



BOARD OF DIRECTORS 2021

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## 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://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](mailto: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](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, MARCH 31 2021 – 6:30 pm**

1. Call to Order/Pledge of Allegiance
2. Roll Call

**SamTrans Citizens Advisory Committee Members 2021:** Mary Adler, Steve Appenrodt, John Baker (Chair), Andrew Barnes, Iris Chan, Bob Gomez, Scott Johnston (Vice Chair), Allie Juarez, Alex Madrid, Nancy Lacsamana

**Staff Liaison:** Ana Rivas, Director of Bus Transportation

**CAC Secretary:** Jean Brook

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 24, 2021
5. Presentation: Bus Maintenance and Operator Training – David Harbour, Director, Bus Maintenance
6. Report of the Chair
7. SamTrans Staff Update – Ana Rivas
8. CAC Member Comments/Requests
9. SamTrans Board Liaison Report – John Baker
10. Next Meeting: Wednesday, April 28, 2021 at 6:30 pm, via Zoom teleconference
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](mailto: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**

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at: [http://www.samtrans.com/about/boardofdirectors/Board\\_of\\_Directors\\_Calendar.html](http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html).

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### **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](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 or TTY 650-508-6448.

### **Availability of Public Records**

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# Draft

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

## CITIZENS ADVISORY COMMITTEE (CAC) MEETING MINUTES

February 24, 2021

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

**MEMBERS ABSENT:** None

**STAFF PRESENT:** A. Rivas, C. Wegener, M. Tolleson, J. Epstein, D. Olmeda, J. Brook

### 1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair John Baker called the meeting to order at 6:30 pm and led the Pledge of Allegiance.

### 2. ROLL CALL

CAC Secretary Jean Brook called the roll. A quorum was present. Chair Baker said he needed to leave the meeting early and that Vice Chair Scott Johnston would then chair the rest of the meeting.

### 3. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

SamTrans Director Rico Medina expressed his appreciation for the CAC and said he was planning on touring North and South Base.

*Bob Gomez left the meeting at 6:33 pm*

### 4. APPROVAL OF MEETING MINUTES FROM JANUARY 27, 2021

Chair Baker said that his question on Page 4 was referring to the SFO (San Francisco Airport) Route, not Route 398, that connects the Millbrae station and the airport itself.

Motion/Second: Lacsamana/Johnston

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

Noes: None

Absent: Gomez

### 5. PRESENTATION: 101 EXPRESS LANES PROJECT UPDATE

Jessica Epstein, Government and Community Affairs Officer, provided a presentation that included an update to the 101 Express Lanes Project.

Alex Madrid asked if there would be a toll for paratransit vehicles. Matt Click, Program Manager, HNTB, said that the ordinance was not finalized yet, but that paratransit vehicles could travel free of charge.

Vice Chair Johnston asked if they would charge corporate buses. Mr. Click said how the corporate buses would be treated was currently under legal review. He said they would have to charge private coaches the same as public buses. Ms. Epstein said there would be further discussion about the toll ordinance at the upcoming San Mateo County Express Lanes JPA (Joint Powers Authority) Board meeting.

Nancy Lacsamana asked if there were plans to start up the SamTrans express routes to synch with the express lanes. Ms. Epstein said the routes were originally conceived to align with the timing of the opening of the express lanes.

*Chair John Baker left the meeting at 6:56 pm*

Sophia Forde, Transportation Planner, Arup, provided a presentation on the pilot equity study. She provided questions for the members to discuss the various alternatives.

Ms. Lacsamana said she supported Option #2 since many people do not have cars. She said that she liked the idea of a preloaded Clipper Card and the carpool incentive.

Allie Juarez said she supported Option #2, which she thought would serve the greatest number of people.

Ms. Chan said she supported Option #2. She asked how they did outreach for people to attend the public meetings. Ms. Epstein described their outreach plan, which includes a social media campaign in English, Spanish, and Simplified Chinese. She said they are also working in cooperation with the cities. Ms. Chan asked if the schools were being contacted, and Ms. Epstein said they would reach out to their school contacts.

Mr. Madrid asked what metrics were used in the technical evaluation and what was their information source. Ms. Forde said they used survey and US Census data. Mr. Click said all the information they used was publicly available data. He asked how Uber and Lyft vehicles would be tolled. Mr. Click said they would be subject to pricing based on the occupancy level.

## **6. PRESENTATION: REIMAGINE SAMTRANS UPDATE**

Christy Wegener, Director of Planning, provided a presentation that envisioned the relaunch of full service in August 2022.

Millie Tolleson, Principal Planner, continued with the presentation on network alternatives.

Mr. Madrid asked if they had done an analysis of how often people used the ECR Rapid service on El Camino Real and if it would come back. Ms. Tolleson said it might come back with increased stops and better travel time savings. He asked about real-time signage and Ms. Tolleson said that was being considered as better real-time GPS (global positioning system) technology is installed on the buses.

Vice Chair Johnston said he supported the idea of having a workshop with Planning and the CAC to discuss the options.

Ms. Lacsamana said there would be much opposition from the diverse ridership to the possibility of removing Route 292 into San Francisco, particularly from Brisbane.

Ms. Wegener said that they welcomed continued feedback from the CAC and the public and said the proposed alternatives represented trade-offs.

Ms. Juarez asked for a summary of the alternatives so that she could provide feedback in the future.

Vice Chair Johnston said that he did not support the idea of having a "middle school only" bus.

## **7. REPORT OF THE CHAIR**

There was no report.

## **8. SAMTRANS STAFF UPDATE**

Ana Rivas, Director of Bus Transportation, provided the following report on the most recent bus statistics and the award programs for bus operators.

### **Ridership:**

- The total bus ridership (including weekends) for the month of January 2021 declined by (64.5%), percent compared to last year, January 2020
- The average weekday bus ridership in January declined by (-69.7%), percent in the month of January 2021 compared to January 2020.
- With the reopening of San Mateo County and the availability of vaccinations, we anticipate ridership to increase in the months ahead.

### **OTP (On-Time Performance):**

- We exceeded our OTP goal of 85% at 89.16% for the month of January.

### **DNO (Did Not Operate):**

- There were 7 DNOs in the month of January. 1 from North Base and 6 from CUB (Contracted Urban Bus).

### **Perfect Attendance:**

In recognition of our Operator's resilience and commitment in servicing our customers and arriving to work every day, Perfect Attendance awards for 2020 were awarded to 16 Operators. They will each receive either an official SamTrans jacket with a Perfect Attendance patch or a \$100 electronic gift card of their choice from over 300 top-rated merchants. 20 Operators were awarded with a \$50 electronic gift card for achieving 3 quarters of perfect attendance in 2020.

### **OOM (Operator of the Month):**

Operators Alberto Perez from North Base, and Operator Ignacio Duarte-Navarro are the OOMs for January 2021. They will each receive:

- Preferred parking in the Operator of the Month parking space for the month of June.
- \$75 Gift Certificate
- Awards Program Luncheon (during non-COVID times)
- Display of your photograph at your assigned Base
- Presentation of a personalized wall plaque - at the luncheon

- Operator of the Month patches for your uniform
- Automatic entry as a candidate for the Operator of the Year Award

The Operator of the Year will be announced next week during the Board of Directors meeting

**SAFETY AWARDS:**

Operators are at the forefront of getting our passengers and other essential workers to their destination in a timely and safe manner. In appreciation to our Operators for their continuing years of safe driving, we offer them an array of award prizes for each milestone of safe driving: 3 years, 5years, 10, 15, 20+ years.

To further our commitment to Operator and Public Safety, we revised our Safety Standard Operating Procedures and revamped the Task Force team with a focus on safety and accident reduction.

**FREE RIDES TO COVID VACCINATION APPOINTMENTS:**

Starting tomorrow Thursday February 25, 2021 SamTrans will offer free transportation to passengers going to COVID-19 vaccination appointments. To qualify for free transportation, passengers must show a physical vaccination card or present an email appointment confirmation. Free rides will be offered on all SamTrans buses and on shuttles operated by Redi-Wheels and Redi-Coast.

**OTHER POINTS OF INTEREST:**

- Runbook 134 effective January 17 continues to operate with no significant issues.
- We are addressing passenger pass-ups due to max-capacity limits. Operators are reminded to inform waiting passengers of the next bus arrival and dispatchers are sending trippers
- SamTrans and CUB continue to augment and provide back-up service as needed for high demand schedules.

**9. CAC MEMBER COMMENTS/REQUESTS**

Ms. Juarez said she was pleased with the reward program for operators.

Ms. Lacsamana thanked Ana and the operators.

Ms. Madrid asked if the free rides to vaccine appointments applied to paratransit. Ms. Rivas said yes and that they must be existing eligible riders.

Mary Adler asked how many operators would be hired and how they would be recruited. Ms. Rivas said that they planned to hire 30 more operators and that they had already begun their recruitment.

Vice Chair Johnston suggested an aerial view showing the surrounding areas as an idea for a future the South Base mural.

*Chair Baker rejoined the meeting at 8:13 pm*

**10. SAMTRANS BOARD LIAISON REPORT**

Chair Baker provided a summary of the February 3 Board meeting.

**11. NEXT MEETING**

Vice Chair Johnston -said that the next meeting will be held Wednesday, March 31, 2021 at 6:30 pm, via Zoom teleconference.

**12. ADJOURNMENT**

The meeting adjourned at 8:17 pm.