

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

**1250 San Carlos Avenue, San Carlos, CA 94070**

**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.