



BOARD OF DIRECTORS 2026

RICO E. MEDINA, CHAIR
PAT BURT, VICE CHAIR
MARGARET ABE-KOGA
DAVID J. CANEPA
DAVID COHEN
JEFF GEE
STEVE HEMINGER
GREG WAGNER
SHAMANN WALTON

MICHELLE BOUCHARD
EXECUTIVE DIRECTOR

REVISED AGENDA

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

August 19, 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=ZiRDd7ez7IfSGJQZqerOldmPwqvgCa.1> or by entering Webinar ID: **895 7258 2796**, passcode: **259523**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Public Comments: Written public comments may be emailed to cacsecretary@caltrain.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, and will be compiled and posted monthly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the monthly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes. The Committee Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

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

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

August 19, 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. Introduction of New CAC Alternate Member Informational
 - Tyler McDowall – Santa Clara County
- Re-Appointment of CAC Members
 - Patricia Leung – Santa Clara County
 - William Abbott – San Francisco County
 - Peter Wickman (Alternate) – San Francisco County
4. Pledge of Allegiance / Safety Briefing
5. Consent Calendar **(5:45 pm)**
 - 5.a. Approval of Meeting Minutes for July 15, 2026 Motion
 - 5.b. Reapprove Remote Meetings for the Community Advisory Committee under Senate Bill 707 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. Approve Amendments to Community Advisory Committee Bylaws Motion
(Anna Myles-Primakoff, Olson Remcho) **(6:10 pm)**
9. Revisit Meeting Start Time (Committee) **(6:20 pm)** Informational
- ~~10. Paid Fare Zone at Redwood City (Chris Harvey) (6:30 pm) Informational~~
- ~~10.~~ Safety Quarterly Update (Jerry Guarcino) **(6:30 pm)** Informational
- ~~11.~~
- ~~11.~~ Update on the RIDE Research Panel (Julin Jest) **(6:50 pm)** Informational
- ~~12.~~

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

~~13.~~

12.a. Customer Experience Task Force Update

Informational

~~13.a.~~

12.b. JPB CAC Work Plan Update

Informational

~~13.b.~~

13. Committee Member Comments (7:20 pm)

~~14.~~ 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.

14. Date / Time / Location of Next Regular Meeting: Wednesday, September 16, 2026 at

~~15.~~ 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.

15. Adjourn

~~16.~~

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
Citizens Advisory Committee**

166 North Rollins Road, Millbrae, California 94030

DRAFT Minutes of July 15, 2026

Members Present: William Abbott, Davis Albohm, Madeeha Ayub, Rosalind Kutler, Kristopher Linquist, Melody Pagee (Alternate), Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate) (arrived at 5:44 pm), Adrian Brandt (Vice Chair)

Members Absent: Patricia Leung (Chair)

Staff Present: T. Burgwyn, S. Cocke, A. Feng

1. Call to Order

Acting Chair Adrian Brandt called the meeting to order at 5:41 pm.

2. Roll Call

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

3. Pledge of Allegiance / Safety Briefing

Acting Chair Brandt led the Pledge of Allegiance and delivered the safety briefing.

Member Wickman arrived at 5:44pm

4. Approval of Meeting Minutes for June 17, 2026

Motion/Second: /Linquist/Pagee

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

Noes: None

Absent: Leung

Abstain: Ayub, Sarathy

5. Public Comment for Items Not on the Agenda

Jeff Carter commented on Caltrain boarding procedures, transit funding, and the San Mateo County Transit District's (District's) bicycle policy.

Roland commented on train restroom maintenance and fare inspection procedures.

Aleta Dupree commented on positive experiences using Caltrain and Clipper.

6. Report of the Chair

Acting Chair Brandt reported on the ongoing CAC member recruitment, Caltrain operations, transit funding, and transit-oriented development (TOD).

7. Adoption of CAC Charter & Bylaws Amendment

Anna Myles-Primakoff, Legal Counsel, Olsen Remcho, provided the presentation that included the following:

- Clarification of bylaw amendment procedures, meeting time changes, Board authority over CAC appointments, and renaming the committee from Citizens Advisory Committee to Community Advisory Committee
- CAC charter outlining committee roles, member expectations, and staff support responsibilities

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

- CAC alternate member voting eligibility and county representation requirements
- Public comment time limits; maintain default three-minutes
- Accessibility of CAC governing documents

Public Comment

Jeff Carter commented on CAC bylaws accessibility and maintaining public comment time limits.

Christina F commented on Zoom display issues.

Roland commented on maintaining three-minute public comments and Zoom display issues.

8. Amendment of Code of Conduct for Public Meetings

Quentin Barbosa, Legal Counsel, Olson Remcho, provided the presentation that included Public Hearing Room access and safety updates related to the new headquarters and continued public participation under the Brown Act.

Public Comment

Roland commented on updates to the Code of Conduct and implementation of Senate Bill (SB) 707

Christina F commented on Zoom display issues.

9. Baseline Safety Enhancement Program

Stacy Cocke, Grade Crossing and Rail Systems Delivery Director, provided the presentation that included the following:

- Baseline and advanced at-grade crossing safety improvements
- Program schedule and funding updates
- RailSentry and anti-trespass panel pilot programs

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

- Public art, wayfinding, and pavement marking enhancements at grade crossings
- Signal timing adjustments and automated crossing enforcement
- Delineator effectiveness, RailSentry costs, and crossing safety priorities

Public Comment

Jeff Carter commented on delineator installation and automated photo enforcement at grade crossings.

Roland commented on Santa Clara Valley Transportation Authority (VTA) funding allocation, grade crossing markings, and regional rail management.

10. Staff Report

10.a. Customer Experience Task Force Update

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

- June on-time performance at 93.2 percent; delays due to trespassers, vehicles on track, equipment issues, and operational impacts
- Two fatal trespasser incidents and safety improvement efforts
- Electric Multiple Unit (EMU) fleet updates, maintenance activities, and Stadler vehicle deliveries
- Record June ridership with nearly 1.3 million passenger trips, Fédération Internationale de Football Association (FIFA) and Pride events increased ridership
- Special event service updates, including FIFA and July 4th operations
- Clipper Next Generation updates, Fare Inspection Management System (FIMS) software improvements, and testing
- EMU restroom improvements and customer information updates

10.b. JPB CAC Work Plan Update

Mr. Burgwyn provided the presentation that included meeting start time, remote attendance, safety updates, feedback forums, ridership growth strategy, and paid fare zone pilot project.

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

- July 4th service response and event coordination
- Boarding procedures, fare inspection, and clipper validation
- EMU fleet reliability and maintenance updates
- Safety, fare enforcement, and restroom improvements

Public Comment

Jeff Carter commented on July 4 service coordination, portable Clipper scanners, train configurations, boarding procedures, and accessibility considerations.

Roland commented on train capacity, on-time performance standards, Rail Operations Control System (ROCS) reliability, and fare enforcement at 4th and King station.

11. Committee Member Requests – There were none.

- Train amenities and passenger comfort
- Safety reporting options
- Boarding efficiency concerns
- Future safety/security update

12. Date/Time/Location of Next Regular Meeting: Wednesday, August 19, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

13. Adjourn – The meeting adjourned at 7:31 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Community Advisory Committee

Through: Michelle Bouchard, Executive Director

From: James C. Harrison, General Counsel

For: August 2026 Community Advisory Committee Meeting

Subject: **Approve Use of Remote Participation by the Community Advisory Committee
as a Subsidiary Body of the Peninsula Corridor Joint Powers Board**



Finance Committee
Recommendation



Technology, Operations, Planning,
and Safety Committee
Recommendation



Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

At the February 2026 meeting of the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB or Caltrain) amended its Remote Meeting Policy. One amendment added a new exception from teleconferencing requirements for remote meetings conducted by eligible subsidiary bodies. At the February meeting, the Board made findings to permit its eligible subsidiary bodies to meet remotely pursuant to Senate Bill 707. The Brown Act requires the Board to renew those findings six months thereafter.

The Board renewed its findings at the August 2026 Board meeting. Therefore, members of the Community Advisory Committee (CAC) and the Bicycle and Active Transportation Committee (BATAC) may vote to approve the use of this more flexible remote meeting exception.

Discussion

Meetings of the JPB and its Committees are subject to the Brown Act, which requires that meetings of local legislative bodies be open to the public. California Government Code § 54950 *et seq.* Generally, when legislative bodies meet via teleconference, all agendas must be posted at the remote meeting site, the locations must be noticed in the agenda, and the locations must be accessible and open to the public.

One exception applicable to “eligible subsidiary bodies,” such as the CAC and BATAC, requires the Board to renew findings every six months. After the Board makes their findings, the subsidiary body must approve remote meetings by majority vote.

If the legislative body of a local agency adopts a resolution approving remote meetings for eligible subsidiary bodies, members of subsidiary bodies of local agencies may meet remotely for an unlimited number of meetings in a six month period, provided that the subsidiary body cannot take final action, is purely advisory, and does not have “primary subject matter

jurisdiction” over the following topics: elections, budgets, police oversight, privacy, removal or access to materials in public libraries, or taxes or related spending proposals. Therefore, this would permit the CAC and BATAC to meet remotely. Staff recommend that the CAC vote to approve the use of the eligible subsidiary bodies exception for the six months following the August 6, 2026 Board meeting.

Budget Impact

There is no budget impact associated with renewing these findings.

Prepared By:	Anna Myles-Primakoff	Counsel	08/13/2026
	Quentin Barbosa	Associate Counsel	08/13/2026

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Community Advisory Committee
Through: Michelle Bouchard, Executive Director
From: James C. Harrison, General Counsel
For: August 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 approval of the Community Advisory Committee (CAC) on proposed amendments to the CAC Bylaws, which were presented to the Board of Directors (Board) of the Peninsula Corridor Joint Powers Board (JPB) at its August 6, 2026, meeting.

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 following additional amendments were approved by the Board at the August 6, 2026 meeting and require CAC review and approval:

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

Both of these changes would conform to the CAC Bylaws with changes the Board adopted at the August 2026 meeting related to the JPB Rules of Procedure.

Discussion

The JPB Rules of Procedure formally required the Secretary to draft summary minutes of each Board meeting. Staff recommended simplifying the minutes procedures of the Rules of

Procedure to adopt action minutes rather than summary minutes. Summary minutes are no longer required as Caltrain records all meetings of the Board and committees, including the CAC, with audio and video recording. This change is expected to preserve staff resources for the District Secretary's Office (DSO). 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.

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 been adopted by many peer agencies as more practical and easier to implement in the setting of local government agencies' public meetings. Staff recommend the CAC approve these changes to the Bylaws to conform them to the Board-approved changes to the JPB Rules of Procedure.

Budget Impact

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

Prepared By:	Anna Myles-Primakoff	Counsel	08/13/2026
	Quentin Barbosa	Associate Counsel	08/13/2026

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

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

amendment has been submitted in writing at the previous regular meeting and subject to the approval of the JPB Board of Directors. The JPB may also impose changes to the Committee's bylaws it deems to be in the best interest of the JPB and the public it serves.

ADOPTED: 6/3/92 (JPB Resolution No. 1992-28)

REVISED: Amended 2/3/22 (JPB Resolution No. 2022-03); Amended 8/6/26 (JPB Resolution No. 2026-35)

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

**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

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

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

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

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 particular type of business transacted set off in paragraphs with proper descriptive headings, unless the Board prescribes a different form for how minutes shall be prepared in the JPB's Rules of Procedure.

Section 3. In the case of vacancy.

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

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 Rosenberg'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.

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

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

JPB COMMUNITY ADVISORY COMMITTEE
BYLAWS

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 COMMUNITY ADVISORY COMMITTEE
BYLAWS

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

**Peninsula Corridor Joint Powers
Board Staff Report**

To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: August 2026 JPB Community Advisory Committee Meeting

Subject: Staff Report

On-time Performance (OTP) –

- **July:** The July 2026 OTP was 96.5% compared to 95.3% for July 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 12th (4th Ave., San Mateo @ 10:16 pm), caused 5 trains to be delayed.
 - **Mechanical Delays** – In July 2026 there were 211 minutes of delay due to mechanical issues and 344 minutes of delay due to Stadler warranty issues.
 - **Trespasser Strikes** – There were two fatal trespasser strikes in July. The strike on the 3rd (Millbrae @ 9:46 pm), caused 4 trains delayed & 1 train terminated. The strike on the 10th (UPRR Territory @ 7:01 am), caused 2 trains delayed & 1 train annulled.
- **June:** The June 2026 OTP was 93.2% compared to 92.7% for June 2025.
 - **Vehicle on Tracks** – There was one day with a vehicle on the tracks. The vehicle on the 12th (4th Ave., San Mateo @ 10:16 pm), caused 5 trains to be delayed.
 - **Trespasser Strikes** – There were two trespasser strikes in June, both resulting in fatalities. The strike on the 22nd (Santa Clara @ 7:33 am), caused 25 trains delayed & 1 train terminated. The strike on the 30th (4th Ave., San Mateo @ 12:23 am on 7/1), caused 1 train delayed & 1 train terminated.

Caltrain Adopts FY27 Operating Budget and All Independent Efficiency Report Recommendations

Caltrain's Board of Directors has approved the FY27 operating budget, along with all early-action efficiency recommendations from the SB 63 Financial Efficiency Review Independent Oversight Committee. The nearly \$270 million operating budget is balanced through a mix of fares, GoPass revenue, Measure RR funds, parking and rental income, State Transit Assistance and a one-time state loan administered by the Metropolitan Transportation Commission, allowing Caltrain to continue its electrified service with trains every 15 minutes at most stations during peak hours and half-hourly at other times, including weekends.

Since 2020, Caltrain has achieved over \$76 million in cost savings—about 7% of its operating budget—through workforce controls, service optimization and operating efficiencies, including a targeted hiring freeze, improved crew efficiency and overtime reductions, consolidating maintenance contracts, and limiting professional services and fuel and electricity costs. The Efficiency Report also highlights non-fare revenue strategies such as growing parking income, leasing fiber and communications assets, exploring energy storage projects, expanding BayPass and GoPass customers, and activating retail and real estate at stations, and the Board has voted to move forward with these early-action strategies.

Despite these steps and record ridership growth that has made Caltrain the fastest-growing transit agency in the country, the railroad still faces an average annual deficit of about \$75 million beginning in FY28. Without a new, reliable funding source, Caltrain warns that significant service and staffing cuts may be required, with long-term consequences for tens of thousands of riders and businesses that rely on the newly electrified service, which currently carries the equivalent of three lanes of Highway 101 traffic and prevents tens of thousands of additional daily car trips and associated emissions.

Caltrain to Run Extra Service to Fuerza Regida at Oracle Park

Fuerza Regida performed at Oracle Park on Saturday, June 20, and Caltrain ran an additional post-concert train making all stops so fans had a late-night ride home. Fans could walk from San Francisco Station to the ballpark, and the last regularly scheduled southbound train departed San Francisco Station at 12:05 a.m.

Caltrain Board Plans for Potential Cuts

Caltrain's Board of Directors has adopted a framework to address budget shortfalls if new external funding does not materialize, outlining a "no external funding" scenario that could require closing more than one-third of stations, eliminating weekend and special event service, reducing trains to hourly frequency, ending service by 9 p.m. and cutting segments of the system. The framework sets guiding principles around safety, regulatory compliance,

minimizing operating costs, maximizing ridership and revenue, and protecting access for low-income and minority communities, while identifying possible cost-saving measures such as reduced service span and frequency, station or segment closures, staff cuts, deferred State of Good Repair work, lower cleaning and maintenance levels, and retiring portions of the fleet, alongside revenue strategies like bridge funding, member agency contributions, monetizing assets and fare increases.

Despite strong ridership growth and high customer satisfaction that have made Caltrain the fastest-growing transit agency in the United States, the railroad faces an average annual deficit of about \$75 million beginning in FY28 and warns that significant service and staffing cuts could have long-lasting consequences for riders, businesses and local economies along the corridor. Daily, Caltrain carries the equivalent of three lanes of Highway 101 traffic, helping avoid tens of thousands of additional car trips and associated emissions, and also supports local tax bases and transit-oriented development. Polling shows broad public support for Caltrain, and the Board has backed SB 63 and the proposed Connect Bay Area regional tax measure, which would create a 14-year sales tax and allocate a share of revenues to fully cover Caltrain's operating deficit if approved by voters.

Caltrain Connects Fans to Qatar vs. Switzerland as the FIFA World Cup 2026 Kicks Off

World Cup soccer came to San Francisco Bay Area Stadium on Saturday, June 13, and Caltrain provided trains every 30 minutes to Mountain View Station, where fans could connect directly to VTA light rail for the noon kickoff between Qatar and Switzerland. Caltrain had extra trains on standby to accommodate crowds, with ambassadors at major stations on game days to help new riders reach matches, fan events and watch parties across the Peninsula.

Caltrain Delivers Fans to Austria vs. Jordan for the Second Bay Area FIFA World Cup Match

World Cup soccer returned to San Francisco Bay Area Stadium on Tuesday, June 16, and Caltrain carried fans to the 9 p.m. kickoff between Austria and Jordan, following nearly 7,000 riders carried to the Qatar vs. Switzerland opener. Fans could take trains running every 30 minutes all day, plus limited and express service from 3–8 p.m., to Mountain View Station and connect directly to VTA light rail for the trip to the stadium, with extra northbound trains on standby and late-night service extended so riders could get home after the match, including an added northbound departure at 12:28 a.m. and last northbound and southbound trains at 1:28 a.m. and 1:04 a.m. respectively.

Caltrain Delivers Fans to Türkiye vs. Paraguay for the Third Bay Area FIFA World Cup Match

World Cup soccer returned to San Francisco Bay Area Stadium on Friday, June 19, and Caltrain carried fans to the 8 p.m. kickoff between Türkiye and Paraguay with trains every 30 minutes all day plus limited and express service from 3–8 p.m. Riders could travel to Mountain View Station and connect directly to VTA light rail for the trip to the stadium, with extra northbound trains on standby and late-night service extended so fans could get home after the match, including an added northbound departure at 11:28 p.m. and last northbound and southbound trains at 12:28 a.m. and 1:04 a.m. respectively, all supporting tens of thousands of riders traveling to World Cup matches and events across the Peninsula.

Caltrain Delivers Fans to Paraguay vs. Australia for the Penultimate Bay Area FIFA World Cup Match

Caltrain carried fans to the penultimate Bay Area FIFA World Cup match between Paraguay and Australia at San Francisco Bay Area Stadium on Thursday, June 25, with trains every 30 minutes all day plus limited and express service from 3–8 p.m. Riders could travel to Mountain View Station and connect directly to VTA light rail, with extra northbound trains on standby, an added northbound departure at 11:28 p.m. (or when full), and last northbound and southbound departures from Mountain View at 11:48 p.m. and 1:04 a.m., respectively, giving fans a convenient way to reach the match, fan events and watch parties across the Peninsula before the final Bay Area World Cup game on July 1.

Caltrain to Deliver Thousands to San Francisco Pride

Caltrain provided half-hourly service to San Francisco Pride events all weekend, giving celebrants an easy way to reach festivities throughout the city. The agency marched in the parade with other Bay Area transit operators as Contingent 78 under the banner “Moving the Bay Area with Pride,” highlighting its commitment to inclusion and community. On Sunday, June 28, Caltrain welcomed paradegoers at San Francisco Station from 9 a.m. to 1 p.m., offering giveaways, commemorative swag, and music from Caltrain’s DJ team to create an upbeat atmosphere. An additional northbound train was on standby to provide supplemental service as needed so riders had a convenient trip to and from the parade.

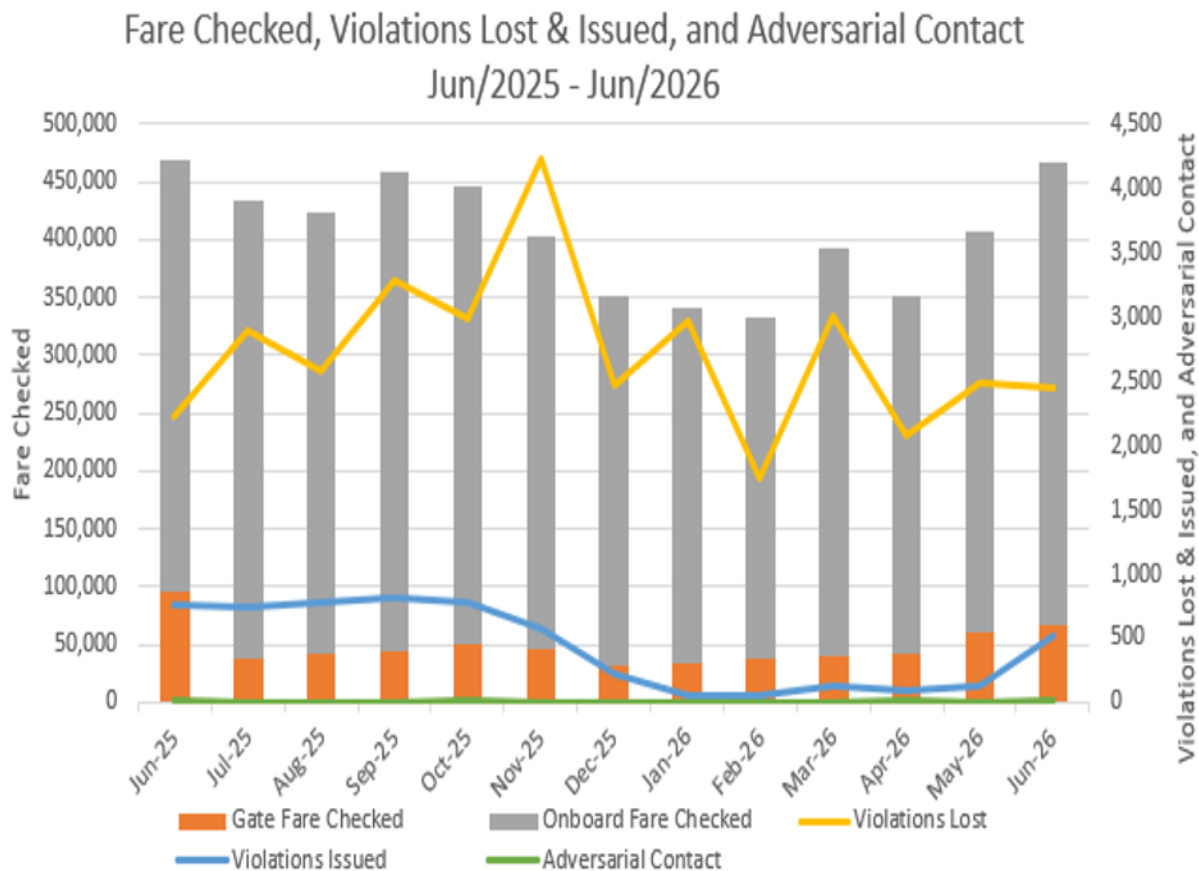
Caltrain Delivers Fans to United States vs. Bosnia and Herzegovina for the Final Bay Area FIFA World Cup Match

Caltrain carried fans to the final Bay Area FIFA World Cup match between the United States and Bosnia and Herzegovina at San Francisco Bay Area Stadium on Wednesday, July 1, offering trains every 30 minutes all day plus limited and express service from 3–8 p.m., riders could

travel to Mountain View Station to connect directly to VTA light rail, with two added southbound pre-event trains (904 at 11:40 a.m. and 906 at 1:40 p.m. from San Francisco Station) and the last northbound and southbound departures from Mountain View at 11:48 p.m. and 1:04 a.m., respectively, all supporting roughly a 20% World Cup game-day ridership increase and giving fans a convenient way to reach matches, fan events and watch parties across the Peninsula.

Fare Enforcement Report – August 2026

In June 2026, Caltrain conductors performed a total of 467,210 fare inspections at the terminal (67,069) and onboard the trains (400,141). During this period, 2,449 violations were lost because the rider didn't provide identification and 517 violations were issued. Eight incidents were reported as adversarial contact.



Capital Projects Update

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

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



Ridership Executive Summary - Jul 2026

Monthly Performance

	Current Year Jul 2026	Pre-Pandemic Jul 2019	Jul 2026 % of Pre-Pandemic	Last Year Jul 2025	Jul 2025 to Jul 2026 % Change
Total Monthly Ridership	1,321,627	1,672,672	79.0%	1,077,619	+ 22.6%
Average Weekday Ridership	47,459	70,493	67.3%	39,989	+ 18.7%
Average Saturday Ridership	32,352	16,060	201.4%	24,818	+ 30.4%
Average Sunday Ridership	23,656	11,518	205.4%	19,699	+ 20.1%

Fiscal YTD Performance

	Current Year Jul 2026	Pre-Pandemic Jul 2019	Jul 2026 % of Pre-Pandemic	Last Year Jul 2025	Jul 2025 to Jul 2026 % Change
Total Monthly Ridership	1,321,627	1,672,672	79.0%	1,077,619	+ 22.6%
Average Weekday Ridership	47,459	70,493	67.3%	39,989	+ 18.7%
Average Saturday Ridership	32,352	16,060	201.4%	24,818	+ 30.4%
Average Sunday Ridership	23,656	11,518	205.4%	19,699	+ 20.1%



Caltrain Ridership Dashboard Introduction

Ridership Background

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

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

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

Estimation Methodology

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

Additional Ridership Notes

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



Caltrain Ridership Estimates Download

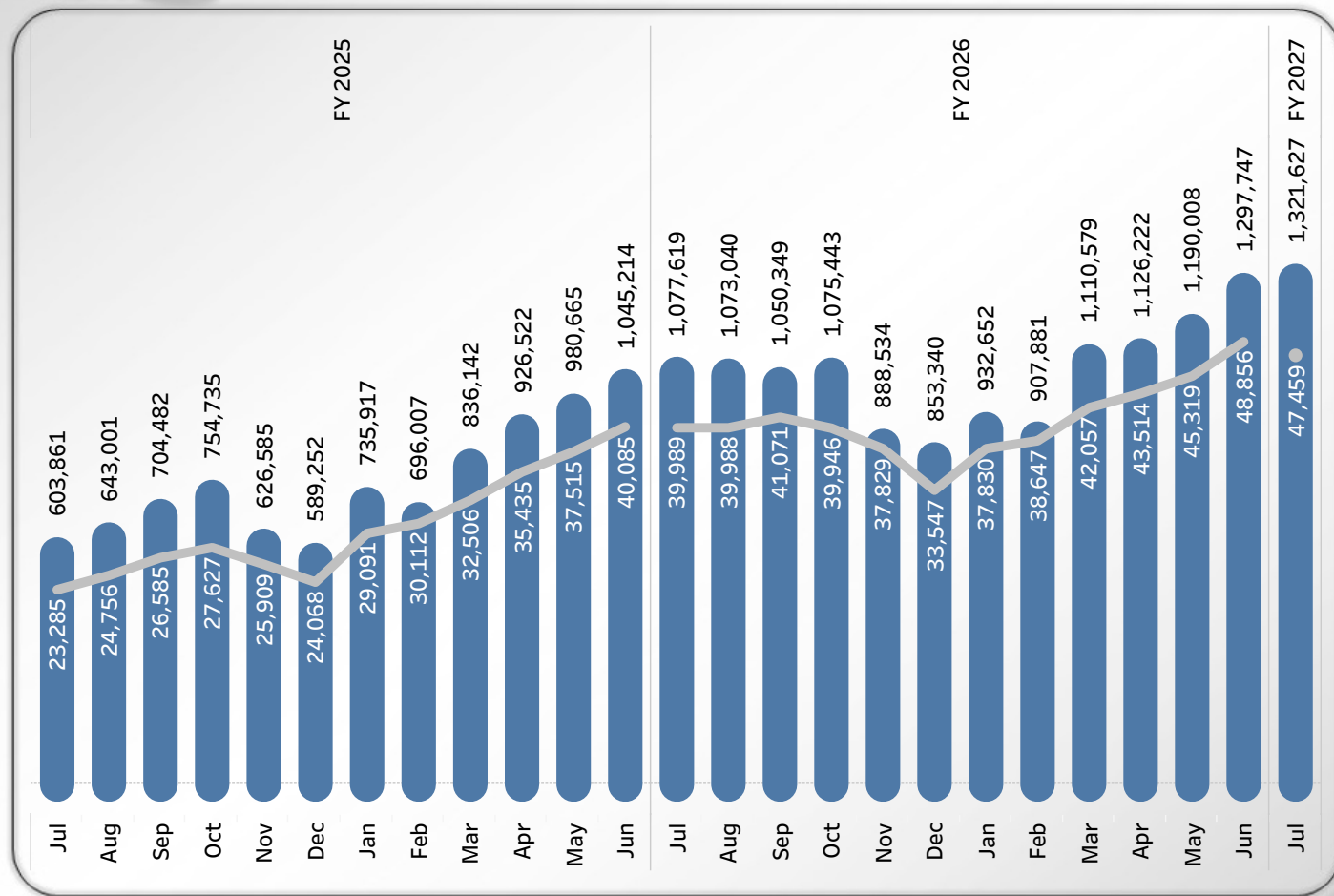
[Click Here to Download Ridership Estimate Data](#)

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

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



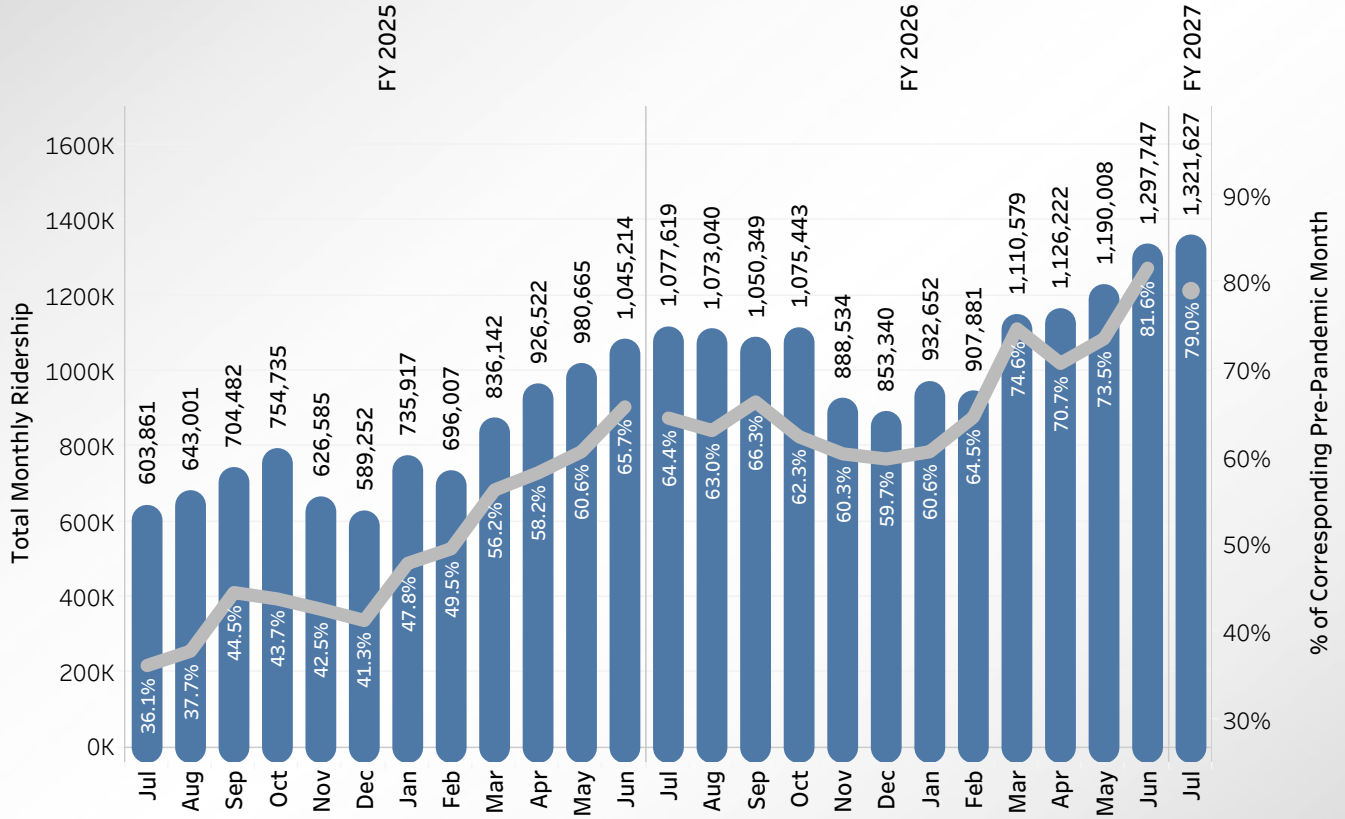
Monthly Ridership and Average Weekday Ridership - Jul 2026



Legend | Total Monthly Ridership | AWR



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

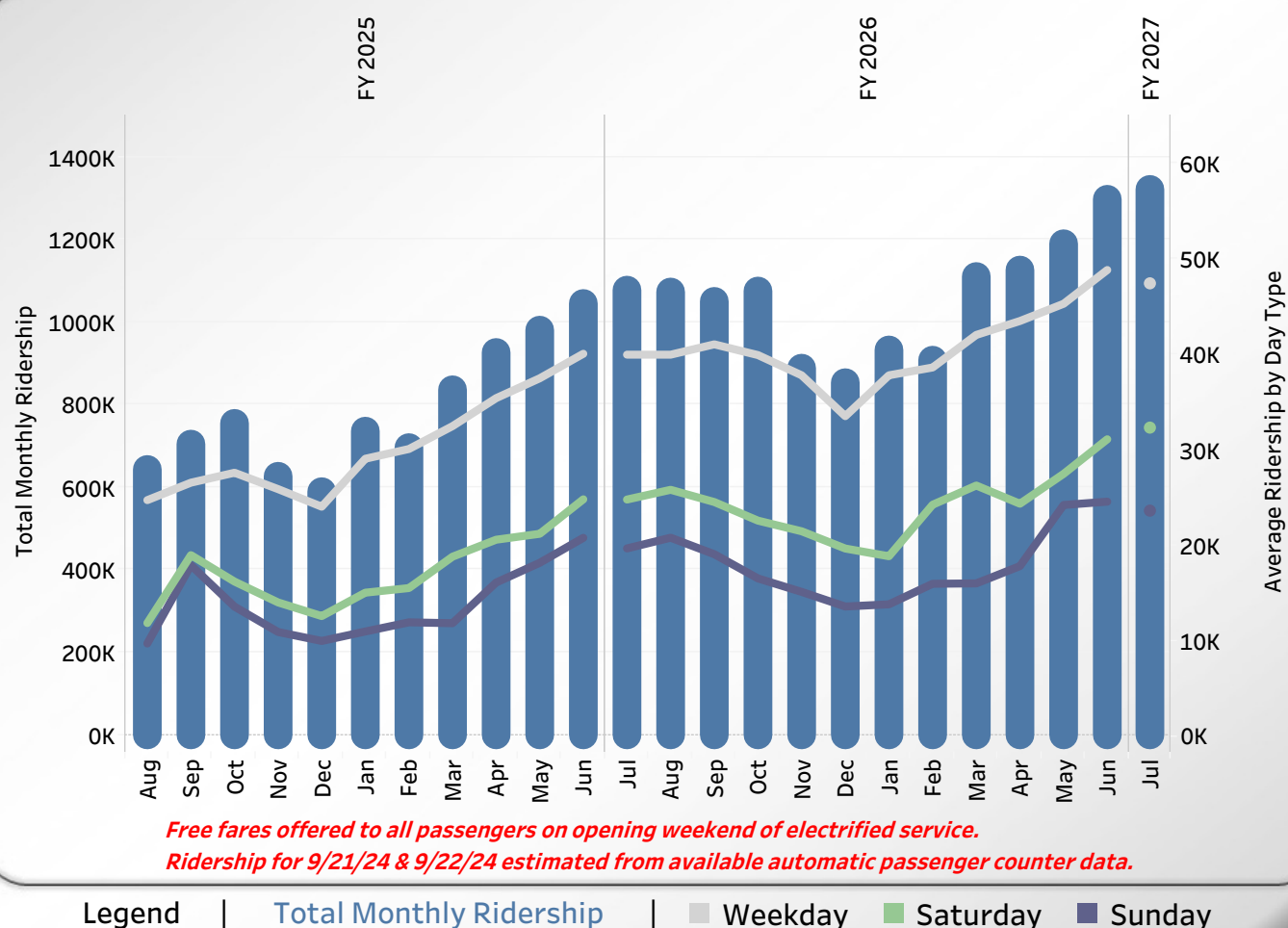


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

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

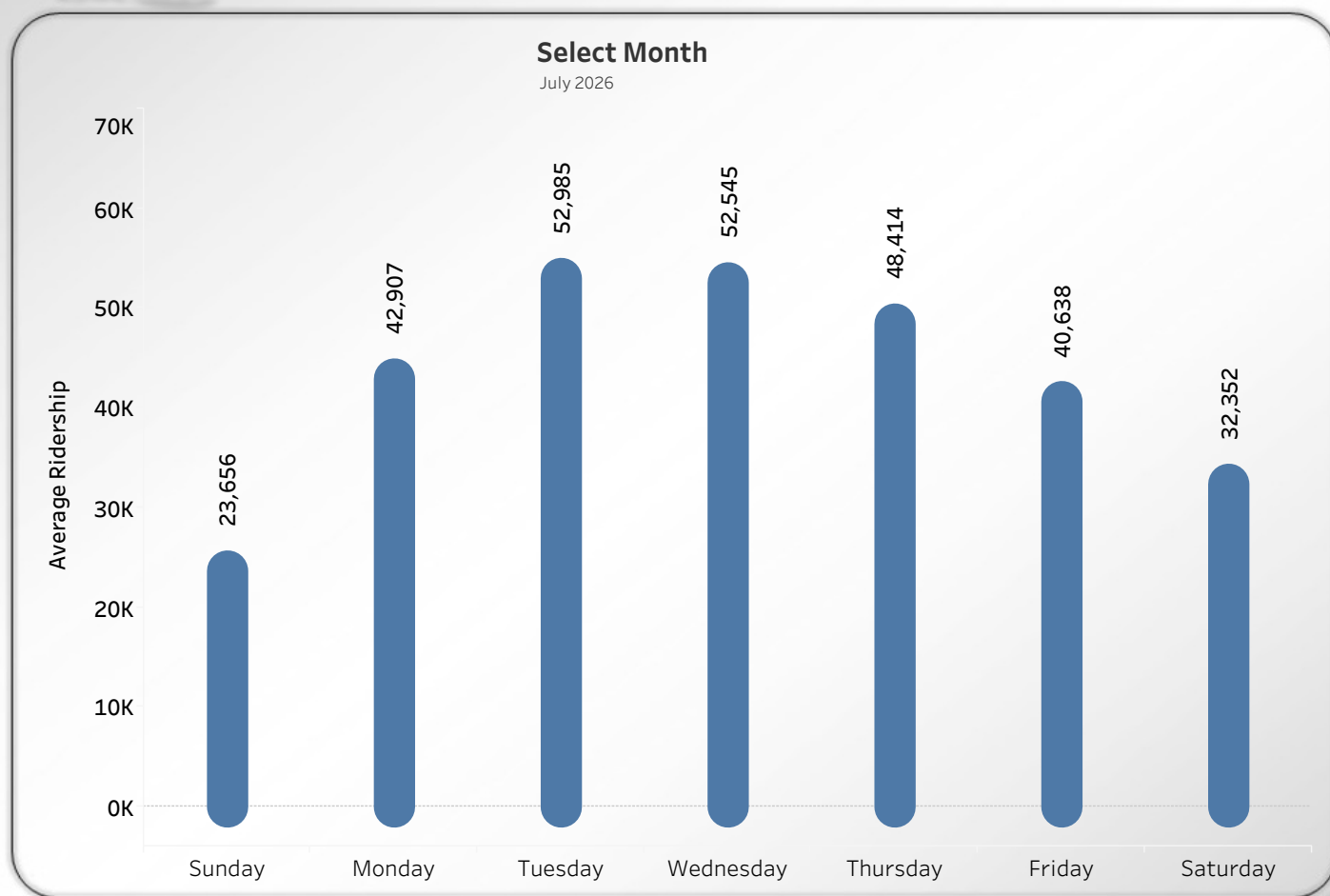


Total Ridership & Average Ridership by Day Type - Jul 2026





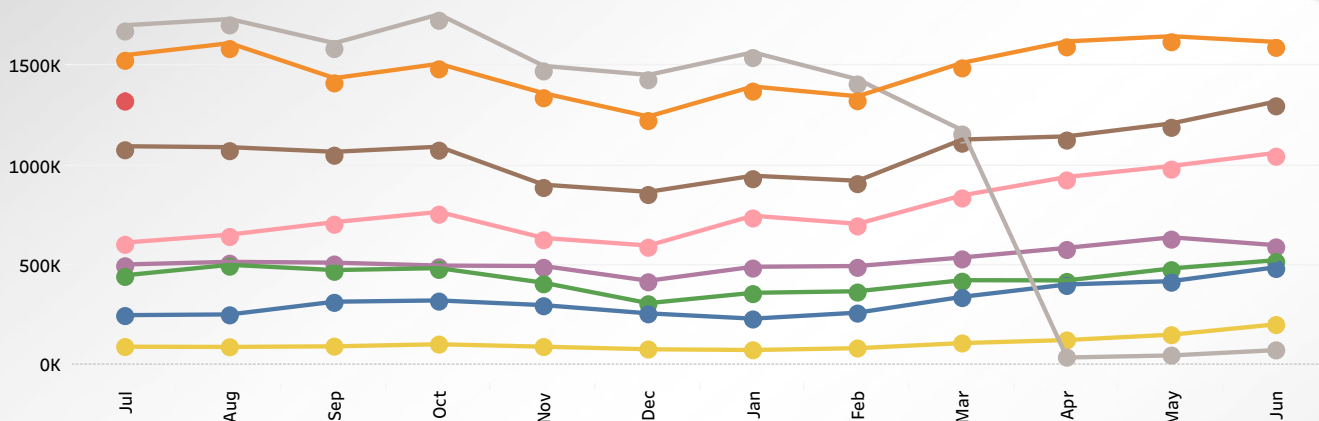
Average Ridership by Day of Week* - Jul 2026



**Excluding holidays*



Total Monthly Ridership by Fiscal Year - Jul 2026

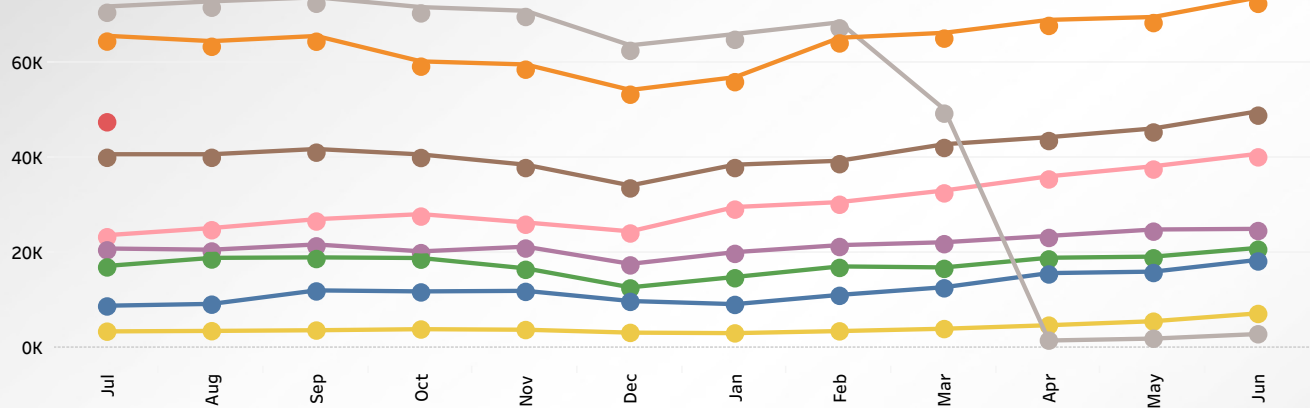


	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027
Jul	1,525,881	1,672,672	91,703	246,902	442,962	496,180	603,861	1,077,619	1,321,627
Aug	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,001	1,073,040	
Sep	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,482	1,050,349	
Oct	1,483,159	1,726,436	103,686	319,258	478,084	490,706	754,735	1,075,443	
Nov	1,338,337	1,472,693	91,699	296,065	406,101	488,494	626,585	888,534	
Dec	1,223,838	1,428,363	79,078	255,679	305,928	416,038	589,252	853,340	
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 - Jul 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	47,459
Aug	63,340	71,557	3,517	9,096	18,598	20,284	24,756	39,988	
Sep	64,405	72,387	3,654	11,881	18,696	21,366	26,585	41,071	
Oct	59,159	70,360	3,873	11,673	18,565	19,939	27,627	39,946	
Nov	58,523	69,607	3,760	11,787	16,429	20,904	25,909	37,829	
Dec	53,258	62,480	3,162	9,687	12,513	17,357	24,068	33,547	
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

Select Month

July 2026

Total Monthly Trips*

July, 2026: 1,321,627

TIP:

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

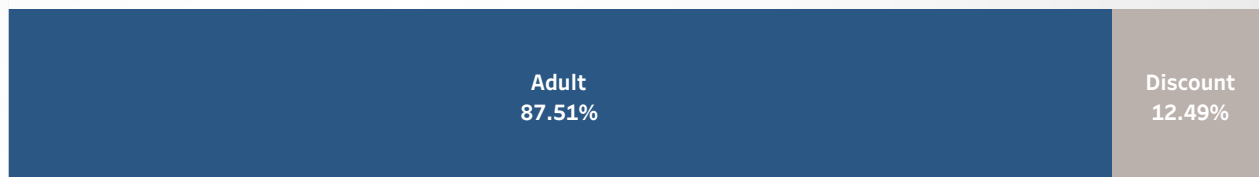
Pass Type



Fare Media Channel



Fare Type

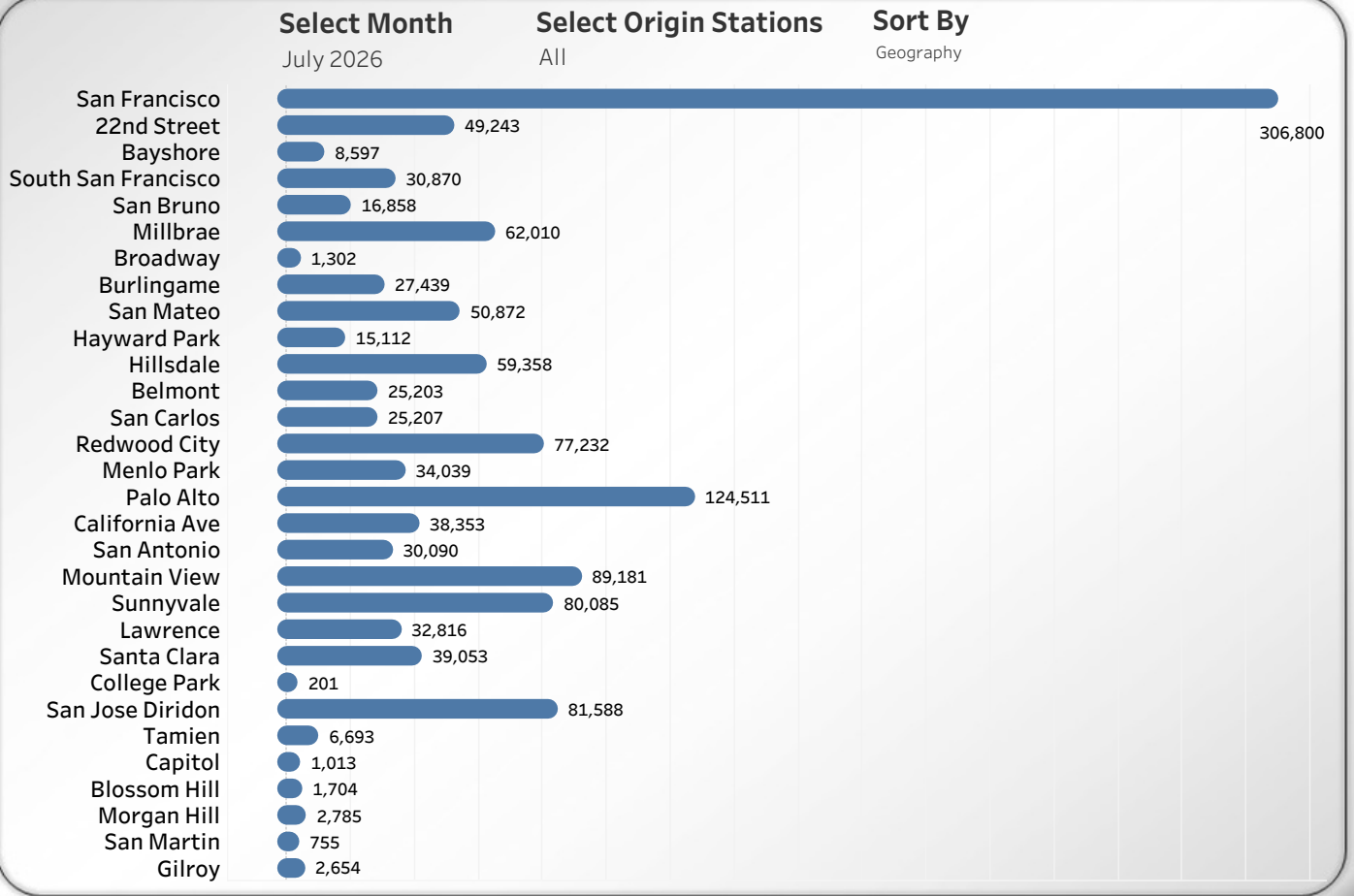


*Trip estimates are distinct from ticket sales data

TVM = Ticket Vending Machine, OP = Open Payment



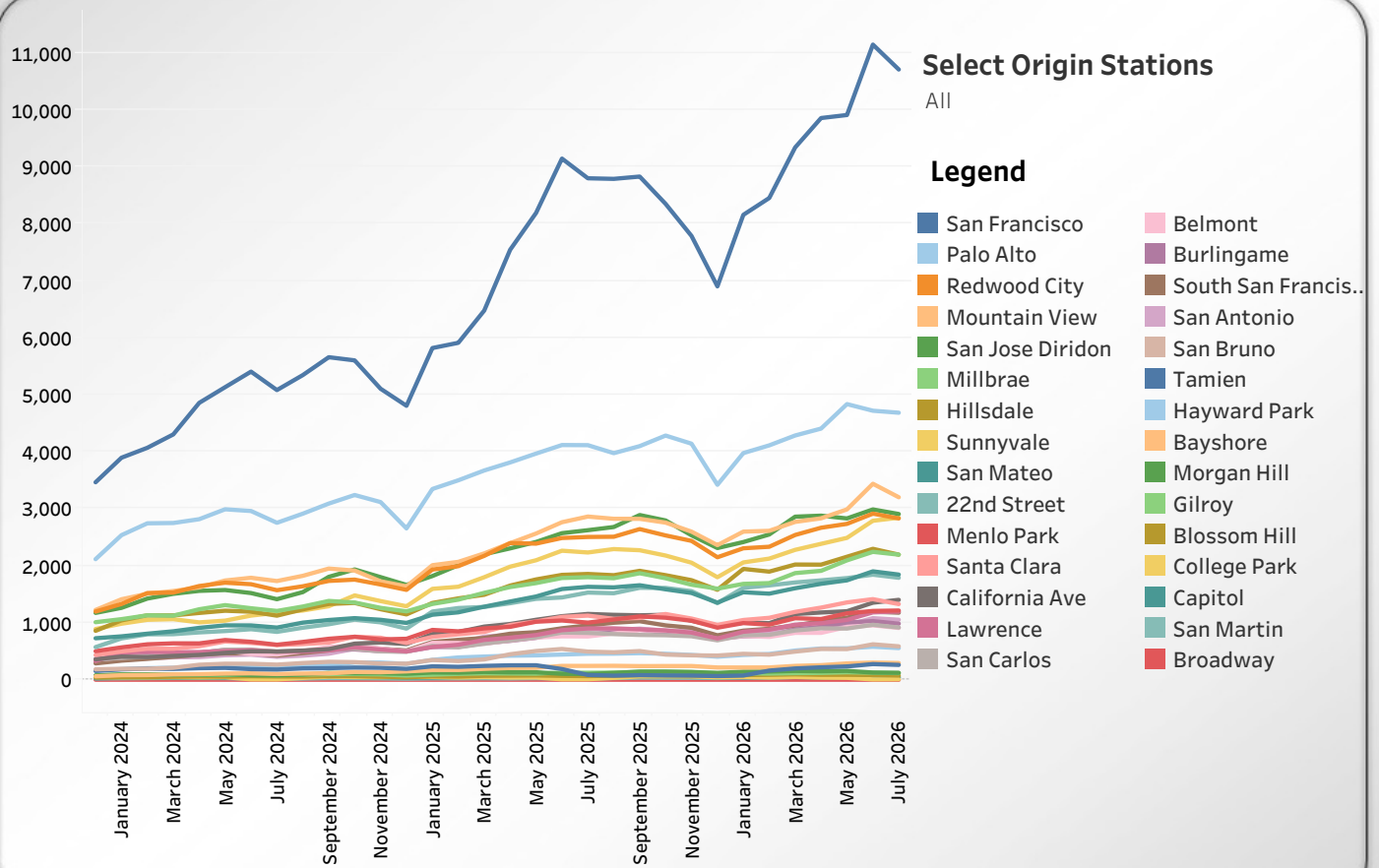
Caltrain Total Monthly Ridership by Origin Station



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



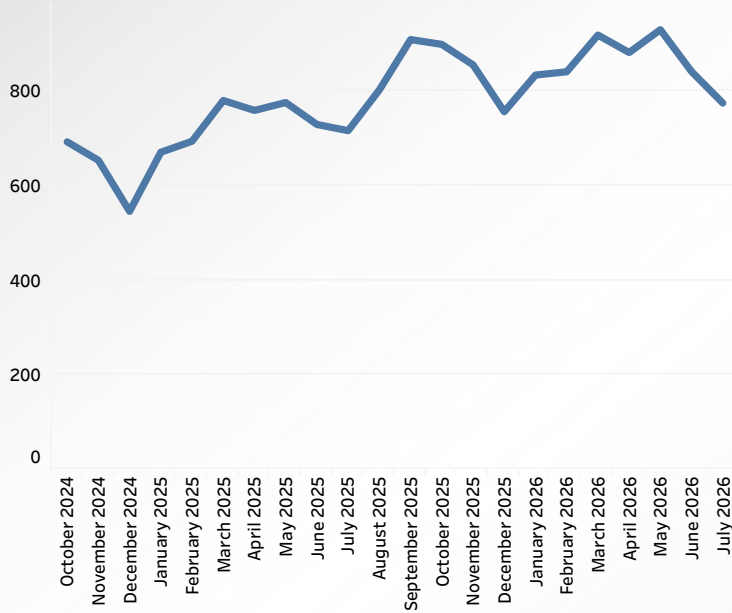
Caltrain Average Weekday Ridership by Origin Station





South County Connector Ridership - Jul 2026

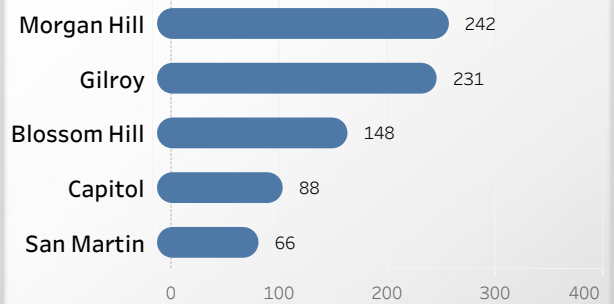
Average Weekday South County Connector
Total Ridership*



Average Weekday South County Connector
Total Ridership (Boardings and Alightings),
Jul 2026 : **775**

Year-to-Year Growth Rate
(Jul 2025 to Jul 2026) : **8.1%**

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.*

	A	B	C	E	F	K	L	M
	Committee							
	Date	Member	Follow up requested	Status	Notes	June 17 Update	July 15 Update	August 19 Updated
	2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	Update will be provided to the CAC in November.	No additional information from last month. Staff will provide an update to the CAC in November.	Will be presented at a date TBD
	2/18/2026	Adrian Brandt	Quiet car implementation & deployment	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Quiet Car development and implementation was on hold for a few months due to limited internal staffing capacity. As of 6/11/26, the Quiet Car implementation plan is in final review with the Caltrain Executive Team. We are aiming to launch the pilot program later this summer.	Quiet Car implementation plan has been approved by Caltrain Executive Team. Project ownership has shifted internally and is moving forward at this time for late summer implementation	Will be presented at a date TBD
	2/18/2026	Adrian Brandt	Redwood City bike parking room	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Additional bike-related updates are planned to go to the CAC in November 2026	No additional information from last month. Staff will provide an update to the CAC in November.	Will be presented at a date TBD
	2/18/2026	Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue		(JJD followed up with staff on 7/10 to request additional information)	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.
	2/18/2026	Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come		(JJD followed up with staff on 7/10 to request additional information)	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28

	A	B	C	E	F	K	L	M
	Committee							
	Date	Member	Follow up requested	Status	Notes	June 17 Update	July 15 Update	August 19 Updated
	2/18/2026	Adrian Brandt	Xing optimization fix for station-adjacent Xings	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety		(IJD followed up with staff on 7/10 to request additional information)	No significant updates; this may be addressed as part of PTC Protect coming in Q4 27/Q1 28
	2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares	In Progress	3 decades-old suggestion; unanimous CAC resolution	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study
	2/18/2026	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)	In Progress	Increased flexibility for increased rider convenience and pass purchases	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study	No further updates at this time pending future Fare Strategy Study
	2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?	In Progress	Many of the world's systems, including BART, provide riders a means to discreetly summon help	Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation	Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation	Chief Safety Officer can advise on the possibility of providing for 8/19/26 Safety Quarterly Update presentation
	2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	In Progress	To ensure good fit with both staff & train schedules for members	Staff plans to discuss at 8/19 CAC meeting	Staff plans to discuss at 8/19 CAC meeting	Staff plans to discuss at 8/19 CAC meeting
	2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	There are monthly updates on the status of Clipper 2.0 rollout in the presentation for the Report of the Executive Director at each month's Board meeting as posted online.	There are monthly updates on the status of Clipper 2.0 rollout in the presentation for the Report of the Executive Director at each month's Board meeting as posted online. No updates in early July due to lack of Board meeting. Caltrain ED to present updates at 8/6 BOD.	Additional updates were presented at the 8/6 JPB Board meeting. No further information to provide at this time.
	2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot		We cite fare evaders to discourage fare evasion but why not drivers illegally risking a fatal, train-damaging crash?	Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19 Safety Quarterly Update presentation	Jerry Guaracino, Chief Safety Officer, can advise on the possibility of providing for 8/19 Safety Quarterly Update presentation	Chief Safety Officer can advise on the possibility of providing for 8/19 Safety Quarterly Update presentation
	2/18/2026	Adrian Brandt	B(attery) EMU details & status presentation	In Progress			Sherry Bullock will present to the CAC on 9/16	BEMU Project Manager will present to CAC on 9/16
	2/18/2026	Adrian Brandt	Level boarding roadmap presentation	In Progress	To speed boarding & substantially cut dwell times, particularly for strollers, bikes & wheelchairs	Staff plans to give presentation at 9/16 CAC meeting	Joel Soden will present to the CAC on 9/16	Presentation to the CAC scheduled for 11/18
	2/18/2026	Adrian Brandt	SF downtown extension (aka "The Portal") presentation		To substantially boost ridership by getting more riders closer and more quickly to their downtown SF destinations	Staff plans to give presentation at 9/16 CAC meeting	Sherry Bullock will present to the CAC on 9/16	A Portal Project representative will present to the CAC on 9/16.

Item #12
8/19/2026

[illegible]

Peninsula Corridor Joint Powers Board Staff Report

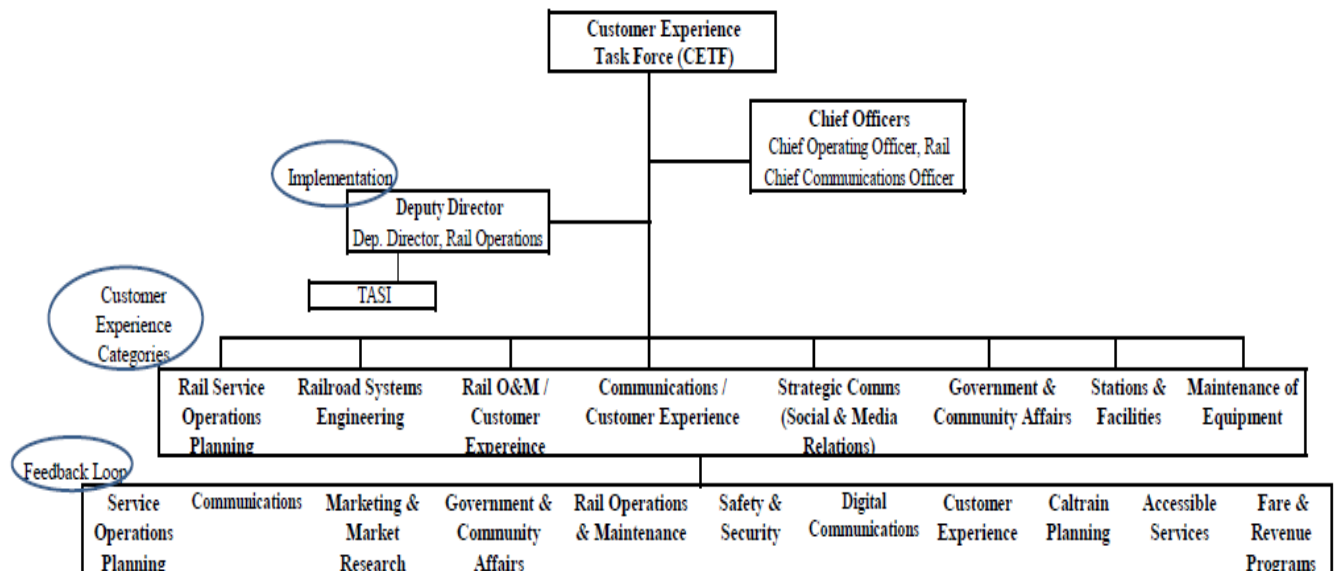
To: JPB Community Advisory Committee

From: Ted Burgwyn, Chief Operating Officer

For: August 2026 JPB Community Advisory Committee

Subject: Meeting 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 July, staff continued to assist in planning and providing support for the remaining FIFA World Cup games at the San Francisco Bay Area Stadium. Staff also continued to prepare for this summer's Guadalupe Bridge Weekend Service Shutdowns: electric train service between Tamien and San Jose Diridon Station will be temporarily suspended to perform necessary repairs to the Guadalupe Bridge. The first weekend shutdown occurred on July 11-12, and the planned July 25-26 shutdown was cancelled. Service between Tamien and San Jose Diridon Station will be suspended on the following remaining weekends:

- August 8-9
- August 22-23
- September 19-20

The taskforce is spearheading efforts to:

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

Railroad Systems Engineering

Staff have made several upgrades to Caltrain's GPS and real-time information systems to improve reliability and provide better information for riders:

- Upgraded GPS technology across the diesel fleet to improve system stability and enable faster troubleshooting and maintenance.
- Enhanced Caltrain.com live map to seamlessly use backup systems during GPS outages, ensuring train location information remains available. Caltrain website
- Improved EMU GPS system to refresh real-time train location more quickly, supporting more accurate predictions and a smoother rider experience.
- Upgraded data sharing with MTC-511, ensuring other transit apps and systems also benefit from more reliable and timely information.
- Improved prediction accuracy displayed on station Visual Messaging Systems (VMS) by optimizing PADS databases.
- Enhanced Passenger Information System resiliency through the use of improved Auto-restart / Auto-recovery features.

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

Rail O&M Customer Experience

- Conductor Updates
 - The taskforce is spearheading efforts to:
 - Continue to identify training opportunities for conductors.
- Special Events - FIFA World Cup and 4th of July Special Service
 - For the 6 FIFA World Cup games at Levi's Stadium, Caltrain provided 13 additional trains to and from Mountain View, with approximately 38,600 total event ridership and a per-game average of 6,441.

For the 250th July 4th fireworks display, Caltrain originally planned for one additional train to accommodate the post-event riders. When notified by MUNI that a large number of people would not make it to the 4th and King station in time for the last train, Caltrain staff were able to add a second additional train that departed approximately 20 minutes later and carried all remaining passengers at the station. Total event ridership was 14,481, an 184% increase on the prior year.

Customer Experience

- Guadalupe Bridge Construction
 - Customer communications are in place for upcoming Tamien weekend closures, including onboard materials, station signage, email and text message alerts, [website updates](#), revised [timetables](#), and prominent website alert messaging.
- Regional Mapping and Wayfinding Project
 - Continued coordination with the Metropolitan Transportation Commission (MTC) and regional transit agencies to evaluate project, as well as future pilot stations for consistent signage and wayfinding that makes it easier for riders to navigate the regional transit network.
- Clipper Next Gen
 - Continued coordination with MTC, Fares Team, and Customer Service to support clear messaging.
- Outreach Efforts
 - Coordinating station-based outreach for major events to provide pre- and post-event rider assistance, answer questions and support wayfinding, while working with partner agencies to ensure a safe, seamless experience.

Caltrain Strategic Communications (Social and Media Relations)

- July marked the end of the World Cup in the Bay Area. Caltrain saw over 14,000 riders using the system that weekend (this was also including watch parties, and the 4th of July Holiday). APTA also named Caltrain one of their Outstanding Public Transportation Systems. In recognition of Disability Pride Month, Caltrain, shared various posts across the month, sharing local resources and educational facts about the month.

- Strategic Comms continued supporting multiple events and marketing efforts across different mediums, whether it was in person, via media relations or social. Some additional events that were highlighted throughout the month are listed below.
- Messaging Highlights (Includes rotational messaging):
 - July Board Meeting
 - Disability Pride Month
 - World Cup in the Bay Area
 - 4th of July
 - Tuesday Tip: Visual Messaging System (VMS) - Social messaging - Conductor Etiquette
 - Dollar Youth Fare
 - Ed Sheeran @ Levi's
 - Caltrain Merch Store
 - Hope Mural @ San Mateo Station
 - Mobile Clipper Validator
 - Service Suspension due to Guadalupe River Bridge repairs
 - Community Advisory Committee
 - R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel Results
 - Caltrain Wins National Safety Award
 - Cali Clasico
 - Caltrain named one of North America's top transit agencies by APTA
 - AC/DC @ Levi's

Government and Community Affairs - Community Outreach Efforts

- Bike Security Outreach Effort
 - The bike security outreach effort continues to bring the following departments together, Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police, to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard. Onboard outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at San Francisco station, the bike room at Palo Alto, and over 500 e-locker spaces available throughout the corridor.
- On Demand Electronic Bike Lockers
 - The lockers in San Francisco will be relocated to a more customer friendly location near the station entrance, likely in August. They will not be accessible to customers in the interim.
 - Stations that have received e-locker installations in the last year include San Francisco, Bayshore, San Bruno, Millbrae, Burlingame, San Mateo, Hayward Park, Hillsdale, Belmont, San Carlos, Redwood City, Menlo Park, Palo Alto, California Avenue, San Antonio, Mountain View, Sunnyvale, Lawrence, San Jose Diridon,

and Tamien. In total, over 600 secure bike parking spaces are available at Caltrain stations.

- Included with all installations starting in 2025 are spaces that accommodate large bikes or two bikes, if people are traveling together.
- Standard e-locker spaces are 5 cents/hour and XL spaces are 8 cents/hour. We continue to offer 100 free standard hours to people who use the BikeLink app to access a Caltrain e-locker for the first time.
- More about the e-lockers is available at www.bikelink.org.
- Bike Parking Rooms
 - Access kiosks have been installed in the Menlo Park and Redwood City stations. Next step is the installation of security cameras at these stations. The Menlo Park facility will receive a new roof before the facility will open to the public.
- Bikes on Board Policy
 - A discussion about Bikes on Board rules was conducted at the March 19 Bicycle and Active Transportation Advisory Committee and an update was provided to the CAC in April. Caltrain paused enforcement of some rules related to larger bikes while input from the community was received. A pilot of some updated rules is in the works.
 - As staff developed draft rules for BATAC consideration, we became aware of broader statewide discussions and potential state regulations related to e-bikes and e-motos. To ensure our approach is clear, consistent, and aligned with ongoing legislative efforts underway in Sacramento, we decided to slow the process down and gather additional information.
 - The intent was to bring a comprehensive set of recommendations to BATAC in July but it is taking more time to work through that. A new schedule will be determined soon.
- Mini-High Platform Project
 - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, staff obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area.
 - The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Passengers needing mobility assistance use manual wayside lifts at stations where mini-highs are not installed. Wayside lifts require frequent maintenance and can disrupt train schedules.
 - All mini-high platforms on the Peninsula Mainline have been installed and are in service. The feasibility of installation at the stations south of Tamien is still being evaluated.

Stations and Facilities

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

- Inspection, Maintenance and Repair
 - Conducted quarterly facility and station inspections corridor-wide, including wheelchair lift inspections.
 - Performed station improvements including signage installation at San Jose Diridon station, parking lot pressure washing and stall painting at Redwood City station, bench painting at Broadway station, and yellow line pressure washing at Santa Clara station.
 - Completed maintenance and safety repairs, including footing repairs at Bayshore station, a leaking pipe at Millbrae station, and safety improvements at the San Jose station and Gilroy trailers.
 - Supported station upkeep, including relocating garbage cans to Mountain View station.
- Vandalism and Graffiti Abatement
 - Performed corridor-wide graffiti abatement.
 - Repaired damaged hand/guard railing at Rengstorff crossing, replaced broken curb stops at Bayshore station, and repaired a damaged sign post at San Bruno 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.
 - Current average:
 - Approximately 60% of restrooms experience an out of service condition on a given day.
 - Primary causes:
 - Vandalism and foreign debris.
 - Clogged drain lines
 - Mitigation actions under evaluation:
 - Assessing a more robust design for the vacuumators.
 - Increasing maintenance frequency for solenoid valves.
 - Investigating targeted vandalism-prevention measure and debris management procedures.
 - Maintenance material to help degrade waste to prevent clogging of
 - Investigation of regular corrective maintenance practices.

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
- Paid-Fare Zone at RWC

September 16, 2026

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

October 21, 2026

- Brown Act Training
- Feedback Forms
- Ridership Growth Strategy

November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update
- Level Boarding Roadmap

December 16, 2026

-
-

Requested items for future meetings:

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