

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

Final Minutes of June 18, 2025

Members Present: D. Albohm, K. Linquist, R. Sarathy, P. Leung (Vice Chair), A. Brandt (Chair), A. Kulkarni (Alternate), P. Wickman (Alternate, arrived at 6:09 pm)

Members Participating via Teleconference R. Kutler

Members Absent: M. Pagee (Alternate)

Staff Present: J. Allen (TransitAmerica Services, Inc.), J. Brook, T. Burgwyn, A. Metz (Alameda-Contra Costa Transit District),

1. Call to Order

Chair Adrian Brandt called the meeting to order at 5:43 pm.

2. Roll Call

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

3. Pledge of Allegiance / Safety Briefing

Chair Brandt 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

The Committee voted to approve Member Rosalind Kutler to participate via teleconference.

Motion/Second: Leung/Linquist

Ayes: Albohm, Kutler, Linquist, Sarathy, Leung, Brandt, Kulkarni

Absent: Pagee, Wickman

5. Approval of Meeting Minutes of May 21, 2025

Motion/Second: Leung/Linquist

Ayes: Albohm, Kutler, Linquist, Sarathy, Leung, Kulkarni,

Abstain: Brandt

Absent: Pagee, Wickman

6. Public Comment for Items Not on the Agenda

Jeff Carter, Millbrae, commented on his document provided to the Committee showing fare inequities.

Roland commented on South Bay diesel service.

Aleta Dupree, Team Folds, commented on the ease of attending meetings at the new Millbrae headquarters and energy capture, and spoke in support of Clipper 2 and fare accumulation.

7. Report of the Chair

Chair Brandt reported on the following:

- Scaling back service vision – Caltrain should hesitate to relinquish any part of right of way for future four-tracking
- Guadalupe Bridge project – light ridership on bus bridge connecting Diridon to Tamien
- Regional measure – San Mateo and Santa Clara counties must decide to opt in
- Safety issue – Broadway passengers must stand in middle island to reach northbound trains
- Resuming Broadway weekday service
- Link 21 rail service is going standard gauge
- Bait bike program introduced at June 9 BATAC (Bicycle and Active Transportation Advisory Committee) meeting – currently being tested by Transit Police

Public Comment

Jeff Carter, Millbrae, spoke in support of Link 21 and fast train service from the Tri-Valley area to the Peninsula.

Member Peter Wickman arrived at 6:09 pm.

Aleta Dupree, Team Folds, spoke in support of standard gauge for Link 21 and interface with the Transbay Terminal, and preserving Caltrain's right of way; commented on bike theft and law enforcement tactics not being publicized and service planning.

Roland commented on converting Broadway station to have outside boarding; safer than using middle platform.

8. TASI Staff Regarding Fare Enforcement

Jeff Allen, Deputy General Manager of Operations, TransitAmerica Services, Inc. (TASI), provided the presentation, which included the following:

- Proof of payment system supported by conductors
- Inspect at least two cars per zone
- \$75 citations for non-payment
- Inspections requirements – goal to inspect entire train within two fare zones
- Dwell time affected when issuing citations
- Crowds hinder conductor movement

- Temporary suspension of fare checks during major events
- New FIMPS (Fare Inspection Mobile Payment System) scanner – can take up to an additional 14 seconds to scan all Clipper cards; cellular-based – does not work in tunnels

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

- FIMPS versus legacy HCR4 (Handheld Card Reader version 4)
- 90-day suspension for multiple offenses offender (more than three offenses)
- Go Pass not getting scanned – can tap onboard with new devices
- Adjusting fare enforcement policies - revisiting conductor training to avoid profiling riders
- Zero tolerance policy – may be too harsh in some cases
- Dedicated fare inspectors versus conductors to check proof of payment
- Clipper reader batteries – have onboard battery back-ups assigned to each trainset; make readers WiFi capable.
- ADA (Americans with Disabilities Act) riders or minors – will not receive citation per fare policy; expand to people with cognitive disabilities

Public Comment

Jeff Carter, Millbrae, commented on multiple issues with new scanners, using discretion when issuing citations, tapping on with Go Pass, and gate checks prior to boarding.

Doug DeLong, Mountain View, commented on the disparity between the number of fare evaders and citations issued, and spoke in support of dedicated fare inspectors.

Roland commented on the inconsistency of fare enforcement, fare gates, cross-checking with APCs (automated passenger counters).

Aleta Dupree, Team Folds, commented on the ADA/minors exclusion policy, zero tolerance, and onboard fare payments.

Adina Levin, Friends of Caltrain, commented on fare policy and the need for Caltrain performance requirements to address scanner software design flaws.

9. Service Planning & Regional Coordination

Theodore Burgwyn, Director, Rail Network and Operations Planning, and Andy Metz, Principal Planner, Alameda-Contra Costa Transit District (AC Transit), provided the presentation, which included the following:

- Transfer Plan: Bay Area Transit Reliability and Accessibility Network Scheduling Framework and Equitable Regional Plan
- Aim to align schedule changes January and August; Caltrain began in January 2025
- August 2024 and January 2025 – study transfer timing at initial transfer pilot hubs: El Cerrito del Norte and San Rafael Transit Center
- August 2025 – four additional hubs, including Palo Alto Caltrain – improve transfers for Dumbarton Express and SamTrans routes

- Transfer windows for BART (Bay Area Rapid Transit) and Caltrain

Member Ashish Kulkarni left the meeting at 7:25 pm.

- Dramatic increase in Caltrain ridership post electrification – station-level data only available
- Electrified service plan – based on business plan and core goals – equity, connectivity, recovery, and growth
- January 2025 – Caltrain schedule adjusted for improved on-time performance; went from 89 to 94 percent within first month
- August 2025 – will not make schedule changes beyond those made in June; provide other agencies opportunity to work around current Caltrain schedule

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions from Chair Brandt, which included building out project framework going forward, implementation of Clipper 2, and transfer data from MTC (Metropolitan Transportation Commission).

Public Comment

Jeff Carter, Millbrae, spoke in support of transfer and fare coordination, retaining right of way to use for passing tracks, and adding more data to the web page.

Doug DeLong, Mountain View, commented on regional coordination and data centers doing transfer analysis, increased ridership in San Francisco, and long-range financial planning.

Adina Levin, Friends of Caltrain, commented on schedule coordination, ridership trends, cost-neutral implementation of the project, and exceptions to transfer windows.

Mr. Metz stated TASI staff waiting for additional Clipper data to become available.

Roland commented on Tamien and Blossom Hill Station service and coordination with VTA (Santa Clara Valley Transportation Authority).

10. Staff Report

Mr. Burgwyn provided the staff report, which included the following:

- 94.8 percent on-time performance
- Three days with vehicle on tracks
- 62 percent increase in event day ridership
- San Francisco Pride events – service plan not finalized; will have trains in reserve if heavier than normal crowding
- Software modifications have improved accuracy of APCs but some objects still being counted as people – continuously working with Stadler on additional software updates to get accurate data
- Monthly passholders will need to tag on and off

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

- Temperature inconsistent between cars – TASI or staff audit temperatures in cars
- Onboard displays in crashed state – reported to Stadler on regular basis
- Status of quiet car request (mute or reduce announcements, lower lighting)
- CCTV (closed-circuit television) to monitor bikes upstairs – no budget for it
- Lowered volume of door announcements
- Locations and integrity of onboard electrical outlets – riders unaware of locations, difficult to access

Public Comment

Jeff Carter, Millbrae, commented on trains leaving ahead of schedule during special events service, echo during onboard announcements, and reducing the number of rides per month to 37 for a monthly pass.

Adina Levin, Friends of Caltrain, commented on bike cars being full, and spoke in support of bike racks and CCTV monitoring, bike lockers, single tracking, and providing more information on transfers.

10.a. Customer Experience Task Force Update – There was none.

10.b. JPB CAC Work Plan Update

- Member Kutler requested a presentation on quiet cars
- Member Sarathy requested a general update on level boarding – obstacles, parties involved
- Chair Brandt requested a presentation on BEMU (battery electric multiple unit)

11. Committee Member Comments

Vice Chair Leung spoke in support of the increased collaboration with venues, such as the Chase Center for special events and the promotion of special \$1 youth fares.

10. Date / Time / Location of Next Regular Meeting

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

11. Adjourn - The meeting adjourned at 8:33 pm.