

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

November 18, 2020

MEMBERS PRESENT (Via Teleconference): M. Adler, J. Baker (Vice Chair), A. Barnes (Chair), I. Chan, , S. Johnston, N. Lacsamana, A. Madrid

MEMBERS ABSENT: S. Appenrodt, B. Gomez, A. Juarez

STAFF PRESENT: A. Rivas, J. Castellanos, K. Longa, K. Shanks, C. Wegener, A. Linehan, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Andrew Barnes called the meeting to order at 6:34 pm and led the Pledge of Allegiance.

2. ROLL CALL

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

3. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

4. APPROVAL OF MEETING MINUTES FROM OCTOBER 28, 2020

Motion/Second: Baker/Johnston

Ayes: Adler, Baker, Barnes, Chan, Johnston, Lacsamana, Madrid

Noes: None

Absent: Appenrodt, Gomez, Juarez

5. APPROVAL OF 2021 CAC MEETING CALENDAR

Motion/Second: Lacsamana/Madrid

Ayes: Adler, Baker, Barnes, Chan, Johnston, Lacsamana, Madrid

Noes: None

Absent: Appenrodt, Gomez, Juarez

6. 2021 DRAFT LEGISLATIVE PROGRAM

Amy Linehan, Public Affairs Specialist, said that the draft program would be presented to the Board in December and emailed to the CAC members prior to the final version going to the Board for adoption in January.

7. PRESENTATION: REIMAGINE SAMTRANS UPDATE

Christy Wegener, Director of Planning, provided the presentation.

Nancy Lacsamana asked if there would be flexibility in adjusting program objectives as riders return to transit. Ms. Wegener said staff is currently working to determine what service levels are needed in the near future. She said one area of focus is teleworking trends as they apply to express bus usage.

Vice Chair John Baker asked if plans would need to be started over or if they could be modified as needed. Ms. Wegener said that there are still many unknowns as they continue to monitor the pandemic situation.

Scott Johnston asked if there had been any focus on promoting "specialty" bus routes that might appeal to certain sectors, such as youth. She said that they likely will continue promoting such routes.

Alex Madrid asked how the District anticipated adjusting the provision of school service post-COVID. Ms. Wegener said that they had worked on coordinating school routes over the summer, prioritizing those routes with the highest-need riders while suspending other community routes.

Regarding the guiding principle of being customer-focused, Chair Barnes asked what the opposite of that would look like. Ms. Wegener said that possibly it would be "data-driven" or focusing exclusively on on-time performance. She said that customer outreach is important for the District to stay customer-focused in its decision-making.

Iris Chan asked if bus size is adjusted to match route capacity as a cost-saving measure. Ms. Wegener said that even with smaller vehicles, the most costly part of the service is the operator, which costs the same regardless of bus size.

8. REPORT OF THE CHAIR

Chair Barnes said he had no report.

9. SAMTRANS STAFF UPDATE

Ana Rivas, Director of Bus Transportation, provided the following report on the most recent bus statistics:

Ridership:

- The total bus ridership (including weekends) for the month of October 2020 declined by (62.42%), percent compared to last year, October 2019.
- The average weekday bus ridership declined by (-63.2%), percent in the month of October 2020 compared to October 2019.
- With the lifting of some of the COVID restrictions in San Mateo County, ridership increased slightly in October compared to last month. However, ridership continues to be significantly lower compared to October 2019.

OTP:

We exceeded our On-Time Performance goal of 85% at 86.26% for the month of October.

DNO:

There were seven DNO schedules in the month of October: three from South Base and four from CUB.

10. CAC MEMBER COMMENTS/REQUESTS

Mary Adler said that she was working remotely until the summer and thus not currently riding the bus.

Vice Chair Baker said he has been taking at least one bus a week. He asked if the travel patterns have changed with the new reduced scheduling because of the pandemic. Ms. Rivas said that they track travel patterns during peak times of day but they do not check connectivity. She said the patterns are mirroring pre-COVID patterns but at a much lower level.

Ms. Chan said there was a new handicapped ramp at the Carlmont Shopping Center and asked if it had been installed by SamTrans. Ms. Rivas said it was likely installed by the City of Belmont. She said that the District has a new accessibility specialist and they have the funding to improve accessibility to comply with ADA (the Americans with Disabilities Act).

Mr. Johnston said he had met with the District consultant regarding the design of the new SamTrans website. He said he had ridden the ECR route and that the operator and one of the passengers were not wearing masks. Ms. Rivas said that in addition to other methods, they also rely on rider feedback to help enforce safety measures, which includes the operators wearing face masks at all times, even when no passengers are onboard.

Mr. Madrid requested to possibly be rescheduled to participate in the website design team Google chat, since he was not able to log into his scheduled appointment. Ms. Brook said she would investigate and get back to him.

Ms. Lacsamana said that former CAC member Michelle Lewis was doing well and looked forward to joining a future meeting.

Ms. Lacsamana, Mr. Johnston, and Vice Chair Baker volunteered to be on the 2021 Chair and Vice Chair Nominating Committee.

11. LIAISON REPORT

a. SamTrans Board

Vice Chair Baker provided an update on the Board's November 7 meeting.

12. NEXT MEETING

Chair Barnes said that the next meeting will be held Wednesday, January 27, 2021 at 6:30 pm, via Zoom teleconference.

13. ADJOURNMENT

The meeting adjourned at 7:43 pm.