



AGENDA

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

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the [Governor's Executive Orders N-25-20 and N-29-20](#).

Committee members, staff and the public may participate remotely via Zoom at [. https://zoom.us/j/97018021356](https://zoom.us/j/97018021356) for audio/visual capability or by calling **1-669-900-9128**, **Webinar ID: 970 1802 1356** for audio only. The video live stream will be available during or after the meeting at <http://www.samtrans.com/about/boardofdirectors/video.html>.

Public Comments: Members of the public are encouraged to participate remotely. 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 Committee Chair 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: http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html

Oral 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 one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Committee 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.

WEDNESDAY, APRIL 29, 2020 – 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 Meeting Minutes from February 26, 2020

SamTrans Citizens Advisory Committee Members 2020: Mary Adler, Steve Appenrodt, John Baker (Vice Chair), Andrew Barnes (Chair), Iris Chan, Kai Forsley, Bob Gomez, Scott Johnston, Allie Juarez, Sonny Koya, Nancy Lacsamana, Michelle Lewis, Doug Smith

Staff Liaison: Margo Ross, Bus Transportation Director

CAC Secretary: Jean Brook

5. Report of the Chair
 - a. Certificate of Appreciation for Outgoing Member Sonny Koya – Director Peter Ratto
6. Presentation: SamTrans Vulnerability Analysis Results – Amelia Timbers
7. SamTrans Staff Update – Margo Ross
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – John Baker
 - b. Community Engagement Committee – Nancy Lacsamana
10. Next Meeting: Wednesday, May 27, 2020 at 6:30 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the District Secretary at 650-508-6242. Agendas are available on the SamTrans website at. Communications to the Board of Directors can be emailed to board@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

Due to COVID-19, the meeting will only be via teleconference as per the information provided at the top of the agenda. The Public may not attend this meeting in person.

Public Comment

Members of the public are encouraged to participate remotely. 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 Committee Chair 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: http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html.

Oral 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 one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Committee 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 94070-1306; 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.

Draft

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

CITIZENS ADVISORY COMMITTEE (CAC) MEETING MINUTES

February 26, 2020

MEMBERS PRESENT: S. Appenrodt, J. Baker (Vice Chair), A. Barnes (Chair), I. Chan, K. Forsley, B. Gomez, S. Johnston, A. Juarez, S. Koya, N. Lacsamana, M. Lewis, D. Smith

MEMBERS ABSENT: M. Adler

STAFF PRESENT: M. Ross, C. Wegener, J. Epstein, J. Castellanos, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Andrew Barnes called the meeting to order at 6:31pm and requested that Bob Gomez lead the Pledge of Allegiance.

2. ROLL CALL

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

3. REPORT OF THE CHAIR

4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Jane Cummings talked about fixing the traffic signal at San Carlos Avenue and Laurel Street following a recent pedestrian accident.

5. APPROVAL OF MEETING MINUTES FROM JANUARY 29, 2020

The meeting minutes were approved based on the amendments noted.

Motion/Second: Baker/Koya

Ayes: Appenrodt, Baker, Barnes, Chan, Forsley, Gomez, Johnston, Juarez, Koya, Lacsamana, Lewis, Smith

Noes: None

Absent: Adler

6. PRESENTATION: *REIMAGINE SAMTRANS*: SUMMARY OF PHASE 1 OUTREACH

Margo Ross responded to a question regarding why presentations are done at CAC meetings, saying that the Board and staff depend on CAC member input.

Alex Lam, Senior Planner, Operations, and Christy Wegener, Director of Planning, provided a presentation.

Doug Smith asked about what context the word "traffic" came up in. Mr. Lam said that buses were late due to traffic.

Nancy Lacsamana said there is a difference between what riders and non-riders want.

Mr. Gomez inquired about better lighting at bus stops, saying that people need to feel safe.

Allie Juarez, asked how the Reimagine team prioritizes customer comments. Ms. Wegener said they gave priority to existing riders over potential riders.

Kai Forsley asked about the SamTrans requirement to remove children from strollers and fold up the strollers, noting that Muni does not have this requirement. Ms. Ross said LA Metro surveyed women riders and found that women did not feel safe folding strollers. She said the SamTrans survey would be used to make policy changes. She added that the newer buses have room to place strollers.

Mr. Gomez talked about people taking up too much room with their belongings on the buses.

Sonny Koya noted the struggles of people attempting to fold the strollers. He asked if wheelchair straps could be used to secure strollers.

Michelle Lewis said she had also observed the stroller-folding dilemma while riding.

Ms. Wegener said that buses in the Livermore transit system have a designated area for carts and strollers.

Mr. Smith asked if SamTrans examined crime rates around bus stops or transit centers. Ms. Ross said that the Safety and Security department looks at those numbers. She said she would try to find out more information.

Mr. Smith said he supported the use of clock-face scheduling and said he had received customer support for that on Route 274.

Mr. Gomez asked if SamTrans investigated best transit practices in other countries; Ms. Wegener said yes, in Canada.

Mr. Koya said that KX riders were not aware of the merger of the KX and 398 routes beforehand. He asked if a rider group could meet with staff. Ms. Ross gave some suggestions on how to approach staff.

Mr. Smith asked about equity programs.

Mr. Johnston asked about school service.

Chair Barnes asked if the CAC was represented at the Stakeholders Advisory Group meeting. Jessica Epstein, Government and Community Affairs Officer, said that any CAC member can participate.

Ms. Forsley asked if drivers were unionized. Ms. Ross said yes. Ms. Forsley said that she had heard from drivers that they feel rushed to keep on schedule. Ms. Ross said that it depends on traffic conditions.

Ms. Ross said that routes need to be adjusted to allow for restroom access for operators.

Ms. Juarez requested a better way to provide positive feedback for drivers. Ms. Ross said that the fastest way to convey a compliment about an operator is to contact Customer Service.

Ms. Lacsamana suggested the idea of being able to text comments to Customer Service.

Michelle Lewis asked about the impact of people leaving the area on the Reimagine process.

Vice Chair John Baker noted some possibilities for outreach events.

Iris Chan asked about school outreach; Ms. Wegener said they are targeting primarily middle school and up. Ms. Ross said that SamTrans also has elementary school age riders.

Mr. Smith asked how many design changes are based on feedback from the Fall 2019 outreach.

7. SAMTRANS STAFF UPDATE

Margo Ross, Director of Bus Transportation, provided statistics from the January 2020 Multimodal Ridership Report.

She said the average operator works for 25.5 years. She said the Marketing department is working on recruitment. She said that all Bay Area transit agencies are facing a bus operator shortage.

Ms. Lacsamana asked about the two-hour transfer window.

Mr. Gomez asked about recruiting ex-military personnel to be bus operators.

Ms. Ross said that it is difficult to find operators and mechanics when the economy is good.

8. CAC MEMBER COMMENTS/REQUESTS

Ms. Lacsamana commended the drivers.

Scott Johnston asked about a coronavirus contingency plan for SamTrans. Ms. Ross said that the District is following their normal hygiene protocols, which includes cleaning buses nightly using hospital-grade cleaning solutions on all user surfaces.

Ms. Chan requested that Route 295 operate on weekends.

Ms. Lewis complimented the new buses.

Sonny Koya said that time points are missing for Route 292 northbound, and requested that time points be included on the paper schedule.

Ms. Forsley discussed how to respond to correspondence to the CAC.

Mr. Gomez requested that bicycle racks on buses be oiled periodically to be easier to use.

9. LIAISON REPORTS

a. SamTrans Board

Vice Chair Baker provided highlights of Board actions from the February 5 meeting.

b. Community Engagement Committee

Ms. Lacsamana polled the CAC members about having a third member join herself and Chair Barnes. Both Ms. Forsley and Ms. Lewis expressed interest.

Chair Barnes asked about CAC members jointing the Stakeholders Advisory Group meetings and attending the Reimagine SamTrans Ad Hoc Committee meetings.

Michelle Lewis left the meeting at 8:21 pm

Steve Appenrodt and Allie Juarez left the meeting at 8:23 pm

10. NEXT MEETING

Chair Barnes said that the next meeting will be held Wednesday, March 25, 2020 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA

11. ADJOURNMENT

The meeting adjourned at 8:24 pm.