

**Peninsula Corridor Joint Powers Board
Citizens Advisory Committee
1250 San Carlos Avenue, San Carlos, CA 94070
FINAL Minutes of October 15, 2025**

Members Present: W. Abbott, M. Ayub, R. Kutler, M. Pagee, R. Sarathy (Alternate, arrived at 5:44 pm), M. Thurber, P. Wickman (Alternate)

Members Absent: D. Albohm, A. Brandt (Chair), P. Leung (Vice Chair), K. Linquist

Staff Present: T. Burgwyn, J. Jest, M. Jones, L. Ko., B. Thompson

1. Call to Order

Acting Chair Rosalind Cutler called the meeting to order at 5:43 pm.

2. Roll Call

Lauryn Ko, CAC Secretary, called the roll and confirmed a Committee quorum was present.

3. Pledge of Allegiance / Safety Briefing

Acting Chair Rosalind Kutler 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 for September 17, 2025

Motion/Second: Ayub/Pagee

Ayes: Abbott, Ayub, Linquist, Pagee, Sarathy, Thurber, Wickman

Noes: None

Abstain: Kutler

Absent: Albohm, Brandt, Leung, Linquist

6. Public Comment for Items Not on the Agenda

Jeff Carter commented on bicycle ridership during his ride to the JPB Board of Directors meeting in Mountain View.

7. Report of the Chair – Deferred; Acting Chair Kutler remarked on the ability to carry a meeting with an acting chair.

8. Approval of the 2026 CAC Meeting Calendar

Motion/Second: Wickman/Sarathy

Ayes: Abbott, Ayub, Kutler, Linquist, Pagee, Sarathy, Thurber, Wickman

Noes: None

Absent: Albohm, Brandt, Leung, Linquist

9. 2025 Caltrain Customer Satisfaction Survey Results (Julian Jest)

Julian Jest, Manager, Market Research and Development, provided the presentation that included the following:

- Multi-language participation from 2,986 respondents in May 2025
- 93 percent overall satisfaction
- 52 percent of riders increased ridership due to the electrification benefits (schedules, cleanliness, comfort, Wi-Fi)
- Cleanliness, scheduling, communication and signage, onboard electrification improvements
- High impact onboard ratings for on-time performance and onboard announcements
- Onboard improvements to cleanliness, train scheduling, conductor announcements about delays, printed materials
- High impact station ratings for safety at and around the station as well as cleanliness
- Station improvements to signage and announcements
- Positive customer feedback
- Onboard improvements to be addressed: digital displays, safety, and Wi-Fi – service level, South County connectivity, and cleanliness
- Station improvements to be addressed: safety, cleanliness, and communications – communication alerts, re-designed webpage, and customer engagement

Staff provided further clarification in response to the Committee comments and questions about posted communications for information and schedules.

Public Comment

Jeff Carter commented on ridership results and customer service ratings, station and onboard cleanliness, confusing messaging, Wi-Fi service, restrooms, on-board announcements, and access to previous and current surveys.

Virtual public comments were unable to be heard in the Board room due to technical difficulties and were heard later during the meeting.

Adrian Brandt commented on the boarding process, Wi-Fi improvements, and malfunctioning train screens.

Roland commented on Executive Director's compensation, station and onboard issues, and Wi-Fi connectivity.

10. Proposed Fare Structure Changes (Bruce Thompson)

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

- Fare change implementation timeline
- Open payment, discounts, passes, and additional fare products improvements
- Annual deficit to be covered by regional funding measure and ridership momentum

- Fare revenue and price elasticity of demand during times of economic uncertainty
- Goal to increase revenue, ridership, accessibility, and efforts for regional funding measure
- Fare change increments and timeline; Clipper discount removal
- Price comparison with other Bay Area transit agencies
- Fiscal Year 2026 (FY26) to FY30 predicted total revenue, minimum of \$48 million to a maximum of \$78 million
- Potential impacts to customer experience, ridership and operations, and equity
- January 2026 active fare change increase

The Committee Members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included distance-based fares, reliable potential revenue, and seniors and disability discounted pricing.

Public Comment

Jeff Carter commented on point-to-point pricing, monthly zone pricing, and increasing revenue.

Doug Delong commented on point-to-point pricing, ridership related to economics, and customer sensitivity to pricing changes.

Marc Slakey commented on essential services in relation to profit, climate crisis goals, and public needs.

Christina F commented on the meeting audio.

Adrian Brandt commented on equitable, distance-based fare structure and fare pricing ranges.

Roland commented on the passing train announcements, direct trips from Blossom Hill to San Francisco, and public zoom access.

Christine commented on riding Caltrain, Clipper 2, and monthly passes.

11. Staff Report (Ted Burgwyn)

9.a. Customer Experience Task Force Update

9.b. JPB CAC Work Plan Update

Theodore Burgwyn, Director, Rail Network and Operations Planning, provided the presentation that included the following:

- Digital display installation
- Bay Football Club (FC) partnership events
- Increase of monthly ridership: 48.9 percent on weekdays, 54.5 percent on Saturdays, 29.4 percent on Sundays

- Tamien bus bridge service reduced to weekday peak service
- Modified schedules for Friday after Thanksgiving and Christmas Eve
- Timetable change and Tamien Station service restoration in January 2026
- Caltrain Mobile App retirement
- Scheduled October 27 Tamien Station Mini-High Project
- Out of order elevators
- Automatic Passenger Counts (APC) data analysis

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

- Bayshore Station elevator outage accommodations
- Senate Bill (SB) 79 effects on Transit-Oriented Development policy
- Train braking health and safety concerns
- Caltrain mobile app retirement and Metropolitan Transmission Committee's management of Clipper 2

Public Comment

Doug DeLong commented on Mini-High Project updates and San Mateo Parking Track signals.

Jeff Carter commented on APCs, modified schedules, and zoom technical difficulties.

Christina F commented on zoom technical difficulties, Bayshore Station elevator availability and station activation, and station maintenance alerts.

Adrian Brandt commented on zoom technical difficulties, disk break solutions, and unsolved flat spots.

Roland commented on zoom technical difficulties, the Tamien shuttle, level boarding, on-time performance, and APCs.

12. Committee Member Requests

- Car-free methods to get outdoors for future discussion

13. Date/Time/Location of Next Regular Meeting: Wednesday, November 19, 2025 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

14. Adjourn – The meeting adjourned at 7:20 pm.