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AGENDA

Peninsula Corridor Joint Powers Board Technology, Operations, Planning, and Safety (TOPS) Committee Meeting

November 19, 2025, 1:30 pm

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA 94070

Committee Members: Rico E. Medina (Chair), Pat Burt (Vice Chair), Shamann Walton

Members of the public may participate remotely via Zoom at <https://us06web.zoom.us/j/81186731470?pwd=OUE3b0ZiY3ZoYzRCN280UG5Gb19WZz09> or by entering Webinar ID: **811 8673 1470**, Passcode: **274739**, in the Zoom app for audio/visual capability or by calling 1-669-219-2599 (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>.

Members of the public also may participate in person at: San Mateo County Transit District, Bacciocco Auditorium - Second Floor, 1250 San Carlos Avenue, San Carlos, CA, or any other noticed location.

Public Comments: Written public comments may be emailed to publiccomment@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any TOPS Committee correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly TOPS Committee correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings..>

Verbal 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 one minute. 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.

November 19, 2025 - Wednesday

1:30 pm

All items to which [Government Code section 84308](#) applies have been marked with an asterisk.

A double asterisk indicates that one or more Directors of the JPB serve on the governing board of a public agency with which the JPB proposes to contract. Under Government code section 1091(a)(9), this relationship is considered to be a noninterest but it must be disclosed.

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Public Comment on Items Not on the Agenda
Comments by each individual speaker shall be limited to one (1) minute. Items raised that require a response will be deferred for staff to reply.
5. Approval of Meeting Minutes for October 29, 2025 Motion
6. Receive Updates on Caltrain Safety Performance for Quarter 4 of 2025 and Informational
Trespasser/Suicide Prevention Safety Plan
7. Committee Member Requests
8. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, December 17, 2025 at 1:30 pm.
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.
9. Adjourn

Information for the Public

All items appearing on the agenda are subject to action by the Committee. Staff recommendations are subject to change by the Committee. If you have questions on the agenda, please contact the JPB Secretary at 650.551.6108. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Board of Directors can be e-mailed to board@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. 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. 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 JPB Secretary. Written public comments may be emailed to publiccomment@caltrain.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any TOPS Committee correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly TOPS Committee 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 commenter will be automatically notified when they are unmuted to speak for one minute or less. 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, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; 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 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board
Technology, Operations, Planning, and Safety (TOPS) Committee
1250 San Carlos Avenue, San Carlos, CA 94070
DRAFT Minutes of October 29, 2025**

Members Present: Shamann Walton, Rico E. Medina (Chair)

Members Present via Teleconference: Pat Burt (Vice Chair, arrived at 1:32 pm)

Staff Present: M. Bouchard, S. Bullock, J. Harrison, J. Jest, L. Ko, L. Lumina-Hsu, B. Tietjen

1. Call to Order

Chair Medina called the meeting to order at 1:30 pm.

2. Roll Call

Loana Lumina-Hsu, JPB Deputy Secretary, called the roll and confirmed a quorum was present.

3. Pledge of Allegiance / Safety Briefing

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

Director Burt invoked Assembly Bill (AB) 2449 and attended the meeting remotely.

4. Public Comment on Items not on the Agenda

Adrian Brandt commented on wheel flat spot solutions.

Roland commented on roving fare inspectors.

Doug Delong commented on trainset outages and related service cuts.

Aleta Dupree, Team Folds, commented on the Clipper launch and a single ticketing system amongst transit agencies.

5. Approval of Meeting Minutes for September 24, 2025

Ms. Lumina-Hsu explained clerical error in draft minutes Item 4.

Motion as amended/Second: Medina/Walton

Ayes: Burt, Walton, Medina

Noes: None

6. Adopt 2026 Meeting Calendar

Motion/Second: Walton/Medina

Ayes: Burt, Walton, Medina

Noes: None

7. Receive Results of the Annual Caltrain Customer Satisfaction Survey

Julian Jest, Manager, provided the presentation that included the following:

- 93 percent overall satisfaction
- 52 percent of riders increased ridership due to the electrification benefits (schedules, cleanliness, comfort, Wi-Fi)
- Cleanliness, scheduling, communication and signage, onboard electrification improvements
- High impact onboard ratings for on-time performance and onboard announcements
- Onboard improvements to cleanliness, train scheduling, conductor announcements about delays, printed materials
- High impact station ratings for safety at and around the station as well as cleanliness
- Station improvements to signage and announcements
- Positive customer feedback
- Onboard improvements to be addressed: digital displays, safety, and Wi-Fi – service level, South County connectivity, and cleanliness
- Station improvements to be addressed: safety, cleanliness, and communications – communication alerts, re-designed webpage, and customer engagement

Staff provided further clarification in response to the Committee comments and questions about onboard cleanliness maintenance, station safety and navigation, and station facilities upkeep.

Public Comment

Roland commented on improved scheduling, South County connectivity, and passing train announcements.

Adrian Brandt commented on the adoption of a station safety policy and onboard screen issues.

8. Receive Update on Guadalupe River Bridge Project

Sherry Bullock, Interim Chief, Design and Construction, and CalMod Program Director, provided the presentation that included the following:

- 2025 dry season construction complete
- Habitat Mitigation and Monitoring Plan (HMMP) finalization
- No reportable incidents
- Remaining tasks assessment and wet season work

Staff provided further clarification in response to the Committee comments and questions about the quarterly report transition.

Public Comment

Roland commented on the limited service between Diridon and Tamien station.

9. Receive Update Regarding Caltrain's Preparations for Major Events in 2026

Brent Tietjen, Manager, External Affairs, provided the presentation that included the following:

- Reliable, safe, and secure transportation services to Super Bowl LX (February 2026) and Fédération Internationale de Football Association (FIFA) World Cup (June 2026 to July 2026)
- 2016 pre-game and post-game service and ridership
- Service levels to be determined after December 5 FIFA team matching
- Municipality and transit agency coordination for services/fares and safety/security
- Communications (social media, announcements, websites, etc.)

10. Committee Member Requests - There were none.

11. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, November 19, 2025, at 1:30 pm.

12. Adjourn - The meeting adjourned at 2:17 pm.

**Peninsula Corridor Joint Powers Board
Staff Report**

To: JPB Technology, Operations, Planning, and Safety (TOPS) Committee
Through: Michelle Bouchard, Executive Director
From: Ryan Frigo, Interim Chief Safety Officer
For: December 2025 JPB Board of Directors Meeting
Subject: **Receive Updates on Caltrain Safety Performance for Quarter 4 of 2025 and Trespasser/Suicide Prevention Safety Plan**



Finance Committee
Recommendation



Technology, Operations, Planning,
and Safety Committee
Recommendation



Advocacy and Major Projects
Committee Recommendation

Purpose and Recommended Action

This item is for informational purposes only.

Discussion

This report and accompanying presentation are submitted to keep the Peninsula Corridor Joint Powers Board (Board) advised as to the Safety Performance of Caltrain based upon measurement of Key Performance Indicators (KPIs) and to provide an update on the development of the Caltrain Trespasser and Suicide Prevention Safety Plan. Caltrain is committed to providing a safe work environment for our employees and contractors and safe and efficient train service for our customers. Caltrain is also committed to continuous improvement through the capture and analysis of key safety data and management of associated risk. Regularly reviewing this data will enable staff to identify areas needing improvement and focus our activities to achieve improved safety performance for our employees, passengers and the communities we serve.

Caltrain will provide quarterly safety reports to the board and will be sharing this same information with employees as we work to build a stronger Safety Culture consistent with our #1 Core Value – **Safety** – First and Always as well as our System Safety Program Plan (SSPP). These reports will include both lagging safety performance indicators reported to the Federal Railroad Administration (FRA) and leading safety performance indicators. While lagging indicators can alert you to a failure in your safety program or to the existence of a hazard, leading indicators allow an organization to take preventive action to address that failure or hazard before it turns into an incident.

Budget Impact

There is no impact on the budget associated with receiving this informational update. Caltrain's ability to further enhance its safety program is contingent on the availability of funding dedicated to that purpose.

Prepared By: Ryan Frigo

Interim Chief Safety Officer

11/06/2025