

MARINA FRASER, CHAIR  
JEFF GEE, VICE CHAIR  
DAVID J. CANEPA  
MARIE CHUANG  
BROOKS ESSER  
RICO E. MEDINA  
RAY MUELLER  
JOSH POWELL  
PETER RATTO

APRIL CHAN  
GENERAL MANAGER/CEO



## Agenda

### Citizens Advisory Committee (CAC) Meeting

#### San Mateo County Transit District

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

**February 28, 2024, 6:30 pm**

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/86409521366?pwd=cXE5c1h2MnM2dG9EbDBsTUtd3dxUT09> or by entering Webinar ID: **864 0952 1366**, Passcode: **085035** in the Zoom app for audio/visual capability or by calling 1-669-219-2599 (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](mailto: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 2024:** Mary Adler, Steve Appenrodt, John Baker (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, February 28, 2024**

**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 January 31, 2024
5. Presentations – Michelle Louie, Title VI and Social Equity Administrator
  - 5.a. Public Comment Process
  - 5.b. SamTrans Rider Code of Conduct
6. Report of the Chair
7. SamTrans Staff Update
8. CAC Member Comments/Requests
9. SamTrans Board Liaison Report – John Baker
10. Date and Time of Next Meeting: Wednesday, March 27, 2024 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

## 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](mailto: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](mailto: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; or email [titlevi@samtrans.com](mailto: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**

**January 31, 2024**

**Members Present (In Person):** M. Adler, J. Baker (Vice Chair), S. Johnston, N. Lacsamana, J. Lamarre, A. Madrid (Chair), B. Mangiafico, D. Seibert

**Members Present (Via Teleconference):** None

**Members Absent:** S. Appenrodt, C. Carey, A. Margulis

**Staff Present:** E. Silvas, C. Schultz, A. Patel, 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 present.

**3. Report of the Nominating Committee for 2024 Chair and Vice Chair**

On behalf of the Nominating Committee, John Baker proposed Alex Madrid as Chair and himself as Vice Chair for 2024, which the Committee voted to appoint.

Motion/Second: Lacsamana/Johnston

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

Absent: Appenrodt, Carey, Margulis

**4. Public Comment for Items Not on the Agenda**

There were no comments.

**5. Approval of Meeting Minutes from October 25, 2023**

Motion/Second: Johnston/Seibert

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

Absent: Appenrodt, Carey, Margulis

**6. Presentation: Strategic Plan Workshop**

Chelsea Schultz, Planning Manager, provided the presentation.

Asiya Patel, Planning Analyst, introduced an exercise where the members added sticky notes with their comments in the following categories:

## **Strengths**

- What do you think are our strengths at the District?
  - Solid ridership recovery with plenty more opportunities to improve service and get more ridership
  - El Camino Real is the backbone of San Mateo County
  - SamTrans is safe, clean and on time compared to other bus agencies
  - Drivers are great
  - On time reliability is good
  - Employees are generally happy (survey)
  - Fares are reasonable. Need to hold fare or give free ridership to teens/under 18

## **Weaknesses**

- What weaknesses may hinder success at the District?
  - Slow and infrequent community routes that have low ridership are at least partially because of their infrequent nature
  - Most large venues are in neighboring counties
  - Fewer people in centralized offices means difficult to focus services
  - In person meetings for both board meetings and committees can be difficult to attend in person
  - To reach more people about the benefit of public transportation
  - Building is old – moving, but will take a while, facilities are out of date
  - Many routes do not offer frequent service
  - We should share more infrastructure services with other agencies

## **Opportunities**

- What opportunities do you think are available to the District in the next 10 years?
  - A long, linear business corridor – El Camino, that could have increased service and act as a true regional “spine” of the transit network
  - Make public aware of the benefits of public transportation
  - Appeal to sense of climate urgency
  - Take advantage of ever-increasing cost of automobile ownership
  - Travel trends – look at trends + land use patterns
  - Lobby the county to give buses priority. Maybe even make El Camino Real an auto-free zone
  - Get more people with disabilities employed with SamTrans

- New tech, such as Clipper 2.0 + fare structures offer opportunity to intro new riders to service
- There are opportunities to support other non-car modes such as biking, walking
- There are also immense opportunities to zone transit oriented development around Caltrain stations & El Camino

### Threats

- What factors may pose a challenge to success in the next 10 years?
  - High rents are forcing out transit dependent riders
  - Rideshare
  - Regional control of inter-county transit must be fair
  - As stated in the presentation, the continuance of auto-centricity and low-density zoning are major threats to all transit including SamTrans
  - Some homeless population continues to be a disruptive issue, especially on ECR
  - Perceptions, whether real or not, that transit is unsafe due to crimes and/or viruses
  - Ride-share, autonomous vehicles

Ms. Patel introduced a dot-voting exercise, where the members indicated what they felt the District should focus on over the next 10 years. They selected the three top priorities from the following list:

- Improve transit speed and reliability (3 votes)
- Improve rider experience (3 votes)
- Increase transit ridership (4 votes)
- Innovative transit technology (0 votes)
- Seamless regional transit (4 votes)
- Services for youth (2 votes)
- Services for seniors and people with disabilities (4 votes)
- Services for equity priority communities (0 votes)
- Sustainable transit fleet and facilities (1 vote)

Chair Madrid asked how the responses from CAC members compared to their predictions after doing community outreach. Ms. Patel said she was surprised at the emphasis that the CAC members placed on travel trends and how that affects bus speed and reliability. She said that they are looking at more evidence-based research to inform how SamTrans delivers its service. Ms. Schultz said that in the future, the marketing and communication component will be key. She said they would bring a draft plan to the CAC in April or May and request feedback.

Public Comment:

Dylan Finch, Redwood City, said he would like to see higher frequency for bus routes, bus-only lanes, and e-bikes on El Camino Real. He advocated for higher-frequency service as a back-up for Caltrain.

**7. Report of the Chair**

Chair Madrid wished everyone a happy new year.

**8. SamTrans Staff Update**

Enrique Silvas, Acting Deputy Director, Bus Transportation, reviewed the December performance statistics and employees of the month. He said total monthly ridership increased by 17.2 percent and was pleased to report they had zero DNOs (Did Not Operate) for the month. He said they are focusing on safety campaigns with their operators to reduce the number of accidents and noted the employees of the month.

**9. CAC Member Comments/Requests**

Denise Seibert said she was on a bus that was in a non-fault accident in December and was impressed by the way the incident was handled by the operator and supervisors.

**10. SamTrans Board Liaison Report**

There was no report.

**11. Date and Time of Next Meeting**

Chair Madrid said that the next meeting will be held Wednesday, February 28, 2024 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**

The meeting adjourned at 7:40 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](mailto:cacsecretary@samtrans.com).