

**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.