

***Report of the
Executive Director***

**JPB Board Meeting
April 3, 2025**



OTP and Ridership

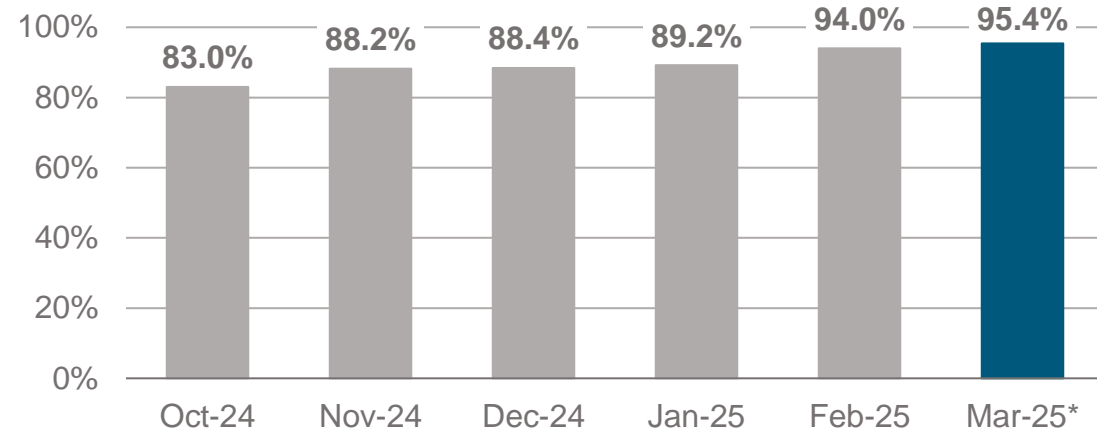
Achieved 95.4% OTP in March, based on preliminary data*

- First time hitting 95% goal since Nov 2021

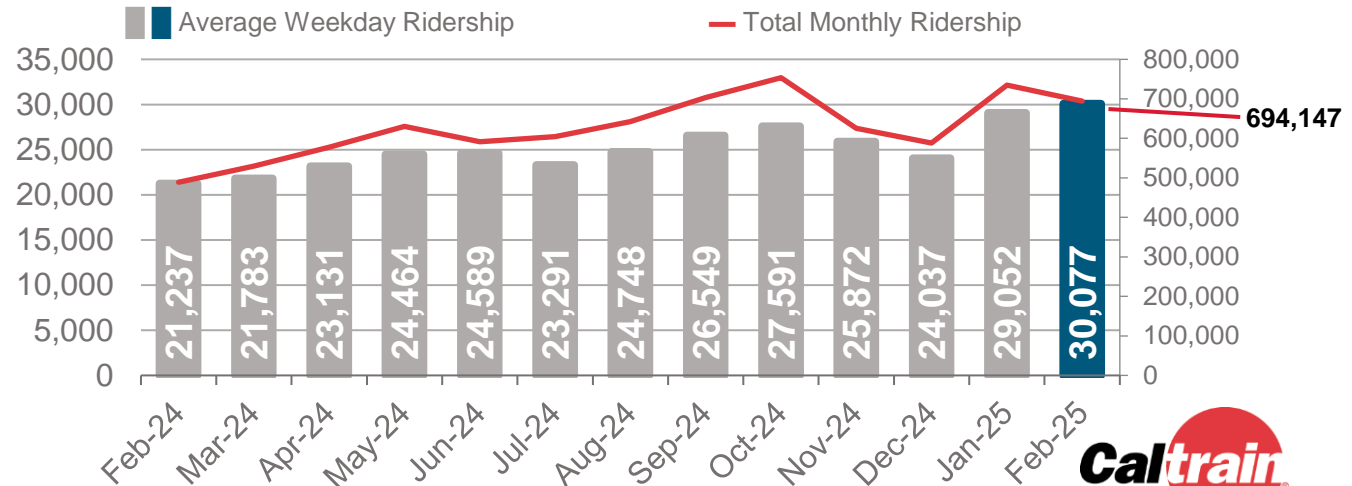
694k Passengers in February

- New high of 49.3% recovery
- Weekday Ridership High of 30,077, +42% vs Feb 2024
- First time >30k since the pandemic
- February had 3 fewer weekdays than January, hence lower total

Monthly On-Time Performance Since Electrification Launch



Ridership in the Past Year



Trespasser Prevention Safety Plan

Caltrain is advancing a robust Trespasser Prevention Safety Plan to eliminate vehicle and trespasser strikes, including suicides:

- **Education**
- **Engineering**
- **Enforcement**

The Plan is a critical element of a larger Caltrain Strategic Safety Plan, which will utilize a data-driven approach to system safety and a funding plan for improvement projects.

Updates in June, September, and November before adopting Final Plan in December.



Budget Discussions

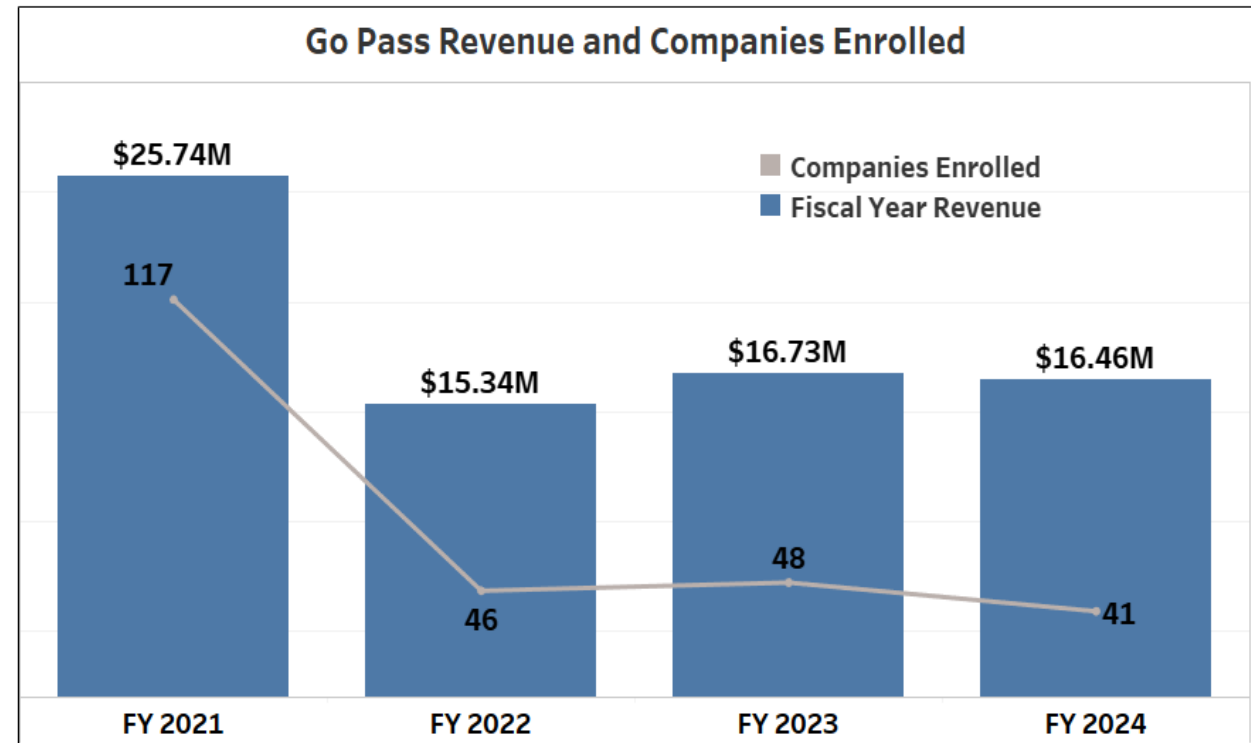
Fiscal Year 26/27 Budget Discussions

- April Finance Committee (Information)
- May Board (Information)
- May Finance Committee (Action)
- Late May Board Workshop (Information)
- June Full Board (Action)



Fare Structure & GoPass

- Current GoPass Program is struggling
- Staff has done significant market research and outreach to get feedback from former & existing customers since early 2024
- Staff has brought forward a series of recommendations, subject to finalization and Board approval, to recast the GoPass program



Fare Structure & GoPass Continued

Fare Structure Changes

- Remove GoPass pricing and sections authorizing the Executive Director authority to set pricing and terms for GoPass and institutional pass agreements
- Provides flexibility to adjust framework and adapt pricing to market demand and employer needs, especially during the rollout of the new tiered pricing.

Implementation Timeline

- Business development and outreach: Spring–Summer 2025
- Price finalized and publicly shared by Sept 2025
- Begin enrollment: Fall 2025

Ongoing reporting:

- Quarterly to Executive Director
- Semi-annually to Board



Funding – Regional Measure

- SB63 Introduced by Senator Weiner
 - Caltrain Funding: TBD (financial responsibility determined by Caltrain counties)
 - Opt-in options for San Mateo and Santa Clara Counties
 - Simple: focus on funding and not other issues like consolidation
- County specific discussions underway
 - SF (Regional Measure + Muni)
 - SMC (Regional Measure TBD + Renewal Measure A)
 - SCC (Regional Measure TBD + Renewal Measure A)
- Important for Caltrain to have a clear funding plan

Transit Employee Appreciation Day



- March 28, Senior Executive Staff engaged with front line employees at various locations showing their appreciation for their hard work
- Great opportunity to hear directly from critical frontline staff

Special Events – SF Giants

Giants always provide robust ridership. Can accommodate without extra service expense due to new frequent electrification service.

- **FanFest (March 8); Pre-Season Series (March 24-25)**
 - Promoted service on Web & Social
 - Tabled at FanFest and talked to thousands of people
 - Outreach staff present at Diridon and 4th & King for Pre-Season Series
- **Opening Day/Weekend (April 4-9)**
 - Promoting on Web & Social; ticket giveaway on social
 - Outreach staff will be at 4th & King (with swag)

Future: More co-branding (Lou Seal and players riding the train) and marketing opportunities (in-stadium and onboard advertising elements etc.)



Station Restroom Pilot Project

Enhances Customer Experience at Station

Pilot Locations

- Redwood City Station (installed 3/11)
- Sunnyvale Station (installed 3/11)
- Palo Alto (installed 3/26)

Sunnyvale and Redwood City Statistics

- 1,100 uses (avg. 32 per day per station)
- 4.62 rating (out of 5)

Comments

Your bathrooms are phenomenal. I did not expect that at all.

Appreciate this service !

Love the new bathroom



Restroom at Redwood City Station

Sustainability Award

Sustainability Award from Sustainable San Mateo County

- Recognized for the benefits to the Economy, Equity and Environment
- One of Four Awardees
- Award Ceremony on April 3 (this evening) at College of San Mateo



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



Partnering Excellence Award

- Caltrain Electrification Project team has won a John L. Martin Partnering Project of the Year Award
- Recognizes teams who distinguish themselves by implementing the best practices and by fostering high trust and collaborative relationships on their projects.
- Award Ceremony will be held on May 15 in San Francisco



Recognition Months

Black History Month (February)

- Social Media Spotlights
- Caltrain participated in District-wide Outreach Event at the Domini Hoskins Black History Museum in Redwood City

Women's History Month (March)

- Employee Celebration at Central
- International Women's Day

Transit Employee Appreciation Day (3/18)



Michelle Bouchard joins SMCTD CEO April Chan at District's Women's History Month Celebration

FOR MORE INFORMATION

WWW.CALTRAIN.COM

