



# SamTrans Public Comment Process Policy



Citizens Advisory Committee

February 28, 2024

# Public Comment Process

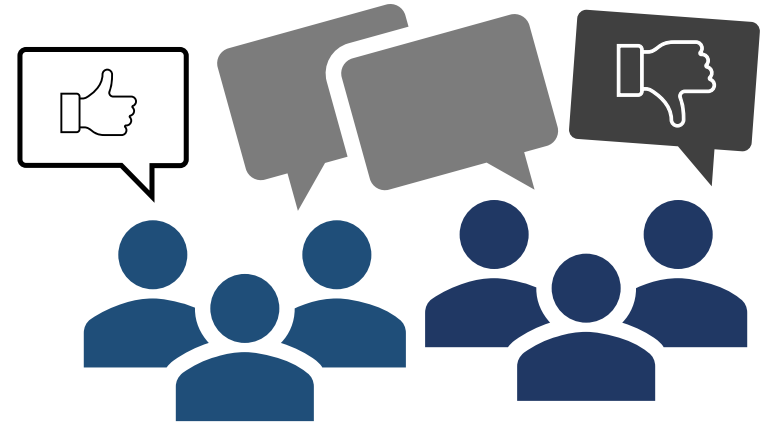
Background & Definitions

# What is a Public Comment Process?

- Since 1987, the Federal Transit Administration (FTA) requires agencies to have:

*“a process to solicit and consider public comment prior to **raising fares** or implementing a major reduction of transit service.”*

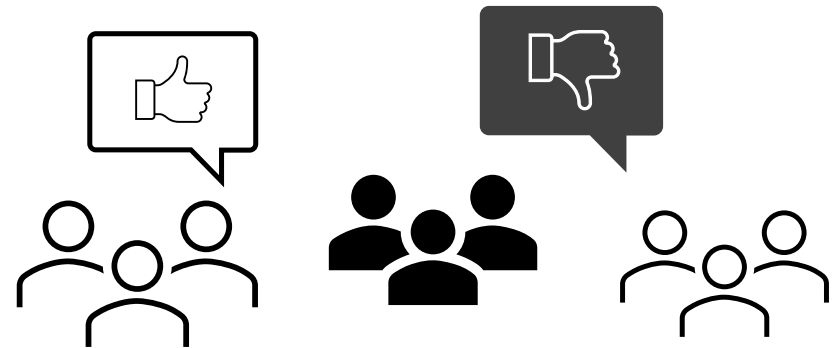
- Highlights **public engagement** as an essential part of the decision-making process



# SamTrans' Public Comment Process

**December 2004:** SamTrans developed public comment processes for fare and service changes

- Minimum requirements only



# Public Hearing vs. Public Meeting

An opportunity to make public comments to be **included in the record of a board action**

An opportunity to make public comments at a **meeting conducted by SamTrans staff**



# Public Notice

A publicized, written announcement that Public Comment is being sought in advance of a Board Action

- Newspaper posting
- Agency press release
- Website notice
- Social media post

**SamTrans: Board of Directors  
PUBLIC HEARING & MEETING NOTICE  
Proposed Fare Changes**

The SamTrans Board of Directors will hold a **public meeting on 10/30/2023** and a **public hearing on 12/6/2023** to receive public comments on the following proposed changes to the SamTrans fare structure:

To be implemented on 1/1/2024:

- Elimination of the Summer Youth Pass
- Consolidation of Local and Express fares for a single price
- Waiver of fares for pre-arranged public school school field trips

To be implemented upon launch of Clipper® Next Generation (estimated Fall 2024):

- Introduction of contactless, on-board payment using credit and debit cards (also known as "Open Payment")
- Introduction of Day Pass and Monthly Pass accumulators (also known as "Fare Capping")
- Discontinuation of bus fare payment on the SamTrans mobile application; Replace with bus fare payment on the Clipper mobile application
- Participation in regional transfer discount program

The San Mateo County Transit District Board of Directors invites public comment on the potential changes at the public meeting and public hearing. The public may participate via a Zoom web link and/or by phone.

**Public Meeting**

**10-30-2023 at 5:30 pm**

**Zoom Info:** <https://us06web.zoom.us/j/88078523828>.

**Webinar ID/ Meeting ID 880 7852 3828**

**Access via Telephone: 1.253.215.8782** (enter webinar ID and press # when prompted for participant ID) for audio only.

**Public Hearing**

**Wednesday, December 6, 2023, at 2 p.m.**

*(or as soon thereafter as the matter may be heard)*

**Zoom Info:**

<https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNxb2xWeFM3alBrNUxVbGNmQT09>

**Webinar/Meeting ID: 876 0982 4114**

**Passcode: 519746** in the Zoom app for audio/visual capability

**Access via Telephone: 1.669.900.9128** (enter webinar ID and press # when prompted for participant ID) for audio only.

Prior to the hearing, comments may be sent by mail, e-mail, or phone:

**Board Secretary**

**San Mateo County Transit District**

**P.O. Box 3006, San Carlos, CA 94070-1306**

[publiccomment@samtrans.com](mailto:publiccomment@samtrans.com) 1.800.660.4287 (TTY 650.508.6448)

# Public Comment Process

2024 Update

# Why Update Now?

SamTrans' Public Comment Process has not been revised since 2004



Two processes under one District:

**Caltrain** and **SamTrans**

Updated, single process to streamline both agencies



Increase overall public engagement





# Decisions That Require:

## PUBLIC HEARING

### ~~• Major Service Changes~~

- Adoption or Changes in Fare Policy & Fares (Increases or Decreases)
  - Property Transfers
- Adoption or Amendment of General Transit Plan
  - Amenities Fees
  - Budget & Funding Approval
- Penalization of Infractions of the Code of Conduct

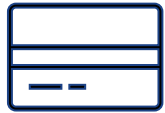
## PUBLIC MEETING

### • Major Service Changes

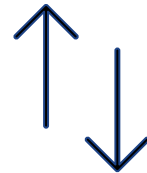
- Amendment of the Major Service Change Policy
- Amendment of the Disparate Impact or Disproportionate Burden (DI/DB) Policy
- Surplus Land Findings & Determinations

# Fare Adoption or Change

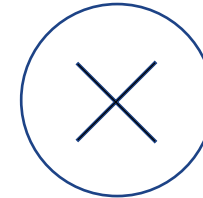
## Public Hearing Required



Adoption of New  
Fares



Changes in Existing  
Fare Pricing



Elimination of  
Fares

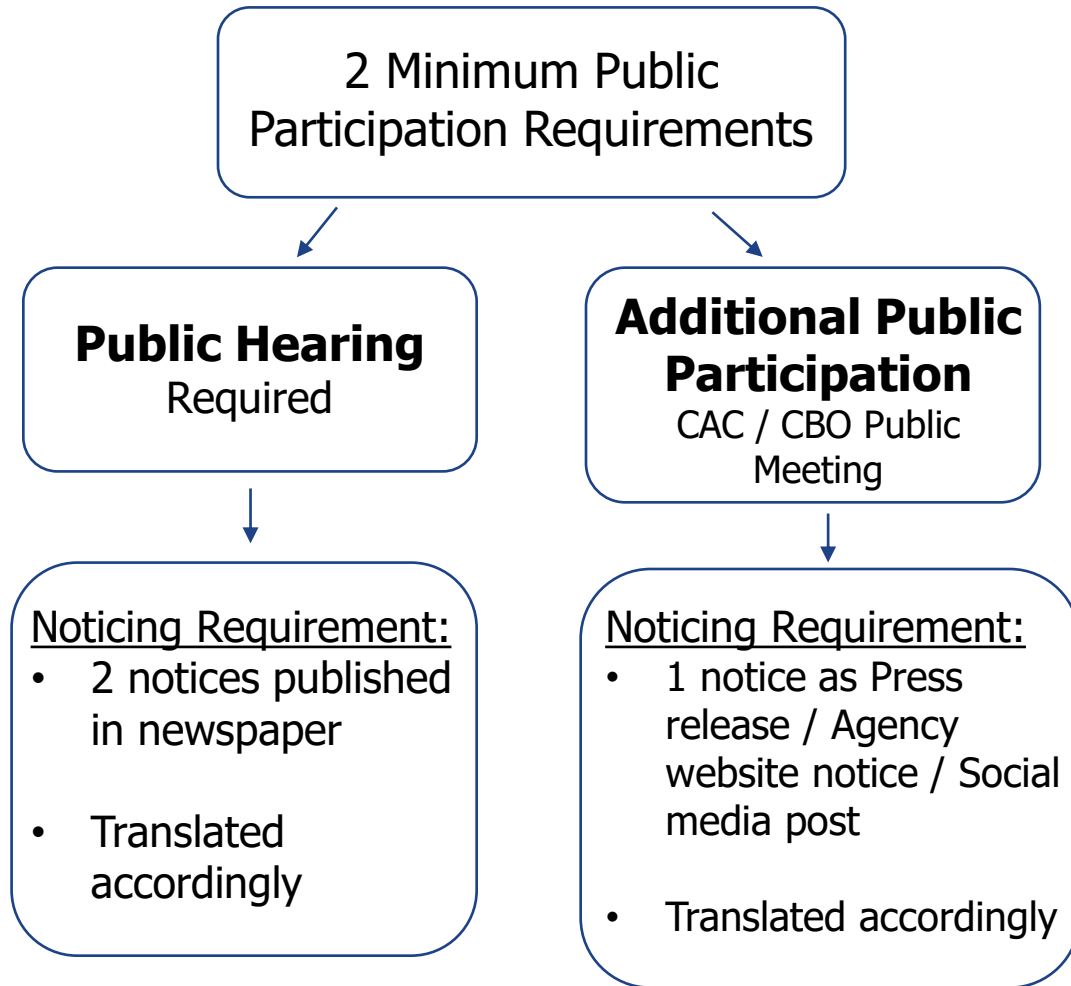
# Major Service Change

**Public Meeting** Required Only

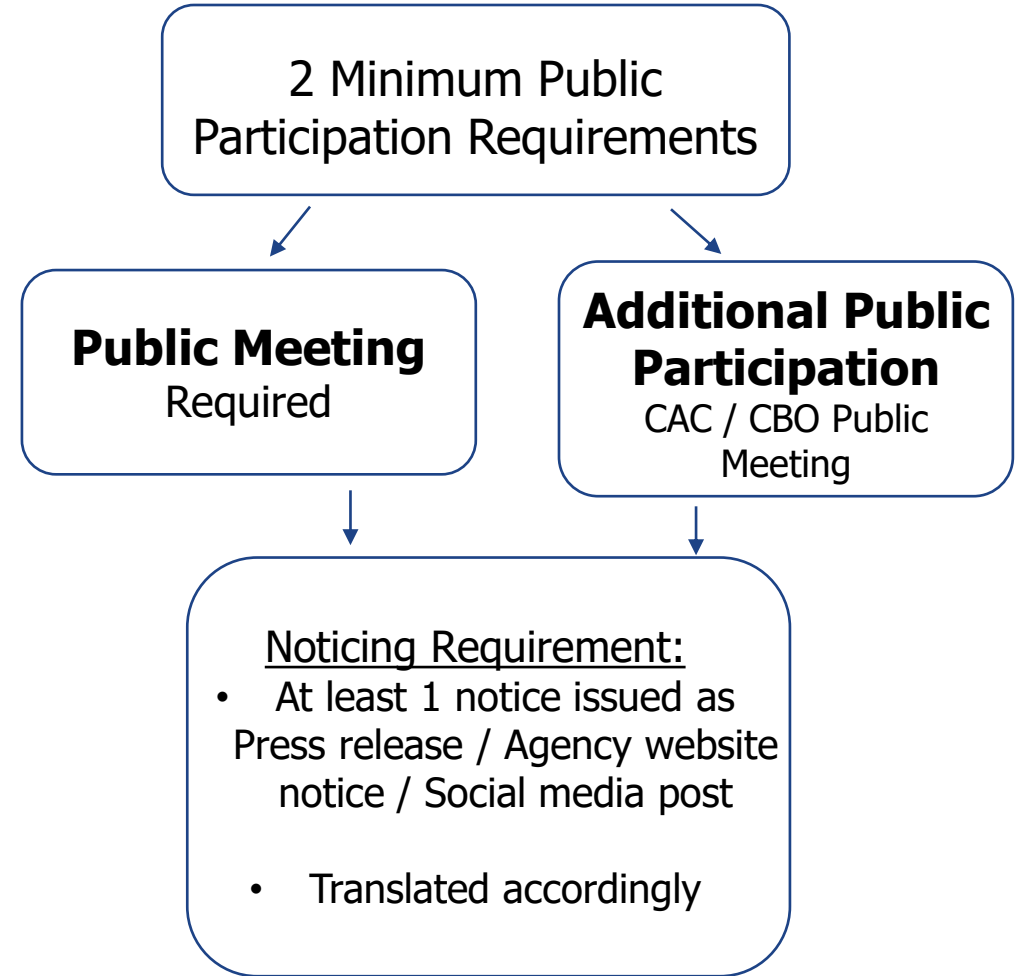


Vehicle Revenue Miles  
on any route  
(+/- 25% or more)

# FARES



# MAJOR SERVICE CHANGE



# Staff Toolkit

Government &  
Community Affairs

Marketing &  
Communications

SamTrans  
Planning

Office of  
Civil Rights



# Thank You



Please email Michelle Louie, [louiem@samtrans.com](mailto:louiem@samtrans.com) with any questions.