

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

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

July 28, 2021

MEMBERS PRESENT (Via Teleconference): M. Adler, S. Appenrodt, J. Baker (Chair), I. Chan, B. Gomez, S. Johnston (Vice Chair), N. Lacsamana, M. Lewis, A. Madrid (arrived at 6:42 pm), M. Park, B. Randall

MEMBERS ABSENT: A. Barnes, A. Juarez

STAFF PRESENT: T. Dubost, R. Sebez, D. Olmeda, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair John Baker called the meeting to order at 6:31 pm led the Pledge of Allegiance.

2. ANNOUNCEMENT OF NEW CAC MEMBERS

a. Michelle Lewis

b. Meredith Park

c. Bianca Randall

The new members briefly introduced themselves.

3. ROLL CALL

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

4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

5. APPROVAL OF MEETING MINUTES FROM JUNE 30, 2021

Motion/Second: Appenrodt/Adler

Ayes: Adler, Appenrodt, Baker, Chan, Gomez, Johnston, Lacsamana, Lewis, Park, Randall

Noes: None

Absent: Barnes, Juarez, Madrid

6. PRESENTATION: TRANSIT SAFETY

Sergeant Andrew Ward and Detective Nick Kostielney, San Mateo County Sheriff's Office, provided the presentation.

Alex Madrid arrived at 6:42 pm.

Nancy Lacsamana asked if they handled calls outside San Mateo County. Sergeant Ward said they handle calls involving assaults on operators that are outside the County.

Mary Adler asked about the number of assaults in the past year on SamTrans. Sergeant Ward said he did not have those numbers. He said there have been a number of assaults on Caltrain conductors, often triggered by being asked to wear masks or from fare evaders. He said they always attempt to de-escalate the situation first so as not to hold up the system.

Alex Madrid asked about sensitivity training for train conductors. He asked about what happens if you call 911 while riding transit.

Michelle Lewis asked how to yell if you feel unsafe. Sergeant Ward suggested asking witnesses to call 911 or saying that you need help.

Chair Baker asked if it were possible to text 911. Sergeant Ward said it was better to make a voice call so as not to delay the response.

7. REPORT OF THE CHAIR

Chair Baker said he had no report. He said he was not yet riding transit regularly due to working from home.

8. SAMTRANS STAFF UPDATE

Tina Dubost, Manager, Accessible Transit Services, reviewed the highlights of the staff report.

Mr. Madrid asked about the most recent guidance for wearing masks while riding buses. Ms. Dubost said the mask mandate came through the TSA and is in place through September 3, but is unknown after that. He asked about distancing on buses; Ms. Dubost said there are no longer capacity limits.

Chair Baker asked about capacity percentages. David Olmeda said that the bus system is currently at 50 percent capacity on weekdays and that they would have a new runbook in September.

Ms. Park asked when the website would be updated with the new schedule information. Mr. Olmeda said the website would be updated by the end of the week.

Ms. Lacsamana asked if all the schools had been contacted. Mr. Olmeda said they had been doing consistent outreach to schools. He said they do not always get responses from all schools. He said they are prepared to offer the same services to the schools they were serving prior to the pandemic.

Chair Baker asked how the District coordinates service for schools when they all have different start dates. Mr. Olmeda noted that there is some flexibility built into the schedules to accommodate the inevitable changes that occur once schools are in session.

9. CAC MEMBER COMMENTS/REQUESTS

Ms. Lacsamana asked if paratransit riders need to apply each year. Ms. Dubost said that for riders with a temporary disability, the application lasts for the duration of the disability for up to three years.

Ms. Park asked about coordinating the website for a new youth ridership campaign for the Redwood City School District with the SamTrans site. Chair Baker asked staff to follow up with her question.

Iris Chan asked about enlarging bus stop signs for better visibility. Mr. Olmeda said the size of the signs is not always under the control of SamTrans. He said they are working to improve the customer experience.

Vice Chair Scott Johnston asked if Reimagine SamTrans could encourage more young people to ride the bus.

Mr. Madrid said it was sometimes difficult to see the name and number of the route on bus stop signage. He asked if paratransit ridership has been increasing. Ms. Dubost said they are getting close to 50 percent of pre-pandemic ridership levels.

Ms. Adler said she was still working remotely and not riding the bus much.

Ms. Randall said the Wi-Fi does not work on the FCX (Foster City Express) route that she rides. She suggested having handouts on buses that troubleshoot how to get Wi-Fi to work on devices. Mr. Olmeda said he would check with maintenance to make sure that the outward-facing Wi-Fi is turned on on the FCX buses, adding that the operators do not have access to activate it.

Chair Baker requested having an update on Clipper 2.0 program at a future meeting. He noted that there was a missed Route 397 schedule over the weekend. Mr. Olmeda said that the Owl service is assigned to MV Transportation, which is unlikely to resolve it since there are no back-ups to pick up the schedule. He said they have communicated that issue to MV Transportation and asked them to remediate the problem.

10. SAMTRANS BOARD LIAISON REPORT

Vice Chair Scott Johnston provided a summary of the July 7 Board meeting.

11. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, August 25, 2021 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

12. ADJOURNMENT

The meeting adjourned at 7:29 pm.