



Agenda

Citizens Advisory Committee (CAC) Meeting

San Mateo County Transit District

Bacciocco Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA

October 25, 2023, 6:30 pm

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/84892948035?pwd=dDRyMjBWL2xEODBEdm52dVkrK1hDdz09> or by entering Webinar ID: **848 9294 8035**, Passcode: **669531** 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.

Please Note the following COVID-19 Protocols for in-person attendance:

1. Visitors experiencing the following symptoms of COVID-19 may not enter the building:
 - Cough
 - Shortness of Breath
 - Fever
 - Chills
 - Muscle Pain
 - Sore Throat
 - Loss of Taste or Smell
2. Wearing of masks is recommended but not required.

Public Comments: 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 CAC 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 in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should 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.

Each public comment is limited to three minutes or less. The CAC Chair has 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.

SamTrans Citizens Advisory Committee Members 2023: Mary Adler, Steve Appenrodt, John Baker, Christopher Carey (Vice Chair), Scott Johnston, Nancy Lacsamana, Judith Lamarre, Alex Madrid (Chair), Ben Mangiafico, Arden Margulis, Denise Seibert

Staff Liaison: Ana Rivas, Director, Bus Transportation

CAC Secretary: Jean Brook

The video live stream will be available after the meeting at:
<https://www.samtrans.com/about-samtrans/video-board-directors-cac>.

Wednesday, October 25, 2023

6:30 pm

1. Call to Order/Pledge of Allegiance
2. Roll Call
3. 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.
4. Approval of Meeting Minutes from August 30, 2023
5. Approval of 2024 SamTrans CAC Meeting Calendar
6. Presentations:
 - 6.a. Fare Structure Recommendations – Bruce Thompson, Manager, Fare Program Operations
 - 6.b. 101 Corridor Connect North County Multimodal Strategy – Amy Linehan, Government and Community Affairs Officer
7. Report of the Chair
8. SamTrans Staff Update
9. CAC Member Comments/Requests
10. SamTrans Board Liaison Report – John Baker
11. Date and Time of Next Meeting: Wednesday, November 29, 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.
12. Adjourn

Information for the Public

If you have questions on the agenda, please contact the CAC Secretary at 650-508-6223. Agendas are available on the SamTrans website at <https://www.samtrans.com/meetings>. Communications to the CAC can be emailed to cacsecretary@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

This meeting will be held in person at: San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA. Members of the public may attend in-person or participate remotely via Zoom as per the information provided at the top of the agenda.

*Should Zoom not be operational, please check online at: <https://www.samtrans.com/meetings> for any updates or further instruction.

Public Comment

Members of the public may participate remotely or in person. Public comments may be submitted by comment card in person and given to the CAC Secretary. Prior to the meeting's call to order, public comments may be submitted to publiccomment@samtrans.com so that they can be sent to the CAC 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>.

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 three minutes and one per person PER AGENDA ITEM. Each online commenter will be automatically notified when they are unmuted to speak. The CAC 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.

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

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

September 27, 2023

Members Present (In Person): M. Adler, J. Baker, N. Lacsamana, J. Lamarre, A. Madrid (Chair), B. Mangiafico, D. Seibert (arrived at 6:42 pm)

Members Present (Via Teleconference): None

Members Absent: S. Appenrodt, C. Carey (Vice Chair), S. Johnston

Staff Present: A. Rivas, K. Longa, N. Kostielney, A. Ward, J. Brook

1. Call to Order/Pledge of Allegiance

Chair Alex Madrid 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 expected but not yet present.

3. Public Comment for Items Not on the Agenda

Marlon requested creating new express routes for commuters going between Palo Alto and San Francisco, restrooms for drivers on longer routes, conducting job fairs to hire from local colleges, and create routes going from San Mateo to local colleges and universities. He also noted the challenges of the large numbers of homeless riders on buses.

Item 5 was heard before Item 4 due to lack of a quorum.

5. Presentation: Transit Safety and Awareness

Detective Nick Kostielney, San Mateo Sheriff's Office, provided the presentation.

Denise Seibert arrived at 6:42 pm.

John Baker suggested that the transit police increase their public presence to reassure riders. Detective Kostielney said they can be a presence for multiple buses at transportation centers, rather than attempting to ride on individual buses.

Nancy Lacsamana noted that other jurisdictions are more focused on visibility, and was appreciative of the transit police presence.

Chair Madrid said some agencies such as BART (Bay Area Rapid Transit) have an app to send a photo or video of an incident and asked if SamTrans had such an app. Detective Kostielney said they did not have the infrastructure to support such an app at this time. He said text messaging was available for the areas of San Mateo County that they patrol, but not outside the County and said that calling 911 as the tried and true method for reaching them. Chair Madrid asked about cameras on the buses. Detective Kostielney said that the video quality is very good on the buses and a useful tool for law enforcement.

Ms. Lacsamana asked if the assaults on bus drivers were up or down. Detective Ward said they had been consistent and provided details on the latest incidents.

Chair Madrid asked how the transit police address fare evasion. Detective Ward said the goal for SamTrans was to have on-time service and not to hold up the bus for one non-paying customer. He said the police will sometimes go to the destination and wait for the fare evader there. He said that operators are instructed to let passengers know what the fare is, but not to hold up the entire bus or put themselves at risk of being assaulted.

4. Approval of Meeting Minutes from August 30, 2023

Motion/Second: Baker/Adler

Ayes: Adler, Baker, Lacsamana, Lamarre, Madrid, Mangiafico, Seibert

Absent: Appenrodt, Carey, Johnston

6. Report of the Chair

Chair Madrid said he had no report.

7. SamTrans Staff Update

Kris Longa, Manager, North Base, reviewed the August performance statistics and employees of the month. He noted that 2,985 trips were made on Ride Plus for the month and that there were four DNOs (Did Not Operate) compared to 123 DNOs from the same month in 2022. He said SamTrans did not yet meet its goal for preventable accidents.

Ms. Lacsamana noted that VTA had a fire at their maintenance facility in August, and asked if that was something for the District to look at. Mr. Longa said it was an isolated incident and SamTrans had not had that problem before. She asked if SamTrans had a goal for Ride Plus ridership. Mr. Longa said since the service is so new, they do not yet have goals.

John Baker requested a better interpretation of fare recovery figures. He noted the 18 percent ridership increase is good news. Mr. Longa said that school-related service has recently seen an uptick.

Chair Madrid asked what the campaign would be for October for service. Mr. Longa said they observe trends and work with Safety and Security to come up with monthly interactive safety campaigns for the operators such as right turns, left turns, or avoiding fixed objects.

8. CAC Member Comments/Requests

Ms. Lacsamana said one reason student ridership is increasing is the Youth Unlimited pass program. She also noted that the restroom at the intersection of Drumm and Clay Streets in San Francisco was shared with Muni (San Francisco Municipal Transit Agency).

Ben Mangiafico said both buses he had ridden to and from high school were standing room only. He noted that the schools did not do a good job of disseminating the information about youth passes. He said SamTrans should make its ridership recovery numbers more publicly transparent like BART does.

Chair Madrid suggested having an agenda item where the CAC would learn about how SamTrans Planning manages breaks for operators on longer routes.

9. SamTrans Board Liaison Report

John Baker provided a summary of the September 6 SamTrans Board meeting.

10. Date and Time of Next Meeting

Chair Madrid said that the next meeting will be held Wednesday, October 25, 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 7:12 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.



Citizens Advisory Committee Meeting Calendar 2024

Wednesday – 6:30 PM
January 31
February 28
March 27
April 24
May 29
June 26
July 31
August 28
September 25
October 30
November 20*
December – <i>No Meeting</i>

*The CAC meets the last Wednesday of the month unless otherwise noted.

All meetings are held via Zoom (additional location, if any, to be determined), unless scheduled or stated otherwise at <https://www.samtrans.com/board-of-directors/meetings>.