

**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

Average Weekday Ridership – 33,640
On-Time Performance – 81.47%
Complaints – 196
MBSC – 25,181
Tokens – 22,164 (Adult)/ 20,410 (Youth)
Did Not Operate – 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 head signs 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.
- Discussed 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 CAC Meeting
February 28, 2018

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.