



## AGENDA

### **SAN MATEO COUNTY TRANSIT DISTRICT CITIZENS ADVISORY COMMITTEE (CAC) MEETING**

**Bacciocco Auditorium, 2nd Floor  
1250 San Carlos Avenue, San Carlos, CA 94070**

**WEDNESDAY, OCTOBER 24, 2018 – 6:30 pm**

1. Call to Order/Pledge of Allegiance
2. Roll Call
3. Public Comment for Items Not on the Agenda  
Public testimony by each individual speaker shall be limited to three (3) minutes
4. Approval of Special Meeting Minutes from September 26, 2018
5. Approval of Meeting Minutes from September 26, 2018
6. Approval of 2019 CAC Meeting Calendar
7. Presentation: Bus Safety – Lt. Victoria O'Brien, Sheriff's Department
8. Report of the Chair – Sonny Koya
9. Summary of Breakout Group Discussions at CAC Retreat – Nancy Lacsamana
10. SamTrans Staff Update – Margo Ross
11. CAC Member Comments/Requests
12. Liaison Reports
  - a. SamTrans Board – Sonny Koya
  - b. Community Engagement Committee – Nancy Lacsamana
13. Next Meeting: Wednesday, November 28, 2018 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
14. Adjournment

**SamTrans Citizens Advisory Committee Members 2018:** Steve Appenrodt, John Baker, Andrew Barnes, Jason Galisatus, Bob Gomez, Allie Juarez, Sonny Koya (Acting Chair), Nancy Lacsamana, Michelle Lewis, Richard Pico, Renita Surlis

**Staff Liaison:** Margo Ross, Bus Transportation Director

**CAC Secretary:** Jean Brook

## INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Acting District Secretary at 650.508.6279. Assisted listening devices are available upon request. Board and CAC agendas are available on the SamTrans website at [www.samtrans.com](http://www.samtrans.com).

### Date and Time of Board and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: First Wednesday of the month, 2:00 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](mailto: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.

# Draft

SAN MATEO COUNTY TRANSIT DISTRICT  
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA

## CITIZENS ADVISORY COMMITTEE (CAC) SPECIAL MEETING MINUTES

September 26, 2018

**MEMBERS PRESENT:** S. Appenrodt, M. Buzbee (Chair), J. Galisatus, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

**MEMBERS ABSENT:** J. Baker, J. Galisatus, R. Surlis

**STAFF PRESENT:** A. Rivas, J. Epstein, J. Brook, C. Gumpal

Chair Michelle Buzbee called the meeting to order at 4:16 pm.

CAC Secretary Jean Brook called the roll. A quorum was present.

Chair Buzbee led the Pledge of Allegiance.

### **PUBLIC COMMENT**

None.

### **INTRODUCTION/COMMUNITY AGREEMENTS**

Chair Buzbee outlined the evening's schedule. The Committee reviewed and discussed the CAC Statement of Purpose.

Richard Pico asked about how Committee absences were monitored. Ana Rivas, Superintendent, Bus Transportation, said that Margo Ross, Director, Bus Transportation, would coordinate with Ms. Brook.

The Committee members and staff partnered up for an icebreaker exercise to learn more about the other participants.

Vice Chair Sonny Koya stated that Ms. Rivas was sitting in for Margo Ross, Director, Bus Transportation, who was unable to attend.

*Andrew Barnes arrived at 4:42 pm.*

*Allie Juarez arrived at 5:19 pm.*

### **BREAKOUT SESSIONS**

The members rotated through three different group to answer and discuss questions.

#### **1<sup>st</sup> Group – Nancy Lacsamana**

- *What is our meaning this day and age?*
  - Define our purpose
  - Be the eyes and ears for the Board and the community
  - Be knowledgeable and have a learning experience

- Be an outlet for influence in the community
- *Why do we show up every month dedicated to representing our respective districts?*
  - Learn and find out what's needed
  - Review accomplishments
  - See where the funding is going
  - Ask for change if needed
  - Be responsive to the community
  - Maintain and develop ourselves
  - Have free bus pass
  - Be the voice of the community
- *What do want to prioritize for this year? Goals?*
  - How to create greater utilization
  - Enhance liaison with other agencies or staff
  - Improve the public perception of the value of mass transit
  - Build ridership with better marketing and outreach
  - More consistent on-time attendance of CAC members
  - Gain more knowledge on bus routes, infrastructure, how things work
  - Best method to address concerns, keep updating the Board of Directors

**2<sup>nd</sup> Group – Richard Pico**

- *How can we get people to attend our meetings?*
  - Go to the community: libraries, community centers, rec centers
  - People come to CAC if there's a crisis or they're angry
  - Social media, bus stops
  - Public hearings, events
- *How do we go out to them?*
  - Going into the community, satellite meetings
  - Tabling and walking around
  - Talking at Board of Directors meetings
  - Outreach, invitations
  - Talk it up on the bus
  - Card with CAC meeting schedule

- Website
- *What places and events may be good for us to be visible and raise awareness about who we are and SamTrans services? Who do we need to connect with to help us make this happen?*
  - Libraries, community centers, schools, farmers' markets, arts and crafts fairs, senior centers
  - Town day at the park
  - Staff reach out to CAC and set events
  - High school newspapers
  - Recognition programs, e.g., free tokens for a week

Mr. Pico said that members of the community don't want to travel in traffic to come to the CAC meetings. He said he felt that the CAC needs to go to them.

Chair Buzbee and Bob Gomez talked about tabling and walking around at events such as farmers' markets to spread awareness of what CAC members do.

### **3<sup>rd</sup> Group – Allie Juarez**

- *What are ways to increase SamTrans ridership? How can we vocalize our ideas and turn thoughts into actions?*
  - Improve service
  - On-time service
  - Certainty of schedule
  - Riders given ample time to consider and respond to changes in the schedule
  - Publish outreach to public, big business prior to any proposed changes
  - Effective marketing and outreach to include all modes, including social media, print on bus, local papers – translated into different languages
  - Buses are clean
  - Keep operators up to date on laws, regulations, and equipment
  - Cutaway (smaller) buses
- *What do you experience while riding the bus that you really like or where do you see room for improvement?*
  - Being relaxed as long as the bus is on schedule
  - Comfort
  - Buses not crowded
  - Courteous drivers and customers
  - Having three gift cards per year to give out to drivers

- o Wifi, phone chargers
- o More bus benches and shelters with lighting
- o Tinted windows on buses

### **SUMMARY**

Chair Buzbee suggested conveying the responses to the Retreat questions to the Board and asking the directors for help in taking action. She said the Community Engagement committee could plan when and where they can show up in the community.

Mr. Gomez, Vice Chair Koya, and Chair Buzbee requested that the Board follow up and communicate back to the CAC.

Ms. Rivas said she would pass on this request to Ms. Ross.

Andrew Barnes said he felt that any requests to the Board should be aligned with the CAC's function as outlined in the Statement of Purpose. He said that the CAC wasn't responsible for monitoring ridership or scheduling.

Ms. Lacsamana suggested having an agenda item at the next CAC meeting where the Committee can discuss how to align the breakout session responses with the Statement of Purpose prior to bringing them to the Board.

### **CLOSING ACTIVITY**

The members each expressed a brief takeaway from the retreat.

Chair Buzbee announced that she had moved to Sonoma County and was resigning from the Committee. She expressed that it had been an honor to serve on the CAC.

Vice Chair Koya stated that Chair Buzbee had done an outstanding job in her two years on the Committee.

### **ADJOURNMENT**

The meeting adjourned at 5:52 pm.

**CAC RETREAT – 9-26-2018**  
**BREAKOUT SESSIONS RESPONSES**

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**SAN MATEO COUNTY TRANSIT DISTRICT  
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**CITIZENS ADVISORY COMMITTEE (CAC)  
MEETING MINUTES**

**September 26, 2018**

**MEMBERS PRESENT:** S. Appenrodt, A. Barnes, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

**MEMBERS ABSENT:** J. Baker, M. Buzbee (Chair), J. Galisatus, R. Surles

**STAFF PRESENT:** A. John, J. Epstein, K. Cheema, R. Abordo, A. Rivas, J. Brook

Vice Chair Sonny Koya called the meeting to order at 6:30 pm.

CAC Secretary Jean Brook called the roll. A quorum was present.

Vice Chair Koya led the Pledge of Allegiance.

**PUBLIC COMMENT**

Jane Cummings asked that the 398 and ECR Rapid routes be reviewed. She requested that one of the lines should be extended to the Palo Alto Transit Center during commute hours. She also expressed concern that the 398 and ECR duplicated stops.

Ana Rivas, Superintendent, Bus Transportation, stated that the ECR Rapid will likely be extended to Stanford Shopping Center beginning January 2019.

**APPROVAL OF MINUTES OF THE SAMTRANS CAC MEETING OF AUGUST 29, 2018**

**Motion/Second:** Pico/Gomez

Ayes: S. Appenrodt, A. Barnes, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

Absent: J. Baker, M. Buzbee (Chair), R. Surles

**PRESENTATION: MOBILE APP DEMO**

Karambir Cheema, Deputy Director, Intelligent Transportation Systems, gave a live demonstration on how the new SamTrans mobile app works.

Allie Juarez asked why SamTrans options don't appear first in the trip planner. Mr. Cheema said it was part of a policy decision to present a variety of modes of travel to the consumer. He said that TNCs would also be added in the future.

Richard Pico asked if a customer could get real-time information on bus arrivals. Mr. Cheema said this service would be provided in the near future.

Mr. Cheema said the button to activate a ticket should not be pressed until the user is ready to ride. He demonstrated the process for activation and the measures to prevent fraudulent use of tickets.

Vice Chair Koya said he favored maintaining the use of tokens. Mr. Cheema said it was possible that tokens would be discontinued in the future. He said the mobile app would fulfill the same purpose as tokens in that it was useful for children or infrequent riders.

Mr. Pico asked about putting the monthly pass on the mobile app. Mr. Cheema said that Clipper doesn't want the app to compete with it. He said that Clipper would likely be launching a Bay Area-wide mobile app in the next couple of years. Mr. Pico asked if someone could buy a ticket through the Google Maps app. Mr. Cheema said no.

Steve Appenrodt asked if Google Maps would also have the real-time bus information that's available on the SamTrans app. Mr. Cheema said the live feed would be pushed out to 511.org in two weeks. He explained that all mobile trip planning apps, including Google Maps and the SamTrans mobile app tap into this same feed.

### **SAMTRANS STAFF UPDATE**

Ms. Rivas reviewed the August SamTrans performance statistics. She said that based CAC and public feedback, Route 398 is no longer making the San Bruno BART loop in the morning. She said the Linda Mar Park 'N Ride would be closed October 1 for approximately six weeks because it is being repaved.

Ms. Lacsamana asked why the number of customer complaints was so high. Ms. Rivas said it may be due to on-time performance. She said that an operations performance team was investigating.

Mr. Pico asked about the southbound 398 service, saying that the evening run should match the morning. Ms. Rivas said that they had not received enough feedback yet on the southbound route. Michelle Lewis said that rider feedback had requested the same number of buses in the afternoon as in the morning. Mr. Pico urged Ms. Rivas to discuss eliminating the San Bruno BART stops in the afternoon as well as in the morning. He also advocated having the 398 go to Stanford Shopping Center and the ECR Rapid go to Palo Alto Transit Center. Ms. Rivas said the traffic in downtown Palo Alto adds 30 minutes to the trip.

### **CAC MEMBER COMMENTS/REQUESTS**

Ms. Lewis mentioned that a Route 292 bus heading to San Francisco in the morning didn't show up. She requested having articulated buses for that route. She asked if it were possible to find out schedule changes ahead of time. Ms. Rivas said they try to inform customers at least one week prior to any changes.

Vice Chair Koya commented on the timeliness of Route 292. He said he felt that the runbook needed to be redone and then proper outreach done. He requested changing the Route 398 afternoon routes to be bypass San Bruno BART.

### **LIAISON REPORTS**

#### **SamTrans Board of Directors**

Ms. Brook said that a summary of the September 5 SamTrans Board meeting was available on the table.

**Community Engagement Committee**

Ms. Lacsamana said that the committee would report back at the October meeting.

**NEXT MEETING**

Vice Chair Koya announced that the next meeting will be held October 24, 2018 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, CA.

**ADJOURNMENT**

The meeting adjourned at 7:43 pm.



## Citizens Advisory Committee Meeting Calendar 2019

Wednesday – 6:30 PM
January 30
February 27
March 27
April 24
May 29
June 26
July 31
August 28
September 25
October 30
November 27
December – No Meeting

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

All meetings are held at 1250 San Carlos Avenue, Baccioco Auditorium, 2nd Floor, San Carlos, CA

Dates are subject to change.

Approved: \_\_\_\_\_