

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

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, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

13. Adjournment

The meeting adjourned at 7:50 pm.