

BOARD OF DIRECTORS 2024

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Agenda

Citizens Advisory Committee (CAC) Meeting

San Mateo County Transit District

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

October 30, 2024, 6:30 pm

Members of the public may participate remotely via Zoom at <https://us02web.zoom.us/j/86409521366?pwd=cXE5c1h2MnM2dG9EbDBsTUtttd3dxUT09> 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 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.

SamTrans Citizens Advisory Committee Members 2024: Mary Adler, Steve Appenrodt, John Baker (Vice Chair), Dylan Finch, Scott Johnston, Alex Madrid (Chair), Ben Mangiafico, Max Mautner, Natasha Opfell, Denise Seibert

Staff Liaison: Ana Rivas, Director, Bus Transportation

CAC Secretary: Jean Brook

Each public comment is limited to three minutes or less on the agenda item being discussed. 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.

The video live stream will be available after the meeting at:

<https://www.samtrans.com/about-samtrans/video-board-directors-cac>.

Wednesday, October 30, 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 September 25, 2024
5. Approval of 2025 SamTrans CAC Meeting Calendar
6. Presentations:
 - 6.a. Active 101 Project Outreach – Patrick Gilster, Director, Planning and Fund Management, Transportation Authority
 - 6.b. Same-Day Paratransit Fare Structure Change – Ana Rivas, Director of Bus Transportation
7. Report of the Chair
 - 7.a. Appointment of Nominating Committee for 2025 Chair and Vice Chair
8. SamTrans Staff Update
9. CAC Member Comments/Requests
10. SamTrans Board Liaison Report – John Baker
11. Date and Time of Next Meeting: Wednesday, January 29, 2025 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

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.

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 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; 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**

September 25, 2024

Members Present (In Person): M. Adler, S. Appenrodt (arrived at 6:34 pm), J. Baker (Vice Chair), D. Finch, A. Madrid (Chair), B. Mangiafico, M. Mautner, N. Opfell, D. Seibert

Members Present (Via Teleconference): None

Members Absent: S. Johnston

Staff Present: A. Rivas, T. Dubost, J. Brook

1. Call to Order/Pledge of Allegiance

Chair Alex Madrid called the meeting to order at 6:31 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

Wen-Chin Chen said she was happy that more FCX buses were added but was unhappy with the elimination of the stops along Mission Street in San Francisco, pointing out that those stops are still used by Route 292. She added that it is dangerous to bike from the stop at Salesforce Center to her work and there are long waits for Muni buses.

Steve Appenrodt arrived at 6:34 pm.

Yan Wang said the passenger survey regarding Route FCX was misleading in that it did not indicate the elimination of stops along Mission Street beginning in August. She also said that customers were not surveyed prior to the elimination of Routes KX and 398.

Vice Chair John Baker requested to agendize the issue of the FCX schedule for another meeting.

4. Approval of Meeting Minutes from July 31, 2024

Motion/Second: Baker/Adler

Ayes: Adler, Appenrodt, Baker, Finch, Madrid, Mangiafico, Mautner, Opfell, Seibert

Absent: Johnston

5. Presentation: Accessibility Features of SamTrans Buses and Service Features for People with Disabilities

Tina Dubost, Manager, Accessible Transit Services, provided the presentation.

Natasha Opfell asked if SamTrans had logged complaints from customers being passed up by a full bus. Ms. Dubost confirmed that they did, but that it was unusual to receive a complaint about a pass-up.

Chair Madrid asked about the rule that children be removed from strollers and strollers must be folded up before boarding. Ms. Dubost said they recently made a change so that a rider can take a stroller on the bus as long as the child is held on their lap while the passenger holds onto the empty stroller.

Regarding the no food or drink rule, Chair Madrid asked about passengers who may have a hidden disability where they need to eat or drink while on the bus due to their disability. Ms. Dubost said that consuming food or drink is allowed if it is related to their disability. Ana Rivas, Director of Bus Transportation, said that the operator will usually call out to the passenger not to eat or drink, but will let them do so if the passenger says they need an accommodation.

Chair Madrid asked about how Clipper 2.0 works with requesting a Redi-Wheels trip. Ms. Dubost said that customers cannot currently pay for paratransit rides using Clipper, but will be able to do so in the future.

6. Report of the Chair

Chair Madrid said he had no report.

7. SamTrans Staff Update

Ms. Rivas reviewed her report. She said ridership increased by 10.5 percent across all modes and the total monthly ridership increased by 9.5 percent. She noted that post-pandemic total fixed-route bus ridership recovery in August 2024 reached 97.7 percent of pre-pandemic total bus ridership in August 2019. She said that fixed-route service met its goal with 0.82 service call per 25,000 miles. She recognized the operators and maintenance employees of the month.

Vice Chair Baker said that the ridership recovery of nearly 100 percent was impressive. Ms. Rivas said the nationwide average recovery for transit agencies was around 80 percent.

Ms. Opfell asked who maintains bus shelters in shopping malls, noting that bus shelters at Serramonte Center are old and unkempt. Ms. Rivas said that the mall maintains the shelters, adding that she should contact SamTrans and they will contract the shopping center. She said in other cases, a contractor maintains the bus shelters.

8. CAC Member Comments/Requests

Vice Chair Baker said he had attended some of the Caltrain Electrification opening festivities. He suggested fare integration between Caltrain and SamTrans. He concurred with Ms. Opfell that the Serramonte shelters are in need of maintenance and that it is a busy transfer point.

Dylan Finch asked if SamTrans had aligned their schedules with the new Caltrain schedules. Ms. Rivas said they had taken that into consideration for the current runbook and the next schedule changes in November will be minor to improve on-time performance.

Chair Madrid suggested having a maintenance base tour for the Committee.

Ben Mangiafico suggested having coordinated arrival and departure times for buses at transit centers, noting a recent experience using public transit in Durham, North Carolina.

9. SamTrans Board Liaison Report

Vice Chair Baker provided a brief summary of the August 7 and September 4 Board meetings.

10. Date and Time of Next Meeting

Vice Chair Baker said that the next meeting will be held Wednesday, October 30, 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 7:20 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.



Citizens Advisory Committee Meeting Calendar 2025

Wednesday – 6:30 PM
January 29
February 26
March 26
April 30
May 28
June 25
July 30
August 27
September 24
October 29
November 19*
December – No Meeting

*The CAC meets the last Wednesday of the month unless otherwise noted.

Board and committee meetings will be conducted in a hybrid format (virtually via Zoom and in person at 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA unless otherwise stated). Individual members of the public may participate in person if they comply with the District's current workplace safety policies, unless otherwise stated at <https://www.samtrans.com/board-of-directors/meetings>.