Peninsula Corridor Joint Powers Board
Citizens Advisory Committee

1250 San Carlos Avenue, San Carlos, CA 94070

Minutes of May 20, 2026

Members Present:	William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linquist, Melody Pagee (Alternate, arrived at 5:43 pm), Rohit Sarathy (arrived at 6:05 pm), Mark Thurber, Peter Wickman (Alternate), Adrian Brandt (Vice Chair)
Members Absent:	Madeeha Ayub, Patricia Leung (Chair)
Staff Present:	T. Burgwyn, N. Dhaliwal, A. Feng, J. Guaracino, J. Jest, O. Quintanilla Lopez, N. Soultanov

1. **Call to Order**
   Acting Chair Adrian Brandt called the meeting to order at 5:40 pm.

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

3. **Pledge of Allegiance / Safety Briefing**
   Acting Chair Brandt led the Pledge of Allegiance and delivered the safety briefing.

4. **Approval of Meeting Minutes for April 15, 2026**

   Member Pagee arrived at 5:43 pm.

   Motion/Second: Wickman/Pagee
   Ayes: Abbott, Albohm, Pagee, Thurber, Brandt
   Noes: None
   Absent: Ayub, Sarathy, Leung
   Abstain: Kutler, Linquist

5. **Public Comment for Items Not on the Agenda**
   Roland commented on high-speed rail (HSR) business plan updates, tunnel and track configuration concepts, freight compatibility with electrified rail, escalating project costs, and recent leadership changes at HSR Authority.

   Aleta Dupree commented on Clipper functionality, fare payment options, and challenges related to the removal of day passes.

Christina F commented on appreciation for restoration of Bayshore elevator service and noted continued responsiveness concerns.

Jeff Carter commented on train bathroom reliability and cleanliness, HSR cost and delivery comparisons, and day pass availability and Clipper integration.

6. **Report of the Chair**
   Acting Chair Brandt reported on service reliability issues, passenger safety concerns, Palo Alto crossing and quite zones, financial risks tied to Senate Bill (SB) 63, and potential improvements to onboard security and communications.

7. **Safety Quarterly Update**
   Jerry Guaracino, Chief Safety Officer, provided the presentation that included the following:
   - Safety performance metrics and injury/incident trends
   - Rail crossing risk focus and engineering countermeasures; Right-of-Way (ROW) safety strategy; engineering, education, enforcement
   - Safety outreach programs and employee engagement activities
   - Transit police response times and security operations review; Rider safety reporting tools and potential mobile app implementation
   - Ongoing hazard and vulnerability assessments; Infrastructure maintenance and vegetation/fencing improvements
   - Mental health and crisis response coordination (988 outreach)
   - Enforcement planning and use of data/technology for monitoring
   - External agency coordination on crossing safety and enforcement

   Member Sarathy arrived at 6:05 pm.

   The Committee Members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:
   - Transit police response time data and reliability of priority metrics
   - Interpretation of call categories (e.g., passing checks and parking enforcement)
   - Data presentation and clarity of security incident reporting
   - Rider safety communication tools (apps versus SMS/text-based reporting)
   - Public awareness of emergency contact numbers and reporting channels
   - Classification and consistency of incursions versus trespass incidents
   - Grade crossing gate timing and pedestrian safety concerns
   - Signal system issues including double-pumping and software delays
   - Expansion and effectiveness of crossing safety infrastructure

Public Comment
Jeff Carter commented on safety improvements including expansion of delineators, transit police response times and deployment model, and broader concerns about infrastructure project delivery timelines.

8. **Receive Update on Fiscal Year 2027 Operating Budget**
Oscar Quintanilla Lopez, Director, Budgets and Analysis, provided the presentation that included the following:

- Ongoing structural operating deficit of about $48 million
- Strong ridership growth driving significant increases in fare and parking revenue
- Revenue mix shifting with fare and Measure RR playing a larger role
- Reduced reliance on one-time state and federal grants
- Cost containment efforts, including holding vacancies and reducing consultant spending
- Major cost pressure from rising insurance and risk management expenses
- Maintain current service levels while ridership growth begins to level off

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

- Safety and security update, including performance metrics and initiatives
- Transit police response times and data reliability concerns
- Clarification on incident classifications and safety reporting categories
- Grade crossing safety improvements and rollout speed of delineators and barriers
- Public reporting tools and communication options for riders (app versus text/SMS)
- Signal system and gate timing issues at crossings
- Fiscal Year (FY) 2027 budget overview, structural deficit, and funding strategy
- Fare revenue, fare evasion enforcement, and revenue assumptions
- Parking operations and potential pricing/enforcement improvements
- Non-fare revenue opportunities including telecom leasing and energy storage

Public Comment
Jeff Carter commented on transit funding needs, fare enforcement revenue, operational efficiency, electrification energy costs, and the importance of maintaining shared services between Caltrain and San Mateo County Transit District (SamTrans).

Acting Chair Brandt announced that Caltrain is recruiting new CAC members and encouraged interested applicants from all counties to apply before the May 29 deadline.

9. **Corridor Crossing Strategy Program & Elements**

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

   - Safety enhancement and elimination (grade separation) programs
   - Project scoring, prioritization, and sequencing approach
   - Caltrain delivery roles and implementation structure
   - Corridor-wide funding strategy and external funding coordination
   - Phased safety improvements and long-term crossing program rollout
   - Interagency coordination and corridor-wide alignment

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

   - Timeline drivers: funding, California Public Utilities Commission (CPUC) approvals, and coordination with cities/partners
   - Meaning of "alignment" and coordination structures across agencies
   - Project scoring system and how projects are prioritized into funding groups
   - Funding strategy and how corridor-wide applications are coordinated
   - Clarification on specific projects and funding status (Menlo Park, Palo Alto, Middle Avenue)
   - Stakeholder involvement varies by project (city, Santa Clara Valley Transportation Authority (VTA), Union Pacific Railroad (UP), CPUC, community)
   - Ownership and coordination on Union Pacific segments
   - CPUC waiver requirements impacting safety enhancements rollout

   <u>Public Comment</u>

   Jeff Carter commented on the corridor-wide strategy, safety improvements, and concerns about the high cost and service impacts of San Francisco grade separation projects, including potential effects on 22nd Street Station.

   Roland commented on the Pennsylvania Avenue extension cost and the potential replacement of 22nd Street Station with new stations and connections.

10. **2025 Triennial Customer Survey Update**

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

    - Rider demographics, including income, education, and equity considerations
    - Electrification impacts on customer satisfaction and ridership growth
    - Trip frequency trends and opportunities for converting new riders to frequent users
    - Station access patterns including walking, transit, and biking connections
    - Shift from paper tickets to Clipper and growth of institutional fare programs
    - Station boarding and alighting patterns, with San Francisco as the primary hub
    - Use of survey data for service planning, marketing, and equity/Title VI 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:

- Motorcycle parking and first/last-mile access at stations
- Clipper usability and payment experience issues (credit card tap, card clash)
- Sports and event-based marketing and ridership opportunities; Late-night service and event return travel experience
- Clarification for boarding, alighting, entry, and exit; Boarding versus alighting data differences and survey methodology questions
- Origin-destination survey approach and sampling considerations
- Average trip length/distance measurement and data gaps
- Use of Clipper/Automatic Passenger Count (APC) data for improved ridership analysis

Member Albohm left at 8:00 pm.

Public Comment

Jeff Carter commented on station-area development growth, strong walk access patterns, fare payment flexibility and senior discount limitations, and improved service alignment for sports and event travel.

Roland commented on Clipper app functionality for recovering a lost senior Clipper Card and the need for registered accounts to maintain discount eligibility versus credit card tap use.

11. Staff Report (Ted Burgwyn)

10.a. Customer Experience Task Force Update

10.b. JPB CAC Work Plan Update

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

- 96.1 percent on-time performance (OTP); safety incidents; Positive Train Control (PTC) and mechanical delays
- Ridership recovery trends; weather and event impacts
- Fare enforcement down 15.6 percent; Clipper NextGen tap-to-pay and device issues
- South County review; no August schedule changes
- Restroom 55 percent out-of-service; early departures; elevator repair
- Concerts, sports, Bay to Breakers, International Federation of Association Football (FIFA) event service
- Quiet car pilot; marketing and communications updates; Board patterns, station use, and survey findings

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

- Maintenance facility field trip proposal and public logistics concerns
- Station display tablet pilot and reliability upgrades
- Station restroom availability, “throne” units, and vandalism prevention ideas
- Stanford Station service limits due to Americans with Disabilities Act (ADA) and safety constraints
- Fare inspection system issues, citation processing, and enforcement effectiveness
- PTC-related braking events and crossing safety concerns
- Early departures monitoring and schedule adherence
- Track incursions and vehicle strike analysis, including safety treatments

Member Linquist left at 8:26 pm.
Member Thurber left at 8:26 pm.

Public Comment
Doug Delong commented on strengthening fare enforcement, removing disruptive riders, and exploring dedicated enforcement teams to improve safety and reduce vandalism.

Jeff Carter commented on ridership trends, special event service planning, maintenance facility tour ideas, and restroom accessibility and management.

Roland commented on restroom capacity, train seating tradeoffs, and European rail maintenance practices.

Daniel Karpelevitch commented on restroom reliability, Electric Municipal Unit (EMU) train configurations, expansion of station restroom facilities, and interest in more transparency on emergency braking issues.

12. Committee Member Requests

- Expansion and acceleration of station restroom deployment to improve availability and reliability

13. Date/Time/Location of Next Regular Meeting: Wednesday, June 20, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

14. Adjourn – The meeting adjourned at 8:51 pm.