

**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**

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

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

Chair Madrid 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](mailto:cacsecretary@samtrans.com).