



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=ZHplQnJQd0VwYWVWcydGJCdTNRVGd6UT09> 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 at:

<https://www.samtrans.com/about-samtrans/video-board-directors-cac>.

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:

<https://www.samtrans.com/meetings>.

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 three 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.

Wednesday, January 25, 2023

6:30 pm

1. Call to Order/Pledge of Allegiance
2. Roll Call
3. Report of the Nominating Committee for 2023 Chair and Vice Chair

SamTrans Citizens Advisory Committee Members 2023: Mary Adler, Steve Appenrodt, John Baker, Christopher Carey, Bob Gomez, Scott Johnston, Allie Juarez, Nancy Lacsamana, Michelle Lewis, Alex Madrid (Vice Chair), Meredith Park (Chair), Denise Seibert

Staff Liaison: Ana Rivas, Director of Bus Transportation

CAC Secretary: Jean Brook

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 November 30, 2022
6. Presentation: 2022 Title VI Program Update – Michelle Louie, Title VI & Social Equity Administrator
7. Report of the Chair
8. SamTrans Staff Update
9. CAC Member Comments/Requests
10. SamTrans Board Liaison Report – Meredith Park, Chair
11. Date and Time of Next Meeting: Wednesday, February 22, 2023 at 6:30 pm, via Zoom teleconference (additional location, if any, to be determined)
12. Adjourn

Information for the Public

If you have questions on the agenda, please contact the District Secretary at 650-508-6242. Agendas are available on the SamTrans website at <https://www.samtrans.com/meetings>. 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

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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.

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

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

November 30, 2022

Members Present (In Person): M. Adler, J. Baker, S. Johnston, N. Lacsamana, A. Madrid (Vice Chair), M. Park (Chair)

Members Present (Via Teleconference): S. Appenrodt, C. Carey, B. Gomez, A. Juarez, M. Lewis

Members Absent: D. Seibert

Staff Present: A. Chan, J. Steketee, T. Dubost, D. Shockley, K. Scribner, J. Brook

1. Call to Order/Pledge of Allegiance

Chair Meredith Park 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 and noted that a quorum was present.

3. Public Comment for Items Not on the Agenda

Peter Ratto, Chair, SamTrans Board of Directors, expressed his appreciation of the CAC's support.

4. Approval of Meeting Minutes from October 26, 2022

Motion/Second: Baker/Madrid

Ayes: Adler, Appenrodt, Baker, Carey, Gomez, Juarez, Johnston, Lacsamana, Lewis, Madrid, Park

Noes: None

Absent: Seibert

5. Presentation: Bus Stop Improvement Plan (BSIP) Project

Daniel Shockley, Principal Planner & GIS Administrator, provided the presentation.

Nancy Lacsamana asked if they were considering what other agencies were doing regarding bus stop improvements. She said the principal question a rider has is, "When is my bus coming?" She asked what good goals would be for trash receptacles and said that another concern is restroom availability for operators. Mr. Shockley said they were in touch with their partner agencies. He said there was another project underway that was studying restroom availability.

Vice Chair Alex Madrid asked if they were looking at the width of the sidewalk at the stop was compliant with ADA (Americans with Disabilities Act) concerns. He said there was another project underway.

Chris Carey asked if the plan included bus stops with seating that are not considered shelters. Mr. Shockley said they included those stops as part of their count and will include them in their implementation plan.

Scott Johnston asked if the guidelines governed attracting riders to SamTrans via paint or graphics. Mr. Shockley said it was something they would consider.

John Baker asked about climate considerations. Mr. Shockley said they are including guidelines for stops that are in areas with a high-heat index.

Mary Adler noted that the stop she used in the past had no shelter, which was inconvenient during rainy weather. She said having a display indicating when the next bus would arrive would be helpful and that SamTrans appears to be behind other transit systems in this regard.

Bob Gomez asked if there were planned improvements to the bus stop at University Avenue and US 101 in East Palo Alto. Mr. Shockley said they would be considering all stops in the network. Chair Park asked if they were looking at bus stops near schools. She asked if they were identifying the more popular stops. Mr. Shockley said they would be considering all stops in the network.

Michelle Lewis said they had done on-bus surveys in the past and said she supported them in the future.

6. Report of the Chair

6.a Appointment of Nominating Committee for 2023 Chair and Vice Chair

Chair Park called for three members to be on the committee, and John Baker, Ms. Lacsamana, and Mr. Carey volunteered.

7. SamTrans Staff Update

Tina Dubost, Manager, Accessible Transit Services, reviewed the most recent performance statistics. She said that DNOs (Did Not Operate) had significantly dropped, and a new campaign was on safety on boarding the bus.

Vice Chair Madrid asked if the operator barriers would be removed in the near future. Ms. Dubost said a decision had yet to be made.

8. CAC Member Comments/Requests

Mr. Baker thanked Director Ratto and April Chan for attending

Mr. Carey said he was thankful for his first three months on the CAC.

Mr. Johnston said he was happy to meet in person.

Allie Juarez asked what the top projects and areas of focus were for SamTrans. Ms. Dubost said she could provide a list of projects at the January 25 CAC meeting.

The members wished everyone a happy holiday season.

9. SamTrans Board Liaison Report

Chair Park provided a summary of the November 2 Board meeting.

10. Date and Time of Next Meeting

Chair Park said that the next meeting will be held Wednesday, January 25, 2023 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

11. Adjourn

The meeting adjourned at 7:18 pm.

DRAFT

Title VI Program Update

January 25, 2023

Overview

- Title VI of the Civil Rights Act of 1964 states:
 - *“No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”*
- Federal Transit Administration (FTA) Requirements
 - Monitors transit providers for Title VI Compliance as recipients of federal funds
- Title VI Program Update is due every three years to FTA; District’s submission was completed by due date of December 15, 2022

Review Process

1. Each section reviewed by appropriate staff to address updates, changes, or unimplemented goals
2. Review of other Title VI Programs from peer agencies to identify missing components/opportunities for improvement (e.g. AC Transit, Muni, VTA)
3. Feedback and information edited by Title VI Administrator, Civil Rights Manager, and Legal Counsel
4. Additional follow-up for questions

2022 Updates

- **Title VI Notices:** Remain on fixed route buses, website, paratransit rider guides and in public places
 - Additional Translations in Chinese, Vietnamese, Russian, Korean and Tagalog
- Added lessons learned from Community-Based Organization partnerships
- Bilingual stipend for staff assisting with emergency translation
- Used updated American Community Survey (U.S. Census Bureau) data to define **minority and low-income routes**
- Updated **Route Categories** to reflect *Reimagine SamTrans*: Frequent, Local, Community, Express & Limited, School-Oriented, and Owl

Transit Provider Reporting Requirements

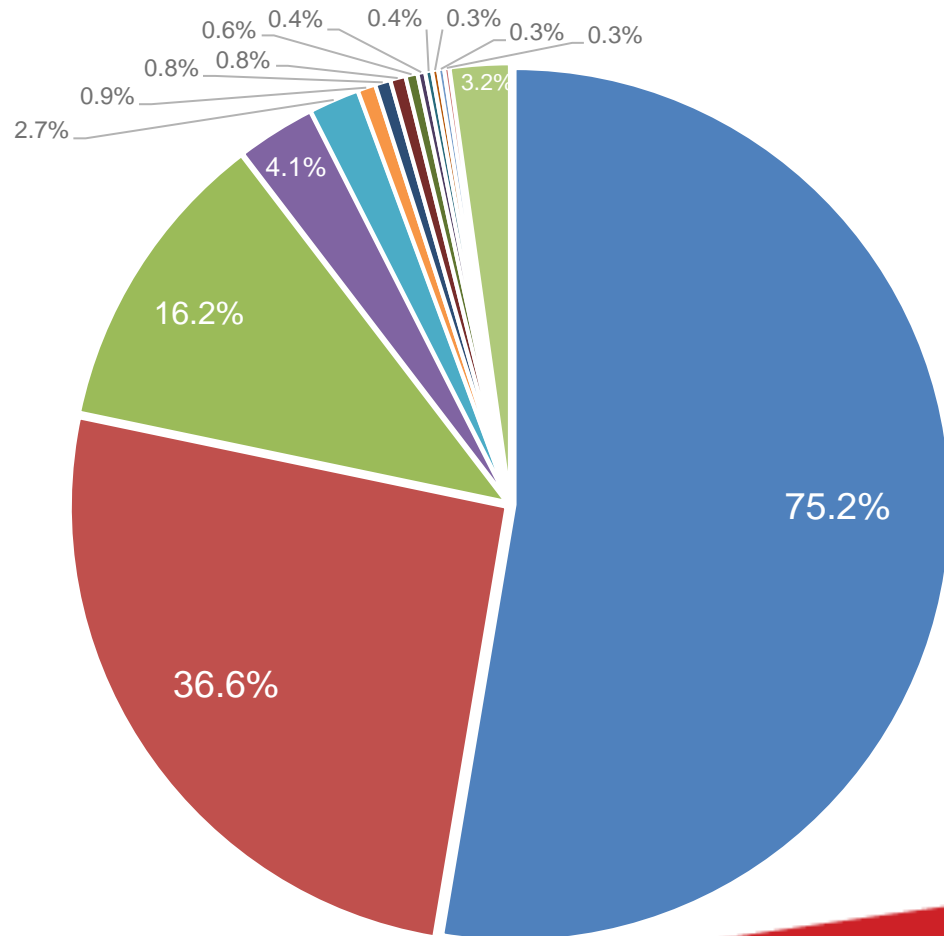
- Service Standards and Policies (headways, amenities, bus assignment, route designation, etc.); Monitoring of Performance under Standards and Policies
- Demographic and Ridership Service Profile
- Major Service Change, Disparate Impact and Disproportionate Burden Policies
- Fare and Service Equity Analyses between 2020-2022

Title VI Complaints

- 7 Complaints: Complainants given and/or filed a Title VI Complaint Form
- Outcomes included:
 - Corrective Action Taken
 - Third Party Complaint
 - Not supported by evidence
 - Complainant no longer wishes to pursue complaint
 - Complainant did not respond to District's follow up call

Language Usage

2021 SamTrans Triennial Survey: Language Usage
2,219 Respondents, 43 Languages



- English
- Spanish
- Tagalog
- Cantonese
- Mandarin
- Hindi / Other Indian
- Arabic
- Vietnamese
- Burmese
- French
- Russian
- Japanese
- Napali
- Portuguese
- Other

SamTrans Service Area Language Usage

Languages Other than English Spoken at Home	# of People in County Who Speak Languages Other than English at Home	# Who Also Speak English "Very Well"	# Who Speak English Less Than "Very Well" (Limited English Proficient (LEP))	% of County Population Who (A) are LEP and (B) Speak Other Languages at Home
Spanish	129,498	77,316	52,182	7.22%
Chinese (Mandarin, Cantonese)	63,194	34,337	28,857	3.99%
Tagalog (Filipino)	47,781	31,553	16,228	2.25%
Other Asian/ Pacific Island languages	20,843	13,299	7,544	1.04%
Other Indo-European languages	30,759	24,080	6,679	0.92%
Russian, Polish, other Slavic languages	10,965	6,872	4,093	0.57%
Korean	4,943	3,144	1,799	0.25%
Arabic	4,967	3,586	1,381	0.19%
Vietnamese	3,547	2,275	1,272	0.18%
French, Haitian, Cajun	5,130	4,367	763	0.11%
Other	3,345	2,794	551	0.08%
German / West Germanic language	4,284	4,004	280	0.04%

How SamTrans Defines...

Minority Transit Route

- Minority Census Tracts: Census tracts with higher percentage of non-white, non-Hispanic/Latinx population than countywide minority population (61%)
- Minority Route: More than half of a route's revenue miles serve minority census tracts as defined above
- 31 Minority Routes in SamTrans Service Area

How SamTrans Defines...





Low-Income Transit Route

- Low-Income* Census Tracts: Census tracts with higher percentage of low-income households than countywide low-income percentage

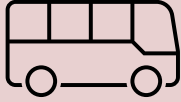



*Low-income = Households with incomes below 200% of the federal poverty guideline (e.g., 1-person household in San Mateo County making under \$27,180)

- Low-Income Route: More than half of a route's revenue miles serve low-income census tracts as defined above
- 16 Low-Income Routes in SamTrans Service Area

Service Standards

Standard Type	Service Standard & Monitoring
 Vehicle Load	All SamTrans route categories and respective routes are well below maximum vehicle load standards of 1.0 to 1.5 , regardless of demographics. Highest were among the Frequent routes (0.74)
 On-Time Performance	SamTrans Goal: 85% <ul style="list-style-type: none"> • Did not meet goal on all route categories, regardless of demographics • Community routes have the highest OTP (78%), while Express/Limited routes have the lowest OTP (67%)
 Headways	All standards met across all routes, regardless of demographics – highest average was 15 minutes for Frequent routes and lowest average was 65 minutes for Express/Limited routes
 Service Coverage	Goal met regardless of demographics: ≥70% of county residents live within 0.25 mile of a SamTrans bus stop

Service Policies

Policy Type	Policy Standard
 <p>Vehicle Assignment</p>	<ul style="list-style-type: none"> • SamTrans assigns vehicles in a manner that does not discriminate against low-income or minority populations • Assignment based on technical information such as vehicle load and route geography
   <p>Amenities</p>	<p>Bus Shelters, Benches, Trash Cans:</p> <ul style="list-style-type: none"> • Stops with 100 or more daily boardings (adjusted for pandemic ridership) • Inclusive of all funds, not just federal • Distributed equally throughout minority tracts <p>In the future, the District will give greater consideration to other equity factors in addition to ridership to determine distribution of new amenities at bus stops</p>