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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

**March 27, 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), Dylan Finch, 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, March 27, 2024**

**6:30 pm**

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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 February 28, 2024
5. Presentation: Bus Stop Improvement Plan Update – Daniel Shockley, Planning Administrator
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, April 24, 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**

**February 28, 2024**

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

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

**Members Absent:** D. Seibert

**Staff Present:** A. Rivas, E. Silvas, W. Lau, T. Dubost, M. Louie, J. Brook

**1. Call to Order/Pledge of Allegiance**

Chair Alex Madrid called the meeting to order at 6:51 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.

**4. Approval of Meeting Minutes from January 31, 2024**

Motion/Second: Baker/Adler

Ayes: Adler, Appenrodt, Baker, Johnston, Lacsamana, Lamarre, Madrid, Mangiafico, Margulis

Absent: Seibert

**5. Presentations**

**5.a. Public Comment Process**

Michelle Louie, Title VI and Social Equity Administrator, provided the presentation on updating SamTrans' public comment process policy, including the differences between a public hearing and a public meeting.

Nancy Lacsamana asked if the notices on the buses are press releases. Ms. Louie said that whenever they do a newspaper posting, they also include that ad in all of their buses. Ms. Lacsamana asked if important information such as an upcoming fare change could be put in a scrolling electronic message. Ms. Louie said they could work with their ITS (Intelligent

Transportation Systems) team to enable that service and also provide audio announcements to notify the passengers.

Ana Rivas, Director of Bus Transportation, said they did put announcements there in both English and Spanish but they also want to avoid overwhelming the public with too much information. Ms. Louie said they strive to go beyond the minimum guidelines for public noticing.

John Baker said he hoped that the public notifications were supplemental to the public hearings before the Board and not meant to replace public hearings. Ms. Louie said whenever there is a major service change, it does have to undergo a Title VI analysis, which is required to go before the Board.

Public Comment:

Adina Levin, TEAMC, said regarding replacing the Board communication for a 25 percent service cut that the threshold was not in the right place and that there should be a higher threshold for a majorly disruptive change so that it comes before the Board. Wendy Lau, Deputy Director, Office of Civil Rights, said the 25 percent is just for the San Francisco zone and that they were planning to redefine what a major service change is later. She said they would be doing outreach in the summer to address the threshold. She emphasized that when staff presents service changes at Board meetings, there will be the opportunity for public comment.

Arden Margulis said the wording of the public hearing and meeting notice on Slide 6 was a bit lengthy and suggested simplifying it to drive people's attention. Ms. Louie acknowledged that the dry language was what goes into newspaper notices but that they have more flexibility with the wording in their social media posts and other website notices.

Chair Madrid asked if they could make the notices on the buses bigger so that they are more visible. Ms. Louie said they are working with the Marketing and Creative Services team to put the notices in a more visible location and be more interesting so capture more public attention. She also responded to a suggestion to put Board meeting notices on the buses, saying that ad cards are being created that show when the public meetings and Board meetings will be held throughout the year.

**5.b. SamTrans Rider Code of Conduct**

Ms. Louie provided the presentation outlining the code of conduct onboard SamTrans vehicles, including setting the standards for the policy, protecting operators and riders, and enforcement.

Mr. Margulis said he thought it should be the unofficial policy that operators let people ride for free if they cannot pay. Ms. Louie noted that letting non-paying passengers on board is at the operator's discretion.

Ms. Lacsamana said the Code should apply equally to the operators and the riders. Ms. Louie said that all the operators are briefed on the Rider Code of Conduct and the expectation is that

the Code is observed by operators as well as riders. She added that complaints about riders or operators could be called into Customer Service.

Chair Madrid said if there is an incident, does staff watch in-bus video or just go by operator report. Ms. Rivas said they do watch videos to validate customer complaints or after accidents. She said they apply training or discipline if necessary.

Ben Mangiafico said he thought the wording of Numbers 6 and 9 of the Code regarding being too loud or standing too close to the doors gives the operators too much control. Ms. Rivas said the operator can play a canned message reminding passengers to please keep their noise down.

## **6. Report of the Chair**

Chair Madrid said he had no report.

## **7. SamTrans Staff Update**

Ms. Rivas reviewed the January performance statistics and employees of the month. She noted that on-time performance was at 82.3 percent and the goal is 85 percent. She reported that there were only 0.8 preventable accidents per 100,000 miles, which exceeded their goal of one accident per 100,000 miles.

## **8. CAC Member Comments/Requests**

Scott Johnston said he attended the EPX (East Palo Alto Express Bus) launch party and realized the electric-powered bus was the most exciting and promotable thing at SamTrans since he has been on the CAC. He suggested that SamTrans electrify El Camino Real to coincide with the Caltrain electrification. Ms. Rivas said that SamTrans buses would eventually be fully hydrogen fuel cell or battery electric.

Mr. Baker said he recently witnessed a stalled bus and was encouraged to see the operators smoothly transferring passengers to a replacement bus.

## **9. SamTrans Board Liaison Report**

John Baker provided a summary of the SamTrans February 7 Board meeting. He also noted that SamTrans had announced they would be moving to a new headquarters building adjacent to the Millbrae Transit Center in 2025.

## **10. Date and Time of Next Meeting**

Chair Madrid said that the next meeting will be held 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**

The meeting adjourned at 7:50 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).