

**Peninsula Corridor Joint Powers Board
Community Advisory Committee
Regular Meeting**

166 North Rollins Road, Millbrae, California 94030

Minutes of August 19, 2026

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linqvist, Tyler McDowall (Alternate) Melody Pagee (Alternate), Rohit Sarathy, Peter Wickman (Alternate), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

Members Absent: Mark Thurber

Staff Present: D. Berry, T. Burgwyn, D. Berry, A. Feng, J Guaracino, J. Jest

1. Call to Order

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

2. Roll Call

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

3. Introduction of New CAC Alternate Member

- Tyler McDowall – Santa Clara County

Re-Appointment of CAC Members

- Patricia Leung – Santa Clara County
- William Abbott – San Francisco County
- Peter Wickman (Alternate) – San Francisco County

4. Pledge of Allegiance / Safety Briefing

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

5. Consent Calendar

5.a. Approval of Meeting Minutes for July 15, 2026

5.b. Reapprove Remote Meetings for the Community Advisory Committee under Senate Bill 707

Motion/Second: Pagee/Brant

Ayes: Abbott, Albohm, Ayub, Kutler, Linqvist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

Absent: None

6. Public Comment for Items Not on the Agenda

Doug DeLong commented on ridership growth, weekend and weekday service frequency, and future rolling stock needs.

Jeff Carter commented on weekend express service, Public Hearing Room setup, and Clipper fare issues related to the August 11 power outage.

Christina F commented on recurring Bayshore Station elevator issues.

Aleta Dupree commented on backup power, Clipper, and fare payment systems.

7. Report of the Chair

Chair Leung stated there was no report.

8. Approve Amendments to Community Advisory Committee Bylaws

Quentin Barbosa, Legal Counsel, provided the presentation that included the name change to the CAC, adoption of Rosenberg's Rule of Order, and transition to action minutes.

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

- Transition to action minutes and preservation of committee and public comments
- Zoom meeting summary feature as an alternative
- Rosenberg's Rule of Order and request for additional review
- Retention of summary minutes

Motion to adopt Items 1 through 4 of the proposed bylaw amendments, excluding the proposed changes to Rosenberg's Rule of Order and action minutes.

Motion/Second: Kutler/Brandt

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

Abstain: None

Motion to continue consideration of the proposed changes to Rosenberg's Rule of Order and action minutes to the next CAC meeting.

Motion/Second: Kutler/Linquist

Ayes: Abbott, Albohm, Ayub, Kutler, Linquist, McDowall, Pagee, Sarathy, Wickman, Brandt, Leung

Noes: None

Abstain: None

Public Comment

Jeff Carter commented on meeting minutes, public comment periods, motions, and informational meetings without a quorum.

Aleta Dupree, Team Folds, commented on Rosenberg's Rule of Order, action minutes, and informational meetings without a quorum.

9. Revisit Meeting Start Time (Committee)

Chair Leung led a discussion on the meeting start time and potential changes to accommodate train schedules.

The Committee Members had a robust discussion regarding train schedules, staff impacts, and costs, and agreed to revisit the matter in a few months.

Public Comment

Aleta Dupree commented on the meeting start time and formalizing any time changes.

10. Safety Quarterly Update

Jerry Guarino, Chief Safety Officer, provided the presentation that included safety initiatives, performance, employee engagement, and transit police calls for service.

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

- Safety reporting app and emergency reporting options
- Safety performance metrics, monetary thresholds, and crossing mitigations
- Calls for service data and parking enforcement
- Pedestrian crossing safety and crossing gate issues at stations

Public Comment

Jeff Carter commented on grade crossing safety measures and suicide prevention initiatives.

Roland commented on grade crossing enforcement, Railroad Dynamic Envelope striping, and reported workplace incidents.

11. Update on the RIDE Research Panel

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

- Riders Influencing Decisions and Experiences (RID)E panel launched to collect timely rider feedback
- Panel has 870 members and will conduct quarterly studies
- Feedback will inform service, design, technology, and customer experience decisions
- Pilot studies informed improvements to Caltrain text and email alerts

The Committee Members had a robust discussion and staff provided further clarification in response to the Committee comments and questions, which included recruitment methods and survey frequency.

Public Comment

Jeff Carter expressed support for the RIDE panel and rider feedback efforts.

12. Staff Report

12.a. Customer Experience Task Force Update

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

- July on-time performance at 96.5 percent delays; two fatal trespasser incidents
- July ridership reached 1.32 million passenger trips
- Guadalupe Bridge project shutdowns and holiday service updates
- Fare Inspection and Mobile Payment Solution (FIMPS) testing identified continued device performance issues
- Electric multiple unit (EMU) restroom availability declined to approximately 60 percent
- Bayshore elevator entrapments prompted a root cause analysis
- Quiet car pilot timing remains under review
- Staff evaluating train noise mitigations at San Francisco Station
- Maintenance of Way surpassed one year injury-free

12.b. JPB CAC Work Plan Update

Mr. Burgwyn provided the presentation that included the Redwood City Paid Fare Zone pilot, upcoming battery electric multiple unit (BEMU) and Portal Project updates, the Fiscal Year 2026 Annual Ridership Report, Brown Act training, feedback forms, the ridership growth strategy, and future safety and bike/level boarding updates.

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

- Restroom maintenance, reliability and potential expansion at stations
- Redwood City Paid Fare Zone enforcement and coordination with local and Transit Police
- Grade crossing gate timing at 16th Street in San Francisco
- FIMPS performance and fare inspection issues
- Bayshore elevator reliability and potential long-term improvements
- Train restroom availability and expected improvements with additional trainsets
- Positive Train Control (PTC) Protect project status and Automatic Passenger Counter (APC) software updates
- Clarification on warranty versus mechanical delays and overall delay reporting
- Redwood City secure bike facility status
- Code of Conduct provisions addressing passengers blocking seats

Public Comment

Jeff Carter commented on restroom vandalism, Millbrae restroom access, APCs, and Bayshore elevator safety.

Aleta Dupree commented on ridership growth, restroom maintenance, Clipper 2 transition, elevator safety, and staff support.

13. Committee Member Requests – There were none.

14. Date/Time/Location of Next Regular Meeting: Wednesday, September 16, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District Headquarters, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

15. Adjourn – The meeting adjourned at 7:54 pm.