



BOARD OF DIRECTORS 2018

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SamTrans Citizens Advisory Committee (CAC)
1250 San Carlos Avenue, San Carlos, CA 94070, Bacciocco Auditorium, 2nd Floor

AGENDA

March 28, 2018 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of minutes from February 28, 2017 meeting
5. Presentation – SMC Get Us Moving Updates
6. SamTrans Staff Update – Margo Ross
7. CAC Member Comments/Requests
8. Liaison Reports
 - a. SamTrans Board – Michelle Buzbee
 - b. SamTrans Accessibility Advisory Committee
9. Next Meeting: Wednesday, April 25, 2018 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
10. Adjournment

CAC MEMBERS: J. Baker, A. Barnes, M. Buzbee (Chair), J. Galisatus, B. Gomez, A. Juarez, A. Jones, S. Koya (Vice Chair) F. Liu, D. Nelson, G. Wilson

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6279. Assisted listening devices are available upon request. Agendas are available on the SamTrans Website at www.samtrans.com.

Date and Time of Boards and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: First Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: Last Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

Location of Meeting

The San Mateo County Transit District Administrative Building is located at 1250 San Carlos Avenue, San Carlos, one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes ECR, 260, 295 and 398. [Map link](#) Additional transit information can be obtained by calling 1-800-660-4287 or 511.

Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

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 public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Cindy Gumpal at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to cacsecretary@samtrans.com; or by phone at 650.508.6279, or TTY 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

**SAN MATEO COUNTY TRANSIT DISTRICT (DISTRICT)
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – February 28, 2018**

COMMITTEE MEMBERS PRESENT: A. Barnes, J. Galisatus, B. Gomez, A. Juarez , M. Buzbee (Chair) , S. Koya, G. Wilson

COMMITTEE MEMBERS ABSENT: J. Baker, F. Liu, A. Jones, D. Nelson

SAMTRANS STAFF PRESENT: M. Ross, A. O'Campo, S. El-Khatib

Chair Michelle Buzbee called the meeting to order at 6:45 pm and led the Pledge of Allegiance.

SAMTRANS STAFF UPDATE

SamTrans Performance Statistics for January 2018 were reviewed:

Average Weekday Ridership (AWR) – 33,640
On-Time Performance (OTP) – 81.47%
Complaints – 196
Miles Between Service Calls (MBSC)– 25,181
Tokens – 22,164 (Adult); 20,410 (Youth)
Did Not Operate (DNO)– 26

PUBLIC COMMENT

Michelle Lewis, expressed appreciation for paving the parking lot at the Brisbane Park & Ride lot, noted a safety issue of unlit bus shelters at Bayshore & Old County, Brisbane, and thanked SamTrans for clean buses and friendly drivers.

CAC MEMBER COMMENTS/REQUESTS

Sonny Koya:

- Received a call from a newspaper reporter in South San Francisco inquiring about the purchase of new buses and the decrease in ridership. Director, Bus Transportation, Margo Ross responded, stating that the bus purchase was to replace a retired fleet. Regarding ridership, she stated it was low for all agencies across the board at the present time – for a variety of reasons.
- Requested outreach at local farmer's markets to help boost ridership. Ms. Ross stated that the Marketing Department has requested funding to begin to reach out to the community more in that regard.
- Requested an update at a future meeting on the Get Us Moving campaign.
- Requested that solar lights in shelters be installed.

Andrew Barnes:

- Inquired about the features of new bus orders. Responding, Ms. Ross stated the new articulated fleet will include three doors to assist with loading and unloading passengers, have new electronics, are wi-fi capable and will include plugs/outlets to allow passengers to charge their electronics.
- Attended the Get us Moving and found it to be very informative. He discussed the countywide survey which was needed to determine public priorities.

Geraldine Wilson

- Commented on the El Camino Route buses; their size and frequency, in which, unfortunately, also brings more trash aboard.

Alexandra Juarez

- Noted the tardiness of Rtes. 292 & ECR buses, in the evening hours.
- Commented on the positive customer service of most drivers, but not all. She requested staff to remind drivers to maintain a friendly demeanor at all times. Ms. Ross responded that there is a driver shortage, particularly on Route 292, and the District has been jumping in to assist with the contract service driver shortages when it can.

Jason Galisatus

- Inquired how to recruit more members for the Board, noting several vacancies. Ms. Ross stated the recruiting process is underway and hopefully the CAC can return to full member of 15.

Bob Gomez

- Requested East Palo Alto EPA to clean up trash and butts near bus stops.
- ECR bus stop discussed an incident where a rider had an oversized bag and the driver call their supervisor to get the permission to allow boarding with such a large bag. Ms. Ross responded that there may have been other issues involved.
- Reported on lighted bus headsigns on some but not others.
- Reported on drivers taking off before elderly passengers have been seated. Ms. Ross requested route information and encouraged to call in with complaints.
- Reported on dirty bus windows on some of the routes.

LIASON REPORTS

SamTrans Board - Michelle Buzbee reported on the following:

- Reported the last SamTrans meeting was well attended.
- Discussed Revenue Measure 3, which is funding the Hwy. 92/101 interchange project.
- Reported on the over crowdedness of Rtes. 81, 86 and 88 and passengers being left behind. Ms. Ross encouraged board members to phone in complaints.
- Discussed a possible ballot measure in November where 12,000 responses were received from one survey.
- Dsicussed CAC membership and the need to hold the CAC accountable and always have a quorum to conduct meetings.
- Requested to vote on the bye month for 2018 at a future meeting.

SamTrans Accessibility Advisory Committee

No Report.

NEXT MEETING:

The next meeting will be held March 28, 2018 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, Ca.

Adjournment

The meeting adjourned at 7:24 p.m.