



## AGENDA

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

Bacciocco Auditorium, 2nd Floor  
1250 San Carlos Avenue, San Carlos, CA 94070

WEDNESDAY, SEPTEMBER 25, 2019 – 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 August 28, 2019
5. Presentation: 2018 Triennial Customer Survey Key Findings – Julian Jest
6. SamTrans Staff Update – Margo Ross
7. CAC Member Comments/Requests
8. Liaison Reports
  - a. SamTrans Board – Sonny Koya
  - b. Community Engagement Committee – Nancy Lacsamana
9. Next Meeting: Wednesday, October 30, 2019 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
10. Adjournment

**SamTrans Citizens Advisory Committee Members 2019:** Mary Adler, Steve Appenrodt, John Baker, Andrew Barnes (Vice Chair), Iris Chan, Bob Gomez, Scott Johnston, Allie Juarez, Sonny Koya (Chair), Nancy Lacsamana, Michelle Lewis

**Staff Liaison:** Margo Ross, Bus Transportation Director

**CAC Secretary:** Jean Brook

## INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the Acting District Secretary at 650.508.6279. Assisted listening devices are available upon request. Board and CAC agendas are available on the SamTrans website at [www.samtrans.com](http://www.samtrans.com).

### Date and Time of Board and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: First Wednesday of the month, 2:00 pm. SamTrans Citizens Advisory Committee: Last Wednesday of the month, 6:30 pm. Date, time, and location of meetings may be changed as needed.

### Location of Meeting

The San Mateo County Transit District Administrative Building is located at 1250 San Carlos Avenue, San Carlos, one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes ECR, 260, 295 and 398. [Map link](#)  
Additional transit information can be obtained by calling 1-800-660-4287 or 511.

### Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

### Accessibility for Individuals with Disabilities

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 public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Cindy Gumpal at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to [cacsecretary@samtrans.com](mailto:cacsecretary@samtrans.com); or by phone at 650.508.6223, or TTY 650.508.6448.

### Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, 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

August 28, 2019

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

**MEMBERS ABSENT:** J. Galisatus, A. Juarez

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

### CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Sonny Koya called the meeting to order at 6:34 pm and requested that Bob Gomez lead the Pledge of Allegiance.

He announced that member Richard Pico had resigned and noted his accomplishments while on the Committee.

### ROLL CALL

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

### PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

None.

### APPROVAL OF MEETING MINUTES FROM JULY 31, 2019

Scott Johnston proposed that the minutes be revised to reflect that he had mentioned the lack of signage for the ECR in Millbrae, not San Bruno.

Motion/Second: Baker/Lacsamana

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Gomez, Koya, Lacsamana

Abstention: Lewis

Absent: Galisatus, Lacsamana

### PRESENTATION: REIMAGINE SAMTRANS PROJECT BRIEFING

Christy Wegener, Director of Planning, gave a presentation on the SamTrans Comprehensive Operational Analysis (COA). She noted that the result of the COA would be a new route network.

Michelle Lewis asked if CAC members could have flyers to distribute while riding the bus.

Nancy Lacsamana said that transportation is not keeping up with job growth in general. She asked about doing outreach to local employers.

Scott Johnston asked how the automated passenger counters on buses work. He suggested reaching out to community college students across multiple age groups.

Margo Ross, Director of Bus Transportation, said they have surveyed community college riders and offered a free bus pass to those who completed the survey.

Iris Chan asked where the focus groups were located. Ms. Wegener said one will be held in a hotel in San Mateo and said she would provide the location of the other group later.

Mary Adler suggested posting information about the Dumbarton rail project on the Nextdoor website.

Andrew Barnes asked if SamTrans has access to the database used to promote Measure W. Ms. Wegener said that they were using the Get Us Moving (GUM) database and would get back to him about how they are using it. She said they were mailing surveys to a select random group of households and then sending out a targeted survey at a later time.

John Baker suggested conducting focus groups in other languages. Ms. Wegener said a Chinese-language focus group was planned. She added that there is a large number of Tagalog speakers but that many of them are also fluent in English, so a separate Tagalog focus group is not in the works. Ms. Baker said that origin and destination data will also be important.

Steve Appenrodt said that he thought that newly transplanted County residents would be more likely to ride the bus.

Bob Gomez suggested having people gather feedback at bus stops, specifically recommending Bay Road and Willow Road in Menlo Park; and University Avenue and Woodland Avenue, and University Avenue and Bay Road in East Palo Alto. Ms. Ross asked him to provide her with information about upcoming East Palo Alto community events in October and November so that they could arrange local outreach.

Mr. Gomez said he has brought up SamTrans issues with the East Palo Alto City Council. He suggested that SamTrans arrange to address the City Council and proposed advertising on Spanish-language Channel 14.

Mr. Barnes asked if the survey would ask about free fares. Ms. Ross said that research shows that fares are less important to riders than service frequency and quality.

Chair Koya suggested that the "Analysis" part of COA should actually be "Analyses." He asked about the best way to communicate with the COA project team. Ms. Wegener provided the email address [reimagine@samtrans.com](mailto:reimagine@samtrans.com), which she said is regularly monitored by herself and other planning team members.

Chair Koya suggested having another SamTrans CAC retreat and inviting the planning team so that Committee members could have the opportunity to share their route experiences.

### **SAMTRANS STAFF UPDATE**

Margo Ross, Director, Bus Transportation, reviewed the latest performance statistics. She said that customers had been confused on the Foster City Express (FCX) southbound out of San Francisco. She said that ridership on Route #398 had increased by 50 percent and continues to grow, despite complaints about it stopping at San Bruno BART Station. She noted that the COA will be conducting a route-by-route analysis.

Ms. Ross said that average weekday ridership (AWR) has only declined by 1.4 percent and that there was a 0.7 percent increase in monthly ridership. She said that on-time performance for July was 83.4 percent and that miles between service calls was 31,000.

She said the FCX has been doing well and that articulated buses have been added to the route. She said that 60 percent of the riders are new riders. She said that riders were being polled about how they made the commute to San Francisco prior to the FCX.

Ms. Lacsamana asked about FCX ridership going southbound to Foster City. Ms. Ross said that she was not surprised that the numbers have been low. Ms. Lacsamana suggested looking at the outbound stops going to San Francisco in the morning.

Ms. Ross said that the District is working to get the right size bus for the number of FCX riders.

Chair Koya talked about Route #398 and #140 operations in the past. Ms. Ross reiterated that #398 ridership has actually recently increased.

### **CAC MEMBER COMMENTS/REQUESTS**

Mr. Gomez said it appeared that the tree branches that had been impeding the bus stop in East Palo Alto have been cut back.

Mr. Appenrodt said that it was not a good idea to have bus operators confront passengers.

Mr. Baker said he would email Ms. Ross a video from a customer who had complained about a recent incident involving a bus.

Ms. Chan requested a bus bench for Stop #341105 at 3<sup>rd</sup> Avenue and South Delaware Street in San Mateo.

Mr. Johnston said he successfully used the SFO bus to get to the airport and noted that his mapping app had directed him to the SFO bus as the preferred route.

Ms. Lewis said that Route #292 is often late. She suggested that a SamTrans staff member ride the bus to determine the reasons why. Ms. Ross said that they are working with the operator contractor to improve on-time performance.

Chair Koya said that #292 is okay in the morning but runs late in the afternoons.

## **LIAISON REPORTS**

### **SamTrans Board of Directors**

Chair Koya noted the relevant actions from the Board's August 7 meeting, including passage of the new District salary ordinance and the new fare structure.

### **Community Engagement Committee**

Nancy Lacsamana said that the Community Engagement Committee met briefly following the July 31 CAC meeting. She said that they had decided not to search for projects; they want to focus on supporting the goals of the Board. Ms. Lacsamana said they also supported Chair Koya's proposition of having a retreat to discuss the COA with staff members.

## **NEXT MEETING**

Chair Koya announced that the next meeting will be held September 25, 2019 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, CA.

## **ADJOURNMENT**

The meeting adjourned at 8:19 pm.