



#### BOARD OF DIRECTORS 2026

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## AGENDA

### Peninsula Corridor Joint Powers Board

#### Citizens Advisory Committee (CAC) Meeting

February 18, 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/89572582796?pwd=ZiRDd7ez7IfSGJQZqer0ldmPwqvgCa.1>

Webinar ID: **895 7258 2796**, passcode: **259523**, 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](mailto: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.

## February 18, 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. Approval of Meeting Minutes for January 21, 2026 (5:50 pm) Motion
5. Public Comment on Items Not on the Agenda (5:55 pm)  
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.
6. Report of the Chair (6:05 pm) Informational
7. Safety Quarterly Update (6:15 pm) Informational
8. Quiet Car (Jason Dayvault) (6:35 pm) Informational
9. Staff Report (Ted Burgwyn) (6:55 pm)
  - 9.a. Customer Experience Task Force Update Informational
  - 9.b. JPB CAC Work Plan Update Informational
10. Committee Member Comments (7:05 pm)  
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.
11. Date / Time / Location of Next Regular Meeting: Wednesday, March 18, 2026 at 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.
12. Adjourn

## 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](mailto: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](mailto: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](mailto: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 January 21, 2026**

**Members Present:** William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linquist, Rohit Sarathy (arrived at 5:43 pm), Mark Thurber, Peter Wickman (Alternate, arrived at 5:44 pm), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

**Members Absent:** Melody Pagee (Alternate)

**Staff Present:** T. Burgwyn, N. Dhaliwal, A. Feng, L. Ko, N. Soultanov

**1. Call to Order**

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

**2. Roll Call**

Alice Feng, CAC Secretary, called the roll and confirmed a Committee quorum was present.

**3. Pledge of Allegiance / Safety Briefing**

Chair Leung led the Pledge of Allegiance and delivered the safety briefing.

*Committee Member Sarathy arrived at 5:43 pm.*

**4. Approval of Meeting December 17, 2025**

Motion/Second: Brandt/Albohm

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, Thurber, Brandt, Leung

Noes: None

Absent: Pagee, Wickman

Abstain: Sarathy

**5. Public Comment for Items Not on the Agenda**

Jeff Carter commented on current Board meeting public comment policies, Clipper card usage challenges, and historical Super Bowl fare implementations.

Roland commented on Clipper card usability concerns.

*Committee Member Wickman arrived at 5:44 pm.*

## **6. Report of the Chair**

Chair Leung reported on board coordination, introduction of an issue-tracking register, member comments submission, and pre-agenda meetings with staff.

The Committee Members commented on:

- Improved efficiency with issue-tracking register; key details and possible formats
- Brown Act compliance and submitting discussion topics

### Public Comment

Jeff Carter commented on tracking committee and public-raised issues.

Roland commented on issue tracking usage at other Bay Area transit agencies.

## **7. Revisit Meeting Start Time (Committee)**

The Committee Members commented on postponing discussion closer to the Millbrae headquarters move and train schedule changes, with staff input on logistics.

## **8. Corridor Crossing Strategy Program Update**

Navdeep Dhaliwal, Manager, Government and Communication Affairs, and Nicole Soultanov, Deputy Director, Capital Program Planning, provided the presentation that included the following:

- Improve safety, connectivity, and community benefits along the corridor
- Safety Enhancement Program for at-grade improvements and Elimination Program for closures and grade separations; delivery guide published for guideline development and findings
- Project prioritization using data-driven evaluation and sequencing lists
- Interagency coordination for accountability and efficiency
- Funding landscape, with safety enhancements easier to fund than elimination projects; elimination projects face limited and competitive funding

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

- Local coordination to identify potential closures
- Closures tied to cost reduction, community needs, and public fund efficiency
- “Locally preferred alternatives” language may not reflect community reality
- Proposition L funding; San Francisco County Transportation Authority (SFCTA) may contribute but no dedicated amounts yet
- Project work transitioning in-house; staff capacity limits full internal handling
- Grade separations costly; value weighed against electrification
- Delineators effective; Artificial Intelligence (AI) or reactive technology less preventative
- Urgency to roll out low-cost safety measures
- Funding constraints; interim solutions may persist

- Project prioritization identification; Automated enforcement
- Crossing safety issues at train station stops; pedestrian and vehicle risks from gates not clearing
- Need for staff surveys and low-cost fixes to improve safety

#### Public Comment

Jeff Carter commented on safety enforcement, grade separation costs, horn complaints, and viaduct benefits.

Roland commented on the West Virginia closure, citywide viaducts, crossing customization inefficiencies, and yellow box enforcement.

### **9. Staff Report (Ted Burgwyn)**

#### **9.a. Customer Experience Task Force Update**

#### **9.b. JPB CAC Work Plan Update**

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

- December on-time performance (OTP) comparisons
- Ridership data delays due to Clipper transitions; Automatic passenger counters (APCs) not ready
- Holiday, special event, and Tamien Station service restoration schedule changes
- Cable Theft Mitigation Taskforce creation
- Clipper 2.0 troubleshooting
- Enhanced train cleaning and restroom monitoring; reports and key performance indicators (KPIs) automation
- Mini-High platform completions at mainline stations; South County options pending
- Upcoming work plan topics: ridership growth strategy, proposed Charter amendments, safety quarterly updates

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

- Clipper 2.0 technical issues and user challenges
- Main fleet and spare train inventory
- Oversized electronic bike (e-bike) and e-motorcycle policy development
- Passenger information displays issues
- Restroom availability tracking; identification of failures and out-of-service instances
- Impedance bonds
- Review of crossings needed to prevent double-pumping and ensure safety

#### Public Comment

Jeff Carter commented on monthly pass Clipper 2.0 issues.

#### **10. Committee Member Requests**

- Receiving presentations on station access, level boarding, and transit-oriented development
- Passenger queuing, crowding, and platform access concerns at the Fourth Avenue and King Street San Francisco station
- Explore better passenger flow, fare inspection, and customer experience improvements

#### **11. Date/Time/Location of Next Regular Meeting: Wednesday, February 18, 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.**

#### **12. Adjourn** – The meeting adjourned at 7:35 pm.

**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) –**

- **January:** The January 2026 OTP was 95.4% compared to 89.2% for January 2025.
  - **Vehicle on Tracks** – There were three days with a vehicle on the tracks. The vehicle on the 5<sup>th</sup> (UPRR @ 6:27 pm), caused 2 trains delayed. The vehicle on the 16<sup>th</sup> (East Meadow Dr., Palo Alto @ 3:34 am), caused 0 trains delayed. The vehicle on the 19<sup>th</sup> (East Meadow Dr., Palo Alto @ 11:43 pm), caused 3 trains delayed.
  - **Mechanical Delays** – In January 2026 there were 175 minutes of delay due to mechanical issues and 68 minutes of delay due to Stadler warranty issues.
  - **Trespasser Strike** – There was one trespasser strike in January, which resulted in a fatality. The strike on the 10<sup>th</sup> (East Meadow Dr., Palo Alto @ 5:21 pm), caused 10 trains delayed & 1 train terminated.
- **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 11<sup>th</sup> (3<sup>rd</sup> Ave., San Mateo @ 8:53 pm), caused 0 trains delayed. The vehicle on the 12<sup>th</sup> (Mission Bay Dr., SF @ 9:25 pm), caused 3 trains delayed. The vehicle on the 19<sup>th</sup> (East Meadow Dr., Palo Alto @ 8:43 pm), caused 0 trains delayed.
  - **Trespasser Strikes** – There were two trespasser strikes in December, one resulting in a fatality. The strike on the 13<sup>th</sup> (Millbrae @ 12:35 pm), caused 6 trains delayed. The strike on the 19<sup>th</sup> (San Bruno @ 5:57 pm), caused 17 trains delayed, 1 train terminated & 1 train annulled (fatality).



## Caltrain Named America's Fastest-Growing Transit Agency in APTA's 2025 Transit Wrapped

Caltrain was recognized by the American Public Transportation Association's (APTA's) Transit Wrapped 2025 list as the-fastest growing U.S. transit agency over the last year. The increased ridership and satisfaction levels follow the launch of its new high-performance electric trains in September 2024 that offer a better experience for Caltrain riders and provide faster and more frequent service.

The spotlight of the agency's increased ridership follows Caltrain's own 2025 Customer Satisfaction Survey, unveiled in October, which revealed ridership had grown 57% year-over-year, with weekend ridership doubling and five consecutive months of over one million riders.

Alongside the growth in ridership, the rail agency has seen a dramatic increase in ridership satisfaction and the best ratings in the 27-year history of the survey. Surveyed riders reported a record high satisfaction rating of 4.41 out of 5, up from 4.02 in 2024.

## Caltrain provided Christmas Day service

Caltrain operated a modified schedule on Wednesday, Dec. 24, Christmas Eve, and a weekend schedule on Thursday, Dec. 25, Christmas Day.

## Kicked off the New Year with Caltrain

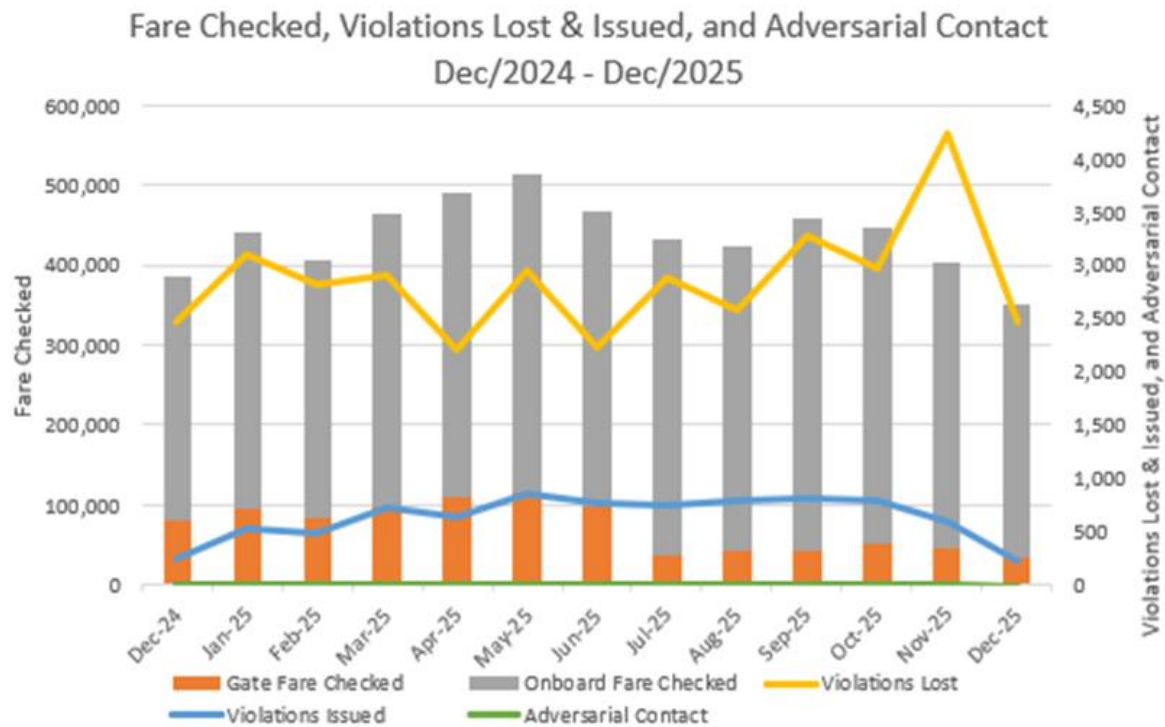
Caltrain offered free rides on New Year's Eve so revelers could get home safely at the end of their evening. All rides were free starting at 8 p.m. on Wednesday, Dec. 31, until the end of special late-night service, as in years past.

On Wednesday, Dec. 31, Caltrain operated a regular weekday schedule before the fireworks show began. In addition to regularly scheduled service, additional southbound trains departed from San Francisco at 1 a.m., 1:30 a.m., and 2 a.m., making all local stops to San Jose Diridon after the fireworks. SF MUNI provided additional post-fireworks service connecting with Caltrain San Francisco Station at 4th and King streets.

Caltrain operated a weekend schedule on Thursday, Jan. 1, and resumed collecting fares when service began around 7 a.m.

## Fare Enforcement Report – February 2026

In December 2025, Caltrain conductors performed a total of 320,336 fare inspections at the terminal and onboard the trains. During this period, 2,460 violations were lost because the rider didn't provide identification and 220 violations were issued. Four incidents were reported as adversarial contact.



## Capital Projects Update

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>

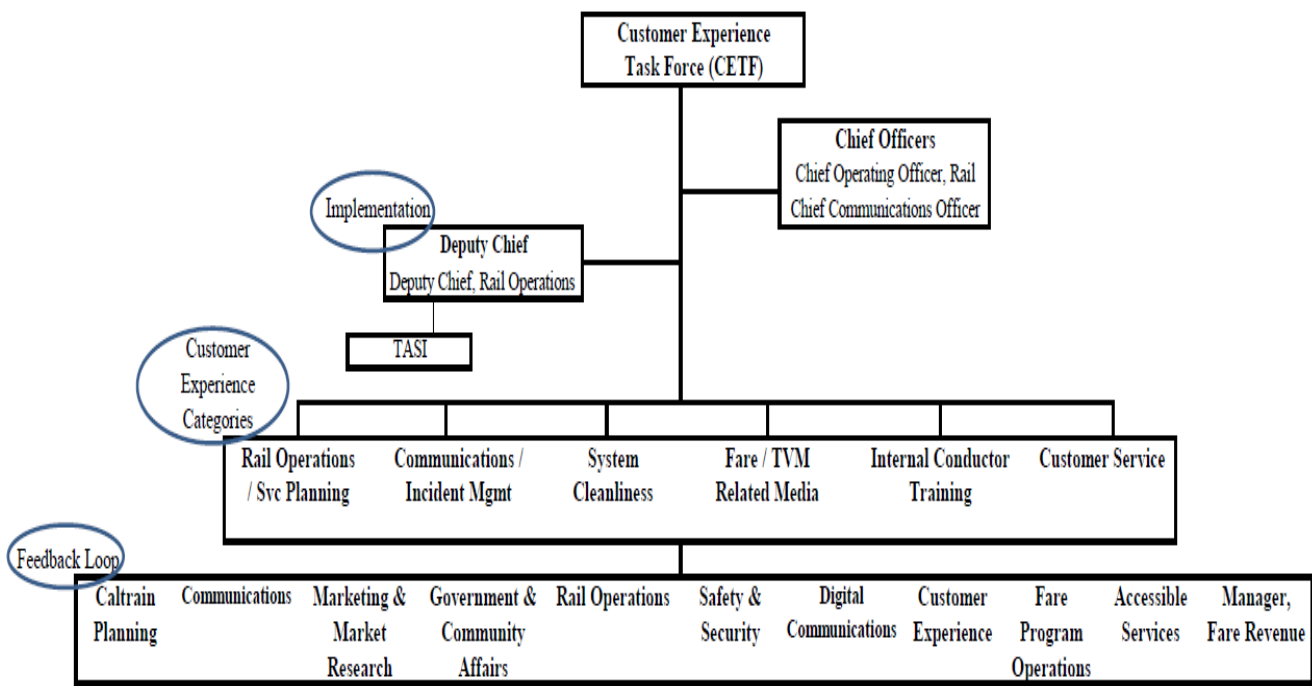
PENINSULA CORRIDOR JOINT POWERS BOARD (JPB)  
CITIZENS ADVISORY COMMITTEE (CAC)  
STAFF REPORT

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**

In January, a new schedule was implemented on January 31, 2026, primarily to resume electrified service to Tamien and a Modified Schedule along with the Special MLK Celebration Train operated on Martin Luther King Jr. Day (January 19, 2026). This taskforce also assisted with the Super Bowl LX plans for February 8, 2026.

The taskforce is spearheading efforts to:

- Implement the Modified Schedule for Presidents' Day (February 16, 2026) with resumed electric train service to/from Tamien.
- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae for their August schedule change.
- Review Caltrain's current schedule for potential service adjustments in August, including analysis of South County Connector service.

## **Communications/Incident Management (CICS)**

Staff have 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 16.103K (14K SMS - 2.8 Email).
- Service Change:
  - January 31, implementation of a small service change, with returning electric service between Tamien and San Jose Diridon.
- Clipper Next Generation:

- Phase One of the Next Generation Clipper rollout is underway, with updated signage, onboard materials, and announcements now live across the system. We continue to coordinate with MTC, Fares, and Customer Service to support clear messaging and a smooth transition for riders.
- Caltrain Events Page:
  - We are revamping the Caltrain Events page to deliver a more consistent rider experience, with key information presented in a clear, easy-to-understand, and quick-to-review format.
- Customer feedback:
  - Improvements underway to make it easier to find where to provide feedback or file a complaint. Coming late winter/early spring.
- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel:
  - Caltrain has launched its first survey and gathered rider feedback on the Text and Email Alerts Service. Responses are currently being reviewed to identify areas for improvement. It is not too late to join the panel and participate in future surveys. Click [here](#) to join R.I.D.E.!

### **Caltrain Strategic Communications (Social and Media Relations)**

- The month of January kicked off with Caltrain's annual MLK Celebration train, which was supported by the strategic communications team. This is always a great event, and a fan favorite!
- Strategic Communications Social team helped support marketing with their partnership with the San Jose Sharks, kicking off a social media campaign.
- Minor schedule changes were announced and took place on January 31st (supported via social and press release).
- A very large effort across departments was wayfinding messaging for Super Bowl LX, this was an effort across all teams.
- Continued rotational messaging which included Bike etiquette highlighting features we provide for Bike users, supporting the marketing department in their effort to push out local events, Next Generation Clipper, and Dollar Youth Fare.
- Messaging Highlights:
  - MLK Celebration Train
  - Bikes and Scooters - Education
  - Go Explore
  - Next Generation Clipper
  - Sharks Social Media Partnership Kicked off
  - Cirque du Soleil Marketing Partnership
  - Super Bowl LX
  - Stanford Basketball
  - Grand Opening of affordable housing near Tamien station
  - Comprehensive information on our 2025 Fiscal Year ACFRs and PAFRs

### **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**
  - Lessons were learned from the large sporting event this past weekend. As a security precaution, bike lockers at the Mountain View Station were temporarily deactivated. Approximately one-third of the lockers were restored and available for customer use during the Monday morning commute. Staff identified opportunities to improve both process and communication to ensure a smoother process for future needs.
  - Additional e-lockers were installed at the San Antonio and Palo Alto stations due to growing demand at those stations.
  - E-lockers will be installed at the San Francisco (4th & King) and Palo Alto stations in the next month.
  - Stations that have received e-locker installations in the last year 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 350 secure bike parking spaces were added in the last year.
  - Included with all 2025 installations are spaces that accommodate large bikes or two bikes, if people are traveling together.
  - 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](http://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, staff 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.
- All mini-high platforms on the Peninsula Mainline have been installed and are in service, with construction completion work expected to be completed in mid-2026. The feasibility of installation at the stations south of Tamien is still being evaluated.

### **Station Improvements**

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

- Inspection, Maintenance and Repair
  - Completed track cleaning, platform sign installation, and restroom maintenance at San Francisco station.
  - Performed quarterly corridor-wide inspections, including Information Display Case and parking lot inspections, as well as wheelchair lift inspections at multiple stations.
  - Installed parking stops at Hillsdale and Hayward Park stations and updated parking stalls at San Jose Diridon, Palo Alto, and Millbrae stations.
  - Painted mini-high platforms at Tamien stations and installed permanent ParkMobile signage at Redwood City station.
  - Replaced locks for the newsstand space at San Jose Diridon station.
  - Replaced irrigation cover at Gilroy stations and installed new parking lot signage at Redwood City station.
  - Conducted general inspections, cleaning, and preparations in support of Super Bowl LX activities.
- Vandalism Repairs
  - Performed graffiti abatement at multiple stations.
  - Repaired and replaced missing schedule cases.
  - Repaired elevator handrail at Belmont station.

### **Maintenance of Equipment - EMU Restroom Maintenance Trend Analysis and Action Items:**

- High-Frequency Replacements
  - Top Drivers:
    - Warranty claims (primary) and Vandalism (secondary).
  - Commonly Lost Inventory:
    - Smoke detectors and toilet seats.
  - New Emerging Trend:



- Increasing theft/loss of baby changing tables, which represents a higher unit cost than standard hardware.
- System Failures:
  - Fresh Water Pumps:
    - The current pumps are failing under warranty; they are currently being associated to the hard water levels currently being used/filled in the system.
  - Strategy:
    - Completed a local hard water level test, provided it to Stadler, now asking for the components specific hard water hardness level threshold
  - Proposed Solutions:
    - Have added de-scaling solution to the filling process when filling the water system to lower the hard water level to minimize the damage to pumps.
    - Also investigate sourcing more "stout" (industrial grade) pumps if there are no improvements and failures continue.
- Vacuumators:
  - The current vacuumators system is failing due to "forced clogs" (bottles, cans, diapers). This leads to a total motor burnout as the system tries to clear the obstruction.
  - The Strategy:
    - Transitioning from reactive repair to preventative engineering.
  - Proposed Solutions:
    - Sourcing "stout" (industrial grade) vacuumators.
    - Researching specialized hooking devices/deterrents used by other agencies to block large objects from entering the drain line.
- Fire Safety & Compliance
  - Passengers are intentionally disabling/removing smoke detectors to smoke in restrooms, creating a safety liability.
  - Proposed Solution:
    - Staff are sourcing security screens/cages to cover the detectors, making them tamper-proof while remaining functional.
- Structural & Security Upgrades (Door Tracks)
  - New locks have revealed a secondary weakness: the flexibility of the door-track itself. Too much "vertical flex" allows the door to unlatch while the door is locked out, and the vehicle is in service.
  - Proposed Solution:
    - A full redesign of the door track system.
  - Technical Requirement:
    - Implementing rugged/secure brackets to stiffen the track and eliminate the movement that leads to accidental unlatching.

Once the current warranty and vandalism challenges are mitigated, the team will work towards establishing and tracking KPIs to monitor availability. This shift will provide a clearer, more

accurate picture of "Out of Service" data. Furthermore, the arrival of the additional "option" trains will allow for more effective equipment rotations and more time for servicing between runs. This ensures that fully serviced units, complete with operational restrooms, are consistently available for frequent service.

**AGENDA ITEM # 9 (b)**  
**February 18, 2026**

**JPB CAC Work Plan**

January 21, 2026

- Corridor Crossing Strategy Program Update
- Revisit Meeting Start Time

February 18, 2026

- Safety Quarterly Update
- Quiet Car

March 18, 2026

- Measure RR Public Hearing
- Ridership Growth Strategy

April 15, 2026

- CAC Charter Proposed Amendments
- 

May 20, 2026

- Safety Quarterly Update
- 

June 17, 2026

- 
- 

July 15, 2026

- 
- 

August 19, 2026

- Safety Quarterly Update
-

September 16, 2026

- 
- 

October 21, 2026

- 
- 

November 18, 2026

- Safety Quarterly Update
- 

December 16, 2026

- 
- 

**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