

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

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

April 26, 2023

Members Present (In Person): M. Adler, S. Appenrodt, J. Baker, C. Carey (Vice Chair), A. Juarez, S. Johnston, N. Lacsamana, M. Lewis, D. Seibert (joined at 6:33 pm)

Members Present (Via Teleconference): B. Gomez

Members Absent: A. Madrid (Chair), M. Park

Staff Present: A. Rivas, T. Dubost, K. Christopherson, C. Duddy, J. Brook

1. Call to Order/Pledge of Allegiance

Vice Chair Chris Carey 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

There were no comments.

Denise Seibert joined the meeting at 6:33 pm.

4. Approval of Meeting Minutes from March 29, 2023

Motion/Second: Adler/Lewis

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

Absent: Madrid, Park

5. Presentation: *Reimagine SamTrans* Implementation Update

Chris Duddy, Service Planner, provided the initial part of the presentation.

Kate Christopherson, Service Planner, continued with presentation on the SamTrans Ride Plus microtransit service in East Palo Alto and Half Moon Bay.

Nancy Lacsamana requested that outreach be extended to residents of unincorporated areas in the proximity of Half Moon Bay, such as farmworkers, who may not have access to services. Ms. Christopherson thanked her for her comment and noted that Redi-Coast serves the San Gregorio area.

Michelle Lewis asked how people without smartphones could schedule a trip. Ms. Christopherson said there will be a phone number they can call to schedule a trip.

John Baker asked if the calls would go to SamTrans Customer Service. Ms. Christopherson said the calls would be handled by their third-party service provider. Mr. Baker asked how adaptable the Reimagine plan has been to the changing traffic patterns since the pandemic. Mr. Duddy said that the plan had been finalized recently, taking into account the most recent information about customer travel patterns.

Scott Johnston asked regarding the 12 routes with changes if there are other routes such as the ECR that tell a story while traversing the County. Mr. Duddy responded that the ECR connects with the majority of routes.

Allie Juarez asked if they had done a pilot program for microtransit before deciding on starting it in East Palo Alto and Half Moon Bay. Ms. Christopherson said they had previously done a microtransit pilot in Pacifica. Ms. Juarez asked what their parameters were to define the success of the microtransit program. Ms. Christopherson said they are in the process of defining their key priority indicators by looking at existing programs.

Ms. Lacsamana asked why the Pacific microtransit ended. Ana Rivas, said the Pacifica program was just a one-year pilot program.

Ms. Lacsamana asked if they had had any negative feedback regarding routes that were eliminated. Mr. Duddy said they had received constructive feedback on Routes 260 and 398 several weeks into implementation.

6. Report of the Chair

Vice Chair Carey noted that there were currently four vacancies on the CAC and encouraged the members to spread the word about the openings.

7. SamTrans Staff Update

Ms. Rivas reviewed the March performance statistics and employees of the month. She said there was only one DNO (Did Not Operate) for the month.

Ms. Lacsamana noted the jump in preventable accidents compared to the previous year. Ms. Rivas said the storms had a big impact on the number of accidents. She clarified that “accidents” includes any contact of any part of the bus with another object, such as a side mirror touching a tree.

Ms. Lewis asked if the marketing to recruit operators includes television ads. Ms. Rivas said there had been ads on television and radio and bus wrappings. Ms. Lewis said that the San Francisco Police Department uses commercials that spotlight individual officers and wondered if SamTrans did something similar. Ms. Rivas said that the Marketing team had interviewed operators at the bases to share their personal stories.

Ms. Juarez said the operator bios inside the buses were nicely done.

Mr. Johnston said he was impressed by a print ad with the message, “Come and drive a bus.”

8. CAC Member Comments/Requests

Mr. Baker said he was impressed with the low number of DNOs (Did Not Operate).

9. SamTrans Board Liaison Report

Mr. Baker provided a summary of the April 5 Board meeting.

10. Date and Time of Next Meeting

Vice Chair Carey said that the next meeting will be held Wednesday, May 31, 2023 at 6:30 pm via Zoom teleconference and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

11. Adjourn

The meeting adjourned at 7:05 pm.

An audio/video recording of this meeting is available online at <https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc>. Questions may be referred to the CAC Secretary's office by phone at 650-508-6223 or by email to cacsecretary@samtrans.com.