

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 May 21, 2025

Members Present: D. Albohm, R. Kutler, K. Linqvist, R. Sarathy (arrived at 6:07 pm),
P. Leung (Acting Chair), A. Kulkarni (Alternate) (arrived at 5:47 pm),
M. Pagee (Alternate), P. Wickman (Alternate)

Members Absent: A. Brandt (Chair)

Staff Present: J. Brook, J. Hogan, T. Huckaby, M. Jones

1. Call to Order

Acting Chair Patricia Leung called the meeting to order at 5:41 pm.

2. Roll Call

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

3. Pledge of Allegiance / Safety Briefing

Acting Chair Leung led the Pledge of Allegiance and delivered the Safety Briefing.

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 April 16, 2025

Motion/Second: Pagee/Kutler

Ayes: Albohm, Kutler, Linqvist, Pagee, Wickman, Leung

Absent: Brandt, Kulkarni, Sarathy

6. Public Comment for Items Not on the Agenda

Jeff Carter, Millbrae, spoke in support of students riding Caltrain to the San Francisco Giants game and service to Sunday's Bay to Breakers event.

Roland commented on passing tracks and expanded site storage.

7. Report of the Chair – There was none.

Member Ashish Kulkarni arrived at 5:47 pm.

8. Service Vision Update

Melissa Jones, Deputy Director, Policy Development, provided the presentation, which included the following:

- Service vision is key output of Caltrain business plan process; used for decision-making by Caltrain and partners
- Plan for next decade; adoption planned for late summer or early fall 2025
- Removing expanded growth – improves viability of railyard development, saves capital costs for Caltrain and partners
- Adjusting policy direction to improve functionality of policy; continue with strategic planning efforts

Member Rohit Sarathy arrived at 6:07 pm.

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

- Prudent to change direction at this time – Caltrain struggling financially with expanded vision
- Removing targeted dates from plan
- Number of four-tracked stations reduced from expanded growth plan
- 4th and King station – will not be four-tracked; no room for fleet required to provide expanded service; fewer opportunities for joint railyard project

Public Comment

Jeff Carter spoke in support of not giving up right of way for sake of development, continued funding, and four-tracked stations.

Doug DeLong, Mountain View, commented on ridership growth and spoke in support of compensation for Caltrain's easement and removing expanded growth from the service vision.

Roland commented on offsite storage for trains with expanded service and passing tracks.

9. Caltrain Marketing Plan

Taylor Huckaby, Deputy Chief, Communications, provided the presentation, which included the following:

- Success of digital communications
- Go Faster Go Caltrain campaign – segmented customers by type, developed targeted advertising
- Website, digital billboards on US 101, Spotify, social media
- Passenger Information systems on new trains – San Francisco Giants ads; 30 percent discounted Giants tickets for Caltrain and SamTrans employees
- Partnerships with Bay FC (Bay Football Club) and Golden State Valkyries; Outfront Media, Inc. developing branded exterior/internal train wraps/ads
- Summer activations campaigns – specially branded train cars (Singers SZA and Kendrick Lamar, Lady Gaga, Wu-Tang Clan)

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

- Time comparisons between driving and riding the train; train frequency; post-game service
- First and last mile options
- Timing of billboard ads to maximize exposure
- Partnerships with sports teams; Bike to Work Day; Spotify ads
- Partnerships with bars and restaurants along the corridor – coordinate with individual cities
- Humor in ad campaigns sticks with people

Public Comment

Jeff Carter, Millbrae, commented on increased weekend service, marketing for events near stations.

10. Staff Report

10.a. Customer Experience Task Force Update

John Hogan, Chief Operating Officer, provided the staff report, which included the following:

- RailSentry
- Mechanical delays down
- One trespasser strike
- Received sustainability award; working with PG&E (Pacific Gas and Electric) on regenerative braking compensation
- Fare enforcement – to improve with Clipper 2 and new Clipper readers
- New classes of conductors graduating – will now be two conductors per train
- Difficulty collecting fares – working with transit police
- Bay to Breakers event May 18 – crowd control at 4th and King challenging; likely bring back express train for 2026 event
- APC (automated passenger counters) testing
- Guadalupe bridge work to start June 16, projected to last 16 months. Terminus will be Diridon; Tamien service will stop

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

- Employee safety
- Escalation training for conductors; conductors need to acknowledge Go Pass holders
- New onboard Clipper readers with longer-lasting batteries coming out next week

Public Comment

Roland commented on intrusion detection systems and PTC (positive train control).

Mr. Hogan responded that RailSentry could potentially be tied to PTC, noting that there are other intrusion detection systems that could be connected.

John commented on Caltrain's focus on safety and marketing, partnering with community, train noise, and quiet zones.

Mr. Hogan responded that Caltrain does not control quiet zones, which are controlled by the FRA (Federal Rail Administration); decibel level has been lowered to the lowest level allowed by the FRA.

10.b. JPB CAC Work Plan Update – There was none.

11. Committee Member Comments

- Member Kulkarni requested to increase to four cars per train to accommodate increased ridership

Mr. Hogan responded that Caltrain has cars available to accommodate ridership.

Public Comment

Roland commented on three-car EMUs (electric multiple units) and decibel level of train noise.

12. Date / Time / Location of Next Regular Meeting

June 18, 2025, at 5:40 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

13. Adjourn - The meeting adjourned at 7:18 pm.

Motion/Second: Linqvist/Albohm

Ayes: Albohm, Kulkarni, Kutler, Linqvist, Pagee, Sarathy, Wickman, Leung

Absent: Brandt