

**Peninsula Corridor Joint Powers Board
Technology, Operations, Planning, and Safety (TOPS) Committee
1250 San Carlos Avenue, San Carlos, CA 94070**

Minutes of January 24, 2024

Members Present: Pat Burt (arrived at 1:32 pm), Shamann Walton, Rico E. Medina (Chair)

Staff Present: M. Bouchard, M. Clendennen, J. Harrison, T. Huckaby,
M. Meader, L. Peabody, G. Rogers, N. Steward-Crooks, M. Tseng

1. Call to Order/Pledge of Allegiance

Chair Medina called the meeting to order at 1:31 pm and led the Pledge of Allegiance.

2. Roll Call

Deputy District Secretary Margaret Tseng called the roll and confirmed a Board quorum was present.

3. Public Comment on Items not on the Agenda - There were none.

4. Meeting Minutes of December 20, 2023

Motion/Second: Medina/Walton

Ayes: Burt, Walton, Medina

Noes: None

5. Receive Update on Customer Experience and Retention Strategy

Taylor Huckaby, Deputy Chief of Communications and Lisa Peabody, Director of Customer Experience provided the presentation which included the following:

- Customers central to business decisions and strategy
- Customer Satisfaction Survey indicated customer desire for system navigation ease, real-time information, and more options at stations
- Customer Communications Task Force created as part of customer communication plan
- Station beautification in the Spring: graffiti removal, cleanliness, sign improvements, and repair
- Contracted with Simplified Transit for real-time data feed
- Pilot multi-level digital displays at San Carlos station, launched Discord social media, and Metropolitan Transportation Commission (MTC) regional wayfinding improvements
- Pilot Customer Relationship Management (CRM) tool help through multiple tools; live digital passenger information during second half of 2024
- Caltrainstore.com soft launch; in discussion with vendors

The Board Members had a discussion and staff provided further clarification in response to the Board Members comments and questions regarding the following:

- Hybrid work impact on commuters. Population and job growth projections not aligned with the State; emphasis on the necessity of capacity due to population growth
- Recognized importance of the City Partnership Toolkit for driving ridership
- Involvement and collaboration with Transportation Management Associations (TMAs)
- Need collaboration with other transit systems and identify and involve the right stakeholders

Public Comment

Adrian Brandt commented on the use of live maps on the Caltrain homepage and opined station bathrooms should always be open.

Adina Levin, Friends of Caltrain and Seamless Bay Area, inquired about real-time information being inclusive; commented on the importance of making the first and last miles in connections and a moderation policy for Discord social media platform use.

Mr. Huckaby confirmed that real-time information was multi-modal through third party apps and Discord took more than a year to launch due to getting the moderation correct.

6. Receive Update on Caltrain Safety Performance

Michael Meader, Chief Safety Officer, provided the presentation which included the following:

- Safety first and always as core value; emphasis on implementing daily safety practices
- Constant effort to gather more granular data for both lagging and leading indicators
- Introduction of safety moments in all meetings and briefings. New safety champions to reinforce the safety message
- New safety concern reporting tool for internal use and anonymous or named reporting allowed through mobile phones
- Increased employee injuries/incidences in December; no reportable accidents in 2023
- Identified problematic grade crossings impacting vehicle track incursions. Initiatives for grade crossing enhancements include pavement markings, solar lane markers, delineators, improved signage, and lighting
- Partnership with transit police, suicide awareness groups, and outreach to global positioning systems (GPS) app companies. Majority of transit police calls were from San Mateo County; calls mainly related to trespassing and medical/welfare concerns

The Board Members had a discussion and staff provided further clarification in response to the Board Members comments and questions regarding the following:

- Provide title to comprehensive corridor-wide safety and security plan
- Defining vehicle incursions and determining causes relative to time of day, effectiveness of vehicle incursion measures at priority crossings, feasibility and potential exploration of gates at crossings as a pilot project

- Regulatory discussion on barriers close to the tracks under certain requirements, status of the LIDAR Pilot Project, and surveying the impact of fatalities on the workforce, riders on the train, and the broader rider base

Public comment

Adrian Brandt favored the use of standard railroad crossing gates wired to operate in reverse.

Chair Medina inquired whether Broadway station had reflectors. Mr. Meader clarified the Churchill Avenue railroad crossing has reflectors.

7. Receive Update on Rail Activation Management Program

Graham Rogers, Project Manager, introduced Mark Clendennen, Director of Rail Activation and Transitioning, and provided the presentation which included the following:

- Eight months until revenue service with activities intensifying in April; schedule presented with milestones leading to September
- Introduced the Rail Activation Management (RAM) Scorecard with five focus areas
- Fundamental criteria for launching electric train service; two items currently marked as "Go," expecting more to transition closer to September
- Camera towers installed at key locations, CCTV (closed circuit television) assessment, delivery of additional train sets, and storage lease secured. Initial onboard audio and visual announcements successfully tested on emus (electric multiple units)
- Disposition of surplus equipment and solicitation for interested buyers in the near future

8. Committee Member Requests

There were none.

9. Date/Time of Next Regular TOPS Committee Meeting: Wednesday, February 28, 2024 at 1:30 pm.

10. Adjourn – The meeting adjourned at 2:44 pm.