

BOARD OF DIRECTORS 2022

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## Agenda

### Citizens Advisory Committee (CAC) Meeting San Mateo County Transit District

**Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to [Assembly Bill 361](#) (Government Code Section 54953).**

Committee members, staff and the public may participate remotely via Zoom at <https://samtrans.zoom.us/j/92043867620?pwd=ZHpLQnJQd0VwYWcydGJCdTNRVGd6UT09> or by entering Webinar ID: **920 4386 7620**, Passcode: **474781** in the Zoom app for audio/visual capability or by calling 1-669-900-9128 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available after the meeting at <http://www.samtrans.com/about/boardofdirectors/video.html>.

**Public Comments:** Members of the public are encouraged to participate remotely. Public comments may be submitted to [publiccomment@samtrans.com](mailto:publiccomment@samtrans.com) prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: [http://www.samtrans.com/about/boardofdirectors/Board\\_of\\_Directors\\_Calendar.html](http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html)

Oral public comments will also be accepted during the meeting through Zoom\* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. 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 for two minutes or less. The Board and Committee Chairs 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.

**Revised 4-26-2022**

**Wednesday, ~~March 30~~April 27, 2022**

**6:30 pm**

1. Call to Order/Pledge of Allegiance
2. Announcement of New and Continuing CAC Members
  - a. Denise Seibert – for a partial term expiring April 2023
  - b. Mary Adler – for a term expiring April 2025

**SamTrans Citizens Advisory Committee Members 2022:** Mary Adler, Steve Appenrodt, John Baker, Iris Chan, Bob Gomez, Scott Johnston, Allie Juarez, Nancy Lacsamana, Michelle Lewis, Alex Madrid, Meredith Park (Vice Chair), Bianca Randall (Chair), Denise Seibert

**Staff Liaison:** Ana Rivas, Director of Bus Transportation

**CAC Secretary:** Jean Brook

3. Roll Call
4. Public Comment for Items Not on the Agenda  
*Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff reply.*
5. Approval of Meeting Minutes from March 30, 2022
6. Presentation: Clipper 2.0 – Bruce Thompson, Business Intelligence Analyst
7. Report of the Chair
8. SamTrans Staff Update
9. CAC Member Comments/Requests
10. SamTrans Board Liaison Report – Meredith Park, Vice Chair
11. Date and Time of Next Meeting: Wednesday, May 25, 2022 at 6:30 pm, via Zoom teleconference (additional location, if any, to be determined)
12. Adjourn

## Information for the Public

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*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 Citizens Advisory Committee Meetings**

San Mateo County Transit District Committees and Board: First Wednesday of the month, 2:00 pm;  
SamTrans Citizens Advisory Committee (CAC): Last Wednesday of the month, 6:30 pm. Date, time and location of meetings may be changed as necessary. Meeting schedules for the Board and CAC are available on the website.

### **Location of Meeting**

**Due to COVID-19, the meeting will only be via teleconference as per the information provided at the top of the agenda. The Public may not attend this meeting in person.**

### **Public Comment**

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[http://www.samtrans.com/about/boardofdirectors/Board\\_of\\_Directors\\_Calendar.html](http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html)

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### **Accessible Public Meetings/Translation**

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### **Availability of Public Records**

All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070 at the same time that the public records are distributed or made available to the legislative body.

**San Mateo County Transit District  
1250 San Carlos Avenue, San Carlos, California**

**Citizens Advisory Committee (CAC)  
Meeting Minutes**

**March 30, 2022**

**Members Present (Via Teleconference):** M. Adler, S. Appenrodt, J. Baker (joined at 6:51 pm), B. Gomez (left at 6:51 pm) , A. Juarez, S. Johnston, N. Lacsamana, M. Lewis, M. Park (Vice Chair), B. Randall (Chair)

**Members Absent:** I. Chan, A. Madrid

**Staff Present:** T. Dubost, J. Lipps, J. Steketee, J. Brook

**1. Call to Order/Pledge of Allegiance**

Chair Bianca Randall called the meeting to order at 6:30 pm and led the Pledge of Allegiance.

**2. Roll Call**

CAC Secretary Jean Brook called the roll. A quorum was present.

**3. Public Comment for Items Not on the Agenda**

There were no comments.

**4. Approval of Meeting Minutes from February 23, 2022**

Motion/Second: Park/Lacsamana

Ayes: Adler, Appenrodt, Gomez, Juarez, Johnston, Lacsamana, Lewis, Park, Randall

Noes: None

Absent: Baker, Chan, Madrid

**5. Presentation: New SamTrans Website Launch**

Jeremy Lipps, Digital Communications Manager, provided the presentation.

Vice Chair Meredith Park asked how quickly the information will be updated for the public. Mr. Lipps said it is updated every 60 seconds, but said they are aiming for a faster refresh of two seconds.

Allie Juarez asked how they are publicizing the new website. Mr. Lipps said they were doing a social media campaign and a press release. She asked if the site improvements were based on research on what users want. Mr. Lipps said that due to COVID, they were mainly limited to conducting digital-only research, but interviewed a small sample of SamTrans riders.

Nancy Lacsamana asked if the fare is embedded in the trip planner. Mr. Lipps said he would follow up on that question.

Scott Johnston said he was looking forward to trying to use the new trip planner.

*John Baker joined the meeting and Bob Gomez left the meeting at 6:51 pm.*

Chair Randall asked what the options for reaching a live person when using the mobile app. Mr. Lipps said that a chat feature was not planned for implementation yet, but that the customer service phone number was still available.

Ms. Juarez asked if the What's New section would remain on the new site. Mr. Lipps said they would have a What's Happening at SamTrans section. He said that Ms. Brook would be forwarding to the Committee a link to the new site with instructions for reporting any bugs.

## **6. Report of the Chair**

Chair Randall announced that she would be leaving her position on the CAC once her term ends on April 30.

## **7. SamTrans Staff Update**

Tina Dubost, Manager, Accessible Transit Services, reviewed the highlights of the staff report.

John Baker asked if ridership had increased due to increased gas prices. Ms. Dubost said it was too soon to tell. Jonathan Steketee, Manager, Operations Planning, said that SamTrans may see increasing ridership if gas prices continue to be high. Mr. Baker asked if SamTrans was continuing to do fuel hedging to mitigate price fluctuations, and Ms. Dubost confirmed that the District was doing so as discussed at the most recent Board meeting.

## **8. CAC Member Comments/Requests**

Mr. Johnston said Route 28 from the Daly City BART was a convenient way for San Mateo County residents to get to San Francisco State University. He noted that students commuting there from the East Bay receive a 50 percent discount on BART (Bay Area Rapid Transit), while students boarding BART in San Mateo County do not receive the same discount. He requested that staff provide feedback to BART and Ms. Dubost said she would pass the request along.

Ms. Lacsamana said that Route 292 in San Francisco had run late and there was a lot of traffic causing a 45-minute delay on Mission Street from 1<sup>st</sup> to 11<sup>th</sup> Streets near the Chase Center due to March Madness. She suggested that the public be notified when there are delays.

Steve Appenrodt and Michelle Lewis said that they were pleased with the upcoming website updates.

Mr. Baker said he was pleased with SamTrans riders complying with mask mandates on buses.

Vice Chair Park said she was on a bus ride on Route 278 in Redwood City with a group participating in Safe Routes to Schools. She said she was pleased to observe that some of the children were using the youth unlimited passes, but noted that heavy traffic delayed the bus's timely arrival at several of the schools.

Chair Randall commended Bus Operator No. 1410 whom she said had to contend with heavy traffic in bad weather on a recent express route.

**9. SamTrans Board Liaison Report**

Vice Chair Park provided a summary of the March 2 Board meeting.

**10. Next Meeting**

Chair Randall said that the next meeting will be held Wednesday, April 27, 2022 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

**11. Adjournment**

The meeting adjourned at 7:08 pm.

DRAFT