

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

**1250 San Carlos Avenue, San Carlos, CA 94070
FINAL 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.