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AGENDA

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

October 21, 2026, 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, Melody Pagee, Adrian Brandt (Vice Chair)
Santa Clara County: Kristopher Linquist, Mark Thurber, Patricia Leung (Chair)

October 21, 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. Consent Calendar **(5:45 pm)**
 - 4.a. Approval of Meeting Minutes for September 16, 2026 Motion
 - 4.b. Approval of the 2027 CAC Meeting Calendar 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. Approve Amendments to Community Advisory Committee Bylaws (Anna Myles-Primakoff, Olson Remcho) **(6:10 pm)** Motion
8. Brown Act Training (Anna Myles-Primakoff, Olson Remcho) **(6:20 pm)** Informational
9. Caltrain's No External Funding Scenario (Devon Ryan) **(6:40 pm)** Informational
10. 2026 Customer Satisfaction Survey Results (Julian Jest) **(7:00 pm)** Informational
11. Staff Report (Ted Burgwyn) **(7:20 pm)**
 - 11.a. Customer Experience Task Force Update Informational
 - 11.b. JPB CAC Work Plan Update Informational
12. Committee Member Comments **(7:30 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.

13. Date / Time / Location of Next Regular Meeting: Wednesday, November 18, 2026 at 5:40 pm

The meeting will be accessible 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.

14. 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 Community 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>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each public comment is limited to three minutes. Online commenters will be automatically notified when they are unmuted to speak. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 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
Community Advisory Committee
Regular Meeting**

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of September 16, 2026

Members Present: William Abbott, Madeeha Ayub, Kristopher Linquist, Tyler McDowall (Alternate), Melody Pagee, Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

Members Absent: Rosalind Kutler

Staff Present: N. Atchison, S. Bullock, T. Burgwyn, A. Feng

1. Call to Order

Chair Patricia Leung called the meeting to order at 5:40 pm.

2. Roll Call

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

3. Introduction of New CAC Member

- Melody Pagee - San Mateo County

4. Pledge of Allegiance / Safety Briefing

5. Approval of Meeting Minutes for August 19, 2026

Motion/Second: Pagee/Ayub

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

Noes: None

Absent: Kutler

6. Public Comment for Items Not on the Agenda

Roland commented on Caltrain service, project costs, and private operation of the rail alignment between Gilroy and Emeryville.

Jeff Carter commented on the Public Hearing Room setup, train announcements, bike car seating, restroom availability, and recent service delays.

7. Report of the Chair

Chair Leung stated there was no report.

8. FY2026 Annual Ridership Report

The Committee discussed the item which included the following:

- Automatic passenger count (APC) implementation and delays
- Fare gates at 4th and King Station
- Clipper discount cards and Next Generation Clipper
- Monday and Friday service levels and ridership
- Crowding and service frequency during peak periods

Public Comment

Jeff Carter commented on weekday and weekend service levels, 22nd Street Station ridership, Clipper data, and the availability of detailed ridership data and APCs.

Roland commented on passenger information system issues, APC implementation delays, and his proposal for private operation of the rail alignment.

9. BEMU Update

The Committee discussed the item which included the following:

- Planned BEMU operations between San Jose, Gilroy, and Salinas
- Passenger capacity and potential for future train expansion
- South County Connector funding scenarios and diesel fleet replacement
- Battery life, replacement costs, and future maintenance needs
- UPR testing and coordination requirements
- Wifi capabilities and battery-powered operation under overhead catenary
- Train motorization and resolution of electric multiple unit (EMU) wheel flat issues
- Potential costs for future BEMU trainsets and reduced development costs

Public Comment

Roland commented on BEMU capacity and seating limitations, South County transportation needs, potential battery-electric locomotive operations, and alternative service to Gilroy.

Jeff Carter commented on BEMU battery safety, South County double-tracking improvements, and the need for more frequent and bidirectional service to Gilroy.

10. The Portal Update

The Committee discussed the item which included the following:

- Master Cooperation Agreement and Full Funding Grant Agreement requirements
- Operations and maintenance funding and potential fare considerations
- Caltrain and California High-Speed Rail platform allocation
- 4th and King yard storage and coordination with the rail yard development project
- Future Caltrain service through Salesforce Transit Center

- Right-of-way (ROW) acquisitions and subsurface easements
- Potential impacts from building basements extending into the public ROW
- Tunnel sizing and ventilation requirements

Public Comment

Roland commented on alternative Downtown Rail Extension alignment, train box configuration, high-speed rail train length and egress concerns, and potential project costs.

Jeff Carter commented on Portal project history, future service capacity, train speeds, and travel time between 4th Street and Townsend Street and Salesforce Transit Center.

11. Staff Report

10.a. Customer Experience Task Force Update

10.b. JPB CAC Work Plan Update

The Committee discussed the item which included the following:

- South County Connector service cancellations, bus connections, and service frequency
- Conductor radio upgrades and transition to digital radios
- EMU restroom improvements and maintenance measures
- Grade crossing gate timing and PTC issues
- Fare inspection procedures, fare evasion data, and Clipper Next Generation
- Platform shade and shelter improvements at Sunnyvale Station
- Bicycle boarding decals and station placement
- Schedule coordination with Bay Area Rapid Transit (BART)

Public Comment

Jeff Carter commented on bicycle boarding decals, restroom availability, grade crossing gate malfunctions, ridership trends, early train departures, and passenger boarding procedures at 4th and King Station.

Member Linquist left at 8:07 pm.

12. Committee Member Requests

- Advancement of distance-based fare strategy and study
- Continued focus on bicycle theft prevention and security

13. Date/Time/Location of Next Regular Meeting: Wednesday, October 21, 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.

14. Adjourn – The meeting adjourned at 8:21 pm.

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

To: JPB Community Advisory Committee
Through: Michelle Bouchard, Executive Director
From: Margaret Tseng, JPB Secretary
Subject: **2027 JPB CAC Meeting Calendar**

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

Staff recommends the CAC approve the Meeting Calendar for 2027 (attached).

Discussion

The CAC meets the third Wednesday of each month at 5:40 pm, with the exception of June where the committee is on recess.

Budget Impact

There is no impact on the budget.

Prepared by: Patrice Givens, Administrative Analyst II

650.508.6347



JPB Community Advisory Committee (CAC) 2027 Meeting Calendar

Third Wednesday of the Month* – 5:40 PM
January 20
February 17
March 17
April 21
May 19
June - Recess
July 21
August 18
September 15
October 20
November 17
December 15

*Regular meetings are scheduled the third Wednesday of the month at 5:40 pm unless otherwise noted.

Meetings are conducted in person at Public Hearing Room, 5th Floor, 166 Rollins Avenue, Millbrae, CA 94030, and/or noticed location(s), and remotely via Zoom. Dates or location may be subject to change.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Community Advisory Committee
Through: Michelle Bouchard, Executive Director
From: James C. Harrison, General Counsel
For: October 2026 Community Advisory Committee Meeting
Subject: **Approve Revisions to Community Advisory Committee Bylaws**



Finance Committee
Recommendation



Technology, Operations, Planning,
and Safety Committee
Recommendation



Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

Staff seek the Community Advisory Committee's (CAC) review and approval of proposed amendments to the CAC Bylaws, which were approved by the Peninsular Corridor Joint Powers Board (JPB) at its August 6, 2026:

1. Change the Rules of Order from Robert's Rules to Rosenberg's Rules of Order; and
2. Change the form of the meeting minutes to action minutes rather than summary minutes.

Discussion

A. Background

Staff presented the following revisions to the CAC Bylaws at the CAC's July meeting:

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.

The CAC adopted the above changes to the Bylaws at the August 19 meeting.

Staff presented a previous iteration of these currently proposed amendments (to adopt action minutes and Rosenberg's Rules of Order) to the CAC on August 19, 2026, and to the Board of Directors (Board) of the JPB at its August 6, 2026, meeting. The CAC declined to approve these

changes due to concerns about adopting the new Rules of Order without having an opportunity to review them, and due to concerns regarding CAC deliberations and public comment being sufficiently captured by action minutes.

Since that meeting, staff have provided a copy of Rosenberg's Rules of Order for the CAC to review as well as a comparison between Rosenberg's and Robert's Rules of Order. Additionally, staff have provided revised minutes designed to address the concerns of the CAC.

B. Proposed Changes

Hybrid Action Minutes

The JPB Rules of Procedure formerly required the Secretary to draft summary minutes of each Board meeting. Staff recommended action minutes to align the CAC Bylaws with the JPB Rules of Procedure, which include action minutes across all Board and Committee meetings.

Staff now recommend adopting a hybrid form of minutes that includes a descriptive heading for each item of business along with a summary of member discussions and feedback, as well as any public comments received on each item of business. A link to staff materials would also be provided in the minutes, rather than a description of the staff presentation. This change is expected to preserve staff resources for the District Secretary's Office (DSO), while also addressing the CAC's concern that their feedback or public comments will not be documented for Board members to review after the meeting. The DSO also supports the San Mateo County Transit District and San Mateo County Transportation Authority, and these agencies concurrently made this change to their Rules of Procedure. Accordingly, staff recommend the CAC approve these minutes changes to the Bylaws.

Rules of Order

The Board also changed the JPB Rules of Procedure to adopt Rosenberg's Rules of Order for any instance not covered by the JPB Rules of Procedure. Rosenberg's Rules of Order contain simplified rules of parliamentary procedure and have become the standard adopted by many peer agencies as more practical and easier to implement in the setting of local government agencies' public meetings. Rosenberg's Rules of Order are only 10 pages long, a modern set of plain-language rules, and address the most common procedures that come up during a typical public meeting.

Under both sets of rules, the same basic process is followed for action items: (1) the Chair announces the agenda item; (2) there is a report on the item, (3) the members can ask clarifying questions; (3) public comment is received (4) a Committee member may make a motion; (5) another member seconds the motion (6) the Committee discusses the motion and then votes. However, under Rosenberg's Rules, a friendly amendment to a pending motion is permitted without the need for a formal motion to amend or substitute. Under both systems, majority rules, while minority rights are protected. Staff recommend the CAC approve these

changes to the Bylaws to conform them to the Board-approved changes to the JPB Rules of Procedure.

	Robert's Rules of Order	Rosenberg's Rules of Order
Primary Design	Large legislative bodies, conventions, and complex organizations.	City councils, county boards, and small local committees.
Complexity	High. Features hundreds of pages, rigid hierarchies, and technical terminology.	Low. A concise guide focusing on practical, easy-to-learn rules.
Core Philosophy	Protects the rights of the minority and ensures strict procedural control.	Focuses on efficiency and flexibility, while still protecting minority rights
Types of Motions	Dozens of specific motions categorized into a strict hierarchy (privileged, subsidiary, incidental).	Simplified into three basic types of motions to handle all business.
Seconding Motions	Strictly required for almost all motions to prevent wasting time on single-person ideas.	Encouraged, but less rigid; the chair can proceed if it is clear multiple members want to discuss it.
Discussion Flow	Discussion is tightly restricted until a formal motion is made and seconded.	Allows for informal discussion to shape an idea before a formal motion is introduced.
Amendments	Allows complex motions for an "amendment to the amendment," which can confuse members.	Only allows three motions at a time, or a friendly amendment to a motion, to keep the debate straightforward.
The Chair's Role	The chair must remain strictly neutral.	The chair is an active participant who may make motions and join debates freely.

If the CAC approves these changes, staff will present these changes to the CAC at the November meeting for final approval. The Board will then approve the changes at its December meeting.

Budget Impact

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

Prepared By:	Anna Myles-Primakoff	Counsel	10/12/2026
	Quentin Barbosa	Associate Counsel	10/12/2026

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 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 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. The minutes shall describe each item of business transacted set off in paragraphs with proper descriptive headings and will include links to any staff prepared materials and a summary of member discussions and feedback, as well as any public comments received on each item of business.

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 [Rosenburg's Rules of Order](#) 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

Amended August 6, 2026
JPB Resolution No. 2026-35

Amended August 19, 2026
CAC Motion

Amended October 21, 2026
CAC Motion

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: October 2026 JPB Community Advisory Committee Meeting

Subject: Staff Report

On-time Performance (OTP) –

- **September:** The September 2026 OTP was 94.4% compared to 97.2% for September 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 2nd (Broadway, Burlingame @ 5:25 pm), caused 18 trains to be delayed & 6 trains annulled.
 - **Mechanical Delays** – In September 2026 there were 286 minutes of delay due to mechanical issues and 392 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strike** – There was one trespasser strike in September. The strike on the 22nd (San Francisco @ 8:29 am), caused 17 trains to be delayed.
- **August:** The August 2026 OTP was 94.9% compared to 92.8% for August 2025.
 - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 14th (UPRR Territory @ 5:41 am), caused 1 train to be delayed. The vehicle on the 15th (Castro St., Mtn. View @ 2:30 am), caused 0 trains to be delayed. The vehicle on the 18th (San Francisco @ 12:45 pm), caused 2 trains to be delayed. The vehicle on the 27th (Rengstorff Ave., Mtn. View @ 12:18 pm), caused 1 train to be delayed.
 - **Trespasser Strike** – There was one fatal trespasser strike in August. The strike on the 31st (Millbrae @ 1:14 pm), caused 14 trains to be delayed, 1 train to be annulled & 1 train to be terminated.

Caltrain temporarily suspending train service again between San Jose Diridon and Tamien to complete repairs to Guadalupe River Bridge

Caltrain suspended train travel between Tamien and San Jose Diridon stations during the weekends of Aug. 8-9 and Aug. 22-23 to complete necessary repairs to the Guadalupe River Bridge. An additional weekend closure was planned for the weekend of Sept. 19-20; a closure was previously planned for July 24-25 but was canceled after construction crews completed some work ahead of schedule. Caltrain's weekday service and Caltrain riders not traveling to Tamien Station were unaffected by construction.

Kick off the 49ers preseason with Caltrain

San Francisco 49ers Fans looking to skip weekday traffic to Levi's Stadium took advantage of Caltrain's weekday service and rode to Mountain View Station, one of the easiest ways to catch the preseason opening against the Tennessee Titans on Thursday, Aug. 13, at 6 p.m. From there, riders connected directly to VTA light rail service for a convenient trip to Levi's Stadium, arriving in time for kickoff.

Celebrate Silicon Valley Pride with Caltrain

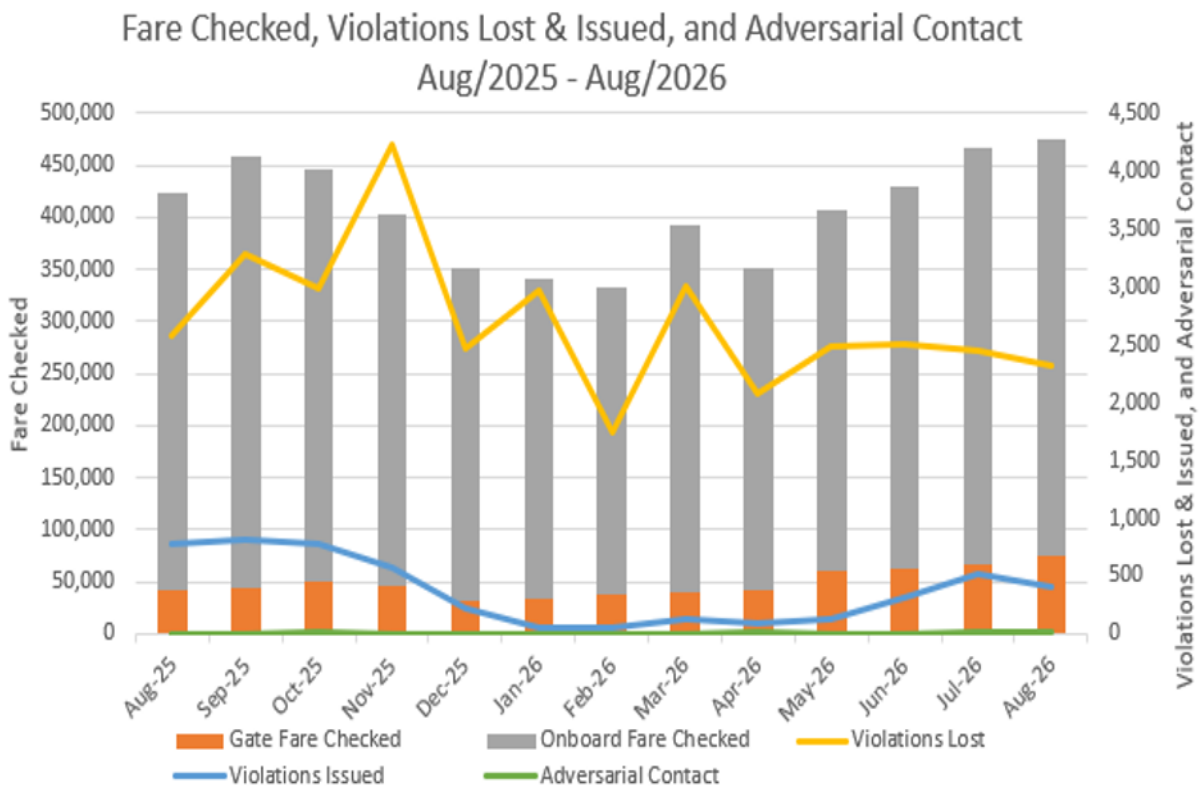
Caltrain joined VTA and SamTrans at the Silicon Valley Pride Parade on Sunday, Aug. 30, from 11 a.m. to 12:30 p.m. in downtown San Jose. The parade began at Julian Street and Market Street then ended at Plaza Park.

Riders traveling from Caltrain's San Jose Diridon Station connected to downtown San Jose by VTA light rail or local bus. Riders could also walk approximately 1.3 miles from Diridon Station to Plaza Park.

This collaboration between Caltrain, VTA, and SamTrans extended the spirit of unity that transit agencies across the Bay Area celebrated throughout Pride Month in June and at San Francisco Pride. By coming together again in San Jose, the agencies celebrated the LGBTQ+ community while demonstrating the power of regional partnership to connect people, communities, and destinations across the Bay Area.

Fare Enforcement Report – October 2026

In August 2026, Caltrain conductors performed a total of 474,428 fare inspections at the terminal (75,040) and onboard the trains (399,388). During this period, 2,314 violations were lost because the rider didn't provide identification and 413 violations were issued. 11 incidents were reported as adversarial contact.



Capital Projects Update

Please refer to the most recent [Quarterly Capital Projects Report for Quarter 4 of FY2026](#) (April 2026 - June 2026) using the hyperlink provided below.

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



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



Ridership Executive Summary - Sep 2026

Monthly Performance

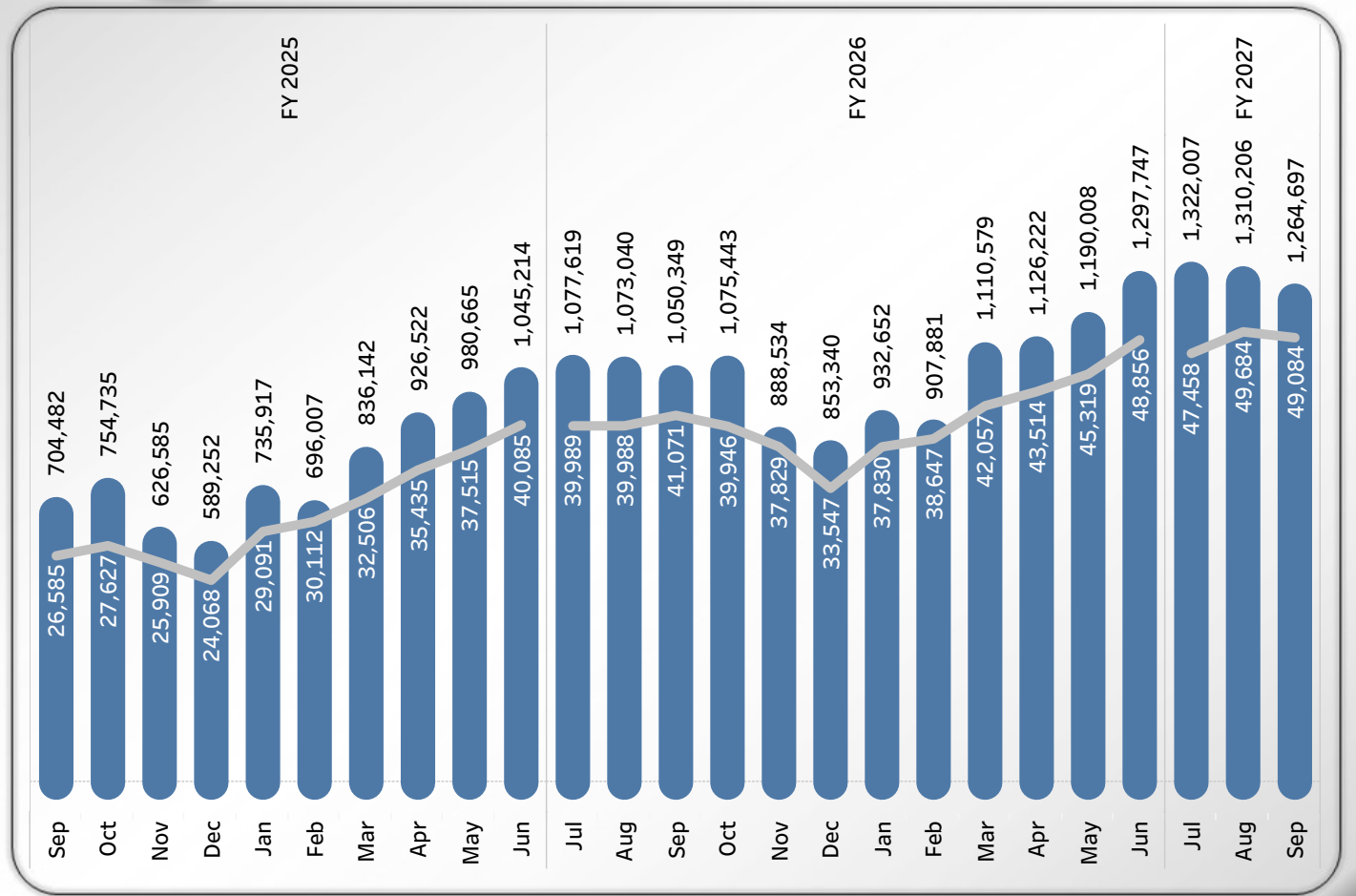
	Current Year Sep 2026	Pre-Pandemic Sep 2019	Sep 2026 % of Pre-Pandemic	Last Year Sep 2025	Sep 2025 to Sep 2026 % Change
Total Monthly Ridership	1,264,697	1,584,833	79.8%	1,050,349	+ 20.4%
Average Weekday Ridership	49,084	72,387	67.8%	41,071	+ 19.5%
Average Saturday Ridership	29,218	16,503	177.0%	24,558	+ 19.0%
Average Sunday Ridership	24,172	11,848	204.0%	19,094	+ 26.6%

Fiscal YTD Performance

	Current Year Sep 2026	Pre-Pandemic Sep 2019	Sep 2026 % of Pre-Pandemic	Last Year Sep 2025	Sep 2025 to Sep 2026 % Change
Total Monthly Ridership	3,896,909	4,960,840	78.6%	3,201,007	+ 21.7%
Average Weekday Ridership	48,703	71,450	68.2%	40,344	+ 20.7%
Average Saturday Ridership	30,662	16,320	187.9%	25,130	+ 22.0%
Average Sunday Ridership	23,425	11,730	199.7%	19,945	+ 17.4%



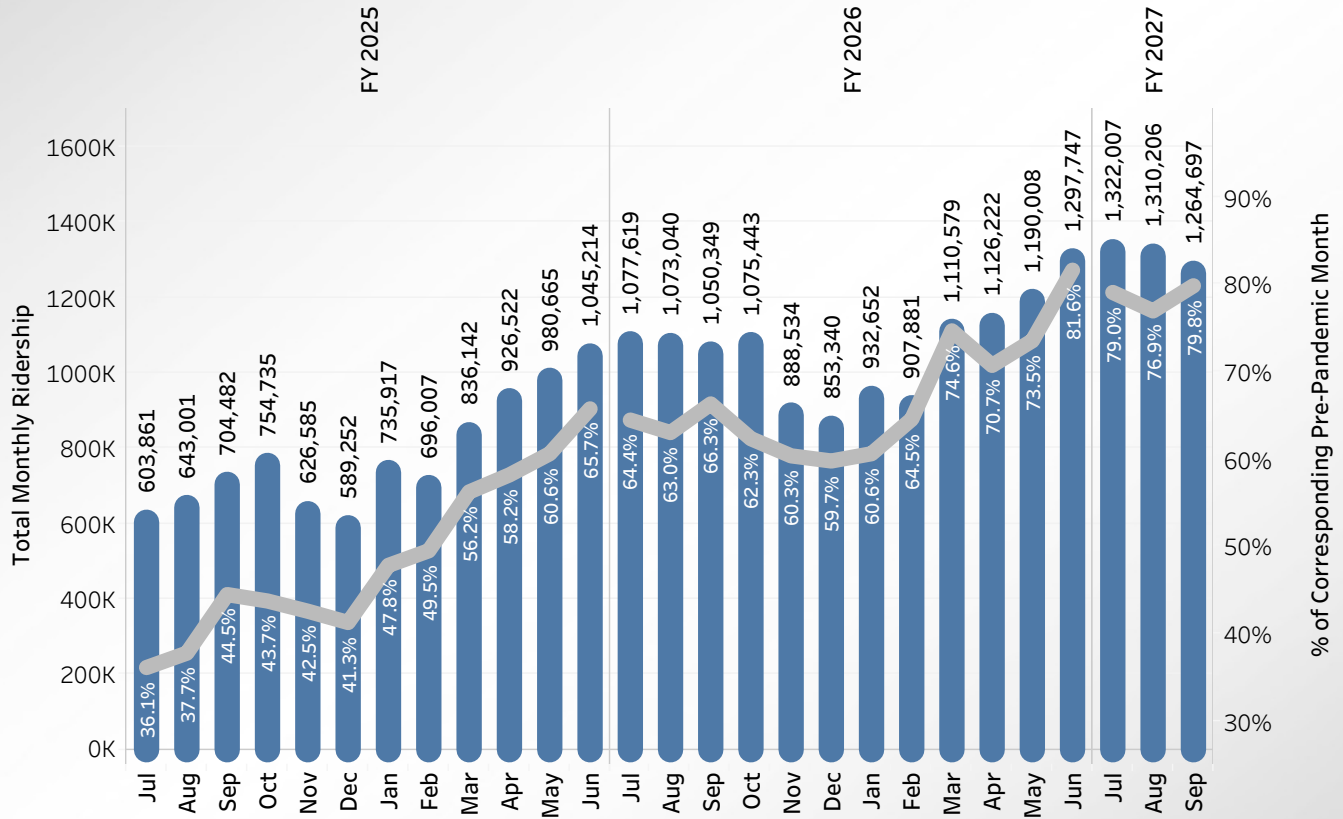
Monthly Ridership and Average Weekday Ridership - Sep 2026



Legend | Total Monthly Ridership | AWR



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

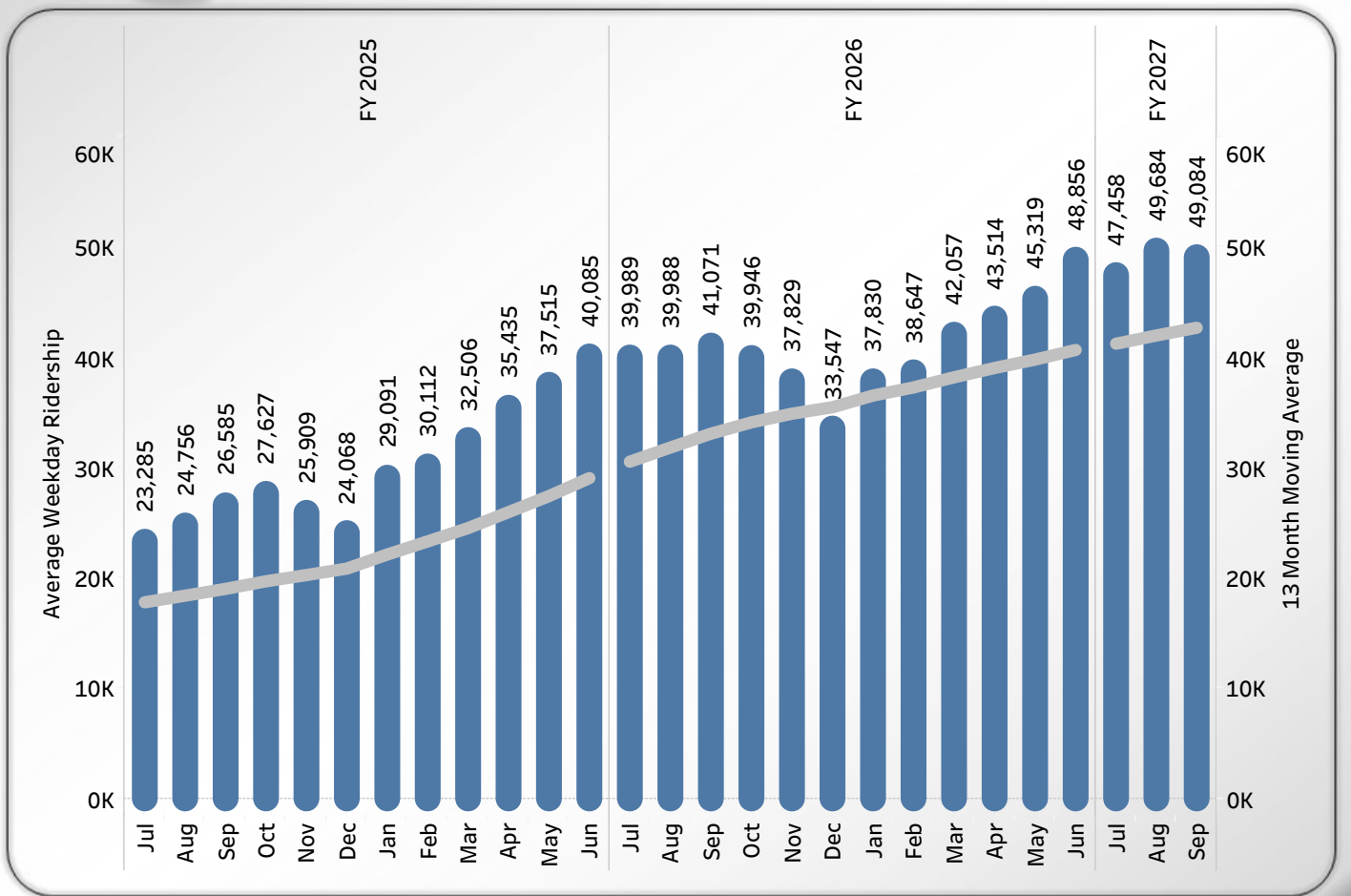


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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



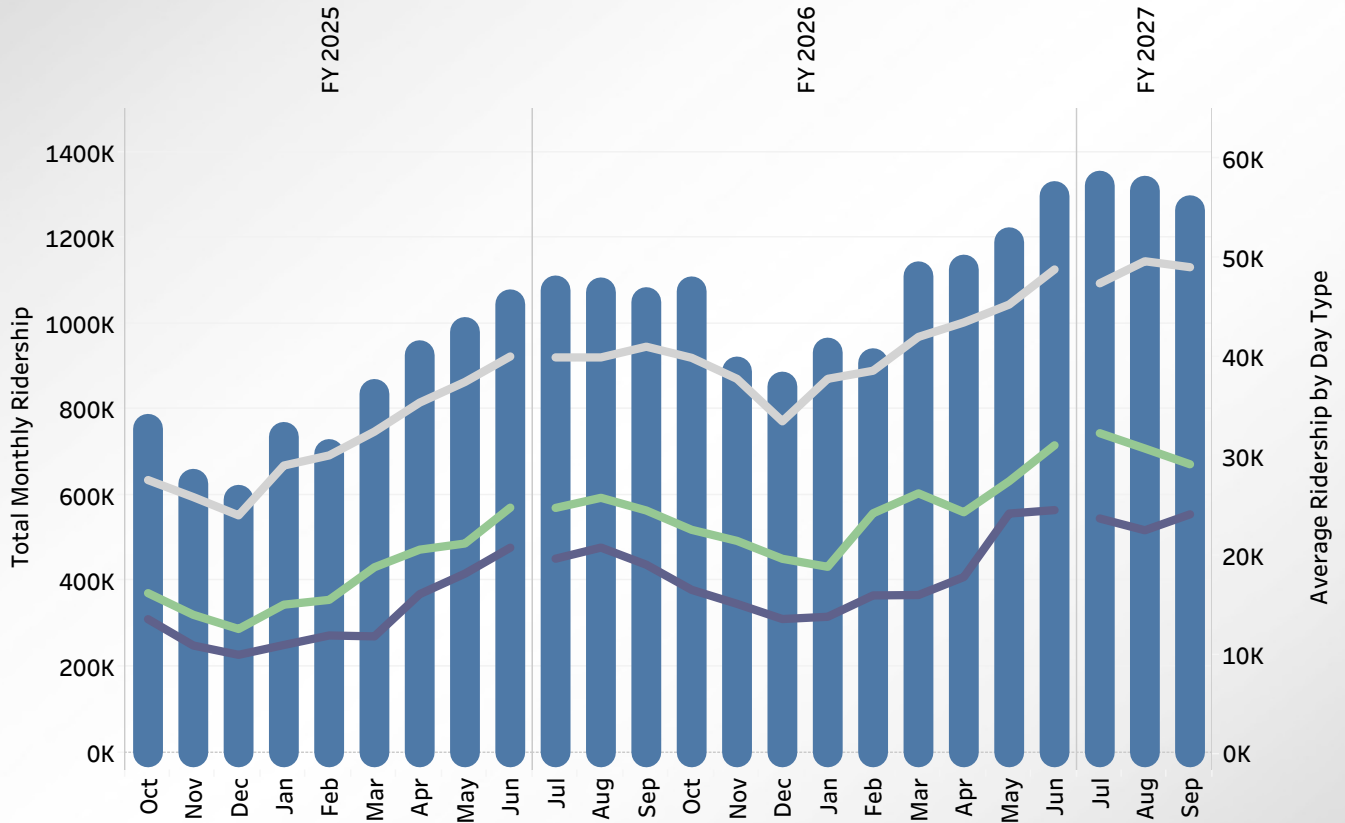
Average Weekday Ridership & 13 Month Average - Sep 2026



Legend | AWR | 13 Month Moving AWR



Monthly Ridership & Average Ridership by Day Type - Sep 2026



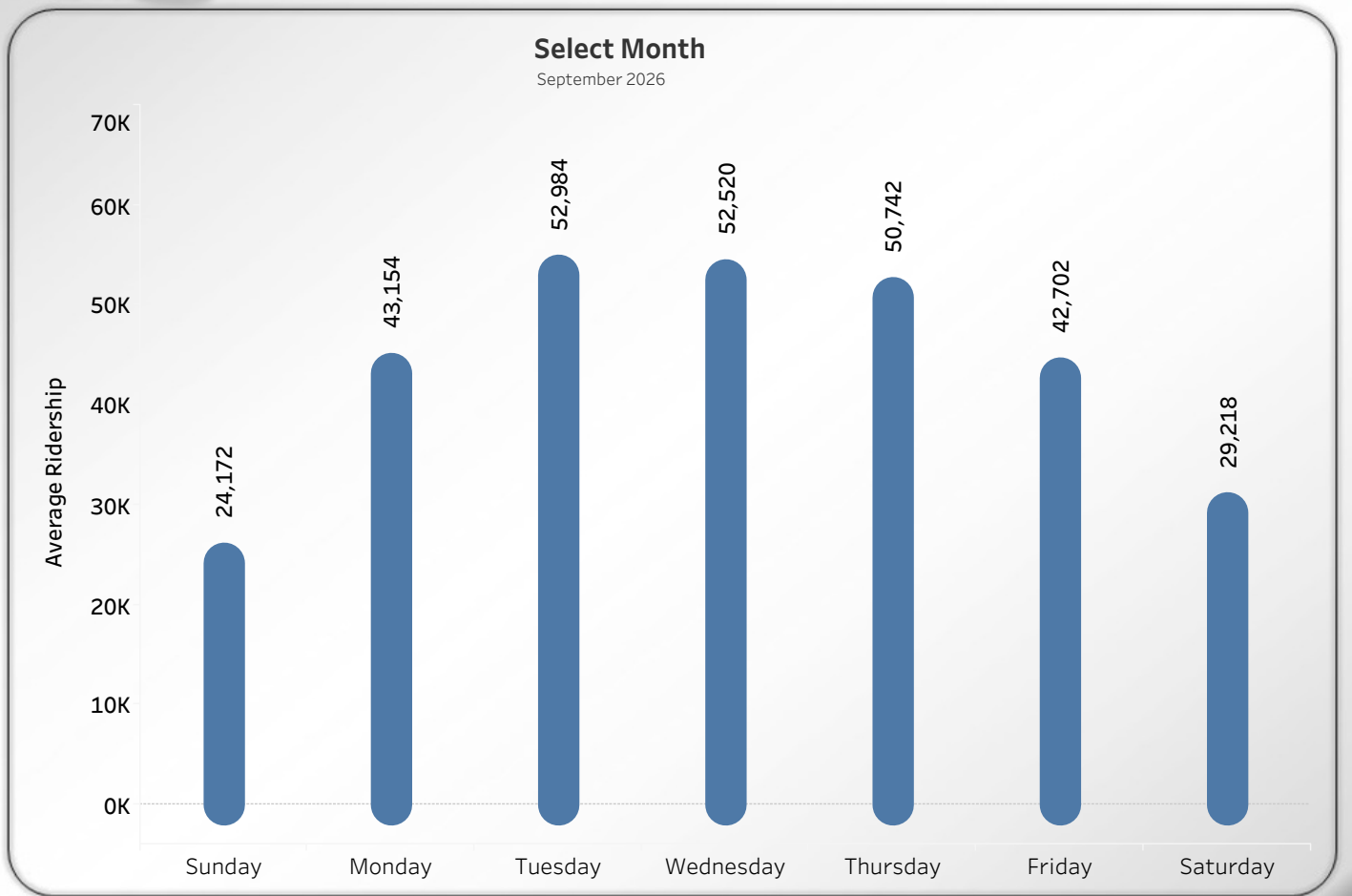
Free fares offered to all passengers on opening weekend of electrified service.

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

Legend | Total Monthly Ridership | Weekday Saturday Sunday



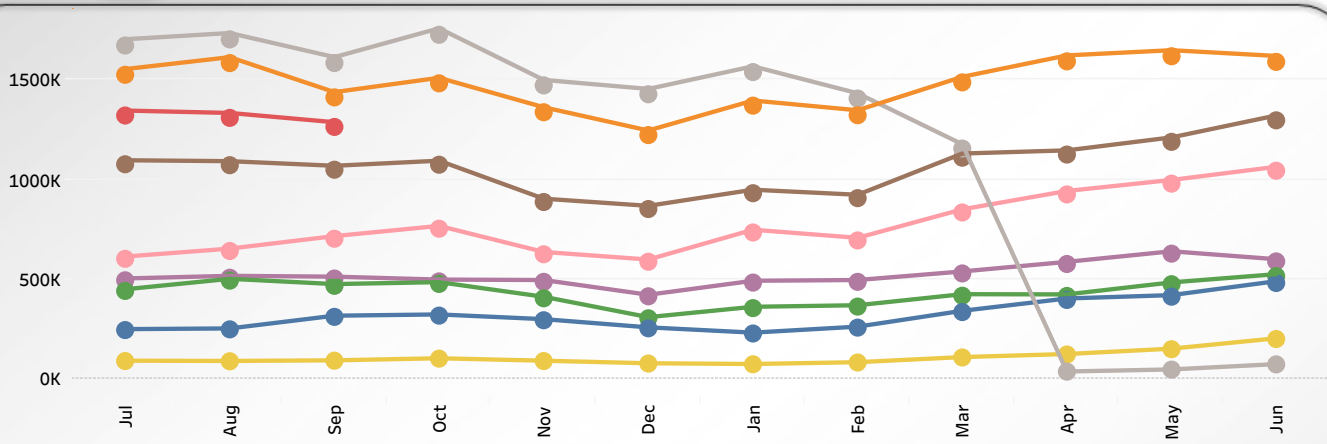
Average Ridership by Day of Week* - Sep 2026



**Excluding holidays*



Monthly Ridership by Fiscal Year - Sep 2026

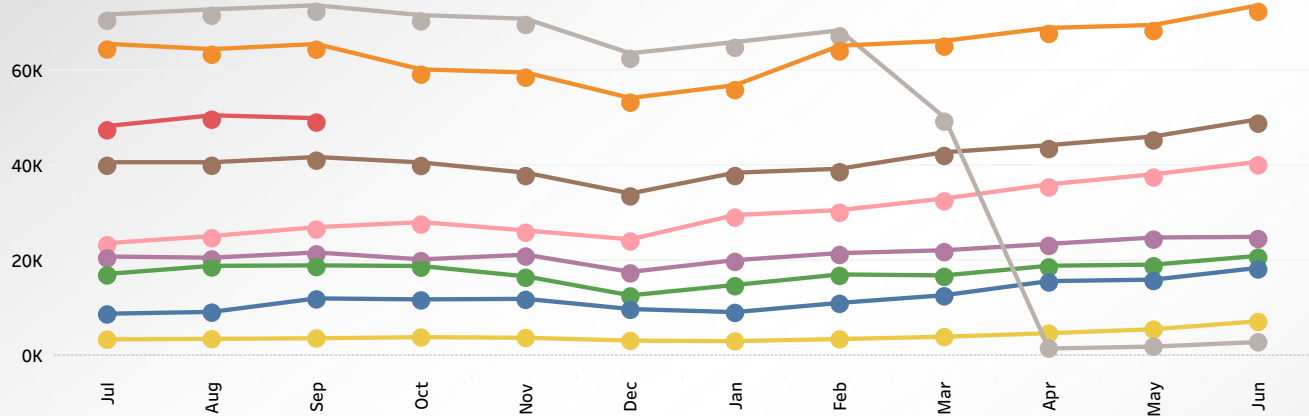


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	603,861	1,077,619	1,322,007
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,001	1,073,040	1,310,206
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,482	1,050,349	1,264,697
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	853,340	
Jan	1,371,400	1,539,666	75,485	229,746	356,827	484,801	735,917	932,652	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,483	696,007	907,881	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	530,611	836,142	1,110,579	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,879	926,522	1,126,222	
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	1,297,747	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026
 ■ FY 2027



Average Weekday Ridership by Fiscal Year - Sep 2026



	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
Jul	64,435	70,493	3,419	8,721	16,931	20,525	23,285	39,989	47,458
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,756	39,988	49,684
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,585	41,071	49,084
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	33,547	
Jan	55,897	64,806	3,058	9,044	14,655	19,779	29,091	37,830	
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	48,856	

■ FY 2019
 ■ FY 2020
 ■ FY 2021
 ■ FY 2022
 ■ FY 2023
 ■ FY 2024
 ■ FY 2025
 ■ FY 2026
 ■ FY 2027



Ticket Type Trip Distribution

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:

<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

Select Month

September 2026

Total Monthly Trips*

September, 2026:

1,264,697

TIP:

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

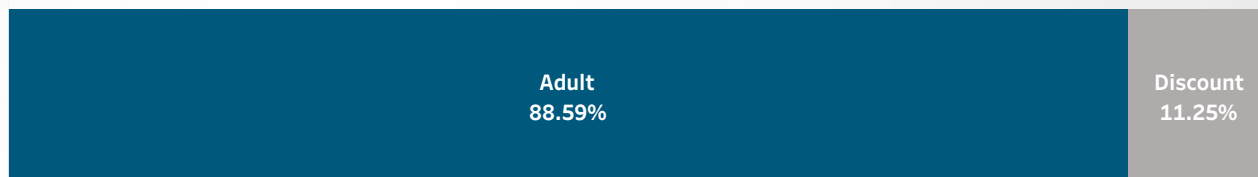
Pass Type



Fare Media Channel



Fare Type

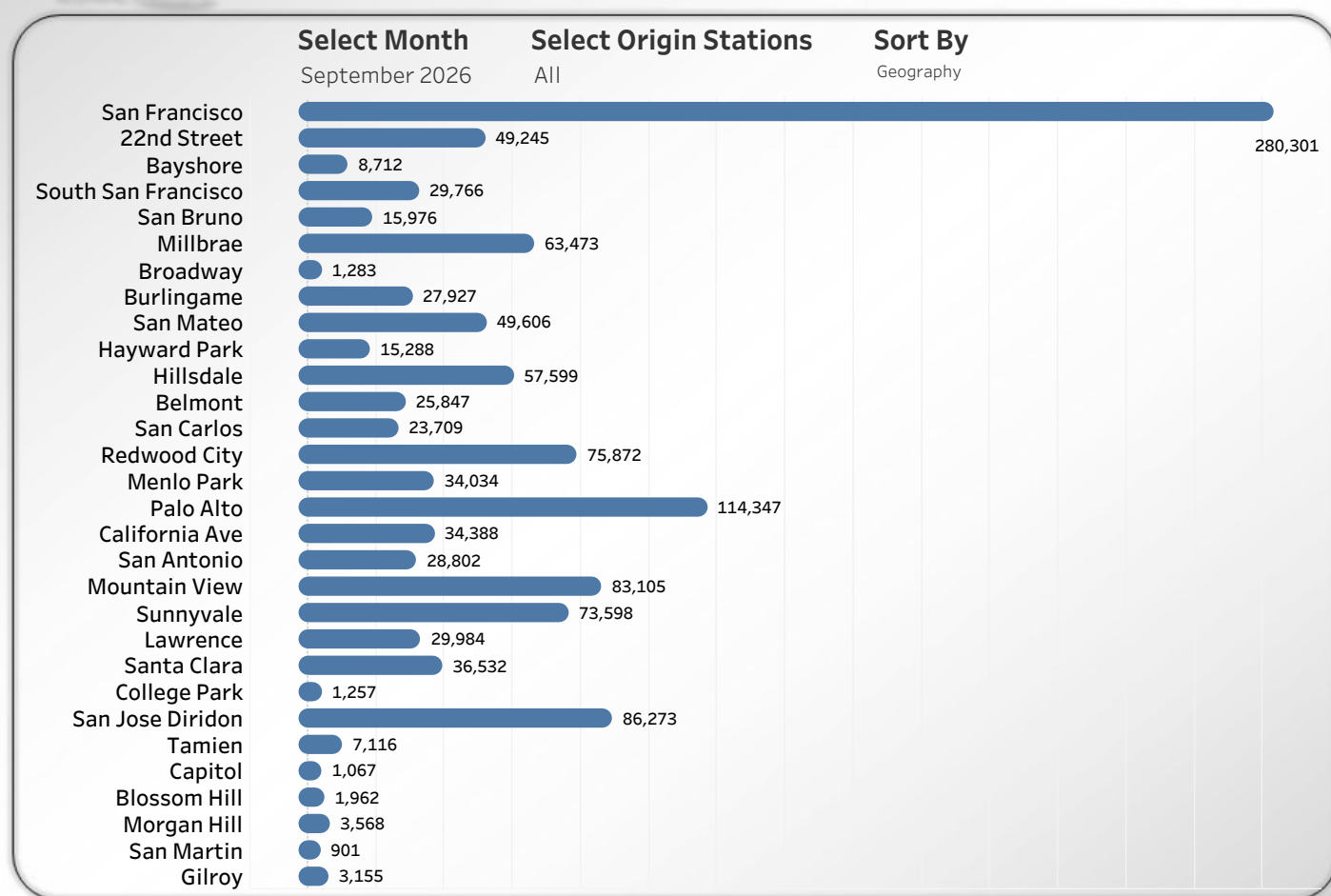


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine, OP = Open Payment



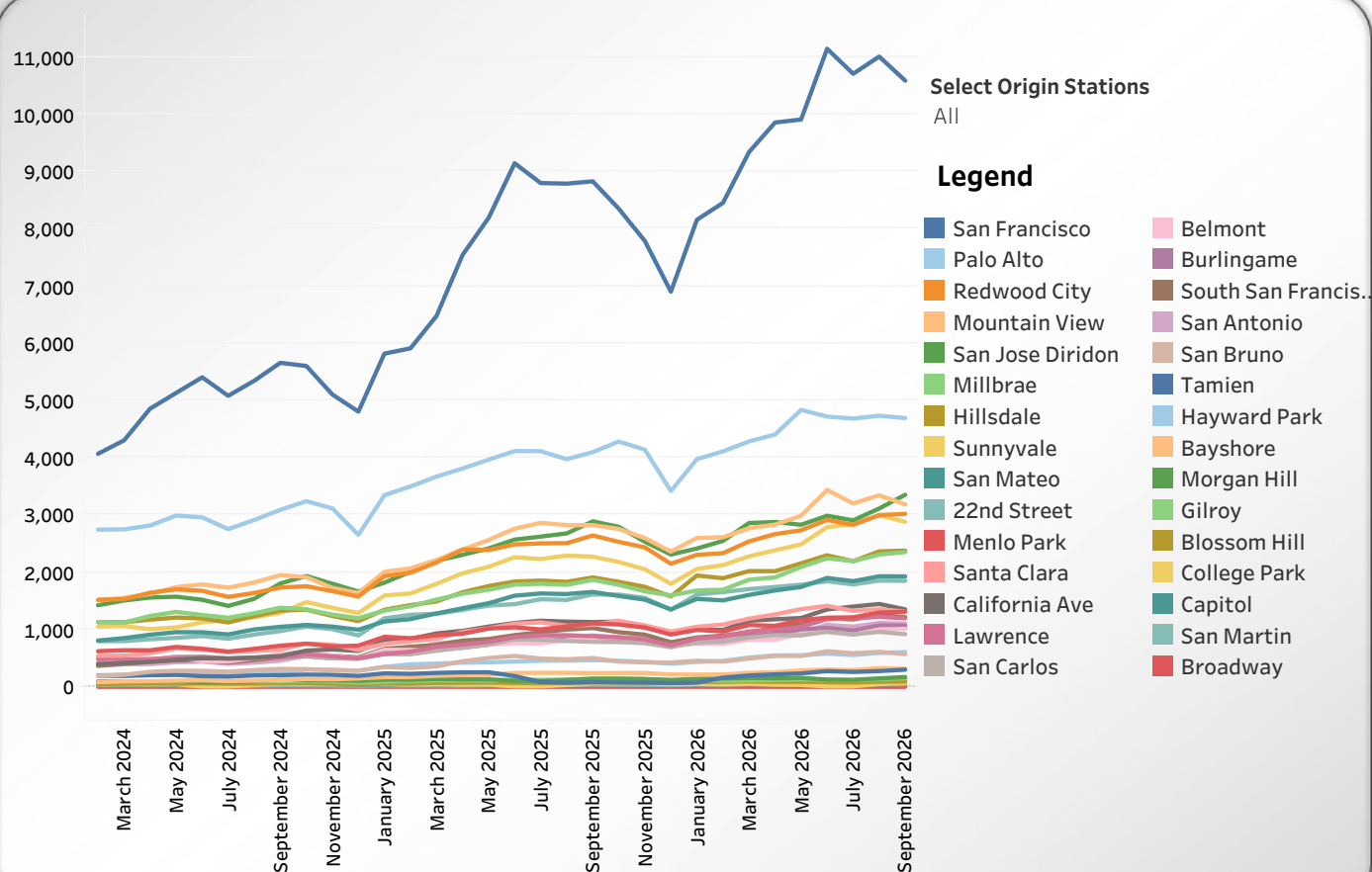
Caltrain Total Monthly Ridership by Origin Station



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



Caltrain Average Weekday Ridership by Origin Station

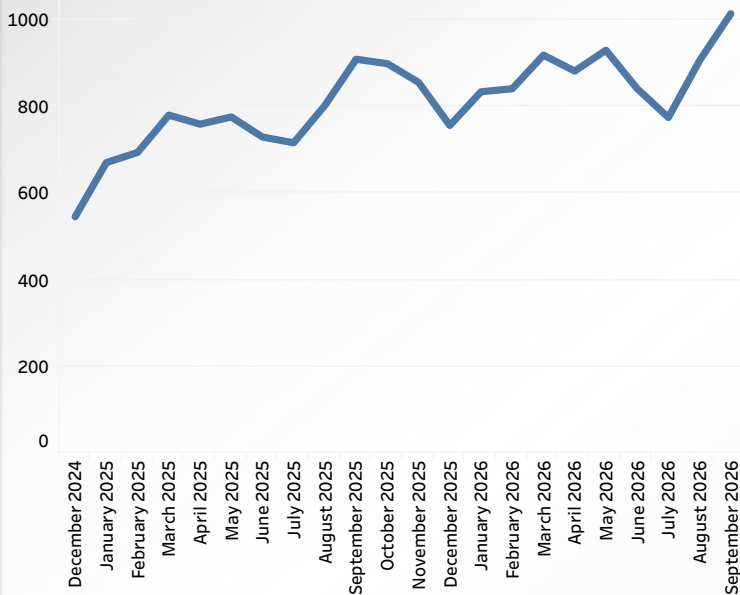


Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



South County Connector Ridership - Sep 2026

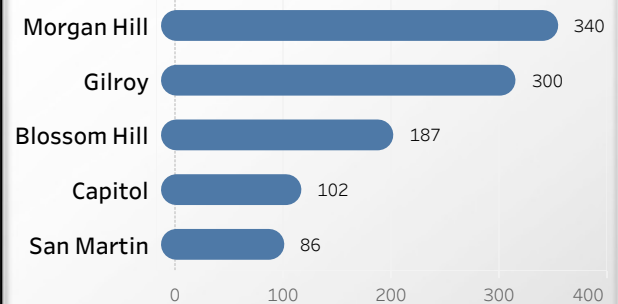
Average Weekday South County Connector
Total Ridership*



Average Weekday South County Connector
Total Ridership (Boardings and Alightings),
Sep 2026 : **1,014**

Year-to-Year Growth Rate
(Sep 2025 to Sep 2026): **11.5%**

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	Owner	Status	Notes	August 19 Update	September 16 Update	October 21 Update
	2/18/2026	Adrian Brandt	Automated Passenger Counters (APCs) in use	Greg Cameron	In Progress	To obtain accurate on/off rider counts on a per-train & per-station basis		ECM team continues to work towards future implementation	ECM team continues to work towards future implementation
	2/18/2026	Adrian Brandt	Improved bathroom door locks	Henry Flores	In Progress	To end bathroom door malfunctions and unexpectedly opening		Stadler still working on the fix. In the meantime doors have been adjusted as to not inadvertently open	No update to share at this time
	2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	Greg Cameron	In Progress			ECM and MOE teams continue to work together for increased uptime with continued success	ECM and MOE teams continue to work together for increased uptime with continued success
	2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	Ted Burgwyn	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	Will be presented at a date TBD	Presentation to the CAC scheduled for 11/18	Will be presented at a date TBD
	2/18/2026	Adrian Brandt	Quiet car implementation & deployment	Brent Tietjen	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Will be presented at a date TBD	No update to share at this time	No update to share at this time
	2/18/2026	Adrian Brandt	Redwood City bike parking room	Dan Provence	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Will be presented at a date TBD	Presentation to the CAC scheduled for 11/18	Will be presented at a date TBD
	2/18/2026	Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	Bin Zhang/Aaron Marx	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue	In addition to updates from 3/18, any other issues are being investigated as they arise. Adjustments were recently made at Menlo Park Station to fix an issue reported by the city.	No update to share at this time	No update to share at this time
	2/18/2026	Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	Bin Zhang/Aaron Marx	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28	No update to share at this time	No update to share at this time
	2/18/2026	Adrian Brandt	Xing optimization fix for station-adjacent Xings	Bin Zhang/Aaron Marx	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28	No update to share at this time	No update to share at this time
	2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares	Bruce Thompson/Melissa Jones	In Progress	3 decades-old suggestion; unanimous CAC resolution	No further updates at this time pending future Fare Strategy Study	Board authorized receipt of funds from Caltrans at 9/3 JPB Meeting to move forward with Fare Strategy Study. This will be included in the Fare Strategy Study for the future. Potential implementation timeline is 2028-2029+	No further updates at this time pending future Fare Strategy Study

Item #11.
10/21/2026

Item #11.
10/21/2026

[illegible]

Peninsula Corridor Joint Powers Board Staff Report

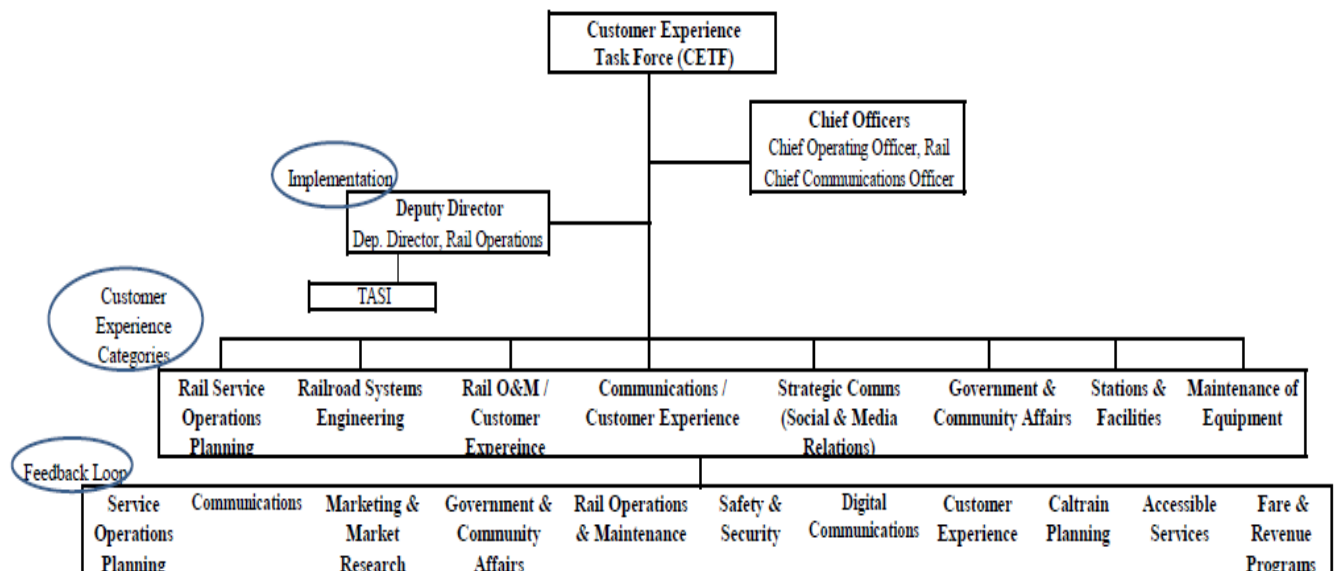
To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: October 2026 JPB Community 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 Community / 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 September, staff concluded this summer's Guadalupe Bridge Weekend Service Shutdowns. Electric train service between Tamien and San Jose Diridon Station was temporarily suspended to perform necessary repairs to the Guadalupe Bridge and for other maintenance work. The last weekend shutdown occurred on September 19-20.

The taskforce is spearheading efforts to:

- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae and with VTA at Mountain View for their August 2026 schedule changes
- Review Caltrain's current schedule and key performance indicators for potential future service adjustments
- Prepare for the upcoming holidays (Modified Schedules and Holiday Train)

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.
- There is currently an active project that seeks to improve station messaging for train arrivals and platform outages to improve the customer experience.

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.

Customer Experience

- Outreach Efforts:
 - Preparing customer information and outreach for several upcoming changes, including the Jan. 1, 2027, fare increase for traveling beyond the zones

purchased on a ticket or pass, and the Oct. 19 Code of Conduct launch. Work is also underway to communicate information about the new secure bike parking rooms at Menlo Park and Redwood City stations, help customers navigate construction at San Jose Diridon station, and provided event-day outreach and wayfinding for the Bruno Mars concerts at Levi's Stadium.

- Customer Service Center:
 - Customer Service will support the San Mateo 101 Express Lanes Go Card Program, which provides eligible San Mateo County residents with a \$200 prepaid transportation card. To ensure equitable access, participants without a permanent mailing address may pick up their cards at the Caltrain ticket booth, where staff can also answer questions and provide guidance.
- Website Updates:
 - Website work included publishing a new Code of Conduct page, updating bicycle information, and improving search results for events and stadiums. Staff also supported Transit Month, GoPass promotions, special events and giveaways, service disruption messaging, and station page updates. Upcoming work includes fare information for the January 1, 2027, fare change, a new San Jose Sharks partner page, and updates to leasing opportunities.

Caltrain Strategic Communications (Social and Media Relations)

- September was eventful with Transit, Rail Safety, and Suicide Prevention Month. For Transit month Caltrain had multiple opportunities to interact with riders, whether it was at the BayFC game night where Executive Director, Michelle Bouchard started off the game, Oracle Park with the Giants for Weather Day, on board the train for Transit Day, or coffee with Caltrain at selected stations. This was a partnership between multiple Caltrain teams and was closely followed by strategic comms and social departments. For Rail Safety and Suicide Prevention the strategic comms team was present at multiple events throughout the month to help educate riders on rail safety, as well as provided messaging on both subjects on social media focusing on partnerships with allcove San Mateo, Felton Institute, and 988 Suicide & Crisis Lifeline.
- Strategic Comms continues 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):
 - September Board Meeting
 - Hispanic Heritage Month
 - Transit Month
 - Rail Safety Month
 - Suicide Prevention messaging

- Caltrain, named one of APTA's Outstanding Public Transportation Systems in the country
- BayFC Transit Night
- Caltrain Holiday Sweater Pre Sale
- All aboard transit day
- CEO ride along
- Trade Partnership with allcove San Mateo
- Tuesday Tip: VMS - Social messaging - Conductor Etiquette
- Bay FC rotational messaging + social giveaway
- SF Giants rotational messaging + social giveaway
- Sharks season opener station appearance
- Valkyries playoffs + giveaway
- Portola Festival - social messaging
- Destination Downtown Redwood City

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
 - Locker use is up significantly throughout the corridor. When comparing June, July and August of 2025 to the same period in 2026, locker rentals increased from less than 10,000 to more than 13,000. The number of people using the lockers increased by about 50% during those periods.
 - The San Francisco lockers will be relocated to the old locker area on Townsend Street. That area requires site upgrades that will likely take several months. The lockers will be unavailable while the work takes place.
 - Coordination with the City of San Francisco to add more bike lockers at 22nd Street Station is in progress. There is limited station space available so options regarding the use of City right of way are in the works.
 - 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**
 - Bike parking rooms will open at Redwood City and Menlo Park stations on October 15, 2026. Customers interested in using the facilities will be able to sign up for an account to get access to the bike rooms. Once inside, they will be able to use their own locks to secure their bikes in a controlled access facility. For a limited time, people can get annual access to the rooms for \$30 total. Visit caltrainbikestation.com and use the promo code CALTRAIN50.
- **Bikes on Board Policy**
 - Staff continues to work through the details of updated bike on board rules.

Stations and Facilities

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

- **Inspection, Maintenance and Repair**
 - Conducted corridor-wide wheelchair lift inspections and inspected ADA benches.
 - Completed station painting and improvements, including yellow safety lines at Capitol, Tamien, Sunnyvale, Mountain View, and San Jose Diridon stations; ADA markings at Lawrence and Mountain View stations; and bike stencils at four stations.
 - Performed additional painting and maintenance, including ceiling and signage work at Menlo Park station, parking stall lines at Redwood City station, and pressure washing at San Antonio station.
 - Completed station safety and maintenance repairs at San Francisco station, including mirror adjustments, lighting repairs, tripping hazard removal, and removal of cut bolts.
- **Vandalism and Graffiti Abatement**
 - Performed graffiti abatement at South San Francisco station.
 - Completed repairs at San Jose Diridon station, including the north breezeway exit sign, water fountain, and installation of a GFCI outlet.
 - Replaced damaged electrical covers at Hillsdale station.

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.
 - Realigned shifts for craft personnel to rectify restroom issues.
 - Current average:
 - August:
 - Closed out the month of August with average of 51.8 percent restrooms being out of service on any given day.
 - September:

- Closed out the month of September with average of 11.8 percent restroom being out of service on any given day.
 - *40.0 percent* decrease in failures. A reduction from 971 without restrooms to 293 without restrooms.
- Primary causes:
 - Vandalism and foreign debris.
 - Clogged drain lines
 - Reports of toilets being out of service and when checked they were working as intended.
- Mitigation actions under evaluation:
 - New maintenance tasks implemented
 - New servicing schedule implemented
 - Craft hours adjusted for servicing times
 - New material in place for degradation in waste tank.

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
- Update on the RIDE Research Panel

September 16, 2026

- BEMU Update
- The Portal Update
- FY2026 Annual Ridership Report

October 21, 2026

- Brown Act Training
- Amending the Bylaws
- Caltrain's No External Funding Scenario
- 2026 Customer Satisfaction Survey

November 18, 2026

- Safety Quarterly Update
- Redwood City Paid-Fare Pilot
- Passenger Suspension Policy
- Ridership Growth Strategy

December 16, 2026

- Revisit Meeting Start Time
- Feedback Forms

Requested items for future meetings:

- Bikes on Board Pilot Program Update