



BOARD OF DIRECTORS 2021

CHARLES STONE, CHAIR
PETER RATTO, VICE CHAIR
MARINA FRASER
JEFF GEE
CAROLE GROOM
ROSE GUILBAULT
RICO E. MEDINA
DAVE PINE
JOSH POWELL

CARTER MAU
ACTING GENERAL MANAGER/CEO

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 [Assembly Bill 361](#) (Government Code Section 54953).

Committee members, staff and the public may participate remotely via Zoom at <https://samtrans.zoom.us/j/92043867620?pwd=ZHpLQnJQd0VwYWcydGJCdTNRVGd6UT09> or by entering Webinar ID: **920 4386 7620**, Passcode: **474781** in the Zoom app for audio/visual capability or by calling 1-669-900-9128 (enter webinar ID and press # when prompted for participant ID) for audio only. The video live stream will be available 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. Use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment and press *6 to accept being unmuted when recognized to speak. Each commenter will be automatically notified when they are unmuted to speak for three 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, OCTOBER 27, 2021 – 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

SamTrans Citizens Advisory Committee Members 2021: Mary Adler, Steve Appenrodt, John Baker (Chair), Iris Chan, Bob Gomez, Scott Johnston (Vice Chair), Allie Juarez, Nancy Lacsamana, Michelle Lewis, Alex Madrid, Meredith Park, Bianca Randall

Staff Liaison: Ana Rivas, Director of Bus Transportation

CAC Secretary: Jean Brook

4. Approval of Meeting Minutes from August 25, 2021
5. Approval of 2022 CAC Meeting Calendar
6. Presentation: Reimagine SamTrans Recommended Service Changes/Preferred Network – Christy Wegener, Director of Planning
7. Report of the Chair
8. SamTrans Staff Update – Ana Rivas
9. CAC Member Comments/Requests
10. SamTrans Board Liaison Report – John Baker
11. Next Meeting: Wednesday, November 17, 2021 at 6:30 pm, via Zoom teleconference (additional location, if any, to be determined)
12. Adjournment

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the CAC Secretary at 650-508-6223. CAC agendas are available on the SamTrans website at https://www.samtrans.com/about/citizensadvisorycommittee/Citizens_Advisory_Committee_Calendar.html. 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**

September 29, 2021

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

MEMBERS ABSENT: A. Barnes, B. Gomez

STAFF PRESENT: A. Rivas, R. Rios, A. Salandanan, T. Ferrante, S. El-Khatib, E. Silvas, J. Castellanos, J. Steketee, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair John Baker called the meeting to order at 6:31 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.

5. APPROVAL OF MEETING MINUTES FROM AUGUST 25, 2021

Motion/Second: Johnston/Juarez

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

Noes: None

Absent: Barnes, Gomez

6. PRESENTATION: CUSTOMER FEEDBACK PROCESS/INDUSTRYSAFE

Alexis Salandanan, Customer Service Representative, provided the presentation.

Bianca Randall asked if District consumer reports are available in a public database. Mr. Salandanan said no but that members of the public can access information by making a public records request.

Mary Adler asked what the most common complaints were. Mr. Salandanan said the complaints changed with the seasons. He said for example that at the beginning of the school year, they will receive complaints from schools or parents about the service provided.

Regarding consumer reports, Ana Rivas, Director of Bus Transportation, added that quarterly reports are provided at the Board meetings.

Alex Madrid asked if Customer Service collects and analyzes ridership data. Mr. Salandanan said that Operations Planning rather than Customer Service tracks actual ridership, which helps them plan the routes.

Allie Juarez said she was pleased that SamTrans is so customer-focused. She said that there are probably more people who are pleased with the service than those who actually submit compliments.

Iris Chan asked how can operators make riding safe for passengers when a rider refuses to wear a mask. Ms. Rivas said there are protocols in place to send a supervisor to assist the operator. She said there is a "panic button" that the operator can use so that dispatch can listen in to what is happening.

7. REPORT OF THE CHAIR

Chair Baker noted that as Chair of the CAC, he had been tagged in a few social media interactions during the prior week's sick-out expressing support for the bus operators.

8. SAMTRANS STAFF UPDATE

Ana Rivas, Director of Bus Transportation, reviewed the highlights of the staff report.

She said in managing the operators, they try to focus on the positive not just the negative. She said that she has sent handwritten notes to individual operators. She said the District looking to hire new operators and they are preparing to start a new training class.

Ms. Lacsamana commended Ms. Rivas for leading by example.

Mr. Madrid asked if there has been an increase in paratransit ridership. Ms. Rivas said they have seen a small, gradual increase. Mr. Madrid asked if it would be mandatory for operators to receive booster shots and if the barriers around operators would remain. Ms. Rivas said employees needed to provide proof of vaccination or be tested for COVID-19 every week. She said that 79 percent of operators have been vaccinated due to early offering of the vaccines. She said booster shots are not mandatory. She said that the current barriers were built to be temporary, but that permanent barriers may be provided for future builds.

Ms. Juarez echoed Ms. Lacsamana's comments about Ms. Rivas's supportive leadership. Chair Baker expressed his appreciation to the operators for being so observant within the community

9. CAC MEMBER COMMENTS/REQUESTS

Ms. Juarez said that she has not yet taken the bus in 2021, but friends of hers have and that construction in San Mateo has caused delays. She noted that the friends gave positive feedback on the operators, saying that they are very cautious when navigating the construction.

Vice Chair Scott Johnston said he took the bus to the Great Highway in San Francisco, using the ECR to get from San Carlos to BART.

Ms. Lacsamana said she was looking forward to riding SamTrans again as she returns to working in person at Levi Strauss in San Francisco.

Mr. Madrid said he wanted to know how operators get assigned their routes and what that looks like behind the scenes and from the operator's point of view. Ms. Rivas said she would provide him that information.

10. SAMTRANS BOARD LIAISON REPORT

Chair Baker provided a summary of the August 4 Board meeting.

11. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, October 27, 2021 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

12. ADJOURNMENT

The meeting adjourned at 7:23 pm.



Citizens Advisory Committee Meeting Calendar 2022

Wednesday – 6:30 PM
January 26
February 23
March 30
April 27
May 25
June 29
July 27
August 31
September 28
October 26
November 30
December – No Meeting

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

All meetings are held via Zoom (additional location, if any, to be determined), unless scheduled or stated otherwise at [Citizens Advisory Committee Calendar \(samtrans.com\)](https://www.samtrans.com/cac)

Dates are subject to change.