BOARD OF DIRECTORS 2026

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AGENDA

Peninsula Corridor Joint Powers Board

Community Advisory Committee (CAC) Meeting

November 18, 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)

November 18, 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. Appointment of Nominating Committee (5:45 pm) Informational
   a) 2027 Chair
   b) 2027 Vice Chair

5. Approval of Meeting Minutes for October 21, 2026 Motion

6. 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.

7. Report of the Chair (6:00 pm) Informational

8. Redwood City Paid-Fare Zone Pilot (Chris Harvey) (6:10 pm) Informational

9. Safety Quarterly Update (Jerry Guaracino) (6:30 pm) Informational

10. Quiet Car Pilot (Brent Tietjen) (6:50 pm) Informational

11. Staff Report (Ted Burgwyn) (7:10 pm)

    11.a. Customer Experience Task Force Update Informational

    11.b. JPB CAC Work Plan Update Informational

12. 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.

13. Date / Time / Location of Next Regular Meeting: Wednesday, December 16, 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.

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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
Community Advisory Committee
Regular Meeting

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of October 21, 2026

Members Present:	William Abbott, Madeeha Ayub, Kristopher Linquist, Tyler McDowall (Alternate), Melody Pagee, Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate) (arrived at 6:05 pm), Adrian Brandt (Vice Chair), Patricia Leung (Chair)
Members Absent:	None
Staff Present:	Q. Barbosa, T. Burgwyn, A. Feng, J. Jest, A. Myles-Primakoff, D. Ryan

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 quorum was present.

3. **Pledge of Allegiance / Safety Briefing**
   Theodore Burgwyn, Chief Operating Officer, provided a staff announcement regarding the Connect Bay Area Transit Initiative (Regional Transit Measure (Measure RTM)) and what CAC members can and cannot do in their capacity as CAC members or representing the CAC and compliance matters.

4. **Consent Calendar**
   4.a. Approval of Meeting Minutes for September 16, 2026
   4.b. Approval of the 2027 CAC Meeting Calendar
   Motion/Second: Ayub/Abbott
   Ayes: Abbott, Ayub, Linquist, Pagee, Sarathy, Thurber, Brandt, Leung
   Noes: None
   Abstain: Kutler
   Absent: None

5. **Public Comment for Items Not on the Agenda**
   Doug DeLong commented on alternate member participation, electric multiple unit (EMU) delivery, bridge repairs, and ridership trends.

DRAFT

Jeff Carter commented on meeting room accessibility, Measure RTM funding, and train announcement audibility and repetition issues.

Roland commented on battery module issues and proposed an alternative locomotive and battery storage solution.

Aleta Dupree commented on fare inspection performance, battery technology, energy storage, and electricity purchasing options.

Christina F. commented on Bayshore Station elevator outages and delayed or inconsistent service alerts.

6. Report of the Chair

Chair Leung reported on the work plan cleanup.

7. Approve Amendments to Community Advisory Committee Bylaws

The Committee discussed the item which included process for members of the public to suggest clerical corrections on draft minutes via written correspondence.

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

Public Comment

Jeff Carter commented on detailed meeting minutes for public understanding.

Aleta Dupree commented on hybrid action minutes, procedures for suggesting corrections in minutes, and spoke in support of Rosenberg's Rule of Order.

Roland commented on the rationale for changing meeting minutes and recommended publishing transcripts alongside meeting recordings.

Member Wickman arrived at 6:05 pm.

8. Brown Act Training

The Committee discussed the item which included the applicability of remote meeting requirements, serial meeting violations, and procedures for addressing disruptive individuals during remote meetings.

Public Comment

Jeff Carter commented on remote meeting accessibility requirements for Board members and concerns about serial meeting restrictions.

DRAFT

Aleta Dupree commented on public comment access, testing Zoom links to ensure public participation, and respectful conduct during meetings.

9. Caltrain's No External Funding Scenario

The Committee discussed the item which included the following:

- RTM funding and Caltrain's proposed seven percent allocation of funds
- Potential station closures, projected cost savings, and service impacts
- Budget deficits, ridership trends, and fare revenue assumptions
- Regenerative braking energy credits and potential compensation

Public Comment

Jeff Carter commented on RTM funding, ridership, energy credits, and distance-based fares.

Roland commented on regenerative braking energy credits, battery storage, consultant spending, passenger counting, and potential adjustments to local and express train service.

Aleta Dupree commented on RTM funding, electricity rate structures, battery storage, energy costs, and fare recovery.

10. 2026 Customer Satisfaction Survey Results

The Committee discussed the item which included the following:

- Ridership feedback tools, Quick Response (QR) code access, and service alert timelines
- Clearer real-time service disruption updates and passenger announcements
- Performance metrics for service alerts, onboard audio, and restroom conditions
- Ridership patterns across commuting, weekend, and special-event trips

Public Comment

Jeff Carter commented on service delays, crowding, restroom improvements, special-event funding, and service alerts.

Christina F. commented on timely service and elevator outage alerts, station information, and clearer announcements and wayfinding for occasional riders.

Roland commented on station alerts, platform information, and service south of Tamien.

11. Staff Report

11.a. Customer Experience Task Force Update

11.b. JPB CAC Work Plan Update

The Committee discussed the item which included the following:

- Platform-adjacent crossing gate repairs and ongoing monitoring of gate malfunctions
- Automatic video enforcement for crossing violations and onboard assistance requests
- Consistent fare inspection practices and train departure procedures
- Increased friction braking and regenerative braking performance

DRAFT

- Damaged train repairs and delivery timelines for additional trainsets
- Digital radio transition delays and automatic passenger count (APC) testing
- Out-of-service door signage and EMU reliability issues

Public Comment

Roland commented on project costs, consultant spending, rail service restoration, regenerative braking, and proposed rail equipment changes.

12. Committee Member Requests

There were none.

13. Date/Time/Location of Next Regular Meeting: Wednesday, November 18, 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 8:05 pm.

DRAFT

Peninsula Corridor Joint Powers
Board Staff Report

To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: November 2026 JPB Community Advisory Committee Meeting

Subject: Staff Report

On-time Performance (OTP) –

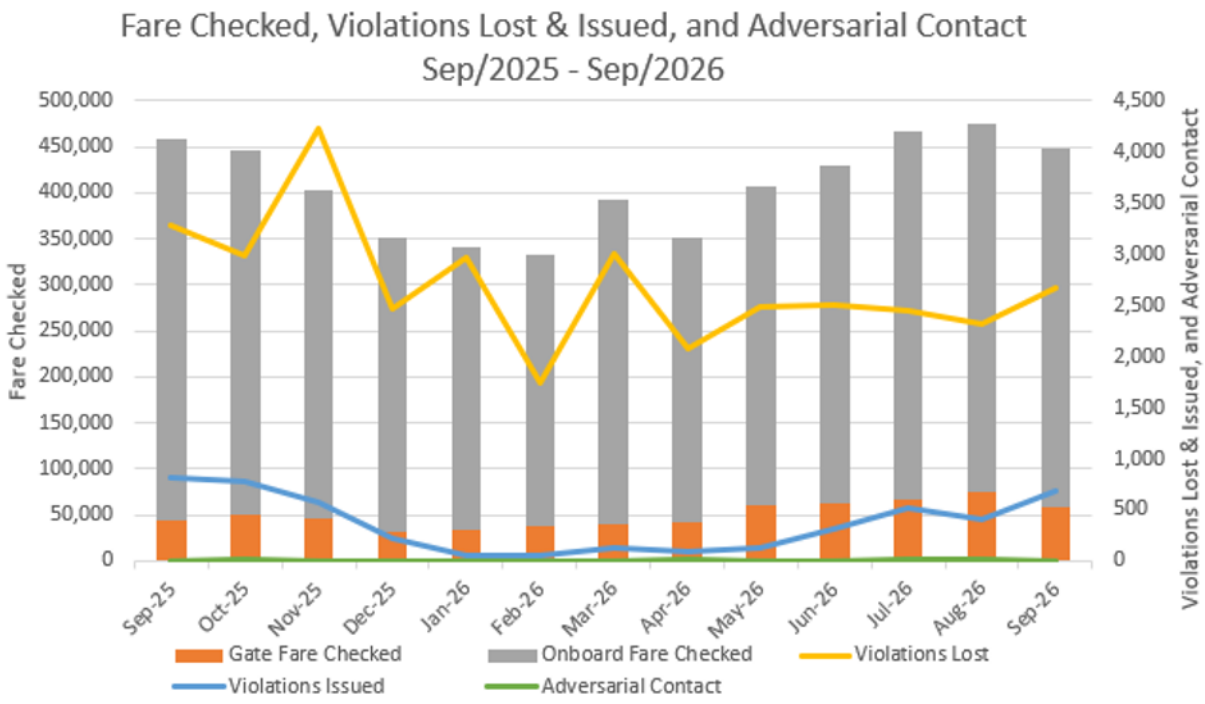
- **October:** The October 2026 OTP was 94%, which was the same as in October 2025.
    - **Vehicle on Tracks –** There were two days with a vehicle on the tracks. The vehicle on the 14th (Alma Ave., Palo Alto @ 6:15 pm) caused 17 trains to be delayed & 1 train annulled. The vehicle on the 28th (Alma Ave., Palo Alto @ 1:44 pm) caused 15 trains to be delayed & 1 train annulled.
    - **Mechanical Delays –** In October 2026 there were 119 minutes of delay due to mechanical issues and 1060 minutes of delay due to Stadler warranty issues.
    - **Trespasser Strike –** There was one fatal trespasser strike in October. The strike on the 14th (Palo Alto @ 10:14 am), caused 9 trains to be delayed, 1 train to be annulled & 3 trains to be terminated.
- **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.
    - **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.

Caltrain 2026 holiday cardigan sweater presale is underway

Caltrain is bringing holiday cheer to the rail line with a limited-edition 2026 Holiday Cardigan Sweater that celebrates sustainable operations and the people who keep the corridor moving. The primarily black cardigan features bright red trim, electric train icons and white Caltrain logos along the sides. A playful train-and-goats illustration appears on both the front and back, recognizing Caltrain's vegetation-control efforts.

Fare Enforcement Report – October 2026

In September 2026, Caltrain conductors performed a total of 448,361 fare inspections at the terminal (58,575) and onboard the trains (389,786). During this period, 2,668 violations were lost because the rider didn't provide identification and 684 violations were issued. 4 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)

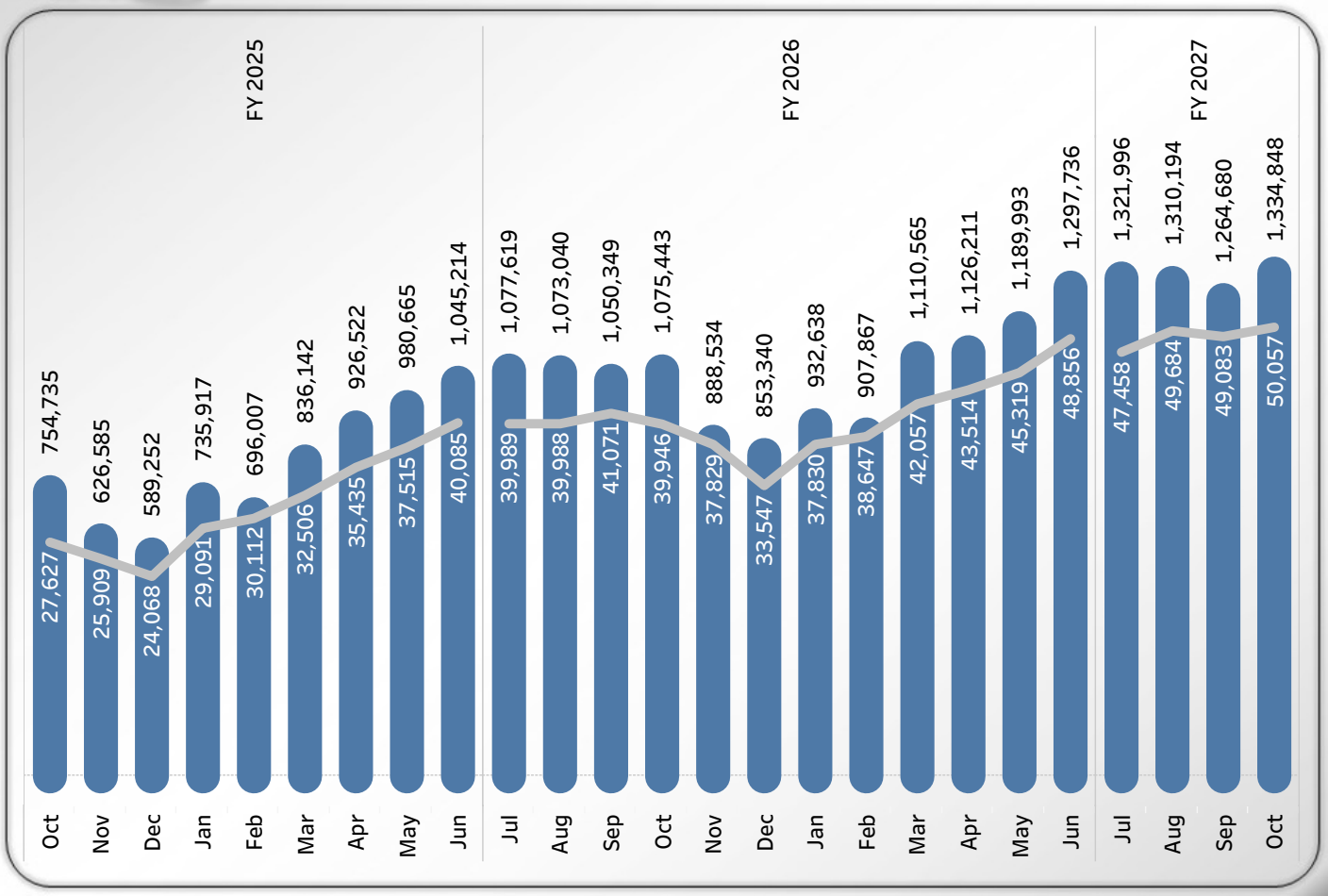
Additional Ridership Notes

- 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

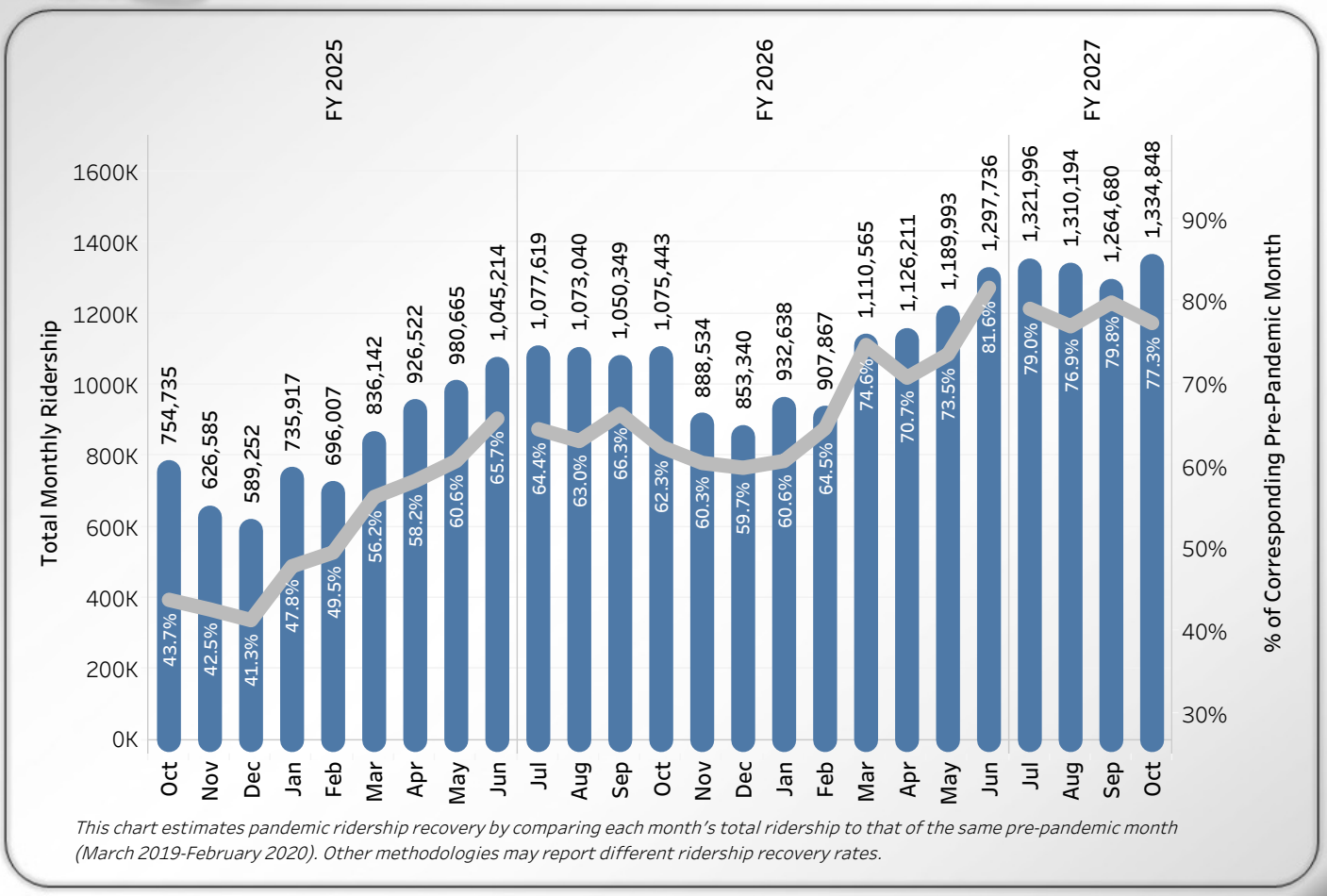
Ridership Executive Summary - Oct 2026

Monthly Performance	Current Year Oct 2026	Pre-Pandemic Oct 2019	Oct 2026 % of Pre-Pandemic	Last Year Oct 2025	Oct 2025 to Oct 2026 % Change
Total Monthly Ridership	1,334,848	1,726,436	77.3%	1,075,443	+ 24.1%
Average Weekday Ridership	50,057	70,360	71.1%	39,946	+ 25.3%
Average Midweek (Tue-Thu) Ridership	54,628	71,650	76.2%	43,818	+ 24.7%
Average Weekend Ridership	26,324	13,518	194.7%	19,892	+ 32.3%
Average Saturday Ridership	29,504	15,813	186.6%	22,610	+ 30.5%
Average Sunday Ridership	21,517	11,223	191.7%	16,559	+ 29.9%

Monthly Ridership and Average Weekday Ridership - Oct 2026



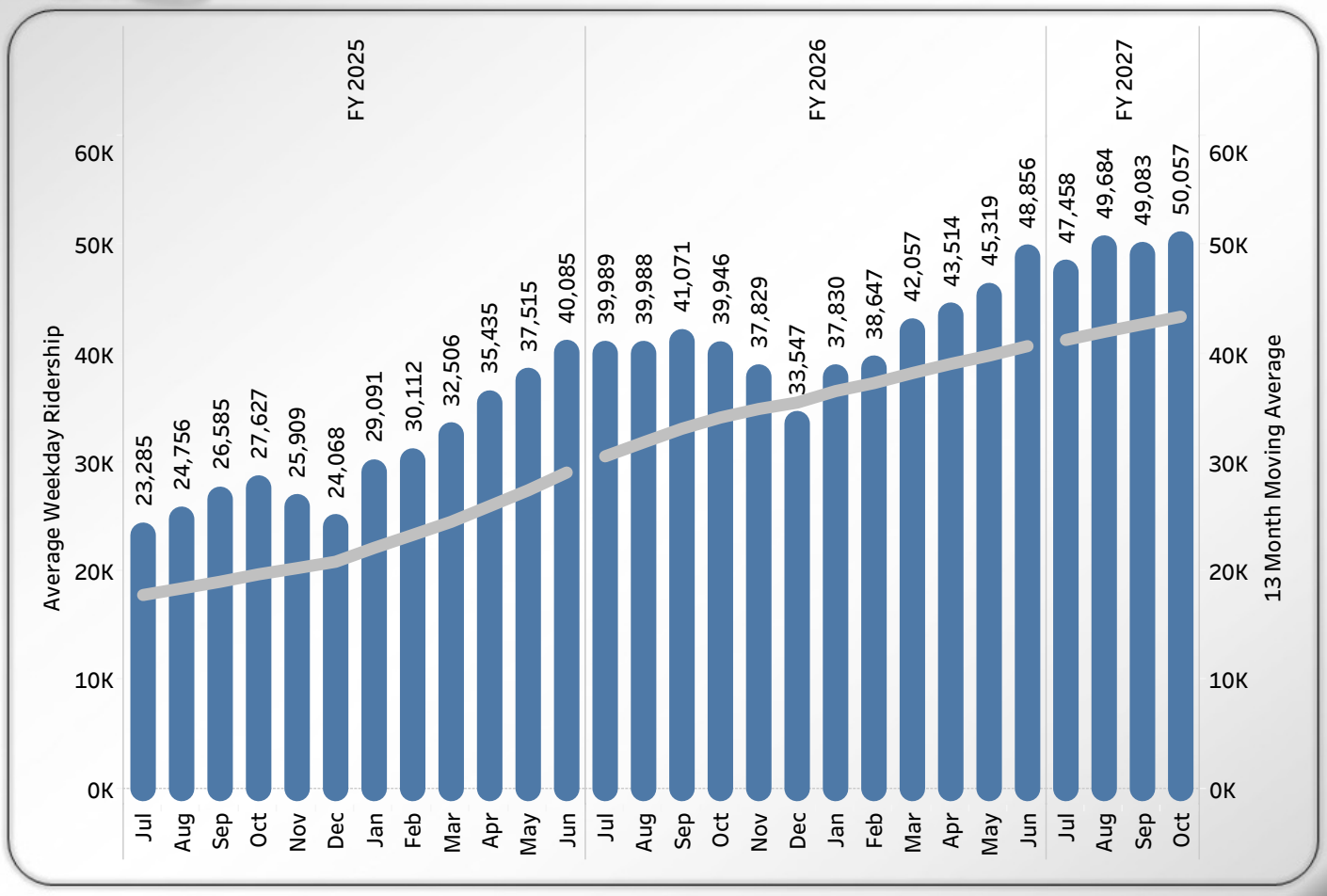
Monthly Ridership as % of Pre-Covid Ridership - Oct 2026



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.

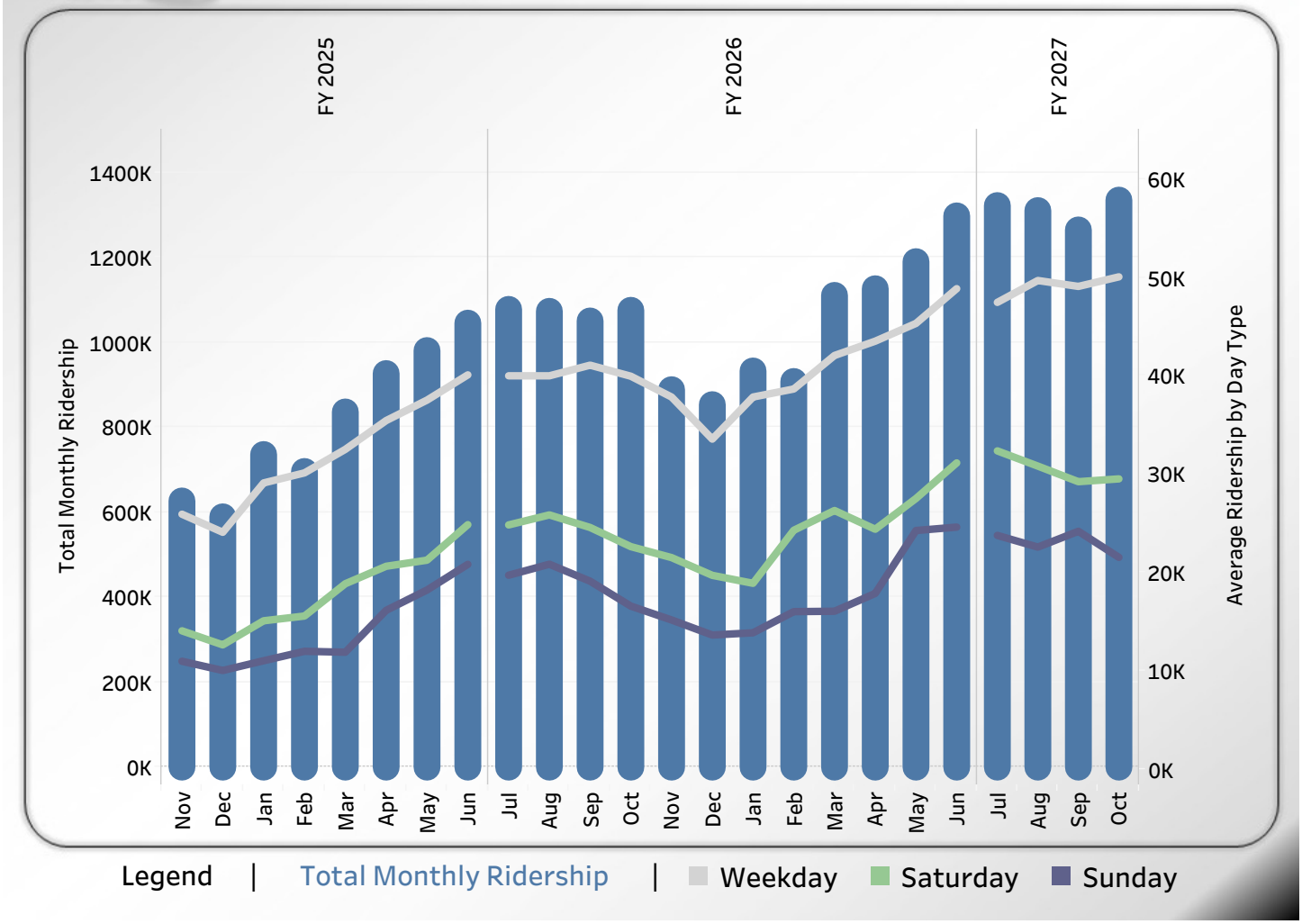
Legend | Total Monthly Ridership | % of Corresponding Pre-Pandemic Month

Average Weekday Ridership & 13 Month Average - Oct 2026

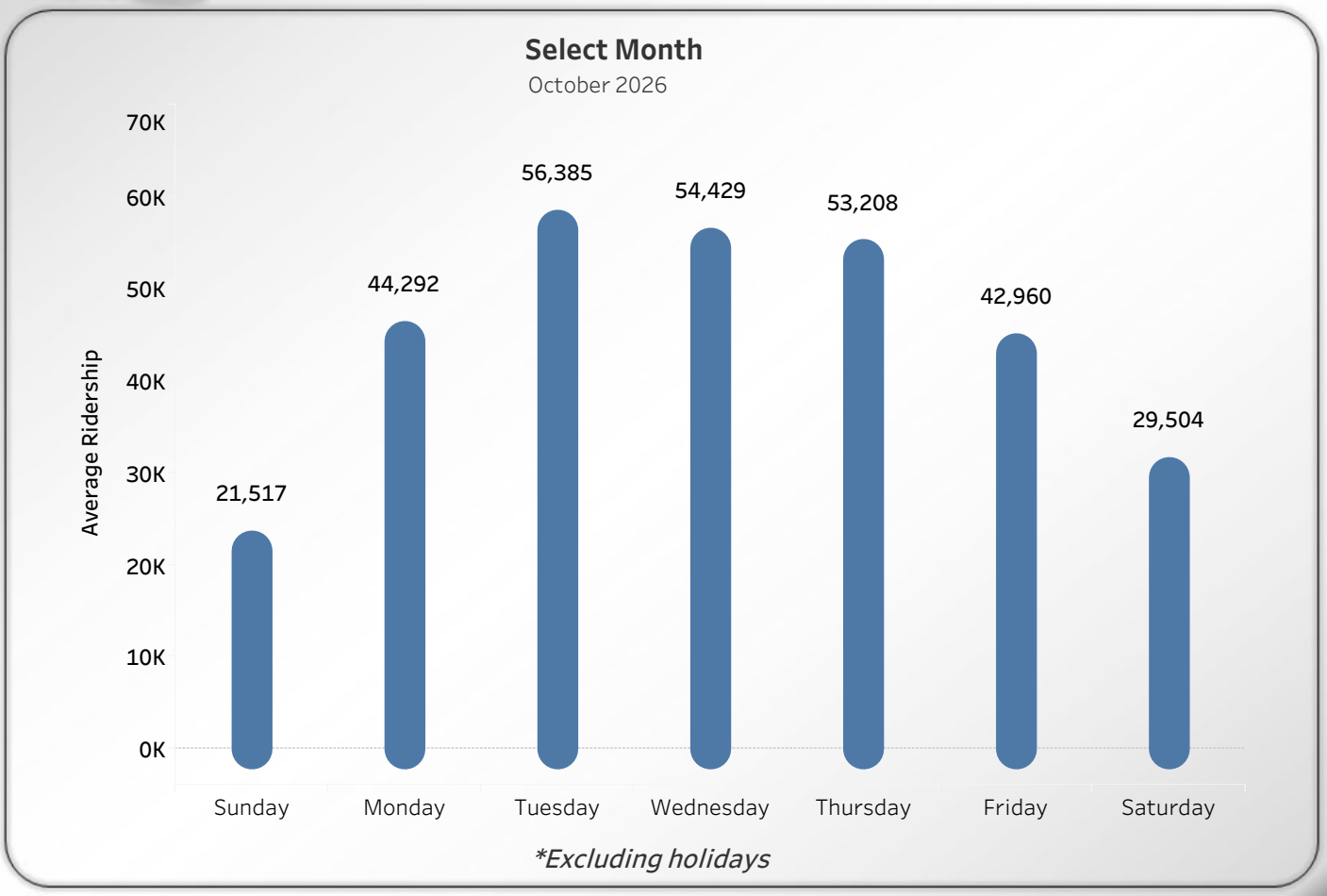


Legend | AWR | 13 Month Moving AWR

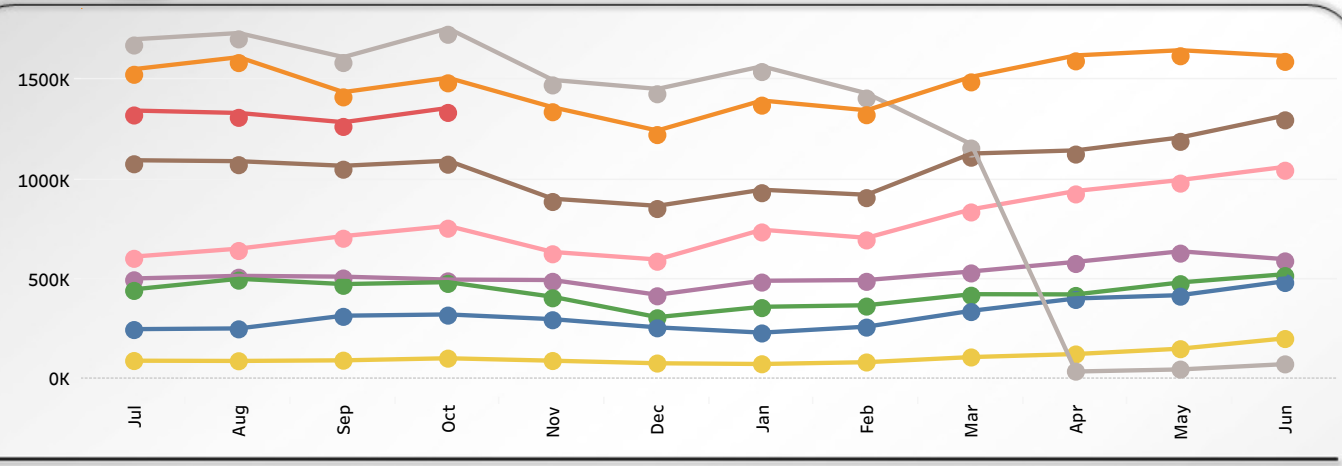
Monthly Ridership & Average Ridership by Day Type - Oct 2026



Average Ridership by Day of Week* - Oct 2026



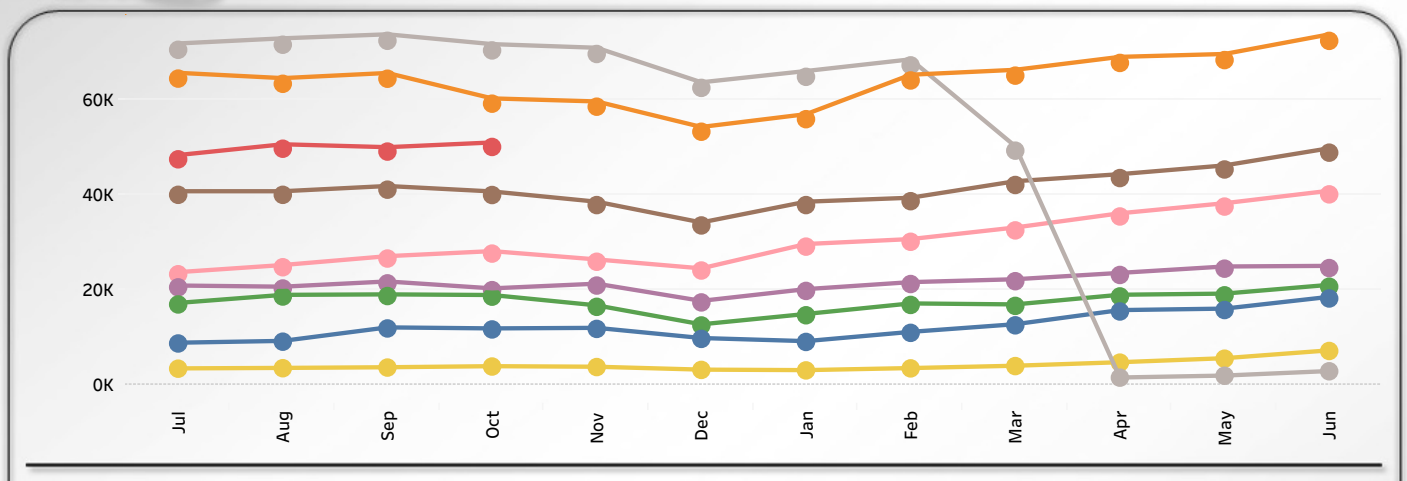
Monthly Ridership by Fiscal Year - Oct 2026



	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	1,321,996
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,001	1,073,040	1,310,194
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,482	1,050,349	1,264,680
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	754,735	1,075,443	1,334,848
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	932,638	
Feb	1,323,427	1,406,951	84,365	259,190	364,508	488,483	696,007	907,867	
Mar	1,487,889	1,156,388	109,519	337,078	418,830	530,611	836,142	1,110,565	
Apr	1,593,266	38,584	124,522	397,753	417,783	577,879	926,522	1,126,211	
May	1,618,825	48,745	150,923	414,196	476,739	629,829	980,665	1,189,993	
Jun	1,590,653	74,908	201,872	482,691	517,256	590,855	1,045,214	1,297,736	

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

Average Weekday Ridership by Fiscal Year - Oct 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	49,083
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,627	39,946	50,057
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
October 2026

Total Monthly Trips*
October, 2026: 1,334,848

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

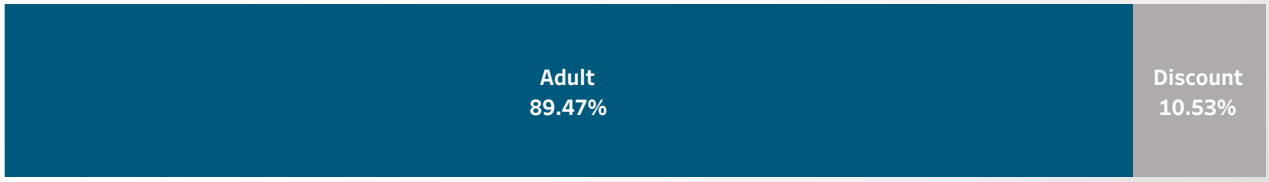
Pass Type



Fare Media Channel

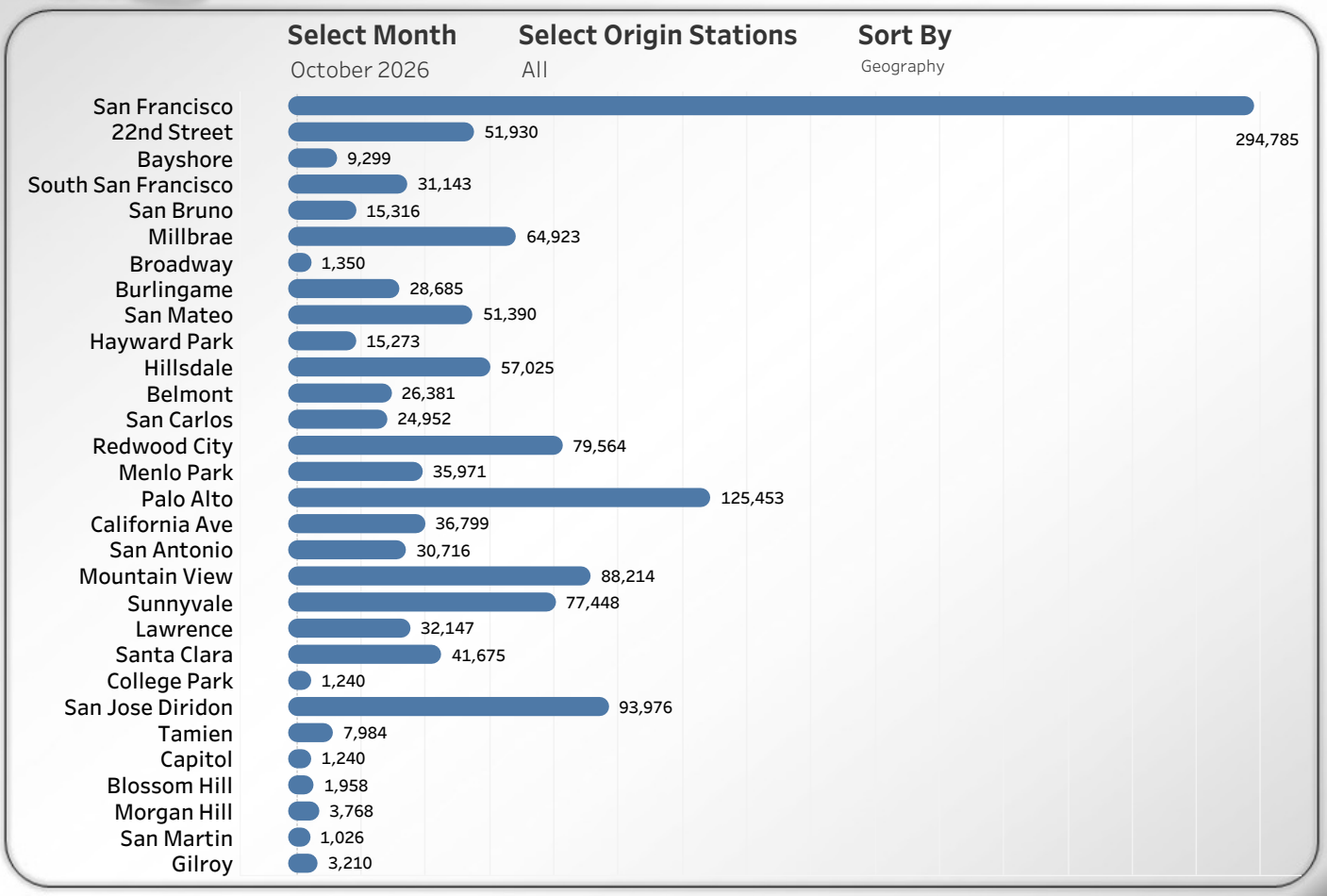


Fare Type



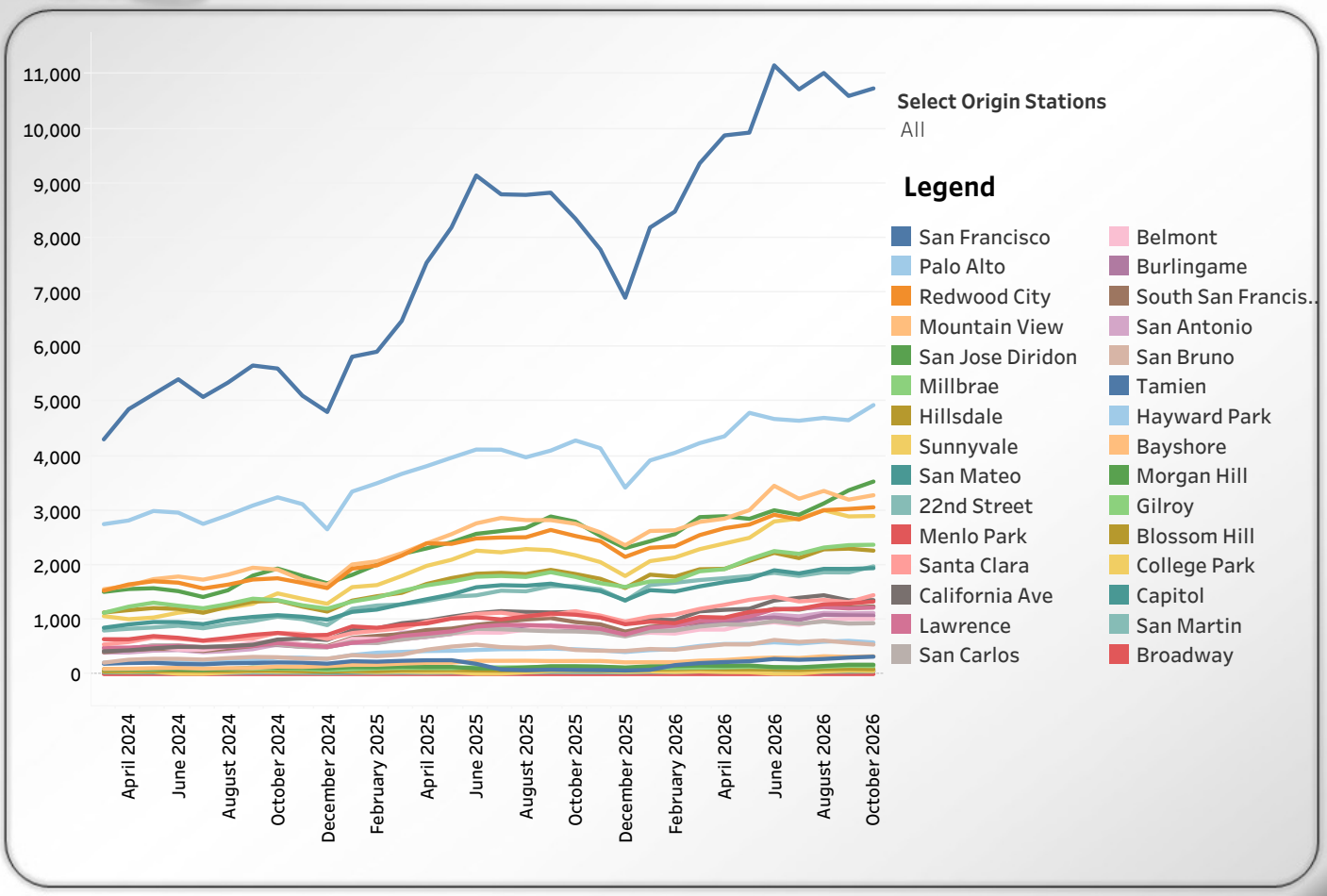
**Trip estimates are distinct from ticket sales data*
TVM = Ticket Vending Machine, OP = Open Payment

Caltrain Total Monthly Ridership by Origin Station



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

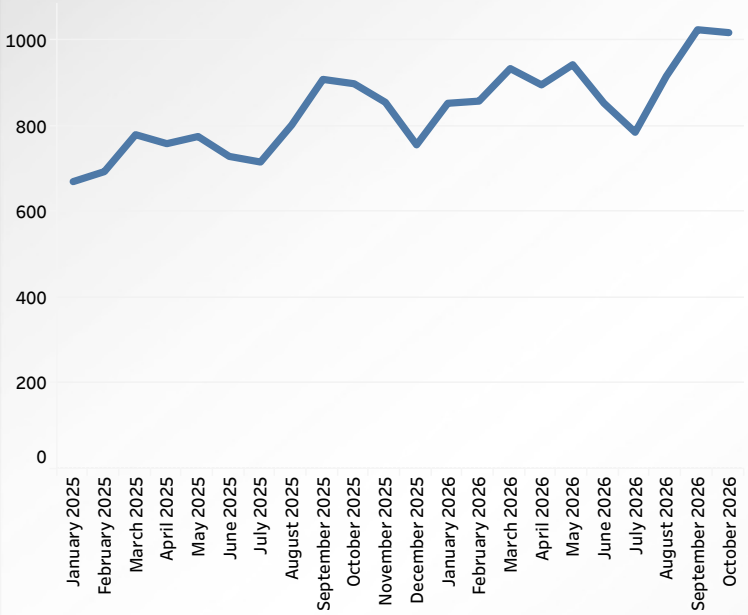
Caltrain Average Weekday Ridership by Origin Station



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 - Oct 2026

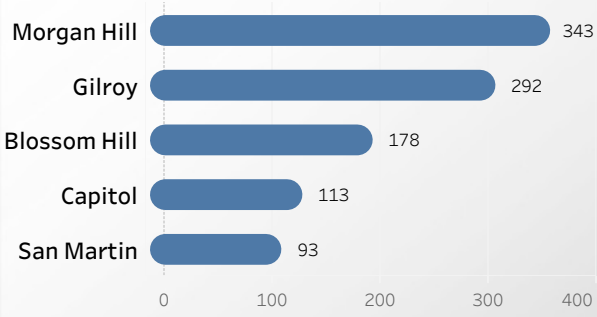
Average Weekday South County Connector Total Ridership*



Average Weekday South County Connector Total Ridership (Boardings and Alightings), Oct 2026 : ***1,018***

Year-to-Year Growth Rate (Oct 2025 to Oct 2026): ***13.3%***

Average Weekday South County Connector Total Ridership*, by Station



**South County Connector <u>total</u> 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	September 16 Update	October 21 Update	November 18 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	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	Final design has been submitted and is under review to be implemented.
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	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	Presentation to the CAC scheduled for 11/18	Will be presented at a date TBD	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.	No update to share at this time	No update to share at this time	Presentation scheduled for November CAC
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	Presentation to the CAC scheduled for 11/18	Will be presented at a date TBD	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	No update to share at this time	No update to share at this time	Crews continue to monitor and make adjustments as needed.
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 update to share at this time	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 update to share at this time	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	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	No further updates at this time pending future Fare Strategy Study

Date	Committee Member	Follow up requested	Owner	Status	Notes	September 16 Update	October 21 Update	November 18 Update
2/18/26	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)	Bruce Thompson/Melissa Jones	In Progress	Increased flexibility for increased rider convenience and pass purchases	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	No further updates at this time pending future Fare Strategy Study
2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?	Jerry Guaracino	In Progress	Many of the world's systems, including BART, provide riders a means to discreetly summon help	Chief Safety Officer can provide additional information at the next quarterly report	Update will be presented 10/21 CAC Meeting	Updates to be discussed with Jerry Guaracino, Chief Safety Officer, at 11/18/26 CAC Meeting
2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	Patricia Leung	In Progress	To ensure good fit with both staff & train schedules for members	Staff plans to discuss again at the 12/16 CAC meeting	Staff plans to discuss again at the 12/16 CAC meeting	Staff plans to discuss again at the 12/16 CAC meeting
2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	Bruce Thompson / Hui Zhu	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	Additional updates were presented at the 9/3 JPB Board meeting. No further information to provide at this time.	Additional updates were presented at the 10/1 JPB Board meeting. No further information to provide at this time.	Additional updates were presented at the 11/5 JPB Board meeting. No further information to provide at this time.
2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot	Jerry Guaracino	In Progress	We cite fare evaders to discourage fare evasion but why not drivers illegally risking a fatal, train-damaging crash?	Chief Safety Officer can provide additional information at the next quarterly report	Update will be presented 10/21 CAC Meeting	Updates to be discussed with Jerry Guaracino, Chief Safety Officer, at 11/18/26 CAC Meeting
2/18/2026	Adrian Brandt	Level boarding roadmap presentation	Joel Soden	In Progress	To speed boarding & substantially cut dwell times, particularly for strollers, bikes & wheelchairs	Presentation to the CAC scheduled for 11/18	Presentation to the CAC scheduled for 11/18	Presentation removed from the schedule pending internal updates. Ted Burgwyn to provide verbal updates at CAC meeting.
2/18/2026	Adrian Brandt	In-cab crossing re-activation signal (vs. whistle mic)	Bin Zhang/Aaron Marx		To reduce train horn noise at station platforms	No update to share at this time	No update to share at this time	No update to share at this time
2/18/2026	Adrian Brandt	BikeLink e-Locker usage & expansion update	Dan Provence	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Dan Provence will present to the CAC on 11/18	Will be presented at a date TBD	Will be presented at a date TBD

Peninsula Corridor Joint Powers
Board Staff Report

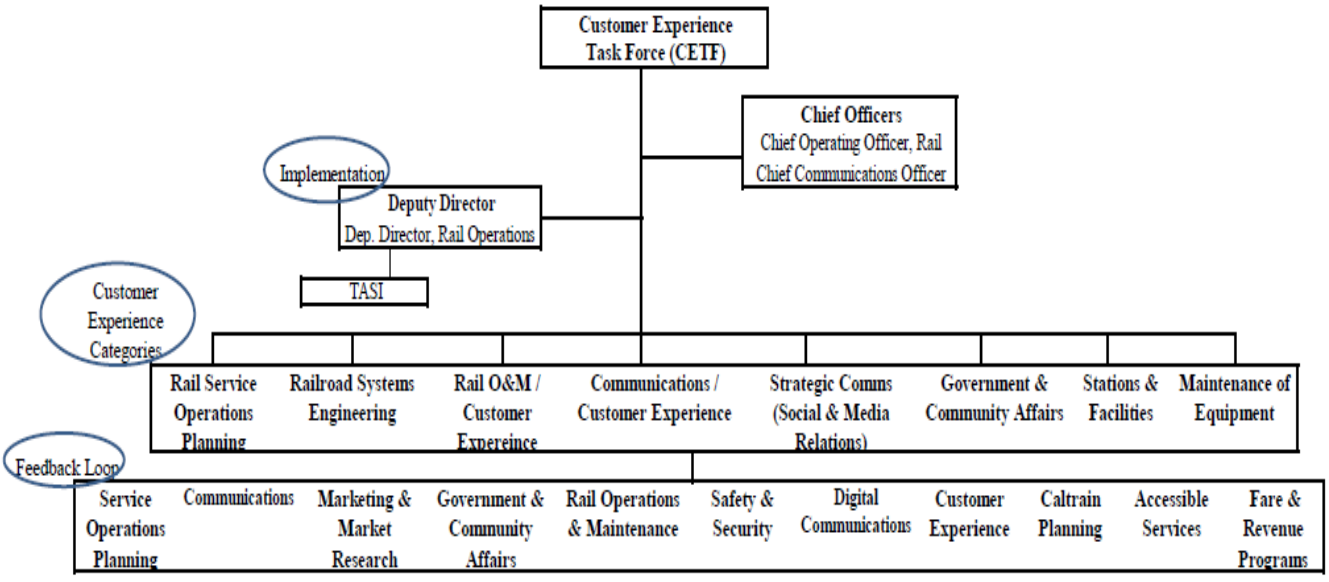
To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: November 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 October, staff assisted Rail Operations with events such as the Valkyries' Parade service, continued to review Caltrain's current schedule and key performance indicators for potential future service adjustments in 2027, and prepared 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

- Fare Changes:
    - Developing rider communications for the January 1, 2027, fare changes, including information about traveling beyond the zones covered by a ticket or pass.
- Code of Conduct:
    - Supported the Oct. 19 launch of Caltrain's updated Code of Conduct through VMS messaging, Conductor announcements and website content, with future printed materials and decals planned for all trains.
- Valkyries Championship Parade:

    - Supported the November 4 event with website updates, rider alerts and targeted outreach to prepare customers for increased crowds and changes at San Francisco station.
- Holiday Events:
    - Preparing rider communications for New Year's Eve Free Fare and the annual Holiday Train, which brings holiday festivities to Caltrain stations.
- Next Generation Clipper:
    - Developing website updates, station signage, rider alerts and outreach for the rollout of the region's updated electronic fare payment system, including new tap-on and tap-off requirements for Monthly Pass holders.
- Market Research:
    - Published the 2026 Caltrain Customer Satisfaction Survey results at www.Caltrain.com/surveys and presented the findings at the October CAC meeting.
- Website Updates:
    - Published new information on secure bicycle parking information for Redwood City and Menlo Park stations, Bike Parking Options by Station | Caltrain. Work continues on the Corridor Crossing Strategy webpage, including a dashboard to highlight progress on railroad crossing safety improvements.

Caltrain Strategic Communications (Social and Media Relations)

- In October, Caltrain was honored with awards for Outstanding Public Transportation System and Best Marketing and Communications to Increase Ridership or Sales for the "Driving is for Dodgers Fans" campaign at APTA's TRANSform and Expo, as well as a Certificate of Merit in Rail Safety Award, following up on the Rail Safety Gold Award it received in 2025. This was supported via press and social.
- Strategic Comms continues supporting multiple events and marketing efforts across different mediums, whether it is in person, via media relations or social. Some additional events that were highlighted throughout the month are listed below.
- Messaging Highlights (Includes rotational messaging):
    - APTA TRANSform - two awards were received
    - Partnership with Westlight Energy
    - Valkyries NBA finals
    - Caltrain stabilizes San Francisquito Creek banks ahead of schedule - Press Release
    - Go Pass Organic Campaign - working in conjunction of paid campaign
    - Warriors Opening Night
    - Stanford Athletics Marketing Partnership - social support
    - Halloween Customer Engagement - No tricks just treats, sticker and candy on board

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 Francesco 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 are now open at Redwood City and Menlo Park stations. 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
    - Completed yellow safety line painting at 10 stations and green bicycle stencils at seven stations to maintain platform markings and improve safety and visibility.
    - Completed ADA square markings at Bayshore and San Francisco stations.

    - Conducted corridor-wide wheelchair lift inspections and necessary repairs.
    - Completed station safety improvements, including new guardrails at Sunnyvale Avenue and San Mateo station, lighting repairs and timer adjustments at Menlo Park station, and installation of "No Stopping" and "No Loitering" signage at San Jose Diridon station.
    - Performed station maintenance and cleaning, including restroom restoration and repairs, pressure washing at San Francisco station, and station track cleanup.
- Vandalism and Graffiti Abatement
    - Performed graffiti abatement at six locations, including 22nd Street, Lawrence station and Tunnel, California Avenue, South San Francisco, and San Bruno stations.
    - Replaced broken shelter glass at San Bruno and Menlo Park stations.

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:
        - September
            - Closed out the month of September with average of 11.8 percent restroom being out of service on any given day.
        - October
            - Closed out the month of October with average of 9.0 percent restroom being out of service on any given day.
    - Primary causes:
        - Vandalism and foreign debris.
        - Failed components.

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 Zone Pilot
- Quiet Car Pilot

December 16, 2026

- Revisit Meeting Start Time
- Passenger Suspension Policy
- Feedback Forms

Requested items for future meetings:

- Bikes on Board Pilot Program Update
- Ridership Growth Strategy
- Automated Grade Crossing Enforcement