



BOARD OF DIRECTORS 2026

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AGENDA

Peninsula Corridor Joint Powers Board

Citizens Advisory Committee (CAC) Meeting

July 15, 5:40 pm

Public Hearing Room, 5th Floor

166 North Rollins Road, Millbrae, CA 94030

Members of the public may attend in-person at the noticed location(s) or participate remotely via Zoom at <https://us02web.zoom.us/j/89572582796?pwd=ZiRDd7ez7IfSGJQZqer0ldmPwqvgCa.1> or by entering 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>.

Public Comments: Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted monthly 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 monthly 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 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.

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.

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

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

July 15, 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 June 17, 2026 **(5:45 pm)** Motion
5. Public Comment on Items Not on the Agenda **(5:50 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 **(6:00 pm)** Informational
7. Adoption of CAC Charter & Bylaws Amendment (Anna Myles-Primakoff, Olson Remcho) **(6:10 pm)** Informational
8. Amendment of Code of Conduct for Public Meetings (Anna Myles-Primakoff, Olson Remcho) **(6:30 pm)** Informational
9. Baseline Safety Enhancement Program (Stacy Cocke) **(6:50 pm)** Informational
10. Staff Report (Ted Burgwyn) **(7:10 pm)**
 - 10.a. Customer Experience Task Force Update Informational
 - 10.b. JPB CAC Work Plan Update Informational
11. Committee Member Comments **(7:20 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.
12. Date / Time / Location of Next Regular Meeting: Wednesday, August 19, 2026, at 5:40 pm
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.
13. 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.

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 as per the information provided at the top of the agenda. 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 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted monthly 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 monthly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

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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, 166 North Rollins Road, Millbrae, CA 94030; 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 166 North Rollins Road, Millbrae, CA 94030, 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**

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of June 17, 2026

Members Present: William Abbott, Davis Albohm, Kristopher Linquist, Melody Pagee (Alternate), Mark Thurber, Peter Wickman (Alternate), Patricia Leung (Chair)

Members Present via Teleconference: Adrian Brandt (Vice Chair)

Members Absent: Madeeha Ayub, Rosalind Kutler, Rohit Sarathy

Staff Present: T. Burgwyn, L. Ko, L. Lumina-Hsu

1. Call to Order

Chair Patricia Leung called the meeting to order at 5:50 pm.

Lauryn Ko, CAC Secretary, noted audio technology issues with the Public Hearing Room; however, a workaround enabled in-person attendees to hear online attendees. No audio issues were present for online attendees.

2. Roll Call

Ms. Ko 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.

4. Approval of Meeting Minutes for May 20, 2026

Motion/Second: Pagee/Linquist

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

Noes: None

Abstain: Leung

Absent: Ayub, Kutler, Sarathy

5. Public Comment for Items Not on the Agenda

Jeff Carter commented on train door closure, early departure, the Millbrae Station power light generator, Fédération Internationale de Football Association (FIFA) activities, and train 518 occupancy.

Aleta Dupree, Team Folds, commented on Clipper, ridership, and public transportation usage to local destinations.

Roland commented on Bay Area Rapid Transit (BART) fare check procedures.

6. Report of the Chair

Chair Leung had no report.

7. Adopt Passenger Code of Conduct

Theodore Burgwyn, Interim Chief Operating Officer, and Quentin Barbosa, Legal Counsel, Olson Remcho, provided the presentation that included the following:

- No previous existing Code of Conduct; guidelines to increase safety and enforcement of policies
- Implementation of Public Utilities Code; reference during incidents

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

- Item 15 (skateboard, roller skate, bicycle, roller blade, and motorized scooter policy) to callout station platforms
- Quiet car and feet on the seats; day-to-day rider behavior conduct and in-train posting; social versus legal conduct
- Conductor citation and escalation to Transit Police Department (PD) enforcement
- Bike car rules
- Updates to the Code of Conduct to return to the Board and CAC for review
- Smoking and vaping policies

Public Comment

Jeff Carter commented on display methods, encountered incidences, vandalized bathrooms, folding scooters and bicycles in the bike car, and feet on the seats.

Aleta Dupree, Team Folds, commented on existing transit Code of Conduct and enforcement.

Roland commented on bathrooms, penal code fines, and escalation levels.

8. Staff Report

8.a. Customer Experience Task Force Update

8.b. JPB CAC Work Plan Update

Mr. Burgwyn provided the presentation that included the following:

- Workplan backlog
- May on-time performance at 94.8 percent; one day vehicle on-tracks
- Bird strike damage to overhead catenary system
- Gate and onboard checks breakdown for fare enforcement reporting
- Ridership driven by gas prices, events, and weather – May set post pandemic records for monthly ridership, with a total of 1.9 million passenger trips

- BTS concert contributed 42,000 additional passenger trips; seven percent increase for Giants game ridership; Guadalupe bridge shutdown to temporarily suspend service between Diridon and Tamien stations
- Upcoming events schedule
- Clipper Next Generation updates and field tests with Cubic Corporation (Cubic) and the Metropolitan Transportation Commission (MTC); identified additional issues and incoming changes
- Restroom availability and cleanliness
- Extra service for FIFA games and Pride Parade
- Upcoming workplan in July: CAC by-laws, Code of Conduct, and baseline safety enhancement; August to include meeting start time, remote attendance, feedback forms, and ridership growth strategy

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

- Extra FIFA activation events and related ridership
- Santa Clara Valley Transportation Authority (VTA) FIFA service and effects to Caltrain service
- Transit mode sharing to FIFA games
- Fare evasion rates, delineator crossings progress, scheduled wheelchair boarding request, level boarding roadmap, and quiet car updates

Public Comment

Jeff Carter commented on corridor-wide events, wheelchair boarding, delineators, and Pride service.

Aleta Dupree, Team Folds, commented on event-based ridership, fare options, methods for increasing ridership, and availability.

9. Committee Member Requests – There were none.

10. Date/Time/Location of Next Regular Meeting: Wednesday, July 15, 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.

11. Adjourn – The meeting adjourned at 6:51 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: Citizens Advisory Committee
Through: Michelle Bouchard, Executive Director
From: James C. Harrison, General Counsel
For: July 2026 Citizens Advisory Committee Meeting
Subject: **Revisions to Citizens Advisory Committee Bylaws and Proposed Charter and Retitle Committee as “Community Advisory Committee”**

☐ Finance Committee Recommendation ☐ Technology, Operations, Planning, and Safety Committee Recommendation ☐ Advocacy and Major Projects Committee Recommendation

Purpose and Recommended Action

Staff seek the input of the Citizens Advisory Committee (CAC) on proposed amendments to the CAC Bylaws and CAC Charter, which will be presented to the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) at its August 6, 2026, meeting. Staff propose the following revisions to the CAC Bylaws and CAC Charter:

1. Change the JPB address to the new headquarters in Millbrae;
2. Rename the Citizens Advisory Committee to the Community Advisory Committee;
3. Add provision that would allow the CAC to amend its regularly scheduled meeting time, subject to the approval of JPB staff;
4. Clarify the Board’s authority to take actions involving the CAC, including:
 - a. CAC members serve at the pleasure of the Board;
 - b. The Board must approve future amendments to the CAC Bylaws; and
5. Revise the CAC charter to clarify expectations for how members should conduct themselves at CAC meetings, memorialize staff involvement in those meetings, and the role of the CAC.

Discussion

The JPB established the CAC via JPB Resolution No. 1992-28. The CAC serves as a forum for conveying community “information, ideas, and comments to the Board.” The authorizing resolution provides that the CAC “shall act as an advisory body to the JPB.” The CAC is expressly authorized to 1) seek “the views of various groups of users and potential users of public transit, and to develop proposals and recommendations” for meeting the needs of these groups; 2) review and comment on staff proposals and actions; and 3) assist in any matter the Board deems appropriate. The Board adopted CAC Bylaws in 2002 (JPB Resolution No. 2002-13) to formalize the rules of procedure governing the conduct of the CAC. The CAC most recently

amended its Bylaws on November 15, 2023 (CAC Resolution No. 2023-1), to change the order of business and authorize the CAC to modify the order of business at the start of a meeting to make it the effective order of business until another motion is passed to change the order of business.

Article VI of the CAC Bylaws permits the CAC to amend the Bylaws via a two-thirds vote of the members present and voting, so long as the proposed amendments were submitted in writing to the CAC at the prior meeting. Notably, the Bylaws do not explicitly state that the JPB may make revisions to the Bylaws, even though the JPB has amended the CAC Bylaws, most recently in 2019 (JPB Resolution No. 2019-45) to add alternate members and move Public Comment before the Chair's Report on the CAC order of business.

Staff propose to modify the CAC Bylaws to confirm the Board's authority to take actions involving the CAC. The revisions include:

1. A provision specifying that the members of the CAC serve at the pleasure of the Board (Article I, Sections 1 & 2).
 - a. This provision aligns the Board's removal authority with its appointment authority.
2. A requirement that future amendments to the CAC's Bylaws must be reviewed and approved by the Board (Article VI).
 - a. Staff recommend this change to ensure that future amendments to the Bylaws are consistent with the CAC's jurisdiction and scope granted by the Board.
3. A revision permitting the CAC to amend its regularly scheduled meeting time, subject to the approval of JPB staff (Article III, Section 1).
 - a. This change ensures that amendments to the meeting time of the CAC align with the availability of staff to run the meeting and make presentations to the CAC.
4. Renaming the Citizens Advisory Committee to the Community Advisory Committee (Global Edit).
 - a. This change is consistent with the terminology used for other transit advisory bodies.

Staff also recommend the Board adopt a revised CAC charter, attached to this staff report, consistent with these changes to the Bylaws to clarify expectations for how members should conduct themselves at CAC meetings, memorialize staff involvement in those meetings, and further clarify the role of the CAC.

Budget Impact

There is no budget impact associated with adopting the CAC Charter and Bylaws Amendments.

Prepared By: Anna Myles-Primakoff	Counsel	6/30/2026
Quentin Barbosa	Associate	6/30/2026

~~CITIZENS~~ **COMMUNITY** ADVISORY COMMITTEE PENINSULA

CORRIDOR JOINT POWERS BOARD

BYLAWS

ARTICLE I – MEMBERSHIP

Section 1. As prescribed by the Peninsula Corridor Joint Powers Board (“JPB” or “Board”), the ~~Citizens~~ **Community** Advisory Committee (“CAC” or “Committee”) shall consist of nine (9) members and three (3) alternate members, with three (3) members and one (1) alternate member appointed from each constituent county (San Francisco County, San Mateo County, Santa Clara County). Each county will select its county committee members and alternate members, and the JPB will affirm these appointments. *CAC members serve at the pleasure of the JPB.* CAC members should reflect the demographics of Caltrain riders. The ~~Citizens Advisory Committee~~ **CAC** shall act in an advisory capacity to the JPB. Its activities shall include seeking the views of various groups of users and potential users of Caltrain and ancillary transit facilities, and to develop proposals and recommendations for meeting the needs of these various groups; reviewing and commenting on staff proposals and actions as requested by the JPB; and assisting the JPB in any matter which the Board may deem appropriate.

Section 2. CAC members and alternate members shall serve three (3) year terms, *subject to the JPB’s removal authority.*

Section 3. When the JPB conducts recruitments to fill vacancies on the CAC, such recruitments shall be conducted to minimize the opportunity for a resulting appointment to create a vacancy in the alternate position, as follows: The recruitment

should seek candidates for both the vacant seat and the same county's alternate position, thereby allowing the Board to either (a) appoint a new applicant to fill the vacancy, or (b) appoint the county's alternate member to serve the remainder of the term of the vacant member's seat and also appoint a new alternate member to serve the remainder of the alternate member's term.

ARTICLE II – OFFICERS

Section 1. The Officers of the CAC shall be a Chairperson and a Vice-Chairperson. Their duties shall be as follows:

Chairperson: Presides over CAC meetings; develops the monthly meeting agenda; appoints subcommittees and subcommittee chairpersons; and is responsible for submission of the report of the most recent CAC meeting, in a manner the Chair deems suitable, for the monthly JPB meetings, and may delegate this responsibility to another CAC member. The Chairperson may call a special meeting of the Committee should the Chairperson deem it appropriate.

Vice-Chairperson: Presides over the CAC meetings in the absence of the Chairperson; conducts the other duties of the Chairperson in his/her absence.

Should neither the Chairperson nor Vice-Chairperson be able to perform the duties of the chair, the remaining members shall elect one of themselves to serve as temporary chair.

Section 2. Selection of Officers shall be made as follows:

Chairperson: The Chairperson shall be elected by a majority of the appointed members or their seated alternates at the January meeting.

The term of office shall be for one year. If the term of appointment of the member elected Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Vice-Chairperson will serve as Chairperson until the following January.

Vice-Chairperson: This Officer shall be elected by a majority of the appointed members or their seated alternates at the January meeting. The term of office shall be for one year. If the term of appointment of the member elected Vice-Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Committee will hold an election for a Vice-Chairperson to serve out the remainder of the term.

Except in extenuating circumstances as determined by the Committee, at no time shall two officers be elected from the same county. The officers shall be elected in a rotation between counties on a yearly basis. If the majority of the Committee chooses, Officers may be retained for a period longer than one year.

Only Committee members (as opposed to alternate members) can serve as Officers.

Clerk of the Committee: The Clerk shall be appointed by the Executive Director of JPB who will serve as staff to the Committee. The duties of Clerk to the Committee shall be to prepare and post the agenda, as advised by the CAC officers. In addition, the Clerk shall attend all regularly scheduled and special meetings of the CAC and shall prepare monthly minutes for the CAC, staff reports and public hearing notices when appropriate.

Section 3. In the case of vacancy.

In the case of any vacancy in office, the vacancy shall be filled by an election at the first regular meeting after the occurrence of the vacancy.

ARTICLE III – MEETINGS

Section 1. The regular meetings of the CAC shall be held on the third Wednesday of each month at 5:40 p.m. The CAC ~~can approve amending~~ *may amend* its regularly scheduled meeting time, date and location without having to seek Board authorization. *However, any change in meeting time shall be subject to the availability and approval of JPB staff.* Any meeting may be cancelled or postponed by majority vote of those in attendance at any meeting prior to the meeting being cancelled or postponed.

Section 2. The CAC meetings are subject to the Ralph M. Brown Act, Government Code Section 54950, et seq.

Section 3. Attendance being of prime importance to maintain contact between constituents and Committee, attendance of members and alternate members is required at all meetings. Should a member or alternate member be unable to attend a meeting they should notify the Clerk to the Committee before the meeting. Should any member or alternate member have more than two (2) absences in a calendar year, the Chair shall send the member or alternate member a reminder of the attendance policy. Any member or alternate member who is absent for four (4) regularly scheduled meetings during a calendar year shall automatically be terminated. Any resulting vacancy shall be filled for the duration of the departing member's or alternate member's term.

Section 4. Any Committee member can have an item placed on the agenda by notifying the Clerk to the Committee seventy-two (72) hours prior to the meeting.

Section 5. Alternate members serve on the Committee (but not a subcommittee or ad hoc committee) during (a) the absence of Committee members from the same county or (b) vacancies in membership from the same county. When an alternate member serves in place of a member or to fill a vacancy, the alternate member has all of the rights, duties and obligations of a member, except for those rights, duties and obligations associated with a Committee office held by a member.

ARTICLE IV – SUBCOMMITTEES

Section 1. Subcommittees and Ad Hoc Committees may be established by the Chairperson as necessary.

Section 2. Each subcommittee shall consist of at least three (3) CAC members, one (1) delegate from each county, appointed by the CAC Chairperson. Only Committee members (as opposed to alternate members) may serve on Subcommittees and Ad Hoc Committees.

ARTICLE V – PARLIAMENTARY AUTHORITY

Section 1. The rules contained within the current edition of Robert's Rules of Order (Newly Revised) shall govern the CAC in all cases to which they are applicable and are not inconsistent with these by-laws, and any special rules of order the CAC may adopt.

Section 2. A quorum is defined as a majority of seats currently filled, or currently able to be filled using alternate members. Alternate members are counted towards a quorum only when seated in the place of a member appointed from the same

county (e.g., an alternate from Santa Clara County is only counted towards a quorum when sitting on the Committee in the place of a member from Santa Clara County or when filling a Santa Clara vacancy). All official acts of the Committee shall require a quorum of seats currently filled, or currently able to be filled using alternate members.

ARTICLE VI – AMENDMENT OF BY-LAWS

These by-laws may be amended at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting *and - with the approval of the Board of Directors. The Board may also impose changes to the Committee's bylaws it deems to be in the best interest of the JPB and the public it serves.*

ARTICLE VII – CONFLICT OF INTEREST

There shall be no personal or monetary gain by members or alternate members of the CAC as a result of their membership and actions on the CAC. Reimbursement for expenses that may be authorized by the Executive Director from time to time shall not be deemed to be compensation.

ARTICLE VIII – MAJORITY/MINORITY REPORTS

CAC members may elect to present separate reports on decisions and actions by the CAC under the following circumstances: A majority report will reflect at least two-thirds (2/3) of the CAC members or seated alternate members present and voting. A minority report will reflect at least twenty-five percent (25%) of the CAC members or seated alternate members present and voting.

ARTICLE IX – ORDER OF BUSINESS

At the start of a regular meeting, the Chair or any member of the Committee may move to pass an alternative Order of Business, to meet the needs of the CAC. Following approval by a majority of the members of the CAC, the updated Order of Business shall remain operative until the CAC passes a motion at a later date approving a new alternative Order of Business or returning to the Order of Business provided in the Bylaws.

The Order of Business for a regular meeting shall be as follows:

- a. CALL TO ORDER
- b. PLEDGE OF ALLEGIANCE TO THE FLAG
- c. ROLL CALL
- d. MINUTES - Approval
- e. PUBLIC COMMENTS – At this time persons in the audience may speak on any item on the agenda or any other matter within the jurisdiction of the Committee. The Brown Act (the State local agency open meeting law) prohibits the CAC from acting on any matter that is not on the agenda. It is the policy of Committee to refer such matters to staff for investigation and/or action. Speakers are requested to fill out a "speaker" card located on the table by the door and hand it to staff before the meeting.

The Chair may limit speakers to three minutes each.

- f. CHAIRPERSON’S REPORT
- g. PUBLIC HEARINGS
- h. STAFF REPORTS
- i. COMMITTEE COMMENTS

j. PENDING ACTION REPORTS

k. OLD BUSINESS

l. NEW BUSINESS

m. OTHER ISSUES

n. ADJOURNMENT

JPB CAC By-laws Subcommittee
Prepared by:

Jerry Graham – JPB CAC SMC
Bruce Balshone – JPB CAC SFC
Mike Rodriguez – JPB CAC SCC

May 2, 2002
JPB Resolution No. 2002-13

Amended July 1, 2010
JPB Resolution No. 2010-33

Amended December 15, 2010
CAC Motion

Amended March 1, 2012
JPB Motion

Amended December 4, 2014
JPB Resolution No. 2014-54

Amended August 6, 2015
JPB Resolution No. 2015-39

Amended December 5, 2019
JPB Resolution No. 2019-45

Amended November 15, 2023
CAC Resolution No. 2023-01

(if adopted)
Amended [date], 2026
CAC Resolution No. 2026-X
JPB Resolution No. 2026-X

COMMUNITY ADVISORY COMMITTEE
PENINSULA CORRIDOR JOINT POWERS BOARD
BYLAWS

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Section 2. CAC members and alternate members shall serve three (3) year terms, subject to the JPB’s removal authority.

Section 3. When the JPB conducts recruitments to fill vacancies on the CAC, such recruitments shall be conducted to minimize the opportunity for a resulting appointment to create a vacancy in the alternate position, as follows: The recruitment should seek candidates for both the vacant seat and the same county's alternate position, thereby

allowing the Board to either (a) appoint a new applicant to fill the vacancy, or (b) appoint the county's alternate member to serve the remainder of the term of the vacant member's seat and also appoint a new alternate member to serve the remainder of the alternate member's term.

ARTICLE II – OFFICERS

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Chairperson: Presides over CAC meetings; develops the monthly meeting agenda; appoints subcommittees and subcommittee chairpersons; and is responsible for submission of the report of the most recent CAC meeting, in a manner the Chair deems suitable, for the monthly JPB meetings, and may delegate this responsibility to another CAC member. The Chairperson may call a special meeting of the Committee should the Chairperson deem it appropriate.

Vice-Chairperson: Presides over the CAC meetings in the absence of the Chairperson; conducts the other duties of the Chairperson in his/her absence.

Should neither the Chairperson nor Vice-Chairperson be able to perform the duties of the chair, the remaining members shall elect one of themselves to serve as temporary chair.

Section 2. Selection of Officers shall be made as follows:

Chairperson: The Chairperson shall be elected by a majority of the appointed members or their seated alternates at the January meeting.

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seek reappointment or the Board does not grant such reappointment, the Vice- Chairperson will serve as Chairperson until the following January.

Vice-Chairperson: This Officer shall be elected by a majority of the appointed members or their seated alternates at the January meeting. The term of office shall be for one year. If the term of appointment of the member elected Vice-Chairperson expires before the year is out and that member does not either seek reappointment or the Board does not grant such reappointment, the Committee will hold an election for a Vice-Chairperson to serve out the remainder of the term.

Except in extenuating circumstances as determined by the Committee, at no time shall two officers be elected from the same county. The officers shall be elected in a rotation between counties on a yearly basis. If the majority of the Committee chooses, Officers may be retained for a period longer than one year.

Only Committee members (as opposed to alternate members) can serve as Officers.

Clerk of the Committee: The Clerk shall be appointed by the Executive Director of JPB who will serve as staff to the Committee. The duties of Clerk to the Committee shall be to prepare and post the agenda, as advised by the CAC officers. In addition, the Clerk shall attend all regularly scheduled and special meetings of the CAC and shall prepare monthly minutes for the CAC, staff reports and public hearing notices when appropriate.

Section 3. In the case of vacancy.

In the case of any vacancy in office, the vacancy shall be filled by an election at the first regular meeting after the occurrence of the vacancy.

ARTICLE III – MEETINGS

Section 1. The regular meetings of the CAC shall be held on the third Wednesday of each month at 5:40 p.m. The CAC can approve amending its regularly scheduled meeting time, date and location without having to seek Board authorization. Any meeting may be cancelled or postponed by majority vote of those in attendance at any meeting prior to the meeting being cancelled or postponed.

Section 2. The CAC meetings are subject to the Ralph M. Brown Act, Government Code Section 54950, et seq.

Section 3. Attendance being of prime importance to maintain contact between constituents and Committee, attendance of members and alternate members is required at all meetings. Should a member or alternate member be unable to attend a meeting they should notify the Clerk to the Committee before the meeting. Should any member or alternate member have more than two (2) absences in a calendar year, the Chair shall send the member or alternate member a reminder of the attendance policy. Any member or alternate member who is absent for four (4) regularly scheduled meetings during a calendar year shall automatically be terminated. Any resulting vacancy shall be filled for the duration of the departing member's or alternate member's term.

Section 4. Any Committee member can have an item placed on the agenda by notifying the Clerk to the Committee seventy-two (72) hours prior to the meeting.

Section 5. Alternate members serve on the Committee (but not a subcommittee or ad hoc committee) during (a) the absence of Committee members from the same county or (b) vacancies in membership from the same county. When an alternate member serves in place of a member or to fill a vacancy, the alternate member has all of the rights, duties and obligations of a member, except for those rights, duties and obligations

associated with a Committee office held by a member.

ARTICLE IV – SUBCOMMITTEES

Section 1. Subcommittees and Ad Hoc Committees may be established by the Chairperson as necessary.

Section 2. Each subcommittee shall consist of at least three (3) CAC members, one (1) delegate from each county, appointed by the CAC Chairperson. Only Committee members (as opposed to alternate members) may serve on Subcommittees and Ad Hoc Committees.

ARTICLE V – PARLIAMENTARY AUTHORITY

Section 1. The rules contained within the current edition of Robert's Rules of Order (Newly Revised) shall govern the CAC in all cases to which they are applicable and are not inconsistent with these by-laws, and any special rules of order the CAC may adopt.

Section 2. A quorum is defined as a majority of seats currently filled, or currently able to be filled using alternate members. Alternate members are counted towards a quorum only when seated in the place of a member appointed from the same county (e.g., an alternate from Santa Clara County is only counted towards a quorum when sitting on the Committee in the place of a member from Santa Clara County or when filling a Santa Clara vacancy). All official acts of the Committee shall require a quorum of seats currently filled, or currently able to be filled using alternate members.

ARTICLE VI – AMENDMENT OF BY-LAWS

These by-laws may be amended at any regular meeting of the CAC by a two-

thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting and with the approval of the Board of Directors. The Board may also impose changes to the Committee's bylaws it deems to be in the best interest of the JPB and the public it serves.

ARTICLE VII – CONFLICT OF INTEREST

There shall be no personal or monetary gain by members or alternate members of the CAC as a result of their membership and actions on the CAC. Reimbursement for expenses that may be authorized by the Executive Director from time to time shall not be deemed to be compensation.

ARTICLE VIII – MAJORITY/MINORITY REPORTS

CAC members may elect to present separate reports on decisions and actions by the CAC under the following circumstances: A majority report will reflect at least two-thirds (2/3) of the CAC members or seated alternate members present and voting. A minority report will reflect at least twenty-five percent (25%) of the CAC members or seated alternate members present and voting.

ARTICLE IX – ORDER OF BUSINESS

At the start of a regular meeting, the Chair or any member of the Committee may move to pass an alternative Order of Business, to meet the needs of the CAC. Following approval by a majority of the members of the CAC, the updated Order of Business shall remain operative until the CAC passes a motion at a later date approving a new alternative Order of Business or returning to the Order of Business provided in the

Bylaws.

The Order of Business for a regular meeting shall be as follows:

- a. CALL TO ORDER
- b. PLEDGE OF ALLEGIANCE TO THE FLAG
- c. ROLL CALL
- d. MINUTES - Approval
- e. PUBLIC COMMENTS – At this time persons in the audience may

Speak on any item on the agenda or any other matter within the jurisdiction of the Committee. The Brown Act (the State local agency open meeting law) prohibits the CAC from acting on any matter that is not on the agenda. It is the policy of Committee to refer such matters to staff for investigation and/or action. Speakers are requested to fill out a "speaker" card located on the table by the door and hand it to staff before the meeting.

The Chair may limit speakers to three minutes each.

- f. CHAIRPERSON'S REPORT
- g. PUBLIC HEARINGS
- h. STAFF REPORTS
- i. COMMITTEE COMMENTS
- j. PENDING ACTION REPORTS
- k. OLD BUSINESS
- l. NEW BUSINESS
- m. OTHER ISSUES
- n. ADJOURNMENT

Jerry Graham – JPB CAC SMC
Bruce Balshone – JPB CAC SFC
Mike Rodriguez – JPB CAC SCC

May 2, 2002
JPB Resolution No. 2002-13

Amended July 1, 2010
JPB Resolution No. 2010-33

Amended December 15, 2010
CAC Motion

Amended March 1, 2012
JPB Motion

Amended December 4, 2014
JPB Resolution No. 2014-54

Amended August 6, 2015
JPB Resolution No. 2015-39

Amended December 5, 2019
JPB Resolution No. 2019-45

Amended November 15, 2023
CAC Resolution No. 2023-01

(if adopted)
Amended [date], 2026
CAC Resolution No. 2026-X
JPB Resolution No. 2026-X

JPB Resolution No. 1992-28 (adopted)
JPB Resolution No. 2022-03 (amended)

~~Citizens~~
Peninsula Corridor Joint Powers Board Community **Advisory Committee (CAC) Charter**

1. Each member agency shall ~~appoint~~ *recommend* three members ~~to represent its county with~~ *for appointment* to the ~~understanding that in the selection process an effort will~~ *Community Advisory Committee (CAC). Members of the CAC shall be made to reflect* appointed by, and serve at the ~~demographic components~~ *pleasure of the Board of Directors* of the Peninsula ~~Commute ridership~~ *Corridor Joint Powers Board (JPB)*. The terms of office *for CAC members* shall be three years, ~~with the first appointee drawing one, two, and three year terms by lot.~~
2. Meetings shall be held monthly at ~~SanTrans Caltrain~~ headquarters, ~~1250 San Carlos Avenue, San Carlos.~~ *in Millbrae. At least one staff member will be present at all meetings. Members may participate remotely as permitted by the JPB's remote meeting policy.*
3. The JPB staff shall provide support to the ~~Citizens Advisory Committee, with~~ *CAC, including* a staff liaison ~~designated for each member county.~~ *The Chair and Vice-Chairperson of the CAC will have regular meetings with JPB staff to determine the agenda for meetings. Concerns of CAC members should be forwarded to the Chair who will share them directly with the JPB staff liaison.*
4. *The purpose of the CAC is to represent the interests of Caltrain's ridership and the public and to advise the Board on these interests. To that end, members of the CAC will act with respect and civility when interacting with each other, the Board of Directors, staff, and members of the public. Behavior which violates the CAC's commitment to respect and civility includes, but is not limited to, yelling, cursing, interrupting, humiliating, threatening, and all forms of harassment. Any violations of this provision will be referred to the Chair of the CAC for resolution and if the concern cannot be resolved by the Chair or if it involves the Chair, to the Chair of the JPB Board of Directors. The Chair may also refer repeat or severe violations of this provision to the JPB for consideration of removal from the CAC.*
5. The ~~Citizens Advisory Committee~~ *CAC* shall act as an advisory committee to the JPB. Its activities shall include seeking the views of various groups of users and potential users of public transit; and ~~to develop~~ *developing* proposals and recommendations for meeting the needs of these various groups; reviewing and commenting on staff proposals and actions as requested by the JPB; and assisting the JPB in any matter which the Board may deem appropriate.

6. The ~~Citizens Advisory Committee~~ CAC shall serve as the independent oversight committee for the Measure RR sales tax as required by resolution of the Peninsula Corridor Joint Powers Board. In its capacity as the independent oversight committee, the ~~Citizens Advisory Committee~~ CAC shall be responsible for verifying that the tax proceeds are invested in a way that is consistent with the purpose of the tax by: (1) receiving the annual independent audit of the receipt and expenditure of tax proceeds; (2) holding a public hearing; and (3) issuing an annual report to provide the public with information regarding how the tax proceeds are being spent.
7. *The CAC may adopt and amend its own bylaws at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting and subject to the approval of the JPB Board of Directors. The JPB may also impose changes to the Committee's bylaws it deems to be in the best interest of the JPB and the public it serves.*

JPB Resolution No. 1992-28 (adopted)
JPB Resolution No. 2022-03 (amended)

Peninsula Corridor Joint Powers Board
Community Advisory Committee (CAC) Charter

1. Each member agency shall recommend three members for appointment to the Community Advisory Committee (CAC). Members of the CAC shall be appointed by, and serve at the pleasure of the Board of Directors of the Peninsula Corridor Joint Powers Board (JPB). The terms of office for CAC members shall be three years.
2. Meetings shall be held monthly at Caltrain headquarters in Millbrae. At least one staff member will be present at all meetings. Members may participate remotely as permitted by the JPB's remote meeting policy.
3. The JPB staff shall provide support to the CAC, including a staff liaison. The Chair and Vice-Chairperson of the CAC will have regular meetings with JPB staff to determine the agenda for meetings. Concerns of CAC members should be forwarded to the Chair who will share them directly with the JPB staff liaison.
4. The purpose of the CAC is to represent the interests of Caltrain's ridership and the public and to advise the Board on these interests. To that end, members of the CAC will act with respect and civility when interacting with each other, the Board of Directors, staff, and members of the public. Behavior which violates the CAC's commitment to respect and civility includes, but is not limited to, yelling, cursing, interrupting, humiliating, threatening, and all forms of harassment. Any violations of this provision will be referred to the Chair of the CAC for resolution and if the concern cannot be resolved by the Chair or if it involves the Chair, to the Chair of the JPB Board of Directors. The Chair may also refer repeat or severe violations of this provision to the JPB for consideration of removal from the CAC.
5. The CAC shall act as an advisory committee to the JPB. Its activities shall include seeking the views of various groups of users and potential users of public transit and developing proposals and recommendations for meeting the needs of these various groups; reviewing and commenting on staff proposals and actions as requested by the JPB; and assisting the JPB in any matter which the Board may deem appropriate.
6. The CAC shall serve as the independent oversight committee for the Measure RR sales tax as required by resolution of the Peninsula Corridor Joint Powers Board. In its capacity as the independent oversight committee, the CAC shall be responsible for verifying that the tax proceeds are invested in a way that is consistent with the purpose of the tax by: (1) receiving the annual independent audit of the receipt and expenditure of tax proceeds; (2) holding a public hearing; and (3) issuing an annual report to provide the public with information regarding how the tax proceeds are being spent.

7. The CAC may adopt and amend its own bylaws at any regular meeting of the CAC by a two-thirds (2/3) vote of the CAC members present and voting, provided that the amendment has been submitted in writing at the previous regular meeting and subject to the approval of the JPB Board of Directors. The JPB may also impose changes to the Committee's bylaws it deems to be in the best interest of the JPB and the public it serves.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: Citizens Advisory Committee
Through: Michelle Bouchard, Executive Director
From: James C. Harrison, General Counsel
For: July 2026 Citizens Advisory Committee Meeting
Subject: **Revised Code of Conduct for Board, Committee, and Advisory Committee Meetings**



Finance Committee
Recommendation



Technology, Operations, Planning,
and Safety Committee
Recommendation



Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

Staff seek the input of the Citizens Advisory Committee (CAC) regarding the attached revised Code of Conduct for all Regular and Special Board, Committee, and Advisory Committee Meetings (Code of Conduct), which will be presented to the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) at the August 6, 2026, meeting of the Board.

These proposed revisions:

1. Change the address to the new JPB headquarters at Millbrae; and
2. Address unique circumstances in the Board room that could affect public participation at public meetings of the JPB and its Committees by specifying that attendees of public meetings shall not impede others from entering or exiting the Board Room, including by standing in the glass-wall hallway opposite the Board Room.

Discussion

Meetings of the JPB and its Committees are subject to the Ralph M. Brown Act (the Brown Act), which requires meetings of legislative bodies to be open to the public. Cal. Gov. Code § 54950 et seq. The Brown Act was enacted in 1953 to guarantee the public's right to attend and participate in meetings of local legislative bodies. The Act requires notice of meetings, publication of meeting agendas and materials, and prohibits registration or payment of a fee as a condition of attendance. The governing body of a local agency must allow the free expression of public criticism of the body in its meetings. Cal. Gov. Code § 54954.3(c). However, the governing body may decline to take public comment on topics that are not within the subject matter jurisdiction of the body, and a legislative body is not required to tolerate personal insults or slander of its members or staff.

The governing boards of local agencies are permitted to adopt and enforce policies designed to ensure that meetings are conducted in an orderly fashion and that decorum is maintained so that all members of the public may observe and participate in the conduct of the people's business. The Act also specifically permits the governing body to remove disruptive individuals from Board and Committee meetings as described in the proposed Code of Conduct to preserve order in a meeting and allow it to continue. Cal. Gov. Code § 54957.9.

In 2023, in response to changes to the Brown Act, the Board adopted a Code of Conduct establishing expectations regarding appropriate conduct at public meetings. This Code of Conduct was brought to the CAC prior to its adoption by the Board. The Board intended to create an environment that promotes productivity and efficiency while fostering public participation. Staff have attached proposed revisions to this Code of Conduct to change the address to the new JPB headquarters and to prohibit attendees of public meetings from impeding access to the Board Room, including by congregating in the glass-wall hallway opposite the Board Room.

This change is needed to ensure that walkways are clear in the event of emergency and generally to ensure no disruption to the daily operations of SamTrans and Caltrain at their Millbrae headquarters.

This Code of Conduct complies with the requirements of the Brown Act and promotes public participation and efficient, productive, and orderly meetings.

Budget Impact

There is no budget impact associated with adopting this Code of Conduct.

Prepared By:	Anna Myles-Primakoff	Counsel	6/30/2026
	Quentin Barbosa	Associate	6/30/2026

**CODE OF CONDUCT GOVERNING PUBLIC PARTICIPATION IN MEETINGS OF THE BOARD OF
DIRECTORS OF THE PENINSULA CORRIDOR JOINT POWERS BOARD**

PRINCIPLES AND PURPOSE

The Board of Directors of the Peninsula Corridor Joint Powers Board (“Board”) is committed to the principles of government transparency and the promotion of public participation. The Board seeks to ensure that Board and Committee meetings are conducted in an orderly fashion and that decorum is maintained so that all members of the public may observe and participate in the conduct of the people’s business. Promoting a respectful and orderly environment will ensure that all speakers have the opportunity to be heard and that members of the Board and Committees have the opportunity to hear public comment and engage in thoughtful deliberations.

The purpose of this Code of Conduct is to establish expectations regarding appropriate conduct in order to create an environment that promotes civil and respectful discussion, productivity, and efficiency while fostering public participation and a safe and welcoming environment. Caltrain encourages robust public participation in its Board and Committee meetings, and this Code of Conduct is intended to preserve free expression while addressing conduct that may disrupt or impede Board or Committee meetings. This Code of Conduct applies to all Regular and Special Board, Committee, and Advisory Committee Meetings.

I. Addressing the Board/Committee

- A. A member of the public who wishes to address the Board or Committee must seek the permission of the Chair. In the interest of facilitating the business of the Board or Committee, the Chair may limit the amount of time and the number of persons who may address the Board or Committee.
- B. In-Person Meetings
 - 1. Members of the public desiring to address the Board or a Committee at in-person meetings on a consent, discussion, closed session, or public hearing agenda item are requested, but not required, to complete a speaker request form and deposit the completed form with the Secretary of the JPB prior to the Board or Committee’s consideration of the consent calendar, the reading of the agenda item, or the opening of the public hearing.
 - 2. A person who has requested to address the Board or a Committee will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee’s business needs.
 - 3. Members of the public shall have the right to address the Board or a Committee on items of interest which are within the Board or Committee’s jurisdiction. A

person requesting to address the Board or Committee on a non-agenda item will be allowed up to two (2) minutes per meeting, unless the Chair establishes a different standard based on the Board or Committee's business needs. Items addressed by members of the public pursuant to this paragraph may be added to future agendas at the request of the Chair or two or more Board members.

C. Meetings Held Via Teleconference

1. When meetings are held via teleconference, the Secretary of the JPB shall provide the ability for members of the public to address the Board or Committee remotely via a telephonic or other Internet-based service at regular meetings.
2. A person attending a meeting remotely and addressing the Board or a Committee on an agenda item will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee's business needs.
3. Members of the public attending a meeting remotely shall have the right to address the Board or Committee on items of interest which are within the Board or Committee's jurisdiction. A person addressing the Board or Committee on a non-agenda item will be allowed up to two (2) minutes per meeting, unless the Chair establishes a different standard based on the Board or Committee's business needs.

- D. The Board or Committee shall provide at least twice the allotted time to a member of the public who utilizes a translator to ensure that non-English speakers receive the same opportunity to directly address the Board or Committee.
- E. Any individual who engages in disruptive conduct, as defined in Section II(B) of these Rules, may be prohibited from addressing the Board or Committee on agenda items and during public comment at future meetings.
- F. When any affiliated group of persons desires to address the Board or Committee on the same subject matter, the group may select a spokesperson who may coordinate with the Chair or staff prior to the meeting, or if there are significant time constraints, the Chair may require that a spokesperson be chosen to represent the group. Subject to approval by the Chair, the Chair or staff may additionally facilitate any one of the following options for the group, including but not limited to: (i) requesting additional time for the spokesperson to speak if other members of the group cede their time; (ii) arranging speakers sequentially; or (iii) for in-person meetings, members of the group may raise their hand or stand up at their seat to show support for their designated speaker in lieu of providing remarks.
- G. Alternatively, if there are ten (10) or more speakers wishing to speak on an item, the Chair may limit all individuals to one (1) minute for their public comments on the same item.

II. Conduct

- A. Unless addressing the Board or Committee or entering or leaving the Board Room, all persons in the audience shall sit only in designated seating provided by the JPB. Standing is permitted though no person shall stand or sit in the aisles, ~~or~~ block the doorways, *or otherwise impede others from entering or exiting the Board Room, including by standing in the hallway opposite the Board Room.*
- B. Disruptions
1. A speaker may be sanctioned as described herein only if the speaker's conduct actually disrupts the orderly conduct of the meeting or interferes with the Board or Committee's ability to conduct its business. For purposes of this Rule, "disruption" of a Board or Committee meeting may include, but is not limited to, speaking beyond the time limits set by these Rules or the Chair, being unduly repetitious, engaging in an extended discussion of irrelevancies, or failing to yield to the Chair.
 2. Each person who addresses the Board or Committee shall not engage in personal attacks, or use loud, threatening, profane, or abusive language that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting. Any such language or any other disorderly conduct that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting is prohibited.
 3. The Chair may find that a speaker is disrupting the orderly conduct of the meeting if a comment is unrelated to the agenda item under consideration, or if the speaker's conduct violates any other provision in this Code of Conduct. If the Chair finds that a speaker is disrupting the orderly conduct of the meeting, the speaker shall forfeit their remaining time.
 4. No person in the audience at a meeting shall engage in conduct that disrupts the orderly conduct of any meeting, including, but not limited to, the utterance of loud or threatening language, whistling, clapping, stomping of feet, speaking over or interrupting the recognized speaker, repeated waving of arms, or other disruptive acts. Whether conduct rises to the level of being disruptive shall be determined by the Chair.
 5. The Chair has the authority to issue a warning or remove from a meeting a person violating the Code of Conduct or any lawful order issued by the Chair. If the person does not promptly leave the meeting after an order to do so by the Chair, the Chair may request that security remove the person from the meeting.
 6. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting.

7. If any meeting is willfully interrupted or disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting unfeasible, the Chair may recess the meeting or order the person or group of persons willfully interrupting the meeting to leave the meeting or be removed from the meeting.
8. If any meeting is willfully interrupted or disrupted by a person or by a group or groups of persons so as to render the orderly conduct of such meeting unfeasible and order cannot be restored by the removal of the person or persons willfully interrupting or disrupting the meeting, the Chair may recess the meeting or order the meeting room cleared and continue in session. Only matters appearing on the posted agenda may be considered in such a session. Duly accredited representatives of the press or other news media, except those participating in the disturbance, shall be allowed to attend or remain in the meeting.

C. Meetings Held Via Teleconference

1. The prohibitions on disruptive conduct described in Section II(B) of this Code of Conduct also apply to meetings held via teleconferencing.
2. The Chair may issue a warning or remove from the telephonic conference or online forum a person violating the Code of Conduct or any lawful order issued by the Chair. If the person does not promptly exit the conference or forum after an order to do so by the Chair, the Chair may request that the Secretary of the JPB remove the person.
3. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting. The exclusion from the meeting shall be enforced by the Secretary of the JPB upon being so directed by the Chair.

Contact:

~~Mailing Address~~

~~PO Box 3006~~

~~San Carlos, CA 94070-1306~~

Office Address

166 N. Rollins Rd.,

Millbrae, CA 94030

~~1250 San Carlos Ave.~~

~~San Carlos, CA 94070-1306~~

Email: board@caltrain.com.

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**CODE OF CONDUCT GOVERNING PUBLIC PARTICIPATION IN MEETINGS OF THE BOARD OF
DIRECTORS OF THE PENINSULA CORRIDOR JOINT POWERS BOARD**

PRINCIPLES AND PURPOSE

The Board of Directors of the Peninsula Corridor Joint Powers Board (“Board”) is committed to the principles of government transparency and the promotion of public participation. The Board seeks to ensure that Board and Committee meetings are conducted in an orderly fashion and that decorum is maintained so that all members of the public may observe and participate in the conduct of the people’s business. Promoting a respectful and orderly environment will ensure that all speakers have the opportunity to be heard and that members of the Board and Committees have the opportunity to hear public comment and engage in thoughtful deliberations.

The purpose of this Code of Conduct is to establish expectations regarding appropriate conduct in order to create an environment that promotes civil and respectful discussion, productivity, and efficiency while fostering public participation and a safe and welcoming environment. Caltrain encourages robust public participation in its Board and Committee meetings, and this Code of Conduct is intended to preserve free expression while addressing conduct that may disrupt or impede Board or Committee meetings. This Code of Conduct applies to all Regular and Special Board, Committee, and Advisory Committee Meetings.

I. Addressing the Board/Committee

- A. A member of the public who wishes to address the Board or Committee must seek the permission of the Chair. In the interest of facilitating the business of the Board or Committee, the Chair may limit the amount of time and the number of persons who may address the Board or Committee.
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 - 2. A person who has requested to address the Board or a Committee will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee’s business needs.
 - 3. Members of the public shall have the right to address the Board or a Committee on items of interest which are within the Board or Committee’s jurisdiction. A

person requesting to address the Board or Committee on a non-agenda item will be allowed up to two (2) minutes per meeting, unless the Chair establishes a different standard based on the Board or Committee's business needs. Items addressed by members of the public pursuant to this paragraph may be added to future agendas at the request of the Chair or two or more Board members.

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1. When meetings are held via teleconference, the Secretary of the JPB shall provide the ability for members of the public to address the Board or Committee remotely via a telephonic or other Internet-based service at regular meetings.
2. A person attending a meeting remotely and addressing the Board or a Committee on an agenda item will be allowed up to two (2) minutes per agenda item, unless the Chair establishes a different standard based on the Board or Committee's business needs.
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- D. The Board or Committee shall provide at least twice the allotted time to a member of the public who utilizes a translator to ensure that non-English speakers receive the same opportunity to directly address the Board or Committee.
- E. Any individual who engages in disruptive conduct, as defined in Section II(B) of these Rules, may be prohibited from addressing the Board or Committee on agenda items and during public comment at future meetings.
- F. When any affiliated group of persons desires to address the Board or Committee on the same subject matter, the group may select a spokesperson who may coordinate with the Chair or staff prior to the meeting, or if there are significant time constraints, the Chair may require that a spokesperson be chosen to represent the group. Subject to approval by the Chair, the Chair or staff may additionally facilitate any one of the following options for the group, including but not limited to: (i) requesting additional time for the spokesperson to speak if other members of the group cede their time; (ii) arranging speakers sequentially; or (iii) for in-person meetings, members of the group may raise their hand or stand up at their seat to show support for their designated speaker in lieu of providing remarks.
- G. Alternatively, if there are ten (10) or more speakers wishing to speak on an item, the Chair may limit all individuals to one (1) minute for their public comments on the same item.

II. Conduct

- A. Unless addressing the Board or Committee or entering or leaving the Board Room, all persons in the audience shall sit only in designated seating provided by the JPB. Standing is permitted though no person shall stand or sit in the aisles, block the doorways, or otherwise impede others from entering or exiting the Board Room, including by standing in the hallway opposite the Board Room.
- B. Disruptions
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 - 2. Each person who addresses the Board or Committee shall not engage in personal attacks, or use loud, threatening, profane, or abusive language that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting. Any such language or any other disorderly conduct that disrupts, disturbs, or otherwise impedes the orderly conduct of the Board or Committee meeting is prohibited.
 - 3. The Chair may find that a speaker is disrupting the orderly conduct of the meeting if a comment is unrelated to the agenda item under consideration, or if the speaker's conduct violates any other provision in this Code of Conduct. If the Chair finds that a speaker is disrupting the orderly conduct of the meeting, the speaker shall forfeit their remaining time.
 - 4. No person in the audience at a meeting shall engage in conduct that disrupts the orderly conduct of any meeting, including, but not limited to, the utterance of loud or threatening language, whistling, clapping, stomping of feet, speaking over or interrupting the recognized speaker, repeated waving of arms, or other disruptive acts. Whether conduct rises to the level of being disruptive shall be determined by the Chair.
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 - 6. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting.

7. If any meeting is willfully interrupted or disrupted by a person or by a group of persons so as to render the orderly conduct of the meeting unfeasible, the Chair may recess the meeting or order the person or group of persons willfully interrupting the meeting to leave the meeting or be removed from the meeting.
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C. Meetings Held Via Teleconference

1. The prohibitions on disruptive conduct described in Section II(B) of this Code of Conduct also apply to meetings held via teleconferencing.
2. The Chair may issue a warning or remove from the telephonic conference or online forum a person violating the Code of Conduct or any lawful order issued by the Chair. If the person does not promptly exit the conference or forum after an order to do so by the Chair, the Chair may request that the Secretary of the JPB remove the person.
3. Any person removed from a meeting shall be excluded from further attendance at the remainder of the meeting. The exclusion from the meeting shall be enforced by the Secretary of the JPB upon being so directed by the Chair.

Contact:

Office Address

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Millbrae, CA 94030***

Email: board@caltrain.com.

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**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: July 2026 JPB Citizens Advisory Committee Meeting

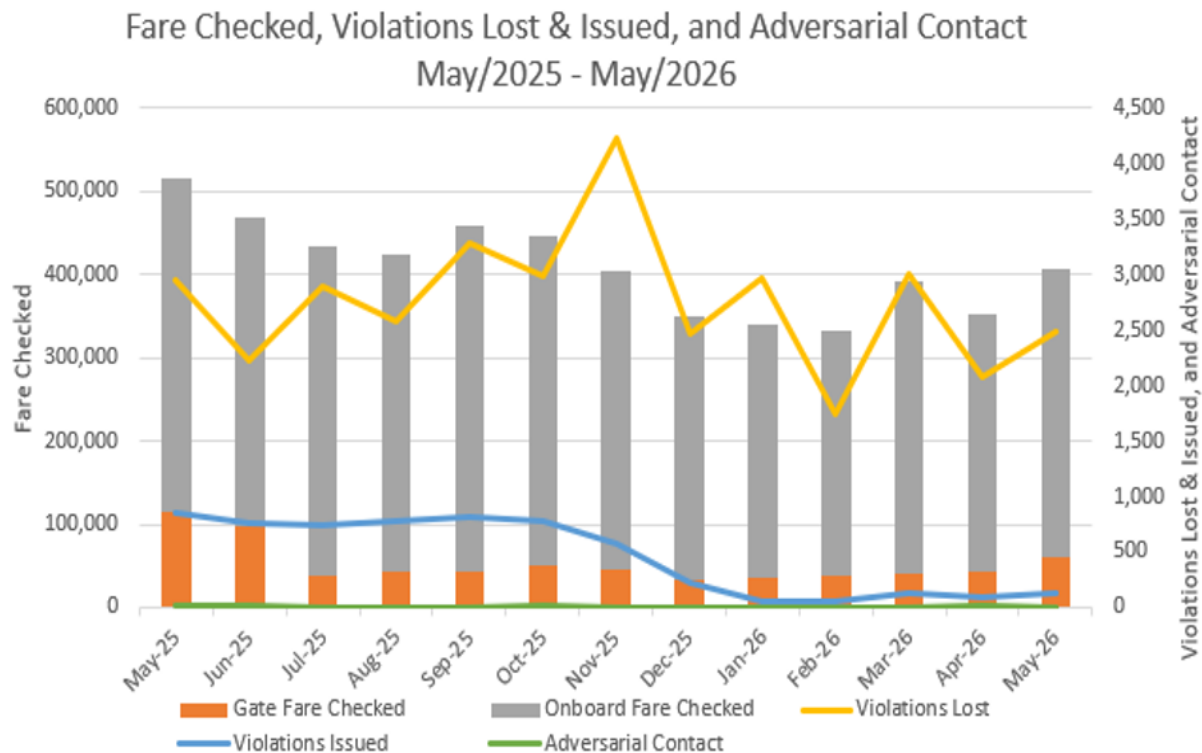
Subject: Staff Report

On-time Performance (OTP) –

- **June:** The June 2026 OTP was 93.2% compared to 92.7% for June 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 12th (4th Ave., San Mateo @ 10:16 pm), caused 5 trains to be delayed.
 - **Mechanical Delays** – In June 2026 there were 105 minutes of delay due to mechanical issues and 377 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two trespasser strikes in June, both resulting in fatalities. The strike on the 22nd (Santa Clara @ 7:33 am), caused 25 trains delayed & 1 train terminated. The strike on the 30th (4th Ave., San Mateo @ 12:23 am on 7/1), caused 1 train delayed & 1 train terminated.
- **May:** The May 2026 OTP was 94.8% compared to 97% for May 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 18th (Redwood City @ 5:20 pm), caused 8 trains to be delayed.
 - **Trespasser Strikes** – There were two trespasser strikes in May. The strike on the 14th (UPRR Territory @ 5:33 pm), caused 3 trains delayed. The strike on the 20th (San Jose @ 9:50 pm), caused 1 train to be delayed.

Fare Enforcement Report – July 2026

In May 2026, Caltrain conductors performed a total of 406,247 fare inspections at the terminal (60,660) and onboard the trains (345,587). During this period, 2,485 violations were lost because the rider didn't provide identification and 121 violations were issued. Eight incidents were reported as adversarial contact.



Capital Projects Update

Please refer to the most recent [Quarterly Capital Projects Report for Quarter 3 of FY2026](#) (January 2026 - March 2026) using the hyperlink provided below.

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



Ridership Executive Summary - Jun 2026

Monthly Performance

	Current Year Jun 2026	Pre-Pandemic Jun 2019	Jun 2026 % of Pre-Pandemic	Last Year Jun 2025	Jun 2025 to Jun 2026 % Change
Total Monthly Ridership	1,296,335	1,590,653	81.5%	1,045,214	+ 24.0%
Average Weekday Ridership	48,794	72,370	67.4%	40,085	+ 21.7%
Average Saturday Ridership	31,126	16,637	187.1%	24,845	+ 25.3%
Average Sunday Ridership	24,592	12,012	204.7%	20,809	+ 18.2%

Fiscal YTD Performance

	Current Year Jun 2026	Pre-Pandemic Jun 2019	Jun 2026 % of Pre-Pandemic	Last Year Jun 2025	Jun 2025 to Jun 2026 % Change
Total Monthly Ridership	12,581,901	17,554,018	71.7%	9,142,383	+ 37.6%
Average Weekday Ridership	40,794	63,029	64.7%	29,794	+ 36.9%
Average Saturday Ridership	24,223	16,836	143.9%	16,607	+ 45.9%
Average Sunday Ridership	18,198	11,498	158.3%	13,610	+ 33.7%



Caltrain Ridership Dashboard Introduction

Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Estimation Methodology

- *Prior to April 2020: Ridership was estimated with a model that used a combination of Annual Count and ticket sales data*
- *April 2020 - October 2023: Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts*
- *November 2023 - December 2024: Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation*
- *January 2025 and on: Based on results of the 2024 Origin & Destination Survey, the fare media model's estimated monthly pass ridership was increased from 26 to 37 trips/pass/month (weighted by days of week)*

Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10th of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10th, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



Caltrain Ridership Estimates Download

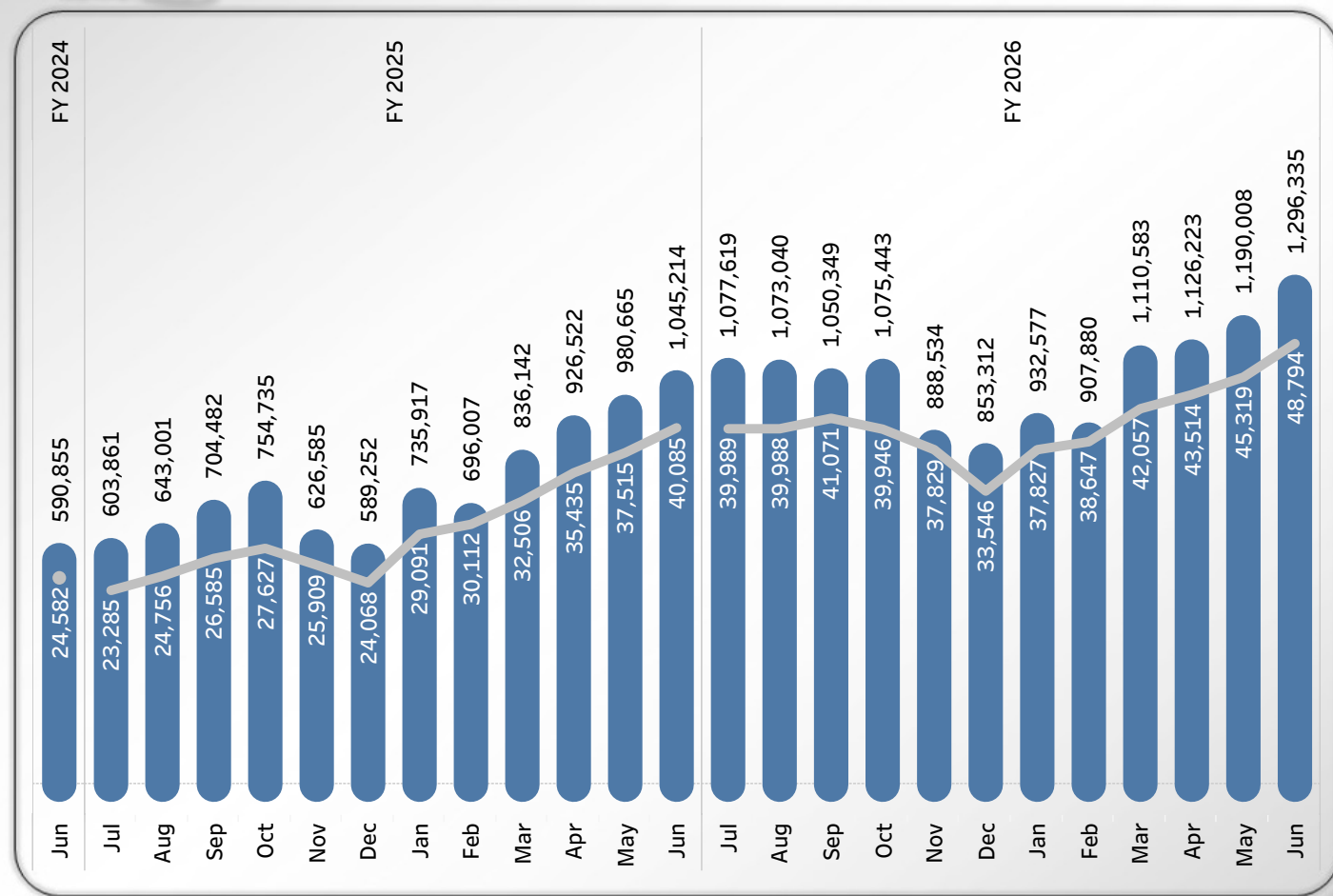
[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
1. Caltrain Monthly Ridership Estimates	Monthly estimates of total system-wide ridership (beginning July 2017).
2. Caltrain Monthly AWR Estimates	Monthly estimates of system-wide AWR (beginning July 2017).
3. Caltrain Monthly Ridership Estimates – Fare Media Detail	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
4. Caltrain Monthly Ridership Estimates – Origin Station Detail	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
5. Caltrain Calendar	Caltrain day type assignments used to calculate averages.



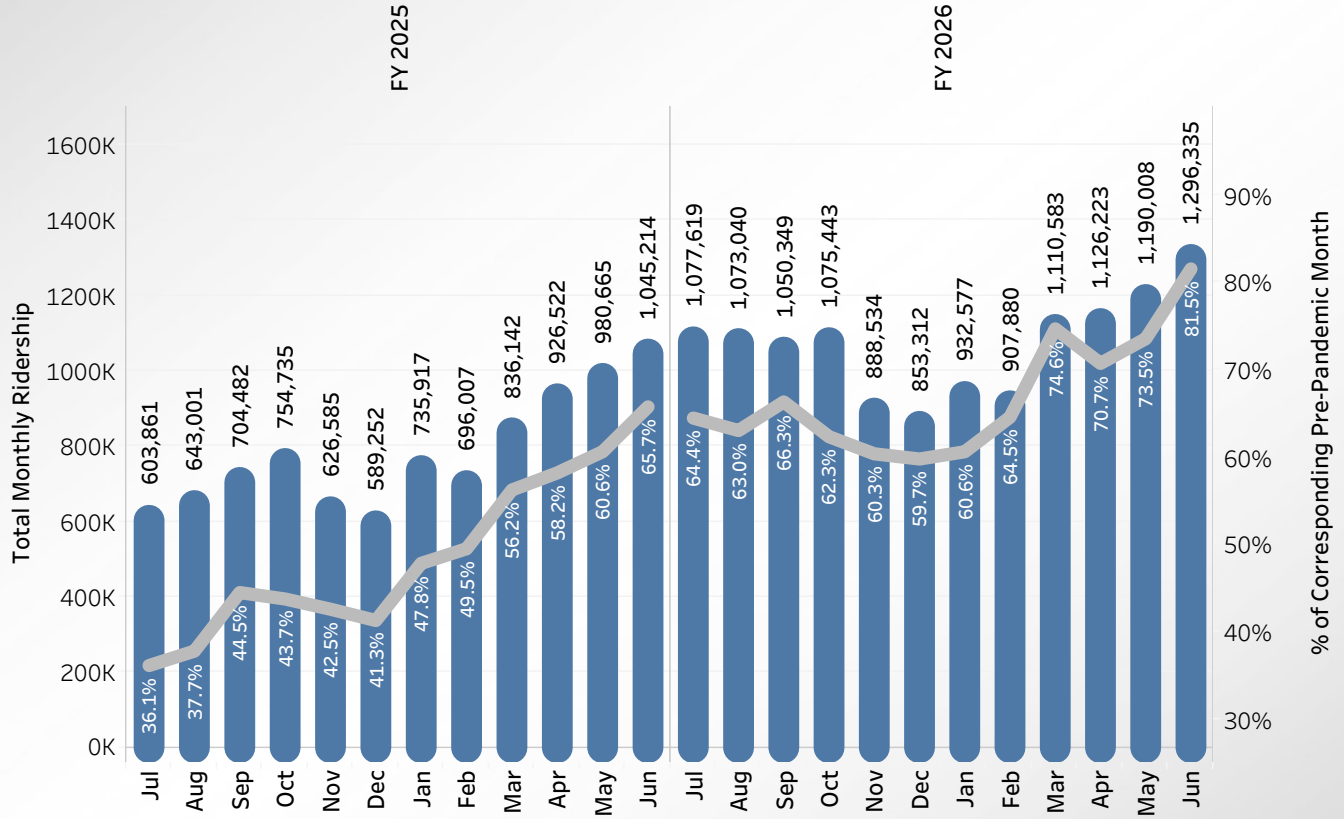
Monthly Ridership and Average Weekday Ridership - Jun 2026



Legend | Total Monthly Ridership | AWR



Monthly Ridership as % of Pre-Covid Ridership - Jun 2026

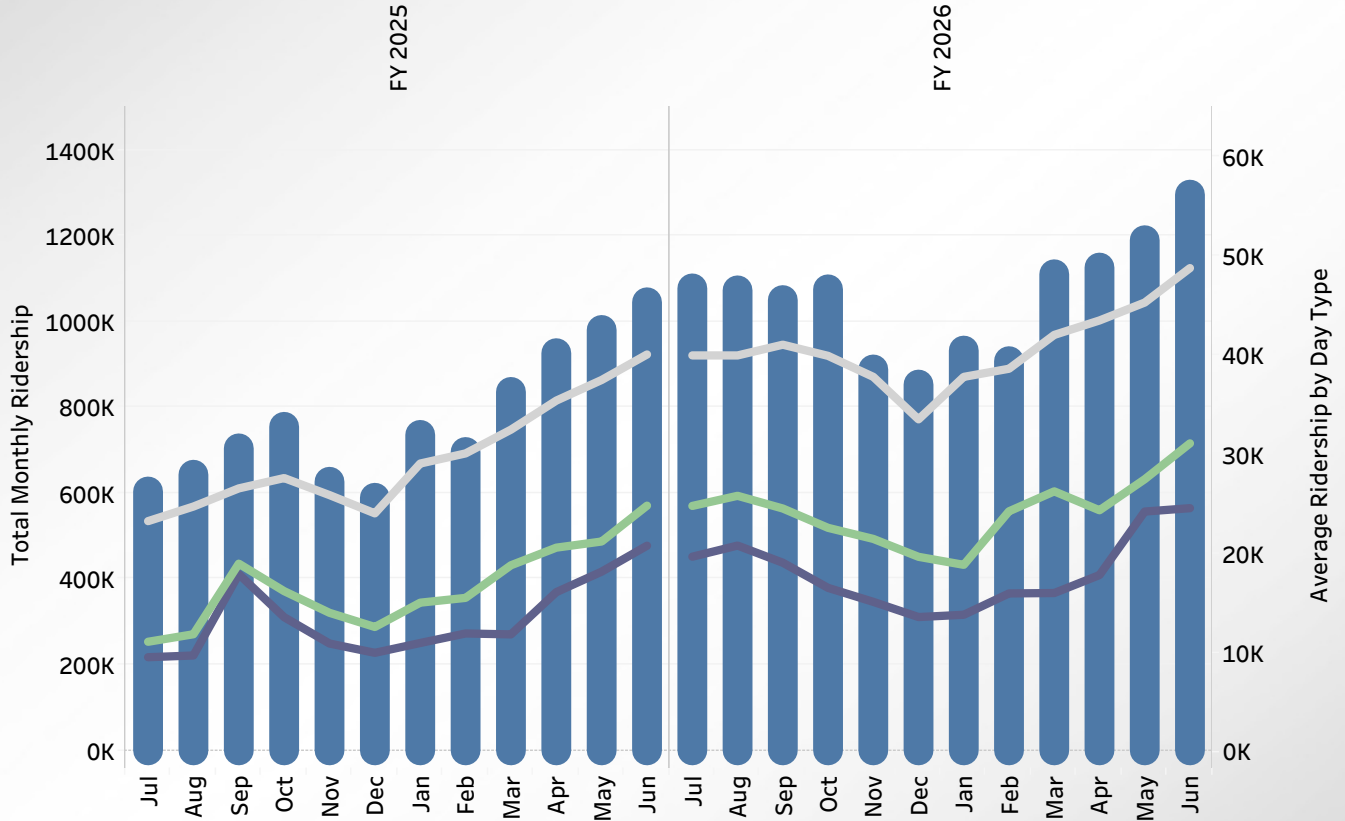


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

Legend | Total Monthly Ridership | % of Corresponding Pre-Pandemic Month



Total Ridership & Average Ridership by Day Type - Jun 2026



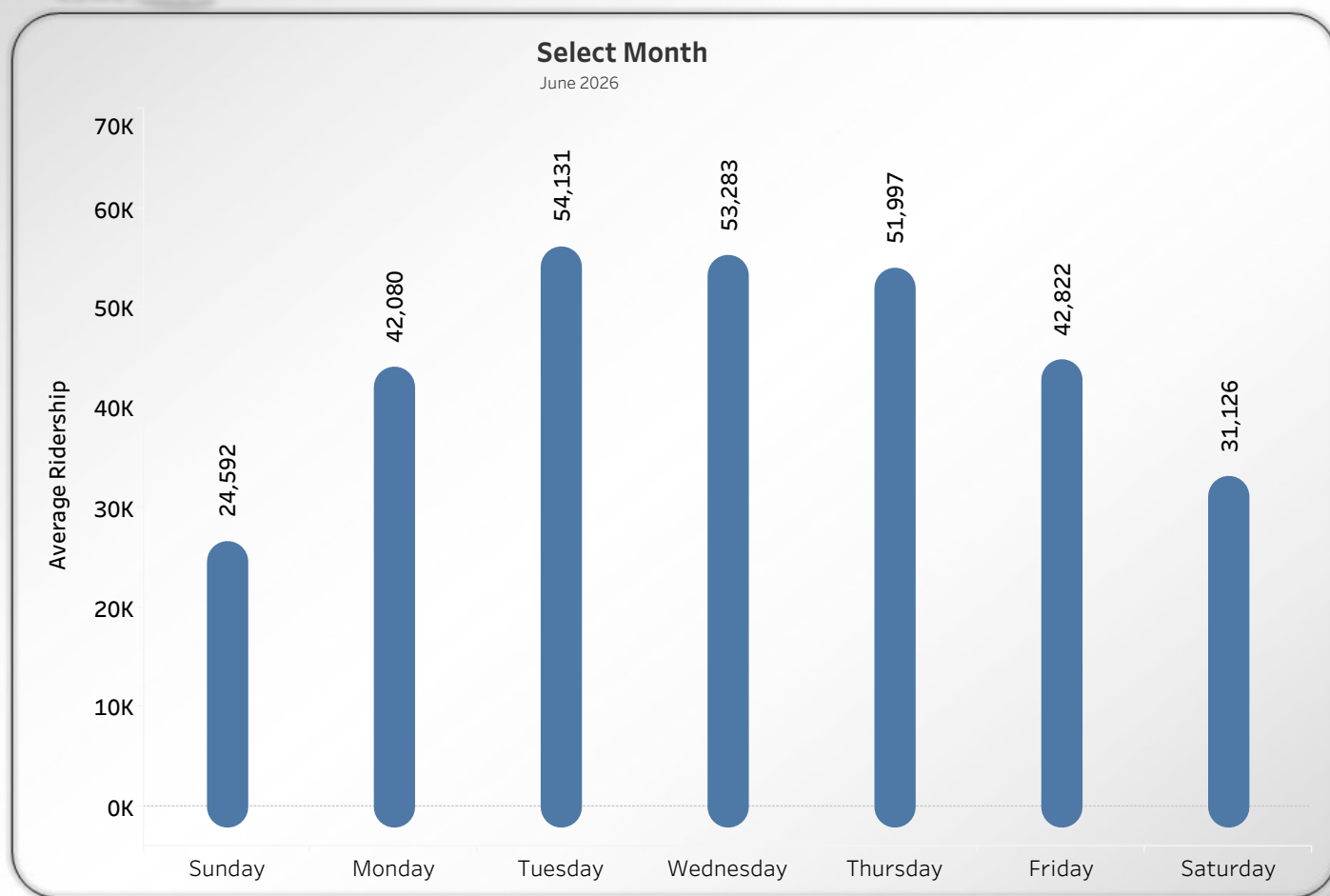
Free fares offered to all passengers on opening weekend of electrified service.

Ridership for 9/21/24 & 9/22/24 estimated from available automatic passenger counter data.

Legend | Total Monthly Ridership | Weekday Saturday Sunday



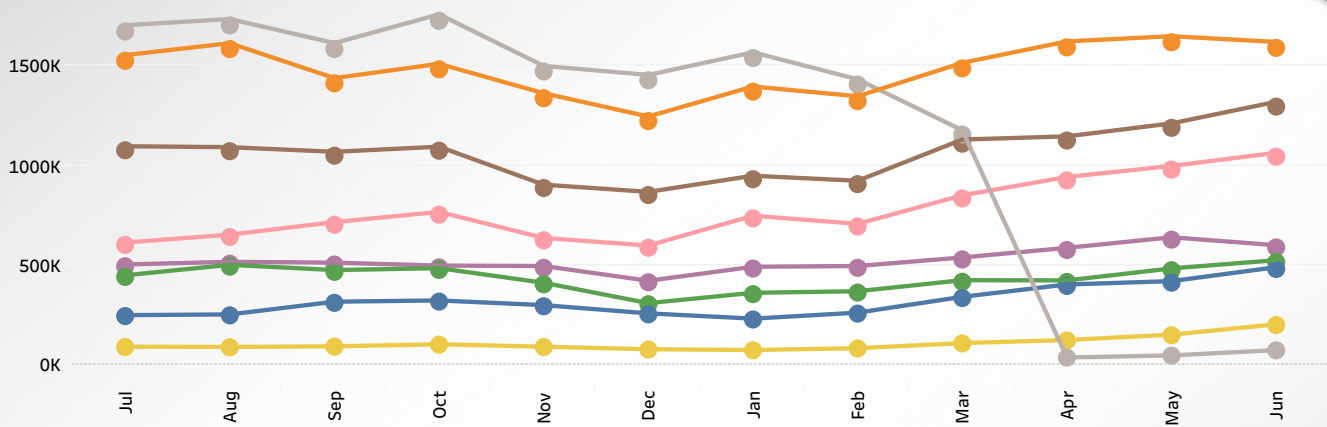
Average Ridership by Day of Week* - Jun 2026



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Jun 2026

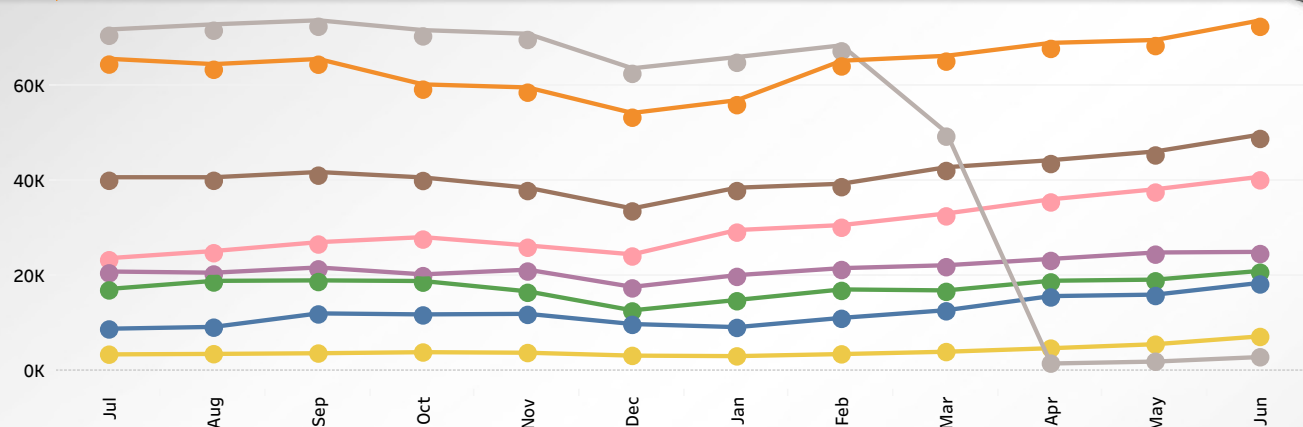


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	603,861	1,077,619
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,001	1,073,040
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,482	1,050,349
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	754,735	1,075,443
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,494	626,585	888,534
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,038	589,252	853,312
Jan	1,371,400	1,539,666	75,485	229,746	356,827	484,801	735,917	932,577
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,483	696,007	907,880
Mar	1,487,889	1,156,388	109,519	337,078	418,830	530,611	836,142	1,110,583
Apr	1,593,266	38,584	124,522	397,753	417,783	577,879	926,522	1,126,223
May	1,618,825	48,745	150,923	414,196	476,739	629,829	980,665	1,190,008
Jun	1,590,653	74,908	201,872	482,691	517,256	590,855	1,045,214	1,296,335

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026



Average Weekday Ridership by Fiscal Year - Jun 2026



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,285	39,989
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,756	39,988
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,585	41,071
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,627	39,946
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,909	37,829
Dec	53,258	62,480	3,162	9,687	12,513	17,357	24,068	33,546
Jan	55,897	64,806	3,058	9,044	14,655	19,779	29,091	37,827
Feb	64,041	67,218	3,484	10,956	16,829	21,225	30,112	38,647
Mar	65,057	49,276	3,965	12,539	16,628	21,821	32,506	42,057
Apr	67,728	1,536	4,693	15,451	18,621	23,131	35,435	43,514
May	68,326	1,935	5,521	15,757	18,853	24,456	37,515	45,319
Jun	72,370	2,871	7,143	18,187	20,663	24,582	40,085	48,794

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026



Ticket Type Trip Distribution

Select Month

June 2026

Total Monthly Trips*

June, 2026: 1,296,335

TIP:

Click an item below to filter the dashboard.
Press "esc" to clear filter.

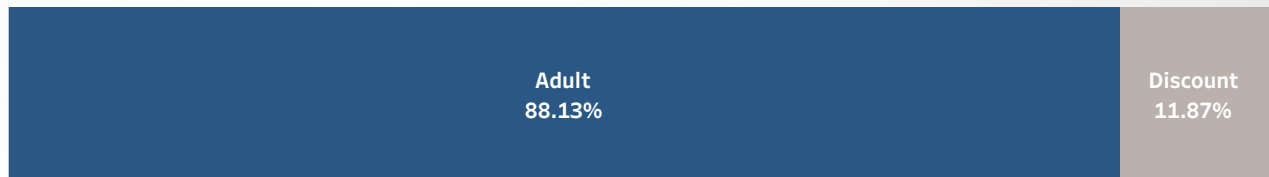
Pass Type



Fare Media Channel



Fare Type

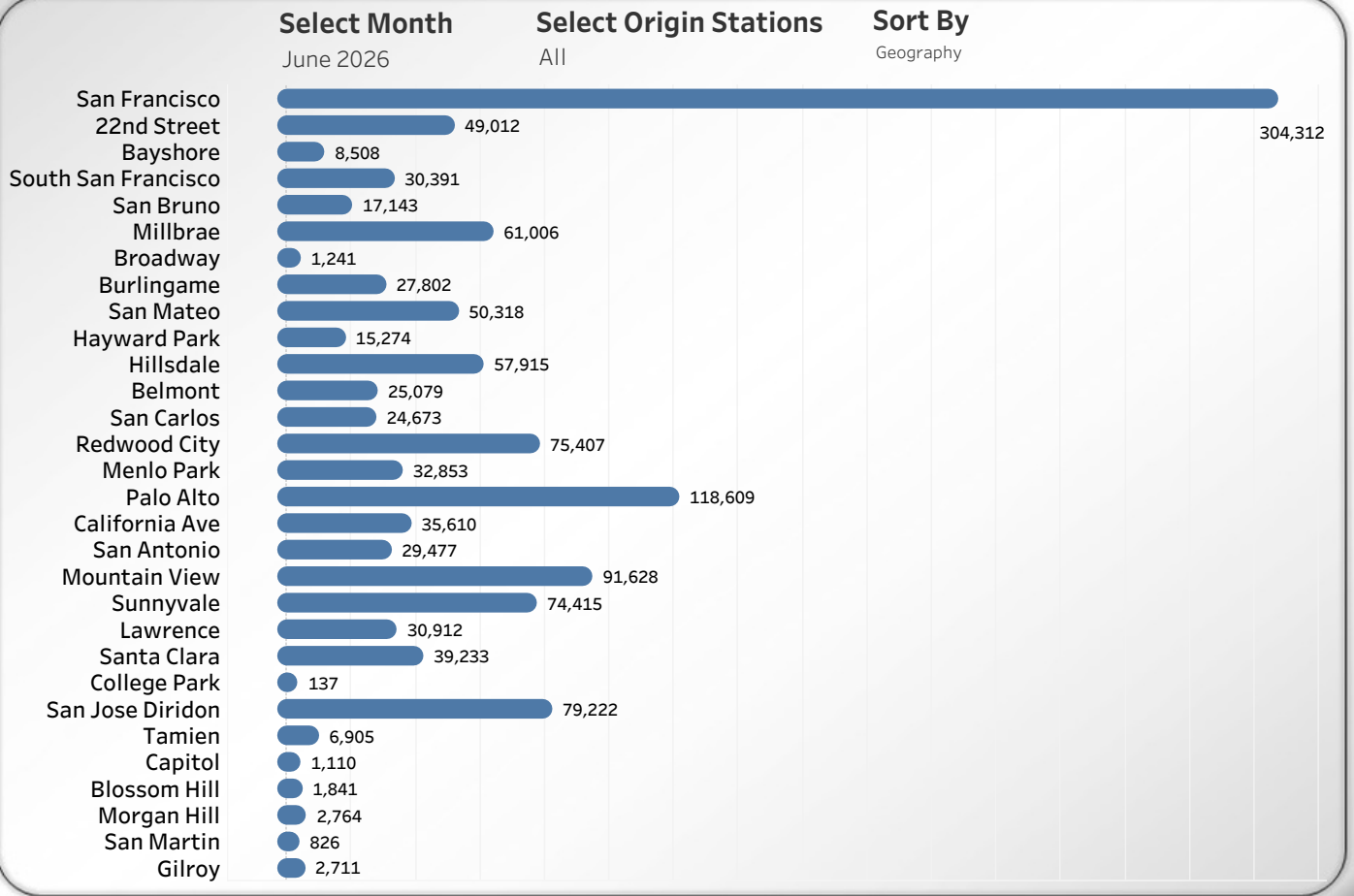


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine, OP = Open Payment



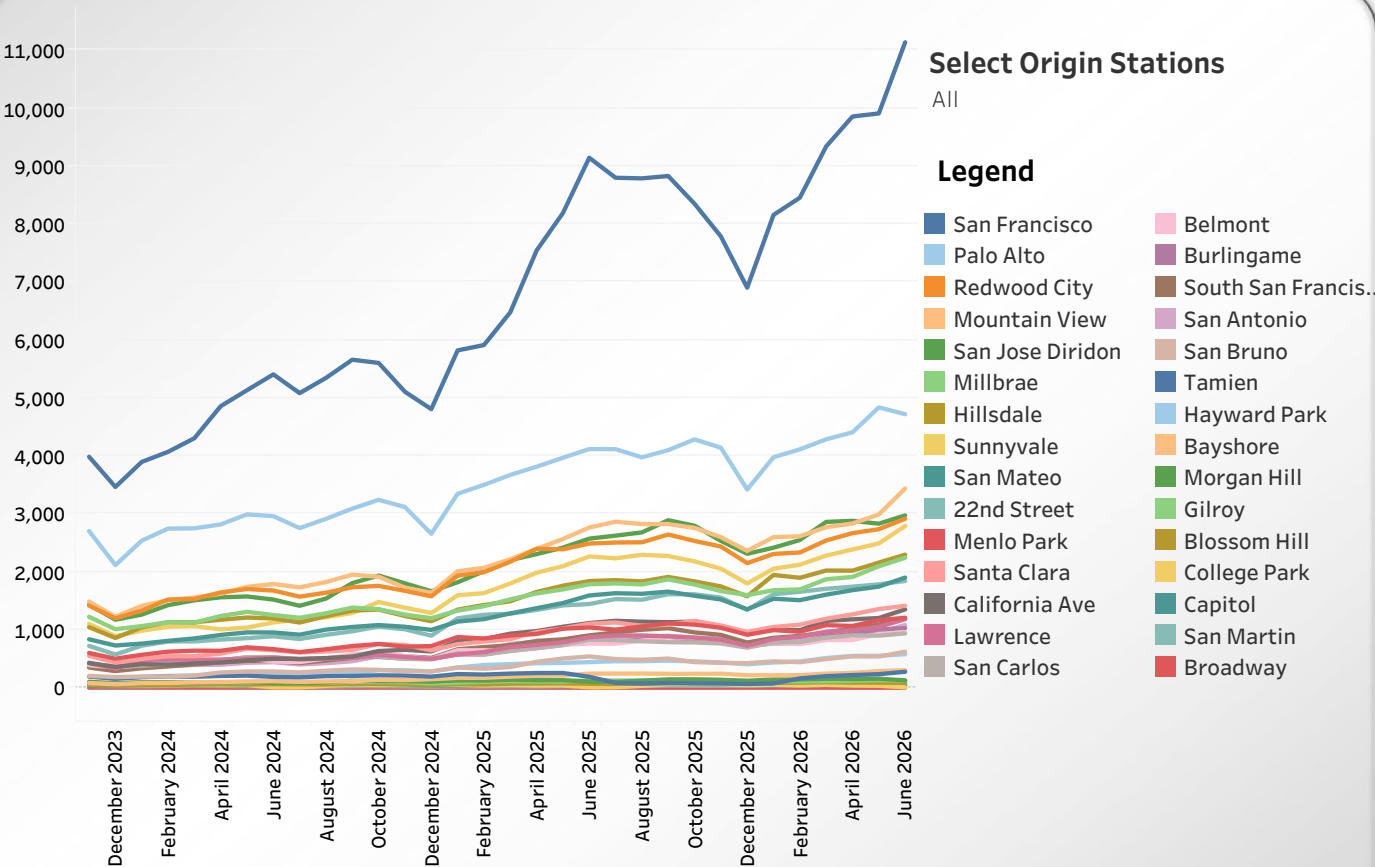
Caltrain Total Monthly Ridership by Origin Station



"Ridership" refers to the number of boardings at a specific station and does not include alightings.



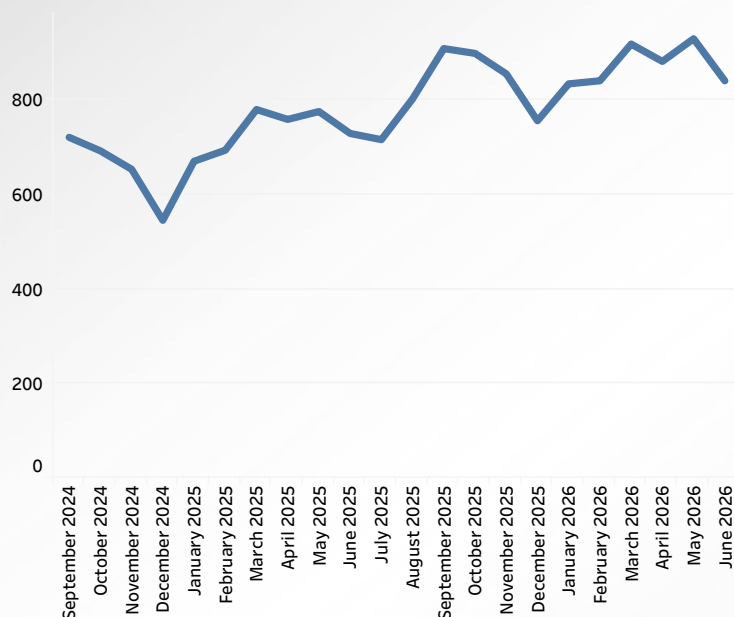
Caltrain Average Weekday Ridership by Origin Station





South County Connector Ridership - Jun 2026

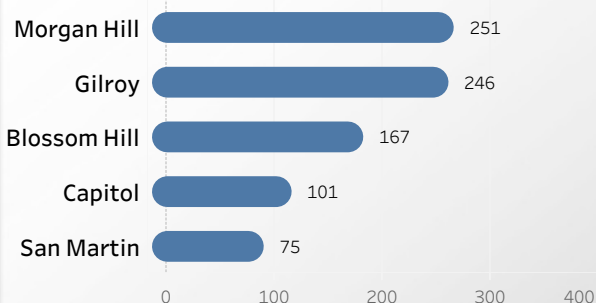
Average Weekday South County Connector
Total Ridership*



Average Weekday South County Connector
Total Ridership (Boardings and Alightings),
Jun 2026 : **841**

Year-to-Year Growth Rate
(Jun 2025 to Jun 2026) : **15.3%**

Average Weekday South County Connector
Total Ridership*, by Station



**South County Connector total ridership includes both northbound morning trips and southbound afternoon trips. Total ridership is calculated by doubling the boardings at the five south county stations to account for return trips.*

	Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	June 17 Update	July 15 Update
	4/16/2025	Adrian Brandt	Provide safety statistics from the previous quarter in future PowerPoint Safety Quarterly Update presentations	In Progress		Total injuries and our Reportable Injury Rate have both declined significantly since 2021. In 2021 peaked at 19. For 2025 it was 5 for a reduction of 74%.		Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation	No new update - Jerry and Jason D are working on improving the dashboard for future presentations.
	2/18/2026	Adrian Brandt	Automated Passenger Counters (APCs) in use	In Progress	To obtain accurate on/off rider counts on a per-train & per-station basis				New vendor selected and updated system will be installed on one of the option trains scheduled to be delivered in October. Once the system passes all tests it will be rolled out to the rest of the fleet.
	2/18/2026	Adrian Brandt	Improved bathroom door locks	In Progress	To end bathroom door malfunctions and unexpectedly opening	Working with subsupplier on fix.			A fix is still being developed and has not been implemented yet
	2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	In Progress		Stadler working on a system improvement plan.		Onboard passenger information screens have had stronger up-time in recent months with fewer "It's dead, Jim" errors or similar crashes.	New process has been implemented in which scans are performed at each terminus and the PIS system is refreshed if screens are not all working appropriately. System has seen stronger up-time in recent months as a result.
	2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	Policy implementation on hold pending input from BATAC.		Update will be provided to the CAC in November.	No additional information from last month. Staff will provide an update to the CAC in November.
	2/18/2026	Adrian Brandt	Quiet car implementation & deployment	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Quiet Car implementation is in progress per update given to the CAC on 2/18. Final timeline to be determined; CAC to be kept abreast of updates as available. --JJD 3/4		Quiet Car development and implementation was on hold for a few months due to limited internal staffing capacity. As of 6/11/26, the Quiet Car implementation plan is in final review with the Caltrain Executive Team. We are aiming to launch the pilot program later this summer.	Quiet Car implementation plan has been approved by Caltrain Executive Team. Project ownership has shifted internally and is moving forward at this time for late summer implementation
	2/18/2026	Adrian Brandt	Redwood City bike parking room	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Updates coming soon from the Bike team	•Redwood City's planned bike room had bike racks installed on 3/17/26. There are space efficient hanging racks, scooter specific racks, and inverted U-racks for large bikes and bikes that people do not want to lift onto the hanging racks. Menlo Park's bike room is scheduled for bike rack installation next week. Additional work, including installation of an access kiosk at each location, security camera, etc. are still coming. A facility opening date is not known but it will be in the next few months. •Over the last year hundreds of new e-lockers have been added to the corridor. There have been over 35,000 e-locker rentals at Caltrain stations during those 12 months. Over 5,400 unique access methods were used to park bikes at Caltrain stations (Note: this does not equate to unique customers because some people may have more than one access card. It is higher than the actual number of customers but it is a fair approximation). Most stations now have XL e-locker spaces to serve customers with bigger bikes.	Additional bike-related updates are planned to go to the CAC in November 2026	No additional information from last month. Staff will provide an update to the CAC in November.
	2/18/2026	Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue	Locations investigated and track circuits adjusted to address issues. Location and problem areas are investigated as reported or observed. We have occasional issues with the ped crossing but are mostly related to berthing issue with the train engineers.			(JJD followed up with staff on 7/10 to request additional information)

	Date	Committee Member	Follow up requested	Status	Notes	March 18 update	April 15 Update	June 17 Update	July 15 Update
	2/18/2026	Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.			(JJD followed up with staff on 7/10 to request additional information)
	2/18/2026	Adrian Brandt	Xing optimization fix for station-adjacent Xings	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.			(JJD followed up with staff on 7/10 to request additional information)
	2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares		3 decades-old suggestion; unanimous CAC resolution	Fare Policy team has included mileage-based/point-to-point fares as a consideration in the upcoming Fare Strategy Study		No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study
	2/18/2026	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)		Increased flexibility for increased rider convenience and pass purchases	Fare Policy team agrees that these fare products are customer-friendly and will investigate them in further detail during the upcoming Fare Strategy Study in the coming year.		No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study
	2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?		Many of the world's systems, including BART, provide riders a means to discreetly summon help			Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation	Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation
	2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	In Progress	To ensure good fit with both staff & train schedules for members			Staff plans to discuss at 8/19 CAC meeting	Staff plans to discuss at 8/19 CAC meeting
	2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	See Slide 4 of Report of the ED PPT from 3/5 JPB Meeting: https://www.caltrain.com/meetings/2026/03/caltrain-board-meeting		There are monthly updates on the status of Clipper 2.0 rollout in the presentation for the Report of the Executive Director at each month's Board meeting as posted online.	There are monthly updates on the status of Clipper 2.0 rollout in the presentation for the Report of the Executive Director at each month's Board meeting as posted online. No updates in early July due to lack of Board meeting. Caltrain ED to present updates at 8/6 BOD.
	2/18/2026	Adrian Brandt	Anti-incursion delineator posts at all Xing edges	In Progress	Staff reports that these have stopped dangerous & system-delaying vehicle incursions	Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping		Staff plans to give presentation at 7/15 CAC meeting	Stacy Cocke will present to the CAC on 7/15
	2/18/2026	Adrian Brandt	Solar-powered LED reflectors at Xing edges	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping		Staff plans to give presentation at 7/15 CAC meeting	Stacy Cocke will present to the CAC on 7/15
	2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot		We cite fare evaders to discourage fare evasion but why not drivers illegally risking a fatal, train-damaging crash?			Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19 Safety Quarterly Update presentation	No new update - Jerry and Jason D are working on improving the dashboard for future presentations.
	2/18/2026	Adrian Brandt	Anti-trespass panels pilot at Xing edges (eg Palo Alto)	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping, and can address anti-trespass panels at that time		Staff plans to give presentation at 7/15 CAC meeting	Stacy Cocke will present to the CAC on 7/15
	2/18/2026	Adrian Brandt	Xing clear safety zone pavement paint marking	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping		Staff plans to give presentation at 7/15 CAC meeting	Stacy Cocke will present to the CAC on 7/15
	2/18/2026	Adrian Brandt	B(attery) EMU details & status presentation	In Progress		Staff plans to give presentation at 9/16 CAC meeting			Sherry Bullock will present to the CAC on 9/16
	2/18/2026	Adrian Brandt	Level boarding roadmap presentation	In Progress	To speed boarding & substantially cut dwell times, particularly for strollers, bikes & wheelchairs	Staff plans to give presentation at 6/17 CAC meeting		Staff plans to give presentation at 9/16 CAC meeting	Joel Soden will present to the CAC on 9/16

Item #10
7/15/2026

Peninsula Corridor Joint Powers Board Staff Report

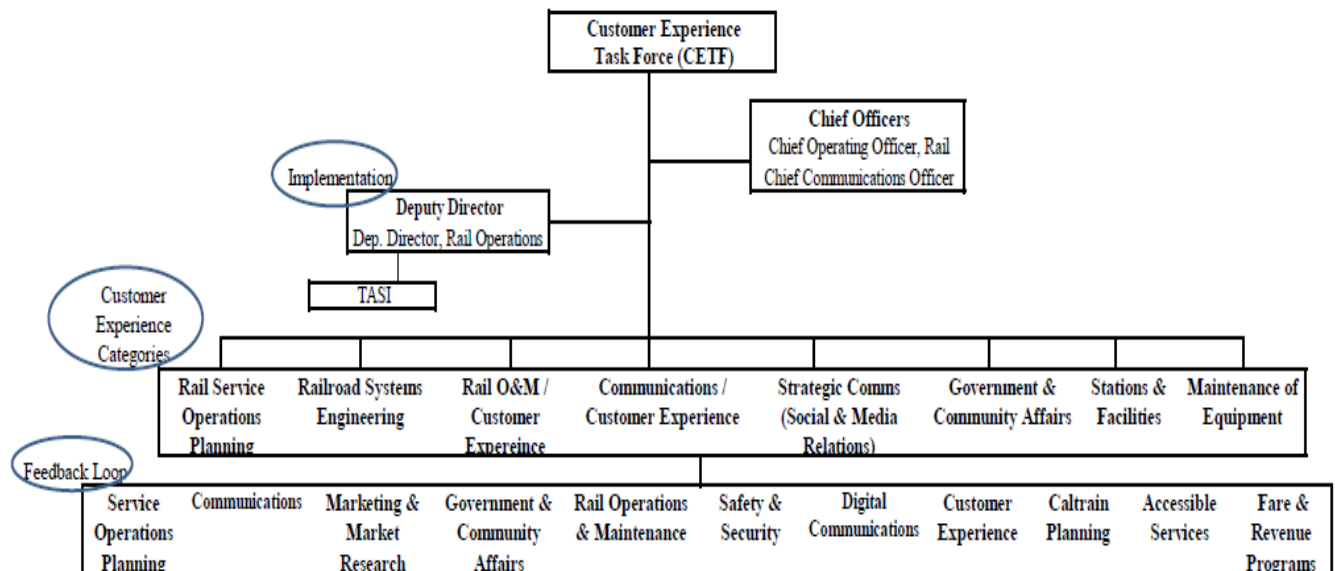
To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: July 2026 JPB Citizens Advisory Committee Meeting

Subject: Customer Experience Task Force 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 and Active Transportation 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.



Rail Service Operations Planning

In June, staff assisted in planning and provided support for the FIFA World Cup games at the San Francisco Bay Area Stadium. Staff also continued to prepare for this summer's Guadalupe Bridge Weekend Service Shutdowns: electric train service between Tamien and San Jose Diridon Station will be temporarily suspended to perform necessary repairs to the Guadalupe Bridge. Service between Tamien and San Jose Diridon Station will be suspended on the following weekends:

- July 11-12
- July 25-26
- August 8-9
- August 22-23
- September 19-20

The taskforce is spearheading efforts to:

- Implement and monitor the Guadalupe Weekend Service Shutdowns (more details on our website: <https://www.caltrain.com/status>)
- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae for their August schedule change
- Review Caltrain's current schedule and key performance indicators for potential future service adjustments

Railroad Systems Engineering

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.
- Improved prediction accuracy displayed on station Visual Messaging Systems (VMS) by optimizing PADS databases.
- Enhanced Passenger Information System resiliency through the use of improved Auto-restart / Auto-recovery features.

Looking ahead, additional upgrades are planned over the coming year, including improved arrival information on station digital signs during single-tracking, more accurate messaging during boarding and departures, native GTFS data feeds for improved real-time data sharing, station berthing indications on the ROCS Track Display and improved accuracy for On Time Performance (OTP) reporting in ROCS.

Rail O&M Customer Experience - Conductor Updates

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

Customer Experience

- Clipper Next Generation
 - Continued coordination with Metropolitan Transportation Commission (MTC), Internal Fares Team, and Customer Service to support clear messaging to riders about the transition.
- FIFA World Cup Soccer & Transit
 - Transitioned into post-event activities. Printed materials and wayfinding signage have been removed from trains and station locations. Debrief meetings are underway to capture lessons learned, gather performance metrics, and coordinate feedback with partner agencies to help inform future large-scale events.
- Guadalupe Bridge Construction Weekend Closure Messaging:
 - Printed materials have been distributed onboard trains, station signage has been installed at all impacted locations, and an alert campaign has been sent via email and SMS. Website updates have also been completed, including refreshed content on the [Caltrain Service Status page](#), updated [Caltrain PDF Schedules/timetables](#), and alert banner messaging to increase visibility of the upcoming Tamien weekend closures.
- Regional Mapping and Wayfinding Project
 - Continued collaboration with MTC and regional transit partners to evaluate several key stations as potential pilot locations. Efforts are focused on creating a consistent, intuitive wayfinding experience across agencies and improving navigation for riders throughout the regional transit network.

Caltrain Strategic Communications (Social and Media Relations)

- June messaging heavily focused on the World Cup and Pride, not excluding other messaging.
- In recognition of Pride Month, Caltrain, among other partner agencies, joined forces and created the theme for Pride, Moving the Bay Area with Pride. Caltrain shared events and resources via social media all month long, tabled at 4th and King, and joined the parade. This was a successful event and is well received.
- Following the success of the Super Bowl in the Bay Area, the Strategic Communications team helped support the arrival of the World Cup to the Bay Area. In collaboration with the Bay Area Host Committee, BART, and VTA, social content was produced to get riders, (new, existing and former), to the stadium. Many cities across all three counties hosted watch parties and staff were ready to get them where they needed to be! This was a larger effort consisting of staff at stations, multiple press releases, daily social posts or reposts, etc.

- Strategic Comms continued supporting multiple events and marketing efforts across different mediums, whether it was in person, via media relations or social. Some additional events that were highlighted throughout the month are listed below.
- Messaging Highlights (Includes rotational messaging):
 - June Board Meeting
 - Pride Month
 - World Cup
 - Juneteenth
 - Broadway Grade Separation Project
 - Tuesday Tip: Customer Etiquette messaged via VMS and Social messaging
 - Dollar Youth Fare
 - San Francisco Giants
 - FIFA World Cup
 - Fuerza Regida
 - San Mateo County Fair
 - Caltrain Merch Store

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
 - The lockers in San Francisco will be relocated to a more customer friendly location near the station entrance, likely in August. They will not be accessible to customers in the interim.
 - Stations that have received e-locker installations in the last year include San Francisco, 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 600 secure bike parking spaces are available at Caltrain stations.
 - Included with all installations starting in 2025 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.
- Bike Parking Rooms
 - Access kiosks have been installed in the Menlo Park and Redwood City stations. Next step is the installation of security cameras at these stations. The Menlo Park facility will receive a new roof before the facility will open to the public.
- Bikes on Board Policy
 - A discussion about Bikes on Board rules was conducted at the March 19 Bicycle and Active Transportation Advisory Committee and an update was provided to the CAC in April. Caltrain paused enforcement of some rules related to larger bikes while input from the community was received. A pilot of some updated rules is in the works.
 - As staff developed draft rules for BATAC consideration, we became aware of broader statewide discussions and potential state regulations related to e-bikes and e-motos. To ensure our approach is clear, consistent, and aligned with ongoing legislative efforts underway in Sacramento, we decided to slow the process down and gather additional information.
 - The intent was to bring a comprehensive set of recommendations to BATAC in July but it is taking more time to work through that. A new schedule will be determined soon.
- 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. All Mainline stations are complete. The feasibility of installation at the stations south of Tamien is still being evaluated.

Stations and Facilities

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

- Inspection, Maintenance and Repair
 - Completed corridor-wide wheelchair lift inspections.

- Performed station improvements, including replacing yellow lines and platform stencils at Santa Clara and San Jose Diridon stations, installing bollards at Mountain View station, barriers near the San Jose Diridon station parking lot, and restriping the parking lot at Broadway station.
- Completed general maintenance and minor repairs at Mountain View, San Francisco, Palo Alto, Santa Clara, California Avenue, Menlo Park, and Hillsdale stations.
- Supported operational improvements by relocating the Passenger Needing Assistance (PNA) area and ADA cage at Redwood City station, supporting the setup of the Gilroy trailer, supporting a Safety special event, and swapping garbage cans at San Antonio and Mountain View stations.
- Completed facility maintenance including repairing the water heater at San Francisco station.
- Vandalism and Graffiti Abatement
 - Removed graffiti at San Bruno, Capitol, and San Jose Diridon stations.
 - Replaced missing schedule cases to restore customer information displays.

Maintenance of Equipment - EMU Fleet Performance Overview

- Restroom Availability
 - Staff have implemented a system to track restrooms taken out of service, including failures occurring while trains are in service.
 - Current average:
 - June close out: Approximately 47.12% of restrooms experience an out of service condition on a given day.
 - Primary causes:
 - Mechanical component failures (vacuumator and water solenoids)
 - Vandalism and foreign debris causing line blockages.
 - Mitigation actions under evaluation:
 - Assessing a more robust design for the vacuumators.
 - Implemented onsite rebuild testing.
 - Increasing maintenance frequency for solenoid valves.
 - Investigating targeted vandalism-prevention measure and debris management procedures.

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

April 15, 2026

- Climate Vulnerability Study findings
- Bikes on Board Update

May 20, 2026

- Safety Quarterly Update
- FY2027 Preliminary Operating & Capital Budgets
- Corridor Crossing Strategy Program & Elements
- 2025 Triennial Customer Survey Update

June 17, 2026

- Adopt Passenger Code of Conduct

July 15, 2026

- Adoption of CAC Charter & Bylaws Amendment
- Amendment of Code of Conduct for Public Meetings
- Baseline Safety Enhancements Program

August 19, 2026

- Revisit Meeting Start Time
- Authorize Remote Attendance
- Safety Quarterly Update
- Feedback Forms
- Ridership Growth Strategy

September 16, 2026

- BEMU Update
- The Portal Update
- Level Boarding Roadmap

October 21, 2026

- Brown Act Training
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November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update

December 16, 2026

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Requested items for future meetings:

- Service expansion
 - Service and ridership south of San Jose, including blended corridor
- Electrified Service Risk Management Strategy
- Distance Based Fares
- Onboard Security, requested by member Rosalind Kutler