

SamTrans

CORRESPONDENCE

(as of 2-4-2020)



Scenic Pacifica  
Incorporated Nov. 22, 1957

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## CITY OF PACIFICA

170 Santa Maria Avenue • Pacifica, California 94044-2506  
[www.cityofpacifica.org](http://www.cityofpacifica.org)

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February 3, 2020

Mr. Hartnett  
General Manager/CEO  
San Mateo County Transit District  
1250 San Carlos Avenue  
San Carlos, CA 94070

**SUBJECT: SAMTRANS ONDEMAND PERFORMANCE UPDATE**

Dear Mr. Hartnett:

Yesterday, February 3<sup>rd</sup>, I and Pacifica Deputy Public Works Director Sam Bautista were informed by your staff that the SamTrans Board will be discussing the OnDemand pilot project in Pacifica tomorrow night, February 5, and considering your staff recommendation to discontinue the pilot by May 2020. You can imagine our surprise, and that of Pacifica City Councilmembers, when I informed them about what I had just learned a mere 48 hours before your Board meeting. Following your staff's presentation to the Pacifica City Council in November 2019, I was under the impression your staff would share the results of additional pilot data gathering with the Pacifica community prior to formulating a recommendation and presenting to the Board.

Therefore, I would like to express my concern about this extremely short notice and little time to communicate your staff's data and recommendations to the Pacifica City Council and community. I urge you to consider continuing your Board's discussion of the Pacifica OnDemand program until your March board meeting, and invite your staff to present the pilot's data and recommendations to the Pacifica City Council at our February 24<sup>th</sup> City Council meeting. In addition, I urge you to consider doing community outreach and household mailers to inform residents in the OnDemand area about your findings, similar to the outreach SamTrans performed when launching the pilot.

We appreciate your staff's work on this program, notably Jessica Epstein, Ryan McCauley, and Christy Wegener who were on yesterday's call, and look forward to the possibility of a more transparent and collaborative process moving forward.

Thank you for your consideration.

Sincerely,

Kevin S. Woodhouse  
City Manager

cc: Pacifica City Council  
SamTrans Board of Directors