

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

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

**Minutes of January 29, 2025**

**Members Present:** Pat Burt, Rico E. Medina (Chair)

**Members Absent:** Shamann Walton

**Staff Present:** R. Barnard, M. Bouchard, S. Bullock, J. Jest, J. Harrison, T. Huckaby, L. Ko,  
L. Lumina-Hsu

**1. Call to Order**

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

**2. Roll Call**

Deputy District Secretary Loana Lumina-Hsu 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.

**4. Public Comment on Items not on the Agenda**

Adrian Brandt commented on offline crossing optimization system.

**5. Approval of Meeting Minutes for November 20, 2024**

Motion/Second: Burt/Medina

Ayes: Burt, Medina

Noes: None

Absent: Walton

**6. Authorize Executive Director to Execute Contract Change Order with Balfour Beatty Infrastructure, Inc., to Account for Unanticipated Cost Escalation for Labor, Materials, and Equipment\***

Sherry Bullock, Program Director, Caltrain Modernization Program, provided the presentation that included the following:

- Estimated \$2.5 million in Balfour Beatty (BBII) contract savings to be used to staff project and finish remaining work
- Completion of items to demobilize and complete project without claims
- Contract adjusted on base scope due to increasing costs for labor, supplies, and equipment
- Resolution with BBII to reduce change request amount from \$21 million to \$13.5 million
- Shared risk of \$17 million withdrawn by BBII while Caltrain to withdraw \$3.5 million

- Change request to total \$15.7 million (\$2.19 million for March 2022 Incident Damage Cost and \$13.5 million for BBII Unanticipated Cost Escalation)
- Surplus materials and spare parts worth \$2.5 million to go to Caltrain to support maintenance and prevent delays from the upcoming imposition of a tariff

The Committee members continued the discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Laudatory comments for no claims, targeted budget, and timeline
- Regular cables to be gradually replaced with theft cables - no recent theft issues reported
- TransitAmerica Services, Inc. increased support, caused by delays in project schedule, led to increased costs for night and weekend labor to deliver project
- Safe and proper storage of surplus supplies and materials including audits for accountability

#### Public Comment

Adrian Brandt commented on the absence of claims made in addition to the surplus and possible theft of materials.

Roland commented on deferred discussion to Finance Committee meeting for analysis.

Motion/Second: Burt/Medina

Ayes: Burt, Medina

Noes: None

Absent: Walton

### **7. Receive Update Regarding 2024 Customer Satisfaction Survey and Key Findings**

Julian Jest, Market Research and Development Manager, and Taylor Huckaby, Deputy Chief of Communications, provided the presentation that included the following:

- High overall customer satisfaction, safety, station, and conductor rating (highest rating received overall)
  - Communication improvements relating to delays at stations and on board
  - Inclusivity of customer feedback
  - Almost 80 percent of riders indicated overall satisfaction, four percent dissatisfaction
- Caltrain primary method of travel with an additional method of transportation
- About 40 percent of surveyed riders consisted of new riders, with an average ridership of four years, an increase from 2019 and 2022 measurements
- Growth of ridership opportunity due to the interest of electrification
- Promotional \$1 Youth Fare to create long-term riders and increase roundtrip usage
- Improved signage and more clarity through message boards and platforms
- Safety improvements through crossing and repairs

- Concerns on delay information and availability of printed materials
- Implementation of Customer Relationship Management (CRM) System

The Committee members continued the discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Availability of closed-circuit television (CCTV) on the Right of Way and at stations
- Updated electronic signage relating to concerns of timely communication
- Station activation of bathrooms, open buildings, cleanliness, and vendors
- Utilize marketing to grow ridership and data comparison to other agencies
- Seat configuration adjustments and bike security on new cars
- General population survey to target communities impacted by Caltrain, riders and non-riders
- Station maintenance upkeep

#### Public Comment

Adrian Brandt commented on closing train cars during low ridership and providing a safety phone number contact.

#### **8. Receive Update on Guadalupe River Bridge Replacement Project**

Robert Barnard, Chief of Rail Design and Construction, provided the presentation that included the following:

- Limited train service of Caltrain and its partners who use the Right of Way
- June 15 construction start, with plans to issue limited Notices to Proceed to order materials and mobilizing equipment and personnel through existing contract and change order authority
- Budget approval and amendment of contract and change order authority projected to exceed the initial \$2.9 million change order authority
- Improvements to project teams, protocols, trainings, and project compliancy

The Committee members continued the discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Re-estimation of costs above the change order authority
- Project timeline extension

#### **9. Committee Member Requests** - There were none.

#### **10. Date/Time of Next Regular TOPS Committee Meeting:** Wednesday, February 26, 2025 at 1:30 pm.

#### **11. Adjourn** - The meeting adjourned at 3:12pm.