

**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.