

Revised 1/16/2026 at 10:45 am Removed Item 4 *Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances* and Item 10 *Quiet Car*
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BOARD OF DIRECTORS 2026



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REVISED AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

January 21, 2026, 5:40 pm

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may participate remotely via Zoom at

<https://us02web.zoom.us/j/83818142155?pwd=U3pFbithdUsxVFVBYVF0eklSWU5Vdz09> or by entering Webinar ID: **838 1814 2155**, passcode: **714398**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, 1250 San Carlos Avenue, Bacciocco Auditorium - Second Floor, San Carlos, CA, or any other noticed location.

Public Comments: Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Verbal public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Note: All items appearing on the agenda are subject to action by the Committee.

CAC MEMBERS: **San Francisco City & County:** William Abbott, Rosalind Kutler, Rohit Sarathy
San Mateo County: Davis Albohm, Madeeha Ayub, Adrian Brandt (Vice Chair)
Santa Clara County: Patricia Leung (Chair), Kristopher Linquist, Mark Thurber

Each public comment is limited to three minutes. The Committee Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

January 21, 2026 - Wednesday

5:40 pm

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. ~~Consideration of requests, if any, of committee members to participate remotely due to Emergency Circumstances~~
5. Approval of Meeting Minutes for December 17, 2025 (5:50 pm) Motion
- 4.
6. Public Comment on Items Not on the Agenda (5:55 pm)
5. Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
7. Report of the Chair (6:05 pm) Informational
- 6.
8. Revisit Meeting Start Time (Committee) (6:15 pm) Informational
- 7.
9. Corridor Crossing Strategy Program Update (Navdeep Dhaliwal & Nicole
8. Soultanov) (6:35 pm) Informational
10. ~~Quiet Car (Jason Dayvault)~~ (6:55 pm) Informational
11. Staff Report (Ted Burgwyn) (7:15 pm)
9.
 - 11.a Customer Experience Task Force Update Informational
 - 9.a.
 - 11.b JPB CAC Work Plan Update Informational
 - 9.b.
12. Committee Member Comments (7:25 pm)
10. Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.

JPB Citizens Advisory Committee (CAC) Meeting
January 21, 2026

- 13.** Date / Time / Location of Next Regular Meeting: Wednesday, February 18, 2026 at
- 11.** 5:40 pm
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.
- 14.** Adjourn
- 12.**

Information for the Public

All items appearing on the agenda are subject to action by the Committee. If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Committee can be emailed to cacsecretary@caltrain.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Committee Meetings

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. JPB Citizens Advisory Committee (CAC): Third Wednesday of the month, 5:40 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

Location of Meeting

Members of the Public may attend this meeting in person or remotely via Zoom. Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instruction.

Public Comment*

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the Committee Secretary. Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-2420; or email titlevi@samtrans.com; or request by phone at 650.622.7864 or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that is distributed to a majority of the legislative body, will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-2420, at the same time that the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board
Citizens Advisory Committee**

**1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of December 17, 2025**

Members Present: D. Albohm, R. Kutler, K. Linquist, M. Pagee (Alternate), M. Thurber, P. Wickman (Alternate), P. Leung (Vice Chair), A. Brandt (Chair)

Members Absent: W. Abbott, M. Ayub, R. Sarathy

Staff Present: T. Burgwyn, A. Feng, T. Huckaby, L. Ko, B. Tietjen, H. Zhu

1. Call to Order

Chair Brandt 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

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 – There were none.

5. Report of the Nominating Committee

a. Election of the 2026 Chair and Vice Chair

Member Linquist reported that the Nominating Committee selected Patricia Leung as Chair and Adrian Brandt as Vice Chair.

Motion/Second: Linquist/Thurber

Ayes: Albohm, Kutler, Linquist, Pagee, Thurber, Wickman, Leung, Brandt

Noes: None

Absent: Abbott, Ayub, Sarathy

6. Approval of Meeting Minutes for November 19, 2025

Motion/Second: Pagee/Wickman

Ayes: Albohm, Kutler, Linquist, Pagee, Thurber, Wickman, Brandt

Noes: None

Abstain: Leung

Absent: Abbott, Ayub, Sarathy

7. Public Comment for Items Not on the Agenda

Jeff Carter commented on 2026 CAC elections and ridership growth with upcoming major events.

Roland commented on the London's Crossrail and Tokyo Metro.

8. Report of the Chair

Chair Brandt reported on holiday train feedback, grade separation and quiet zone updates, Clipper 2 issues, and ongoing electric municipal unit (EMU) maintenance concerns.

Public Comment

Roland commented on Castro station gate crossing safety, cost-efficient improvements, and EMU maintenance.

9. Brown Act Amendments

Anna Myles-Primakoff, Legal Counsel, Olson and Remcho, and Quentin Barbosa, Legal Counsel, Olson Remcho, provided the presentation that included the following:

- Senate Bill (SB) 707 expansion of Brown Act exceptions, including remote meetings for subsidiary bodies
- CAC can meet fully remote for 6 months; staff and public must have on-site access
- Board approval needed; reviewed every 6 months

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

- Physical location requirement with remote meeting flexibility
- Preference for in-person attendance when possible
- Technology requirements and member-only video/audio rules
- Public participation

Public Comment

Jeff Carter commented on quorum requirements, public participation, and remote meeting requirements.

Roland commented on relocating meetings further south to ensure fair representation along the Caltrain corridor.

Adina Levin commented on member participation flexibility.

10. Next Generation Clipper Update

Taylor Huckaby, Deputy Chief, Communications; Hui Zhu, Data Analyst, Finance; and Angus Davol, Metropolitan Transportation Commission (MTC), provided the presentation that included the following:

- Clipper scanner issues and identified issues on the backend

- Staff training and communications (web, social, signage, multilingual)
- Phase 1: Caltrain user conversion by February 2026
- Phase 2: promotions after system stability; tap-on/tap-off messaging planned post-conversion

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

- Transition to end-zone passes with grace period
- Automatic refunds during transition
- Monthly pass holders tapping behavior
- Real-time account balance visibility; minimum balance and overall tagging policies
- Accessibility and customer service considerations
- Scanner battery and signal reliability
- Senior discount implementation

Public Comment

Jeff Carter commented on monthly zone pass Clipper usage and Clipper 2 bugs.

Roland commented on scanners, Clipper Executive Board and MTC feedback opportunities, and tapping procedures and benefits.

Adina Levin commented on fare and payment issues, public feedback involvement, open payment issues, discount accessibility, and vendor accountability.

11. Major Events 2026

Brent Tietjen, Manager, External Affairs, provided the presentation that included the following:

- Local and visitor transportation services and language accessibility for 2026 Super Bowl and Federation Internationale de Football Association (FIFA) events
- Half-hourly trains with on-call pre/post-event service
- Increased staffing, patrols, security, and interagency coordination
- Enhanced communication, wayfinding, and rider outreach
- Promotion of open payment and Next Generation Clipper options
- Funding support sources

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

- Super Bowl ridership slightly above typical 49ers game
- Bathroom services and placement
- Connection coordination with Santa Clara Valley Transportation Authority (VTA), Bay Area Rapid Transit District (BART), and Capitol Corridor

- Late night service provisions

Public Comment

Jeff Carter commented on late night service provisions, event-related bottlenecks, coordination, and equitable fare costs.

Adina Levin commented on open payment promotion, clear signage, and multi-agency game-day pass availability.

Roland commented on past proposals for special rail service to Great America and related infrastructure challenges.

12. Staff Report (Ted Burgwyn)

10.a. Customer Experience Task Force Update

Theodore Burgwyn, Acting Chief Operating Officer, provided the presentation that included the following:

- Stable on-time performance (OTP), with November at 94 percent, December to date at 96.6 percent; delays mostly from trespassers and vehicles
- Average weekday ridership around 37,800; seasonal dip expected
- Restored electric service to Tamien Station on January 31, 2026; holiday schedules updated
- Holiday Train experience
- Spares accommodating ongoing Federal Railroad Administration (FRA) inspections
- Restroom monitoring and automatic passenger counter (APC) system in-progress improvements
- Train car display troubleshooting and re-prioritization
- Wireless crossing updates
- Quiet car initiatives

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

- Holiday train feedback
- Alma Street pedestrian strike transparency
- Quiet car preparation
- Handbraking solutions
- Track restroom issues via data/statistics
- EMU maintenance issues
- Received correspondence

Public Comment

Roland commented on bike occupancy displays and proper maintenance of bathrooms and flat spots.

10.b. JPB CAC Work Plan Update

Chair Brandt requested that CAC be included in policy changes.

Public Comment

Adina Levin commented on open seats for Network Management Customer Advisory Group reserved for transit agency advisory bodies.

Roland commented on Union Pacific (UP) nighttime activities around the Port of San Francisco.

13. Committee Member Requests – There were none.

14. Date/Time/Location of Next Regular Meeting: Wednesday, January 21, 2026 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.

15. Adjourn – The meeting adjourned at 8:22 pm.

AGENDA ITEM # 9
January 21, 2026

**PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT**

TO: JPB CAC

FROM: Ted Burgwyn
Acting Chief Operating Officer

SUBJECT: **STAFF REPORT**

On-time Performance (OTP) –

- **December:** The December 2025 OTP was 96% compared to 88.4% for December 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 11th (3rd Ave., San Mateo @ 8:53 pm), caused 0 trains delayed. The vehicle on the 12th (Mission Bay Dr., SF @ 9:25 pm), caused 3 trains delayed. The vehicle on the 19th (East Meadow Dr., Palo Alto @ 8:43 pm), caused 0 trains delayed.
 - **Mechanical Delays** – In December 2025 there were 77 minutes of delay due to mechanical issues and 286 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two trespasser strikes in December, one resulting in a fatality. The strike on the 13th (Millbrae @ 12:35 pm), caused 6 trains delayed. The strike on the 19th (San Bruno @ 5:57 pm), caused 17 trains delayed, 1 train terminated & 1 train annulled (fatality).
- **November:** The November 2025 OTP was 94% compared to 88% for November 2024.
 - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 4th (Mission Bay Dr., SF @ 6:59 pm), caused 1 train delayed. The vehicle on the 8th (Charleston Rd., Palo Alto @ 11:45 pm), caused 3 trains delayed. The vehicle on the 18th (Oak Grove Ave., Burlingame @ 3:55 am), caused 0 trains delayed.
 - **Trespasser Strikes** – There were two trespasser strikes in November, one resulting in a fatality. The strike on the 5th (Alma Ave., Palo Alto @ 3:26 pm), caused 40 trains delayed, 1 train terminated and 1 train annulled (fatality). The strike on the 27th

(South San Jose @ 7:28 pm), Amtrak train 14 struck a trespasser, caused 0 Caltrain delays.

Transition to Written CAC Reports at JPB Board Meetings

Effective January 2026, the Report of the CAC Chair at the monthly JPB Board meetings will be transitioned from verbal presentations to written documentation.

The District Secretary's Office will prepare the meeting minutes as usual, and a link to the draft minutes will be included in the monthly Board Agenda Packet.

Board Directors and the public can access and review CAC activities via the minutes, which will be finalized and re-published online once approved by the CAC.

For significant items, the CAC Chair will have the discretion to provide verbal updates. In such cases, the Chair may attend the JPB Board meeting in person or via Zoom to present the major item.

Caltrain Outlines Cuts to Come Without External Funding

At its November Board meeting, Caltrain outlined the significant service cuts and operational impacts the agency would face if the proposed regional transit funding measure fails in November 2026 and no new external funding is available.

The regional measure would establish a stable funding source for Caltrain and other Bay Area transit systems to maintain reliable, accessible service. If the measure fails, Caltrain would be forced to take actions to reduce the structural funding gap, unless new external funding sources are identified. These measures would not be undertaken lightly but would be unavoidable in the absence of new revenue.

Potential impacts in the scenario presented include:

- Closing more than one-third of stations
- No weekend service
- Reducing service to once an hour
- Ending operations by 9 p.m.
- Cutting segments of service

These impacts would significantly undermine the progress Caltrain has made in recent years to rebuild ridership, improve service reliability, and support clean air goals through electrification. Significant service cuts would push tens of thousands of daily riders back into cars, increasing congestion, air pollution, and greenhouse gas emissions while making it harder to reach jobs,

social events, and local businesses. Reduced transit frequency would also diminish the value of properties near stations and weaken the region's economic vitality.

Caltrain to Eliminate Clipper Discount on Jan. 1

As of Jan. 1, 2026, Caltrain will be eliminating the 55-cent discount on all Clipper fares. This change will align prices for all fare payment methods on Caltrain. It will apply to all Clipper prices, including the price of Monthly Passes, which is calculated based on the cost of 24 one-way fares for the number of zones purchased.

All Aboard the Holiday Train for the First Time Dec. 13

On Saturday, Dec. 13, the Holiday Train was reinvented as an on-board experience as it rang in the holiday season from San Jose to San Francisco and back again.

Ticket holders were able to ride the Holiday Train for the first time, where they enjoyed a beautifully decorated interior, carols performed by Ensemble Continuo, a reading of holiday stories, arts and crafts and even a visit from Santa himself. The Holiday Train made a total of eight stops in each direction, serving community events like San Mateo on Ice, Hometown Holidays, the German Holiday Market, the South Bay Historical Railroad Society, and Christmas in the Park.

Caltrain partnered with Real Options for City Kids (ROCK), Samaritan House, and the Bill Wilson Center to support the Holiday Train and shared some of the proceeds from the sale of tickets with the non-profits as well as provided tickets to the clients they serve.

Caltrain Connects Fans to Billie Eilish at Chase Center, Making Them Happier Than Ever

Billie Eilish was at the Chase Center on Saturday and Sunday, Nov. 22 and 23, and Caltrain continued to be the best way to get to the show. San Francisco Station is a short walk from the venue, which is also easily accessible via the Muni T-Third Street line which is free for Chase Center ticket holders.

Caltrain is your big ride for the Big Game

The Big Game between the Stanford Cardinal and the California Golden Bears took place at Stanford Stadium on Saturday, Nov. 22, at 4:30 p.m. Fans enjoyed a short walk after riding on Caltrain, the reliable, traffic-free option to get to and from the stadium.

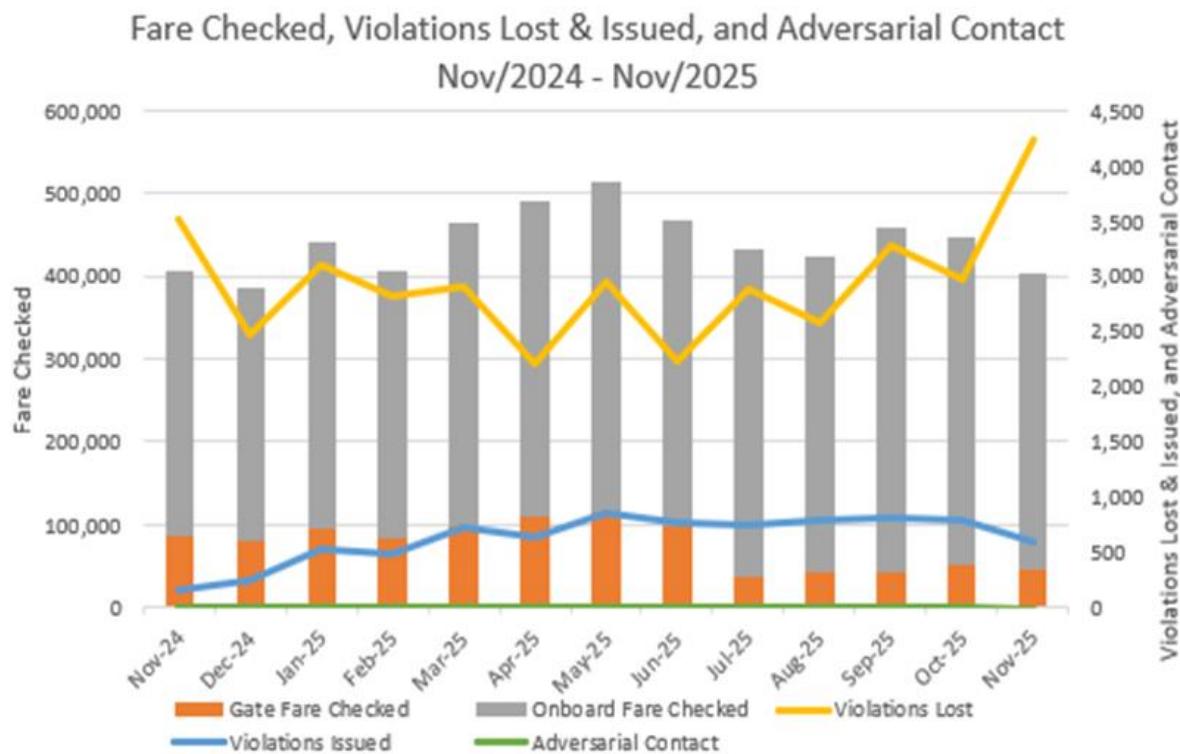
Caltrain is thankful for the Thanksgiving Holiday

Caltrain operated alternative schedules for the Thanksgiving holiday on Thursday, Nov. 27, and the day after Thanksgiving on Friday, Nov. 28.

On Thursday, Caltrain operated a weekend schedule for the holiday. The day after Thanksgiving, Caltrain operated a modified schedule with local service all-day starting in the early morning through the late evening with two South County connector round trip trains.

Fare Enforcement Report – January 2026

In November 2025, Caltrain conductors performed a total of 362,013 fare inspections at the terminal and onboard the trains. During this period, 4,229 violations were lost because the rider didn't provide identification and 582 violations were issued. Five incidents were reported as adversarial contact.



Capital Projects Update

As of the November 2025 Executive Director's Monthly Report, Capital Projects' notes will be a separate item posted online. Please refer to the most recent [Quarterly Capital Projects Report for Quarter 1 of FY2026](#) (July 2025-September 2025) using the hyperlink provided below.

Link: <https://www.caltrain.com/about-caltrain/statistics-reports/quarterly-capital-program-status-report>

December Caltrain Ridership Dashboard Update

Due to data availability issues associated with the transition to the Next Generation Clipper system, the December ridership reports will be delayed a couple weeks. Staff are actively working to resolve these issues and will share an update as soon as the December ridership becomes available.

AGENDA ITEM 9 (a)
January 21, 2026

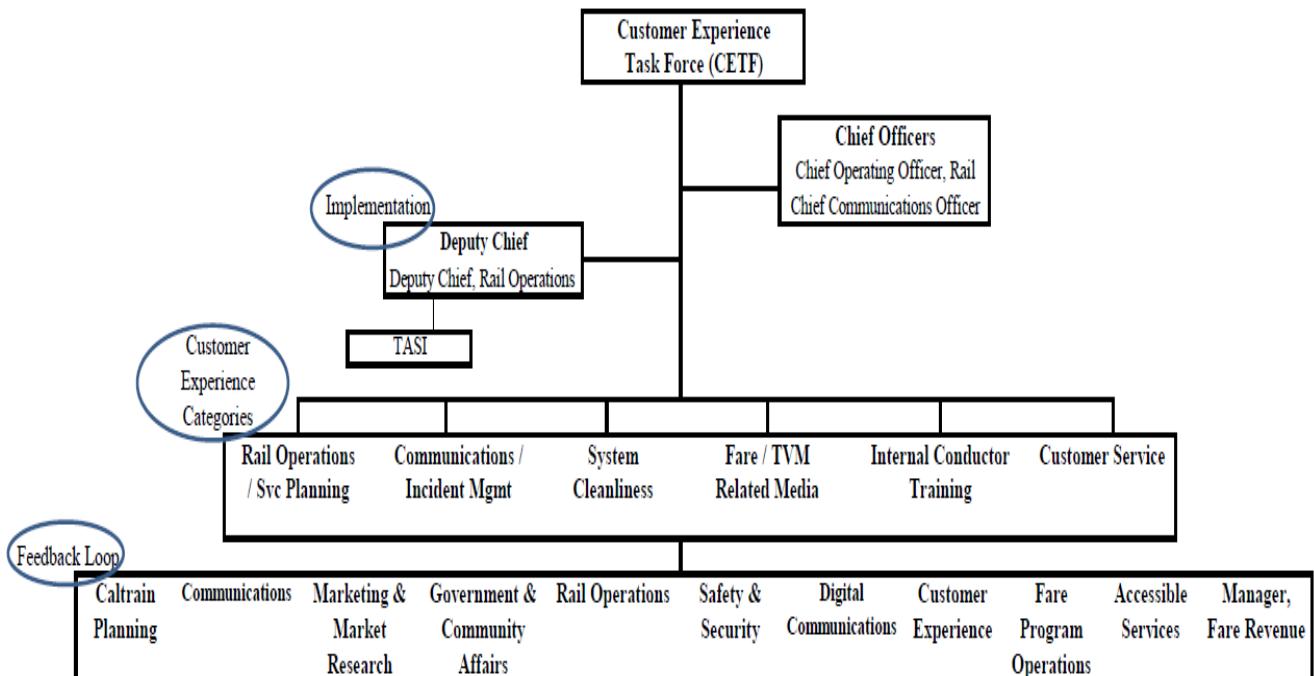
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)
CITIZENS ADVISORY COMMITTEE (CAC)
STAFF REPORT

TO: JPB CAC

FROM: Ted Burgwyn
Acting Chief Operating Officer

SUBJECT: **CUSTOMER EXPERIENCE TASKFORCE UPDATE**

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen's / Bicycle Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



Service Operations

The taskforce is spearheading efforts:

- Provide implementation efforts for the Modified Schedule and the Special MLK Celebration Train for Martin Luther King Jr. Day (January 19, 2026)
- Finalize implementation efforts for the January 31, 2026 Caltrain Service Change
 - Weekday and Weekend Electric train service to/from Tamien Station will resume
 - Free VTA replacement bus service between Tamien and San Jose Diridon stations will end on January 30, 2026.
 - College Park Station will no longer be served by Train 141 at 3:01 p.m. It will be served by Train 143 at 3:31 p.m.
 - Train 141 will depart Tamien station at 2:52 p.m. and Train 143 will depart San Jose Diridon station at 3:23 p.m.
 - Train 104 will depart San Jose Diridon at 7:03 a.m. and Train 108 will depart at 8:23 a.m. reflecting schedule adjustments due to the return of Tamien electric train service.
- Continue implementation efforts for the Modified Schedule for President's Day (February 16, 2026) with resumed electric train service to/from Tamien.

Communications/Incident Management (CICS)

Staff has made several upgrades to Caltrain's GPS and real-time information systems to improve reliability and provide better information for riders:

- Upgraded GPS technology across the diesel fleet to improve system stability and enable faster troubleshooting and maintenance.
- Enhanced Caltrain.com live map to seamlessly use backup systems during GPS outages, ensuring train location information remains available. [Caltrain website](#)
- Improved EMU GPS system to refresh real-time train location more quickly, supporting more accurate predictions and a smoother rider experience.
- Upgraded data sharing with MTC-511, ensuring other transit apps and systems also benefit from more reliable and timely information.

Looking ahead, additional upgrades are planned over the coming year, including improved arrival information on station digital signs during single-tracking and more accurate messaging during boarding and departures.

Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- Caltrain Service Alerts:
 - Subscribers grew to 15.766K (13.73K SMS - 2.8 Email).

- Caltrain Riders Influencing Decisions and Experiences (R.I.D.E.) Panell Survey:
 - Caltrain gathered feedback from more than 300 volunteer riders through the RIDE panel program to evaluate our text and email alerts. Staff is now reviewing the results and sharing insights with relevant teams to guide future improvements.
- Clipper Next Gen:
 - Phase One of the Next Generation Clipper rollout is underway, with updated signage, onboard materials, and announcements now live across the system. Staff continue to coordinate with MTC, Fares, and Customer Service to support clear messaging and a smooth transition for riders.
- Super Bowl LX:
 - Station wayfinding solidified and website updates have been implemented to highlight how to use Caltrain to attend the game or fan fests and concerts around the Bay Area. Caltrain will have Ambassadors at key stations on game day pre and post event. <https://www.caltrain.com/superbowl-lx>
- Customer feedback:
 - Improvements underway to make it easier to find where to give feedback or file a complaint. Coming late winter/early spring.

Caltrain Strategic Communications (Social and Media Relations)

- The month of December heavily focused on the new Holiday Train experience, selling out in less than an hour. There were many lessons learned from the new onboard experience that the team will try implementing in the upcoming year. Strategic comms also published the 2025 Year in Review content and helped support messaging of free fares on December 31st. Continued rotational messaging which included Bike etiquette highlighting features for bike users, supporting marketing in their effort to push out local events, specifically for a Spanish audience, a biweekly cadence of South Bay highlights reminding people of our Gilroy service, Next Generation Clipper, and Dollar Youth Fare.
- Messaging Highlights:
 - Holiday Train
 - Free Fares on December 31st
 - Year in Review
 - Dollar Youth Fare
 - Bikes and Scooters - Education
 - Go Explore
 - Next Generation Clipper
 - Caltrain Named America's Fastest-Growing Transit Agency in APTA's 2025 Transit Wrapped

Government and Community Affairs - Community Outreach Efforts

- Bike Security Outreach Effort

- The bike security outreach effort continues to bring the following departments together, Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police, to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard. Onboard outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at San Francisco station, the bike room at Palo Alto, and over 500 e-locker spaces available throughout the corridor.
- On Demand Electronic Bike Lockers
 - Stations that have received e-locker installations in 2025 include Bayshore, San Bruno, Millbrae, Burlingame, San Mateo, Hayward Park, Hillsdale, Belmont, San Carlos, Redwood City, Menlo Park, Palo Alto, California Avenue, San Antonio, Mountain View, Sunnyvale, Lawrence, San Jose Diridon, and Tamien. In total, over 340 secure bike parking spaces were added in 2025.
 - Included with all 2025 installations are spaces that accommodate large bikes or two bikes if people are traveling together.
 - More e-locker installations are being planned for the next six months at 4th and King station and Palo Alto station.
 - Standard e-locker spaces are 5 cents/hour and XL spaces are 8 cents/hour. We continue to offer 100 free standard hours to people who use the BikeLink app to access a Caltrain e-locker for the first time.
 - More about the e-lockers is available at www.bikelink.org.
- Bike Parking Rooms
 - The bike rooms at Redwood City and Menlo Park had custom security panels installed in December of 2025. Other bike room components have been ordered and will be delivered in early 2026.
- Mini-High Platform Project
 - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, we obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.
 - The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Passengers needing mobility assistance use manual wayside lifts at stations where mini-highs are not installed. Wayside lifts require frequent maintenance and can disrupt train schedules.
 - To date, the pre-casting phase for the mini-high platforms at Bayshore, Hayward Park, Burlingame, California Avenue, San Antonio, and Lawrence stations has

been completed. Construction work at these stations was finalized in November, and Bayshore, Burlingame, California Avenue, and San Antonio stations are now open and in service. For Tamien and Belmont stations, construction is expected to be completed in mid-2026. The feasibility of installation at the stations south of Tamien is still being evaluated.

Maintenance of Equipment

The taskforce is spearheading efforts to:

- E-Clean (enhanced cleaning) has been implemented. This includes debris removal, washing of walls, handrails, luggage racks, restocking of the train, restroom deep cleaning, floor deep cleaning and the control cab compartment.
- Monitoring restroom faults including tank status, sensor faults, safety and alarms, and general failures.
- Adding a restroom servicing vehicle to San Jose Diridon station which will help increase the frequency of restroom servicing.

Station Improvements

The taskforce is leading initiatives to enhance the station experience, focusing on the following key areas:

- Inspection, Maintenance and Repair
 - Conducted facility and system inspections, including corridor-wide pump inspections, wheelchair lift inspections, and station inspections in support of the Caltrain Holiday Train.
 - Completed targeted inspections and repairs, including grinding cement at the Burlingame mini-high, inspecting the Alma Street crossing following a vehicle strike, and inspecting the Tamien pump after a breaker trip.
 - Performed station and facility repairs such as installing fencing near Track 12 at San Francisco, repairing pigeon netting at San Francisco, repairing doors at San Jose Diridon, and replacing a short wheelchair lift ramp at San Jose Station (Tracks 6/7).
 - Installed fire extinguishers with covers and alarms at San Francisco and San Jose Diridon, and supported Communications with relocation and anchoring of a TVM at Redwood City.
 - Provided operational support including pressure washing, striping removal, and sticker installation at the Morgan Hill shelter.
- Special Requests and Field Support
 - Installed A-frames with “No Parking” signage at Menlo Park.
 - Installed and removed temporary fencing in support of bike shelter work at Redwood City.
 - Supported bike locker cleanout and removal activities.
- Vandalism Repairs
 - Repaired vandalized glass at Belmont.
 - Performed graffiti abatement at multiple stations.

AGENDA ITEM # 9 (b)
January 21, 2026

JPB CAC Work Plan

January 21, 2026

- Corridor Crossing Strategy Program Update
- Revisit Meeting Start Time

February 18, 2026

- Ridership Growth Strategy
- CAC Charter Proposed Amendments
- Safety Quarterly Update
- Quiet Car

March 18, 2026

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April 15, 2026

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May 20, 2026

- Safety Quarterly Update
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June 17, 2026

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July 15, 2026

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August 19, 2026

- Safety Quarterly Update
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September 16, 2026

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October 21, 2026

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November 18, 2026

- Safety Quarterly Update
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December 16, 2026

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Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
 - Downtown Extension
- Electrified Service Risk Management Strategy
- Distance Based Fares
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler
- BEMU Pilot Update, requested by Chair, Adrian Brandt
- Updated Bike Policy