

**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 1st to 11th 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.