



BOARD OF DIRECTORS 2021

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AGENDA

**SAN MATEO COUNTY TRANSIT DISTRICT
CITIZENS ADVISORY COMMITTEE (CAC) MEETING**

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the [Governor's Executive Orders N-25-20 and N-29-20](#).

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 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

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 and press *6 to accept being unmuted when recognized to speak. Each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall 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.

WEDNESDAY, SEPTEMBER 29, 2021 – 6:30 pm

1. Call to Order/Pledge of Allegiance
2. Roll Call
3. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes

SamTrans Citizens Advisory Committee Members 2021: Mary Adler, Steve Appenrodt, John Baker (Chair), Andrew Barnes, Iris Chan, Bob Gomez, Scott Johnston (Vice Chair), Allie Juarez, Nancy Lacsamana, Michelle Lewis, Alex Madrid, Meredith Park, Bianca Randall

Staff Liaison: Ana Rivas, Director of Bus Transportation

CAC Secretary: Jean Brook

4. Approval of Meeting Minutes from August 25, 2021
5. Presentation: Customer Feedback Process/IndustrySafe – Alexis Salandanan, Customer Service Representative
6. Report of the Chair
7. SamTrans Staff Update – Ana Rivas
8. CAC Member Comments/Requests
9. SamTrans Board Liaison Report – John Baker
10. Next Meeting: Wednesday, October 27, 2021 at 6:30 pm, via Zoom teleconference (additional location, if any, to be determined)
11. Adjournment

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the CAC Secretary at 650-508-6223. CAC agendas are available on the SamTrans website at https://www.samtrans.com/about/citizensadvisorycommittee/Citizens_Advisory_Committee_Calendar.html. Communications to the Board of Directors can be emailed to board@samtrans.com.

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

Members of the public are encouraged to participate remotely. Public comments may be submitted to 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.

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 and each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Committee Chair shall 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.

Accessible Public Meetings/Translation

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448.

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.

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**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

August 25, 2021

MEMBERS PRESENT (Via Teleconference): M. Adler (joined at 6:37 pm), S. Appenrodt, J. Baker (Chair), A. Barnes, I. Chan, B. Gomez, A. Juarez, S. Johnston (Vice Chair), N. Lacsamana, M. Lewis, A. Madrid, M. Park, B. Randall

MEMBERS ABSENT: A. Barnes, A. Madrid

STAFF PRESENT: A. Rivas, J. Steketee, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair John Baker called the meeting to order at 6:30 pm 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 JUNE 30, 2021

Motion/Second: Park/Lacsamana

Ayes: Appenrodt, Baker, Chan, Gomez, Johnston, Lacsamana, Lewis, Park, Randall

Abstentions: Juarez

Noes: None

Absent: Adler, Barnes, Madrid

Mary Adler joined the meeting at 6:37 pm

5. PRESENTATION: BROWN ACT OVERVIEW

Katherine Tsou, Legal Counsel, Hanson Bridgett LLP, provided the presentation, which included information about exceptions to the Brown Act during the pandemic.

6. REPORT OF THE CHAIR

Chair Baker said he had no report.

7. SAMTRANS STAFF UPDATE

Ana Rivas, Director of Bus Transportation, reviewed the highlights of the staff report.

Meredith Park asked if there are any links to the SOS (SamTrans Operation Safety) Committee materials that could be shared with the community, and added that she was working with the group GetonthebusRWC.org and would be willing to post a link on

that website. Ms. Park also said she would like to share any observations from bus operators with the students in the schools. Ms. Rivas concurred that the operators are the “eyes and ears” of the District, and said she would like to do a presentation on the SOS (SamTrans Operation Safety) Committee at a future CAC meeting.

Chair Baker said the federal govt. extended the mask mandate to February Ms. Rivas said customers without masks on buses could be provided with a free mask by the operator.

Iris Chan asked in light of recent union disputes if there were currently enough bus operators. Ms. Rivas said that there had recently been a number of operators calling in sick, but that dispatchers were able to mitigate the situation with minimal service disruption.

8. CAC MEMBER COMMENTS/REQUESTS

Nancy Lacsamana said she was looking forward to hearing a Reimagine update. Jonathan Steketee, Manager, Operations/Bus, said they were working on the preferred alternative and the CAC would hear an update in October.

Ms. Chan said she takes Route 295 to work but not for her return trip since the new schedule is not convenient. She asked if Route 295 would have Saturday service as part of the proposed alternatives. Mr. Steketee said he would get back to her.

Vice Chair Scott Johnston said he rode Route 398 recently and felt the service was competitive with taxis and other airport services.

Ms. Park said her children recently started school. She noted her preference for the Route 295 schedule prior to 2014.

Michelle Lewis asked if a decision had been made on Route 292 going into San Francisco. Mr. Steketee said they were proposing to add Saturday and Sunday service to Route 295. He said they were recommending that Route 292 retain its service into San Francisco while potentially eliminating a few San Francisco stops and adding the Millbrae BART station. Ms. Lewis asked if they would retain the 7th Street and Mission Street stop. Mr. Steketee said he would propose keeping those stops.

Bianca Randall said she had been taking Route FCX (Foster City Express) five days a week. She said the operators were successful in enforcing the mask mandate. She noted that Wi-Fi is working on about half the time, which is an improvement over the prior month.

Mary Adler said she was looking forward to riding the bus to work once she returns to the office.

Chair Baker thanked Ms. Rivas for adjusting the schedule of the buses that serve South San Francisco High School.

9. SAMTRANS BOARD LIAISON REPORT

Chair Baker provided a summary of the August 4 Board meeting. Ms. Rivas said that SamTrans' good on-time performance is in part attributable to Transit Signal Priority (TSP). Ms. Lacsamana asked how TSP worked and Ms. Rivas said she would provide

more information. Mr. Steketee explained that as the bus approaches a green light, the system extends the green light if the bus is running behind.

10. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, September 29, 2021 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

11. ADJOURNMENT

The meeting adjourned at 7:32 pm.