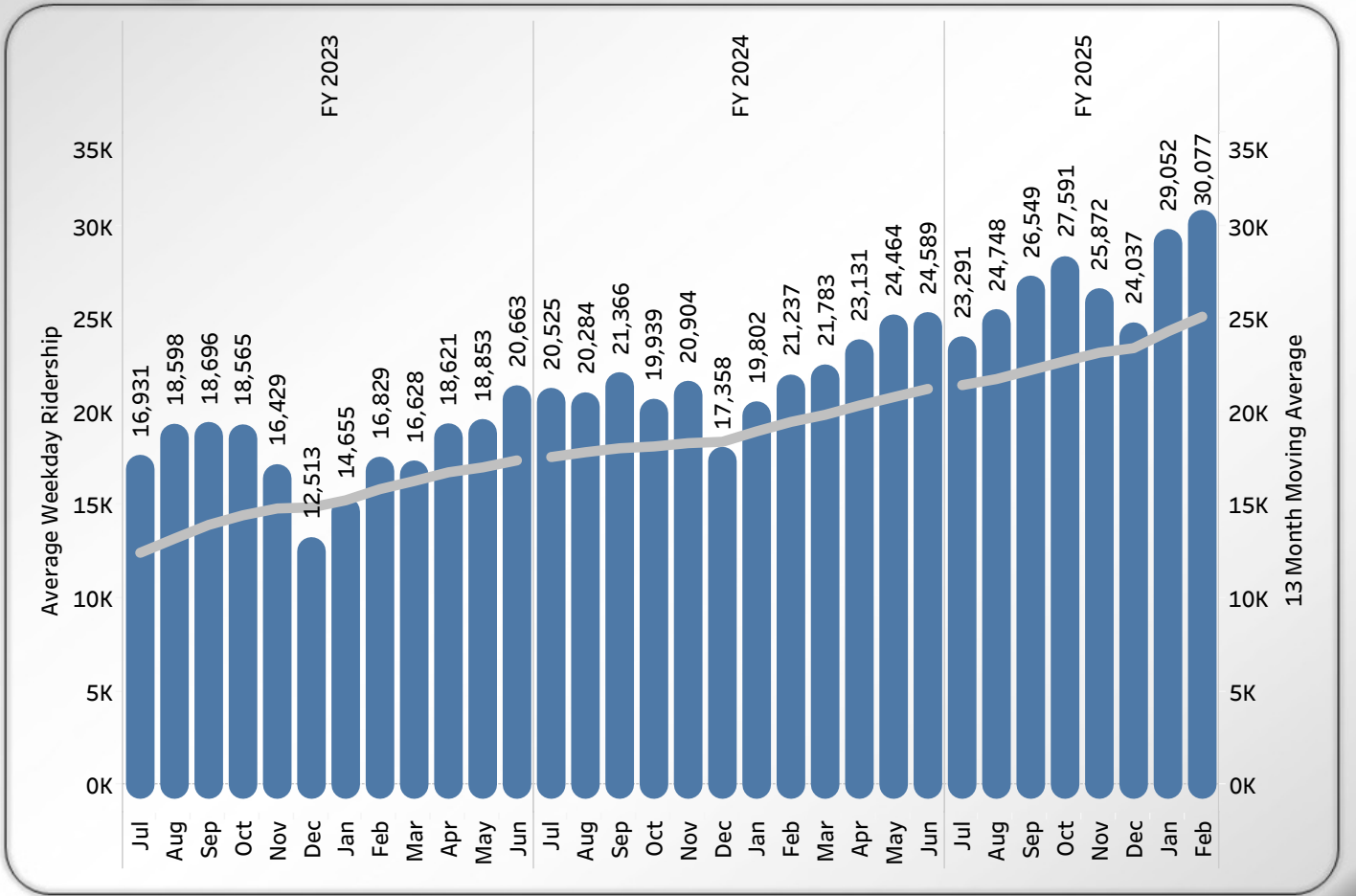
# Total Ridership and Average Weekday Ridership - Feb 2025



Legend | Total Ridership | AWR



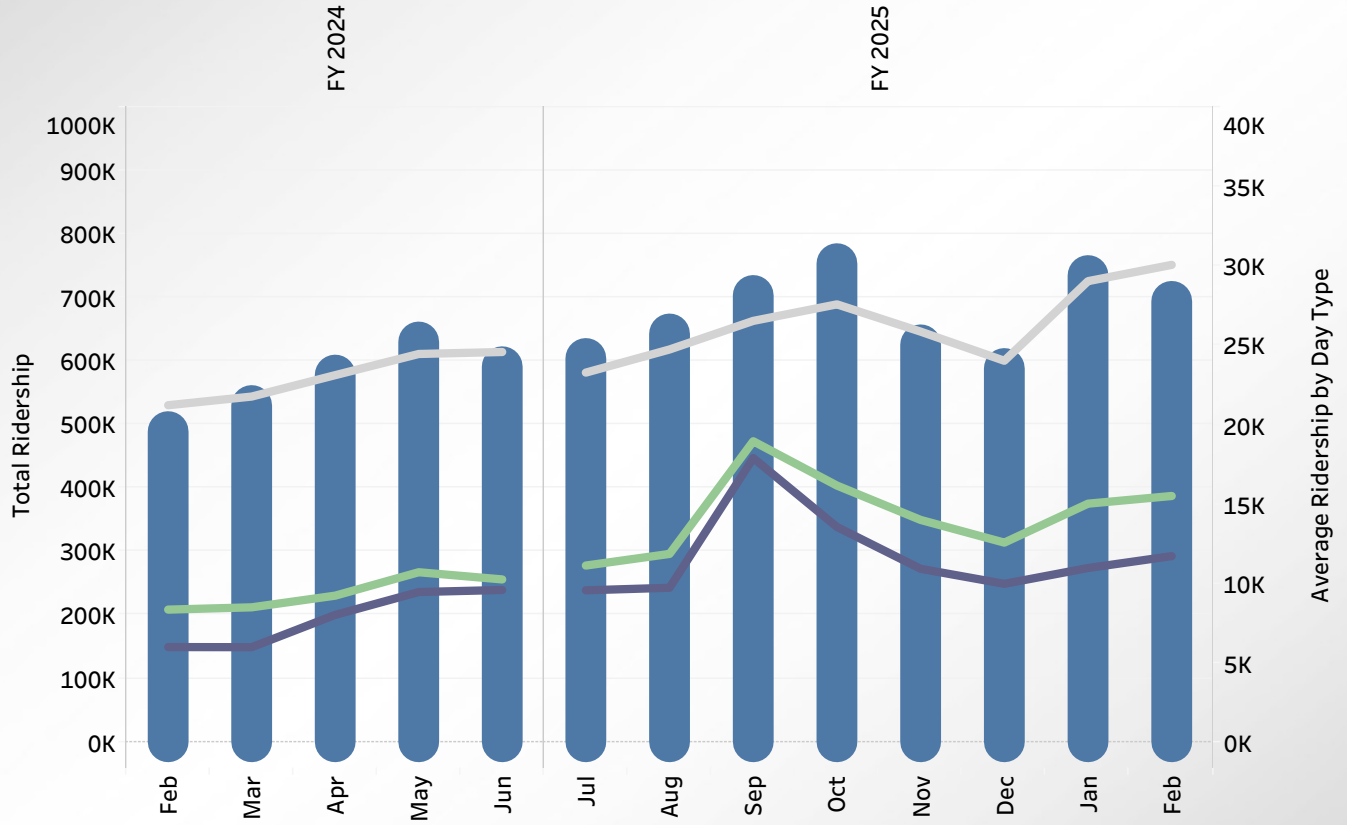
# Average Weekday Ridership & 13 Month Average - Feb 2025



Legend | AWR | 13 Month Moving AWR



# Total Ridership & Average Ridership by Day Type - Feb 2025



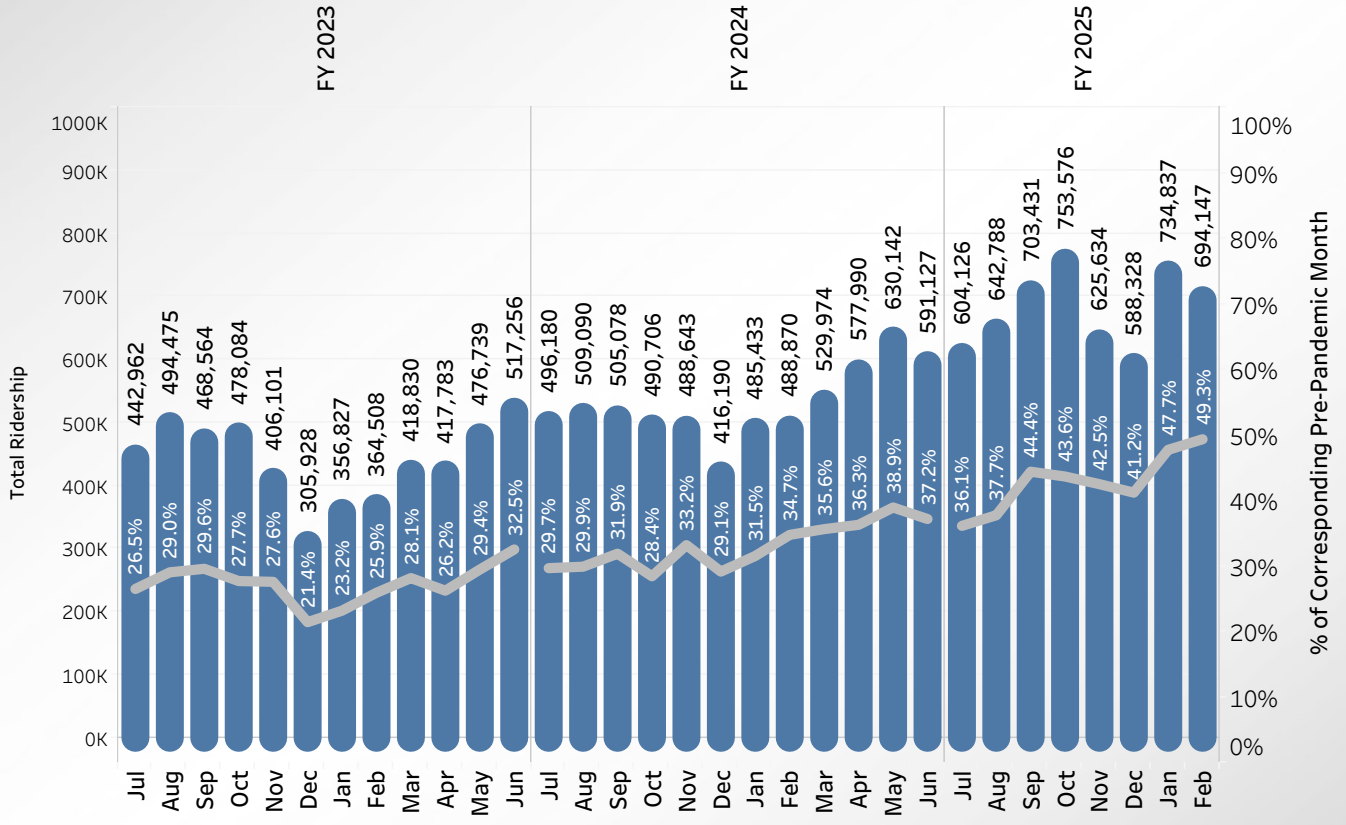
*Free fares offered to all passengers on opening weekend of electrified service.*

*Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.*

Legend | Total Ridership | Weekday | Saturday | Sunday



# Total Ridership & % of Pre-Covid Month Ridership - Feb 2025



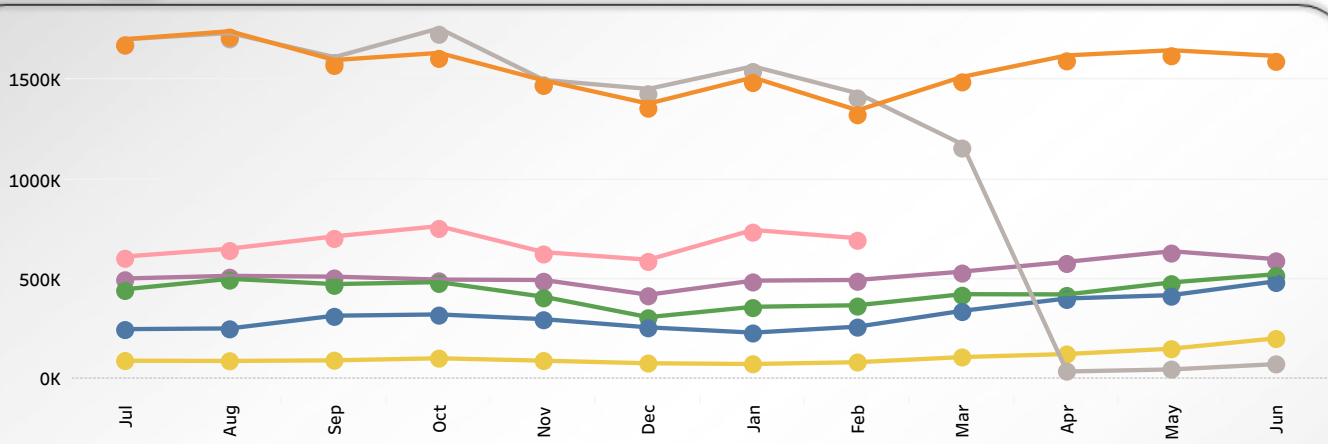
This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

Legend | Total Ridership | % of Corresponding Pre-Pandemic Month





# Caltrain Total Ridership - Feb 2025

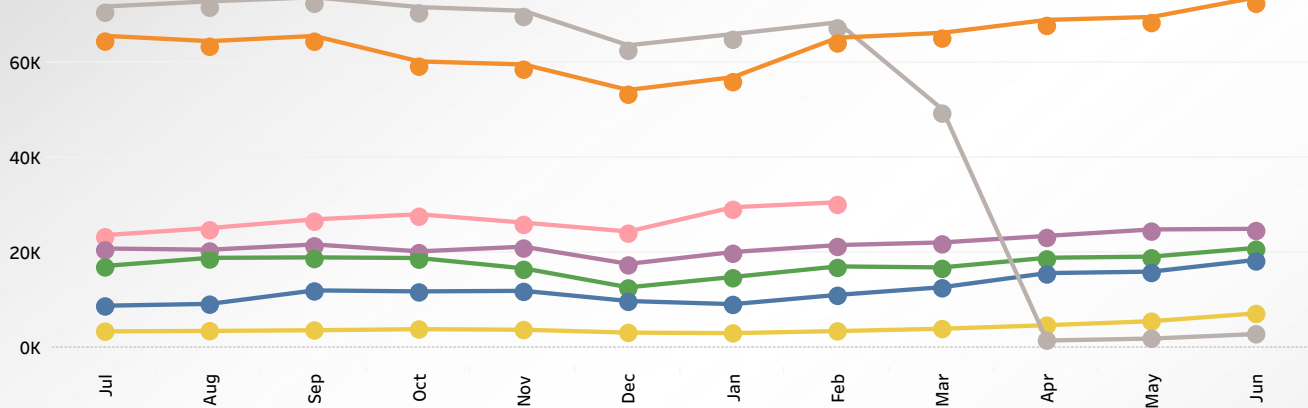


	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
<b>Jul</b>	1,673,035	1,672,672	91,703	246,902	442,962	496,180	604,126
<b>Aug</b>	1,712,362	1,703,334	90,538	250,434	494,475	509,090	642,788
<b>Sep</b>	1,570,308	1,584,833	93,486	313,026	468,564	505,078	703,431
<b>Oct</b>	1,605,671	1,726,436	103,686	319,258	478,084	490,706	753,576
<b>Nov</b>	1,470,239	1,472,693	91,699	296,065	406,101	488,643	625,634
<b>Dec</b>	1,356,071	1,428,363	79,078	255,679	305,928	416,190	588,328
<b>Jan</b>	1,484,727	1,539,666	75,485	229,746	356,827	485,433	734,837
<b>Feb</b>	1,323,427	1,406,951	84,365	259,190	364,508	488,870	694,147
<b>Mar</b>	1,487,889	1,156,388	109,519	337,078	418,830	529,974	
<b>Apr</b>	1,593,266	38,584	124,522	397,753	417,783	577,990	
<b>May</b>	1,618,825	48,745	150,923	414,196	476,739	630,142	
<b>Jun</b>	1,590,653	74,908	201,872	482,691	517,256	591,127	

■ FY 2019   
 ■ FY 2020   
 ■ FY 2021   
 ■ FY 2022   
 ■ FY 2023   
 ■ FY 2024   
 ■ FY 2025



# Caltrain Average Weekday Ridership - Feb 2025



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
<b>Jul</b>	64,435	70,493	3,419	8,721	16,931	20,525	23,291
<b>Aug</b>	63,340	71,557	3,517	9,096	18,598	20,284	24,748
<b>Sep</b>	64,405	72,387	3,654	11,881	18,696	21,366	26,549
<b>Oct</b>	59,159	70,360	3,873	11,673	18,565	19,939	27,591
<b>Nov</b>	58,523	69,607	3,760	11,787	16,429	20,904	25,872
<b>Dec</b>	53,258	62,480	3,162	9,687	12,513	17,358	24,037
<b>Jan</b>	55,897	64,806	3,058	9,044	14,655	19,802	29,052
<b>Feb</b>	64,041	67,218	3,484	10,956	16,829	21,237	30,077
<b>Mar</b>	65,057	49,276	3,965	12,539	16,628	21,783	
<b>Apr</b>	67,728	1,536	4,693	15,451	18,621	23,131	
<b>May</b>	68,326	1,935	5,521	15,757	18,853	24,464	
<b>Jun</b>	72,370	2,871	7,143	18,187	20,663	24,589	

■ FY 2019   
 ■ FY 2020   
 ■ FY 2021   
 ■ FY 2022   
 ■ FY 2023   
 ■ FY 2024   
 ■ FY 2025



# Ridership Type Trip Distribution

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>

## Select Month

February 2025

## Total Monthly Trips\*

February, 2025: 694,147

## TIP:

Click an item below to filter the dashboard.  
Press "esc" to clear filter.

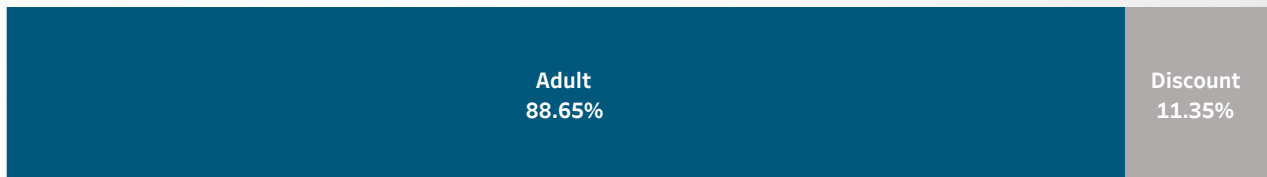
### Pass Type



### Fare Media Channel



### Fare Type



\*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine



# Caltrain Total Ridership by Origin Station

Select Month

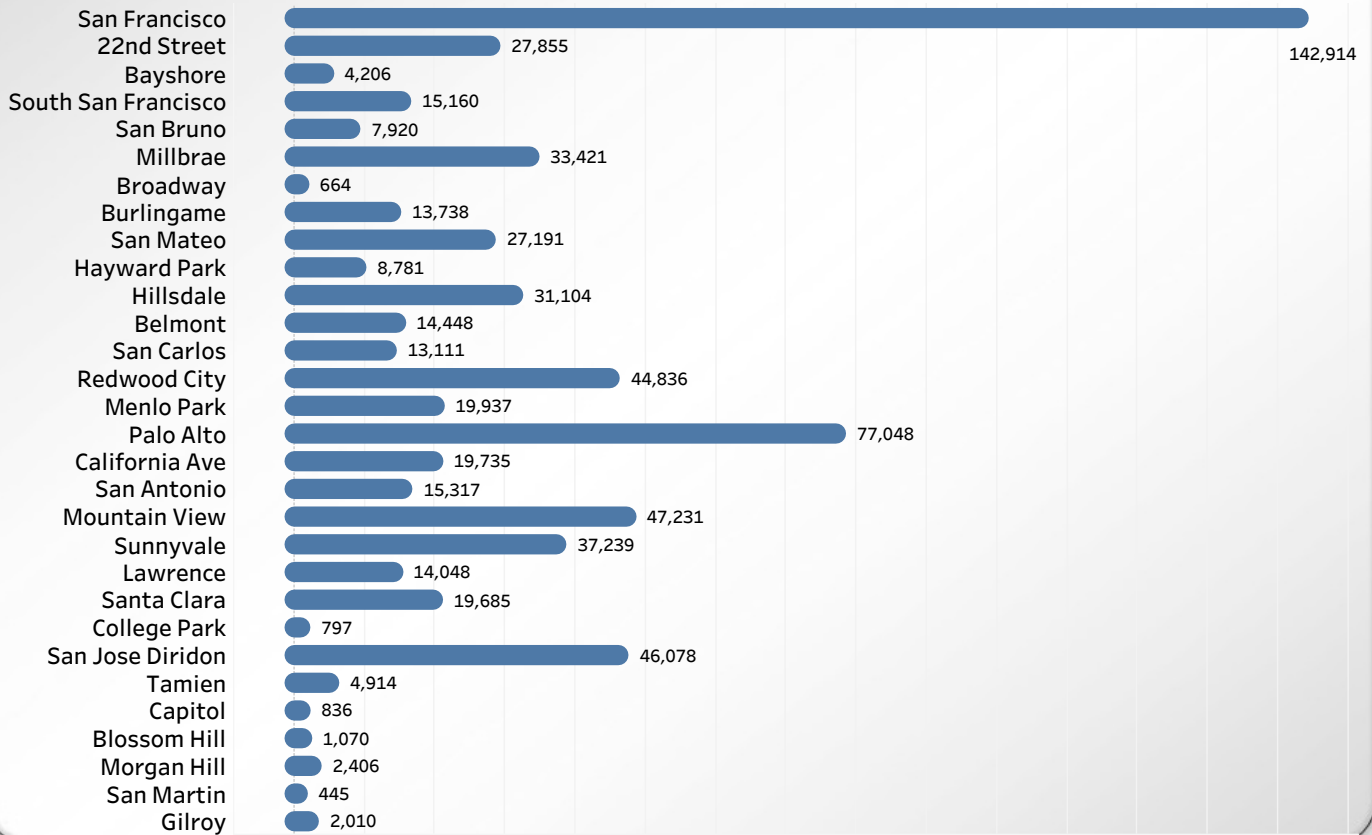
February 2025

Select Origin Stations

All

Sort By

Geography



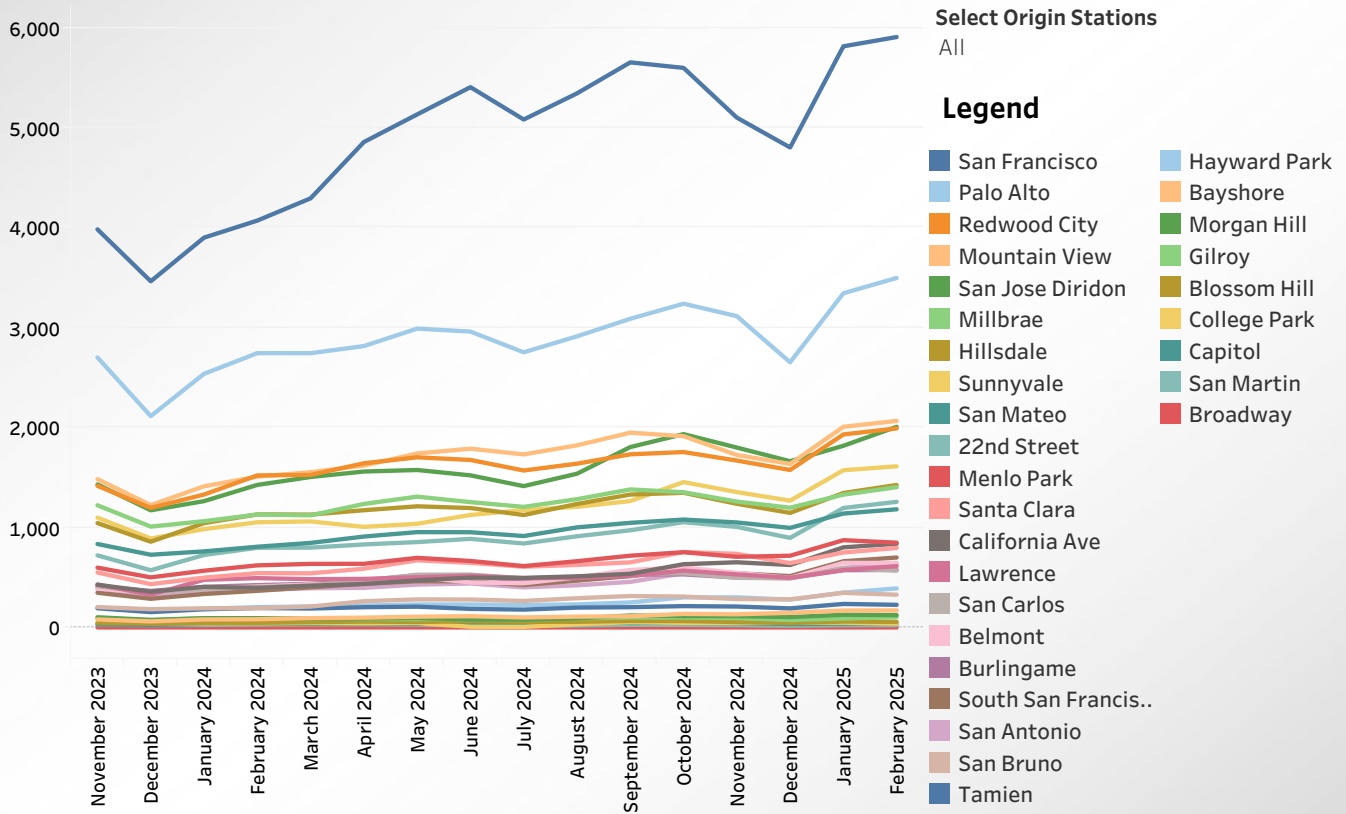
Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



# Caltrain Average Weekday Ridership by Origin Station

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



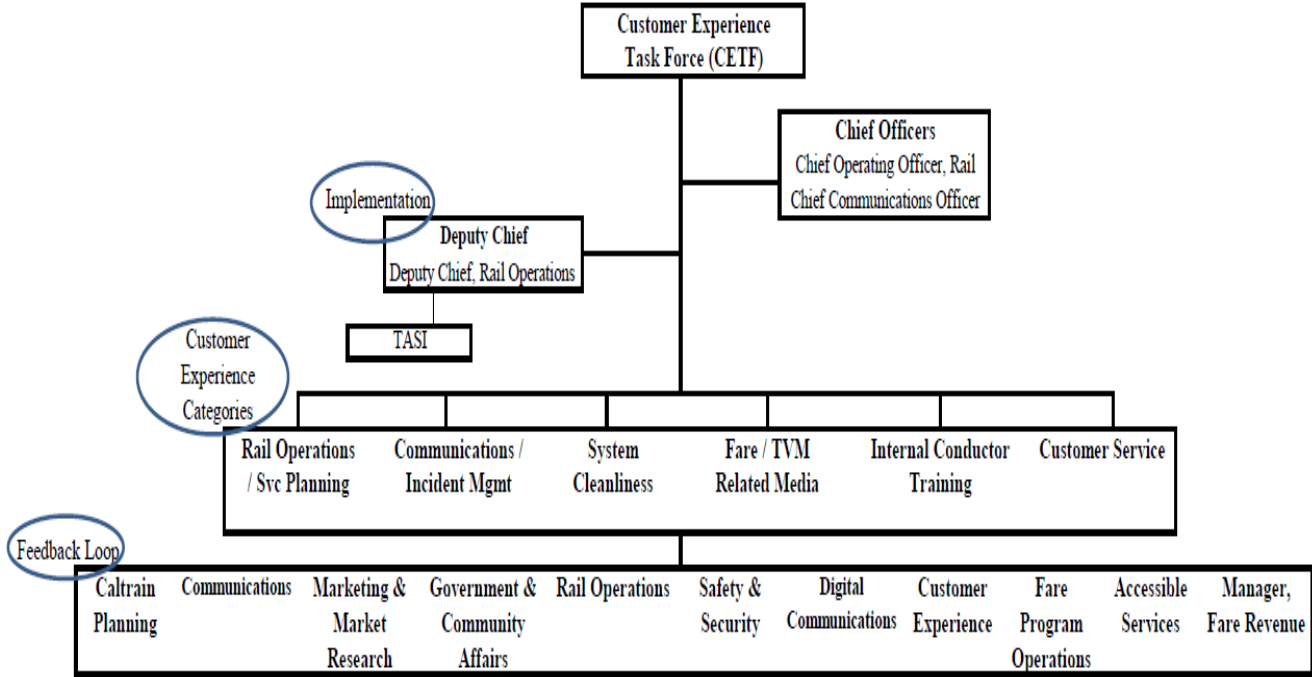
**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)**  
**CITIZENS ADVISORY COMMITTEE (CAC)**  
**STAFF REPORT**

**TO:** JPB CAC

**FROM:** John Hogan  
 Chief Operating Officer

**SUBJECT:** **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen’s / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



## Service Operations

The taskforce is spearheading efforts:

- Caltrain implemented minor schedule changes for weekdays and weekend on Monday, January 27, 2025. Staff is monitoring on-time performance and customer feedback to determine what adjustments may be needed in August 2025.

## Communications/Incident Management (CICS)

The taskforce is spearheading efforts:

- Software upgrade performed to the Predictive Arrival and Departure System and provided fixes to the system. Will continue to monitor.
- Vehicle signage improvements to be implemented with the new EMU's with electrification.
- Global Positioning System application is available for train tracking on [Caltrain website](#).

## Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

## Customer Experience

- **Fare compliance:** Per Board recommendation, we are updating the train announcement regarding fare compliance. *"Caltrain is a proof of payment system. Please have your ticket, Clipper card or mobile phone ready for inspection. Failure to comply will result in a \$75 administrative citation."*
- **Driving Ridership:** We've been connecting with fans at key events like Giants Fan Fest and a station outreach for a Warriors game to encourage Caltrain travel. March outreach continues at Bay FC's home opener, plus Giants exhibition & home opener games.
- **Easier Boarding, Better Ride:** Riders have struggled to locate bike storage, restrooms, and seating on electric trains. New station and onboard signage will improve wayfinding, and we're exploring expanding service alerts to Threads and Bluesky.



- **Cyclists & scooter riders:** Scooter courtesy campaign launched on social to remind customers to keep the aisles clear for safety, and where they can store foldable scooters. The pilot program showing where to board is rolling out to all stations—helping everyone board smoothly and safely. Stations will begin installations this spring.



### Marketing Customer Communication

- **Electrification:** Bay Area Shows Overwhelming Approval for Caltrain Following Electric Train Launch. With over an 82% favorability rate, that's truly electrifying!
- **Events:** NBA All Star Weekend, Black History Month, Transit Equity Day.
- **Digital Communications:** Continued Destination Downtown – a social media campaign meant to target current and new riders by showcasing different places along the corridor, Promoted NBA All Star Weekend, Black History Month, helped support the Samtrans' transit equity day celebration at the Domini Hoskins Museum.



- Messaging Highlights:
  - Black History Month – Staff Spotlights
  - Transit Equity Day
  - Destination Downtown – Social Media Campaign
  - NBA All Star Weekend partnership
  - Valentine’s Day – Customized Cards

**Government and Community Affairs - Community Outreach Efforts**

- Bike Security Outreach Effort
  - The bike security outreach effort continues to bring the following departments together—Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police—to collect and examine data; develop and implement a process to adequately examine and consider the bike community’s concerns and explore potential solutions to improve bike security at stations and onboard. On board outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at San Francisco station, the bike room at Palo Alto, and over 300 e-lockers available throughout the corridor.
  
- On Demand Electronic Bike Lockers
  - Site planning is beginning a new order of e-lockers to serve stations with a growing demand and to put e-lockers near additional station entrances. The next round of e-lockers will be installed in early 2025.
  - More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
  - Outreach:
    - At a February 11 outreach event, key pain points in customer education were identified. Bike cars filled at 22nd Street, leaving some riders unable to board, while San Francisco station still had 25 open spots. Many riders were unaware of e-lockers, free bike valet, or the electric train’s schedule benefits. Staff look into potentially improving promotion, especially from San Francisco to Palo Alto.
  
- Bike Parking Vendor
 

Designs are being finalized for bike room upgrades at both Menlo Park and Redwood City stations. Existing structures would get security upgrades, new bike racks and an access kiosk for people to lock up their bikes in a controlled access area. Upgrades would be in by late summer 2025.
  
- Mini-High Platform Project
  - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, we

obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.

- The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Currently, passengers needing mobility assistance use manual wayside lifts at these stations, which require frequent maintenance and can disrupt train schedules.
- To date, the pre-casting phase for the mini-high platforms at Bayshore, Hayward Park, Burlingame, California Avenue, San Antonio, and Lawrence stations has been completed. Construction work at these stations was finalized in November, and Bayshore, Burlingame, California Avenue, and San Antonio stations are now open and in service. For Tamien and Belmont stations, construction is expected to be completed in spring 2025. The remaining stations—Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops)—are scheduled to have their mini-high platforms completed at various times throughout 2025.

### **System Cleanliness**

The taskforce is spearheading efforts to:

- Continue to monitor process improvement procedures to ensure equipment cleanliness.
- Continue to analyze results from customer/passenger survey and Train Ride evaluations to possibly implement processes improvements to enhance the customer experience, both onboard trains and at train stations.
- Implementing Station improvements to maintain a consistent look amongst all Caltrain stations.
- To improve restroom service frequency, honey wagons have been purchased, and a new dump station has been installed, expanding service locations to include CEMOF, San Jose Diridon, and San Francisco stations. This enhancement supports more efficient toilet maintenance.

### **Station Improvements**

The taskforce is leading initiatives to enhance the station experience, focusing on the following key areas:

- Consistent System-Wide Appearance:
  - Efforts are underway to standardize the appearance of stations across the network.
- State of Good Repair (SOGR):

- The station team is actively upgrading station amenities to provide a better and more enjoyable experience for riders using the new electric train.
- Station Signage:
  - New standard directional signage on center track fence:
    - Installation is in progress to provide clear platform directions, using terms like "northbound" and "southbound" to help guide passengers to their destinations.
- San Bruno Parking Lot Signage:
  - Finalizing the installation of new signage to enforce parking regulations in compliance with the current California Vehicle Code (CVC).
- Station Mini-High Platforms: This project is currently on-hold.
  - Mini-high platforms are being installed at 13 stations to improve accessibility and to better serve passengers with a mobility device in accordance with Americans Disability Act (ADA).
- Parking Lot Striping and Stall Numbering:
  - To improve visibility and ease of navigation for passengers, striping and numbering projects are currently on-going at the following stations:
    - San Francisco Employee Parking Lot striping and numbering project started on February 6, 2025
    - Hayward Park will follow with completion expected in March 2025.
- New Trash Cans:
  - As part of the station beautification effort, new trash cans have been installed at the following stations:
    - San Bruno - 12
    - Palo Alto - 14
    - Hayward Park - 12
    - Menlo Park - 2
    - Bayshore - 10
  - Additional Trash Cans:
    - Additional trash cans will be installed at California Avenue or 22nd Street stations with an estimated completion in 2025.

- Throne Restrooms:
  - As part of a pilot program, Caltrain will install Throne Labs smart restrooms at two stations:
    - Redwood City Station
    - Sunnyvale Station
  - These restrooms are solar-powered units designed for quick installation and easy maintenance. Features include:
    - Touchless soap dispensers and sinks
    - Enhanced ventilation
    - Daily cleanings by staff
    - Baby changing stations
    - ADA-accessible
    - Free menstrual products
  - Access to these restrooms is available during station service hours. Entry is managed via a QR code scan or a text message from your phone, ensuring security and ease of use. The QR code and text instructions are on the outside of the restroom.
  - This pilot program aims to assess the effectiveness of these facilities in meeting passenger needs. We will monitor usage and gather feedback to determine the success of this pilot

**JPB CAC Work Plan**

January 15, 2025

- Strategic Financial Plan
- Caltrain Customer Satisfaction Survey
- Safety Quarterly Update

February 19, 2025

- State & Federal Legislative Updates
- Customer Service Initiatives

March 19, 2025

- Measure RR Public Hearing
- Go Pass & Partnership updates
- Receive Update on Caltrain Strategic Sustainability Plan and Caltrain Climate Vulnerability Study

April 16, 2025

- Safety Quarterly Update
- Wireless Crossing
- Service Vision Update

May 21, 2025

- Ridership Growth Strategy
- Service Vision Update

June 18, 2025

- Ridership and Service Planning Update
- 

July 16, 2025

- Safety Quarterly Update
- Service Vision Update

August 20, 2025

- 
- 

September 17, 2025

- 
- 

October 15, 2025

- Safety Quarterly Update
- 

November 19, 2025

- 
- 

December 17, 2025

- 
- 

**Requested items for future meetings:**

- Service expansion
  - Service and ridership south of San Jose, including blended corridor
  - Downtown Extension
- Electrified Service Risk Management Strategy
- Distance Based Fares
- Grade Crossing Strategy – 2025
- Level Boarding
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler
- TASI (operating) come in person and provide an overview of their job, requested by Chair, Adrian Brandt