

**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 dry 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.