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## 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 26, 2018 – 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 Minutes from August 29, 2018 Meeting
5. Presentation: Mobile App Demo – Karambir Cheema
6. SamTrans Staff Update – Margo Ross
7. CAC Member Comments/Requests
8. Liaison Reports
  - a. SamTrans Board – Michelle Buzbee
  - b. Community Engagement Committee – Nancy Lacsamana
9. Next Meeting: Wednesday, October 24, 2018 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
10. Adjournment

**SamTrans Citizens Advisory Committee Members 2018:** Steve Appenrodt, John Baker, Andrew Barnes, Michelle Buzbee (Chair), Jason Galisatus, Bob Gomez, Allie Juarez, Sonny Koya (Vice Chair), Nancy Lacsamana, Michelle Lewis, Richard Pico, Renita Surlis

**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 650.508.6279, 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 29, 2018**

**MEMBERS PRESENT:** S. Appenrodt, J. Baker, A. Barnes, M. Buzbee (Chair), J. Galisatus, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, F. Liu, R. Pico

**MEMBERS ABSENT:** R. Surles

**STAFF PRESENT:** M. Ross, C. Wegener, J. Epstein, M. Tolleson, D. Olmeda, J. Brook;  
Directors K. Matsumoto and P. Ratto

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

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

*John Baker and Jason Galisatus arrived at 6:32 pm.*

## **PUBLIC COMMENT**

- Sandra Wilson, San Mateo, said the extra stop made by Route 398 at the San Bruno BART station is making her commute too long.
- Rosanne Torre, San Mateo, spoke on behalf of a group of Route KX riders. She stated that the KX has been the best and most cost-effective option for transit between San Francisco and the Peninsula, but that the San Bruno loop has increased the round trip. She requested that this loop be eliminated during the morning and evening commute hours.
- Beverly Lee, San Mateo, said the one-hour one-way commute is now over one hour going to San Francisco and over two hours returning to San Mateo. She said she has really appreciated the convenience and economy of taking SamTrans to San Francisco and requested removing the San Bruno loop.
- Nalani Akahane, Redwood City, asked if the 398 could run during off-commute hours and the KX could run during the commute.
- Akiko Furukawa, Belmont, expressed her appreciation for the efficiency of the KX and the friendliness of SamTrans drivers and riders. She said that the merger of the the KX with the 398 has negatively impacted her commute to her job in San Francisco to the point where she has considered a job change.
- Robin McKoy, San Bruno, said she is vision-impaired and uses SamTrans as her main mode of travel. She said that the introduction of the ECR Rapid has eliminated the regular ECR bus that she has relied upon to get to work on time. She said she has observed that many ECR Rapid buses are empty of passengers.

## **APPROVAL OF MINUTES OF THE SAMTRANS CAC MEETING OF JULY 25, 2018**

John Baker encouraged the public commenters to stay at the meeting to hear the presentation on the Express Bus Study.

Mr. Baker requested that the minutes be amended to reflect his suggested change. Vice Chair Koya requested that his comment be amended to accurately reflect his comments on the KX/398. CAC Secretary Jean Brook said she would make the requested amendments and post the final draft showing the changes.

### **Motion/Second:** Buzbee/Baker

Ayes:, J. Baker, M. Buzbee (Chair), J. Galisatus, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

Abstention: S. Koya

Absent: A. Barnes, R. Surles

## **PRESENTATION: EXPRESS BUS STUDY**

Millie Tolleson, Principal Planner, said the purpose of the study is to provide a safe, reliable commute choice for long-distance trips within and between San Mateo, San Francisco, and Santa Clara Counties. She outlined the six project goals, including providing mobility options and improved connections for regional trips, increasing transit market share in the 101 corridor, developing a cost-effective service and improving transportation equity, enhancing access to jobs and population centers, and supporting sustainable land use and transportation policies.

Bob Gomez asked about express routes originating in East Palo Alto, which he said could be used by Facebook and Lockheed employees.

Vice Chair Sonny Koya expressed that riders need more public outreach from SamTrans when existing routes are changing, particularly those residents of Title VI areas.

*Andrew Barnes arrived at 7:03 pm.*

Mr. Baker said he felt that SamTrans was a more inexpensive alternative to BART and Caltrain. He asked if the Western San Francisco route would include interim stops in San Mateo County, and Ms. Tolleson said there were some planned stops.

Mr. Gomez asked about publicity for the new routes. Ms. Tolleson said there will be many community events and outreach to local employers. Margo Ross, Director of Bus Transportation, said SamTrans' Department of Government Affairs and marketing team would reach out to as many people as possible.

Allie Juarez asked when the pilot program would begin, which Ms. Tolleson said was Summer 2019, which would last about one year.

Mr. Baker asked if the study would affect Route 398. Ms. Tolleson said it would not.

Jason Galisatus asked about the methodology used. Ms. Tolleson discussed the data sources that were used. He said there weren't currently good options going from Redwood City to the western part of San Francisco, and noted that a lot of the proposed lines seem to duplicate existing services, such as with Caltrain. He asked if there were a planned extension of the proposed Route 8 beyond Hillsdale to Redwood City. Ms. Tolleson said there was not, but Ms. Ross said there was still some flexibility in planning.

Michelle Lewis asked about the costs indicated on the slides and Ms. Tolleson confirmed that they refer to operations costs, not fares.

Nancy Lacsamana said she felt that express buses should avoid getting on and off the freeway to save time going to San Francisco. She said she feels the focus should be downtown San Francisco and South of Market.

Chair Buzbee asked about the process for the initial qualitative screening which resulted in 10 short-listed routes. Ms. Tolleson said they had a rating system for each metric, such as the number of people making the trip or employers with strong TDM programs. Chair Buzbee asked why Route 5's cost per passenger was so high. Ms. Tolleson said the cost is based on the expected number of riders on the route compared to the number of service hours needed to deliver the route.

Public Comment:

- Karyl Matsumoto, Mayor Pro Tem, South San Francisco, and SamTrans Board member said that South San Francisco has 27,000 employees working east of Highway 101 in the bioscience cluster. She said that 80 percent of this group drive alone while commuting and 60 percent live in San Mateo County. She said the current mayor would like the Board to consider express routes to serve this biotech community.

Richard Pico asked if bus lines can start in a different county than their destination and Ms. Tolleson said yes, adding that passengers focus on their destinations and not whether they are crossing county lines.

Mr. Galisatus asked how agreements with other transit agencies work. Ms. Ross said current agreements such as between AC Transit in the East Bay and SFMTA in San Francisco are a handshake deal between the agencies. In response to a question by Mr. Gomez, she said there is no formal written agreement between SamTrans and SFMTA.

Vice Chair Koya said if SamTrans drops off and picks up within San Francisco, there's a chance of someone suing the District. Ms. Ross said that Muni has asked SamTrans to do pick-ups and drop-offs because they are at capacity. Andrew Barnes asked if there was any economic exchange of value between agencies in picking up passengers in a different jurisdiction, and Ms. Ross said there was not.

**SAMTRANS STAFF UPDATE**

Ms. Ross said that effective September 4, 2018, the four morning 398 trips will not stop at San Bruno BART. She said the evening routes would not change until further analysis happens. She noted that ridership on the 398 has increased for the return commute.

Vice Chair Sonny Koya said he thought that the San Bruno loop should also be eliminated from the afternoon trips.

Richard Pico asked how many passengers board the 398 in San Bruno. Ms. Ross said it was a significant number. Mr. Pico said he supported not stopping at BART in the afternoon. Ms. Ross said they had supervisors at San Bruno BART doing a headcount and promised that the service would be reviewed. Mr. Pico asked if the signage announcing the route change was sufficient. Ms. Ross said the new information was on the District website and other external sites such as 511.org.

Michelle Lewis said she saw bus stop notices at her San Francisco stop a week before the change. She said long-time riders need better information about changes.

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

Mr. Baker said he has observed that the ECR Rapid buses have low ridership. He suggesting having more stops at major intersections instead of just at train stations. He praised the SamTrans staff at North Base who promptly contacted him about leaving his wallet on the bus.

Bob Gomez said SamTrans buses and drivers are superior to his recent experience riding on a Santa Clara Valley Transit Authority (VTA) bus.

Mr. Pico said he would like the ECR Rapid go from Daly City BART to Palo Alto Caltrain. He said he agreed with Vice Chair Koya that the 398 should drop the San Bruno loop in the afternoon.

Allie Juarez expressed her appreciation to the riders who came out to comment.

Jason Galisatus asked about the merger of Routes 275 and 78 to Woodside High School. He said that the after school bus leaves too soon from the Hull and Alameda stop. Ms. Ross said the drivers have been instructed to wait 10 minutes starting September 3.

Andrew Barnes said he had heard a lot of positive feedback on the route serving Hillview School in Menlo Park. He asked what skip stopping was. Ms. Ross said that rapid service is the newer term for skip stopping. She added the more marketing was needed for the ECR Rapid.

Nancy Lacsamana said that she also advocated for eliminating the San Bruno loop in the afternoon commute. She thanked Ms. Ross for the extension of the school service routes from Brisbane to Pacifica. She also said that she was writing a proposal to move a bus stop near a mobile home park in Brisbane to a safer location.

Ms. Lewis asked about Route 292 in Brisbane being overcrowded in the mornings. She said that some buses don't stop close enough to the bus stop. Ms. Ross said where the drivers stop depends on the circumstances. Ms. Lewis said that many buses don't have bus schedules on board. She thanked the Board members for their participation.

Vice Chair Koya asked for the Sheriff's Department to give a safety presentation to the CAC in the next month or so. He said he planned to help spread the word about the November 6 voter initiatives [Measure W].

Mr. Gomez said that the northbound ECR San Carlos Avenue stop is not clearly marked. He asked that drivers lower the bike racks on the fronts of buses.

Chair Buzbee said she thought that a week's notice of route changes is not long enough.

## **LIAISON REPORTS**

### **SamTrans Board of Directors**

Chair Buzbee summarized the August 1 Board meeting:

- Mobility Management Report – ADA Paratransit
- Multimodal Ridership Report for June 2018 – showed only about one-half of a percent increase in overall ridership. She said that the ECR, ECR Rapid, and SFO Connect can be solutions to the decreasing ridership.
- \$586,500 was awarded a contract for paving for South San Francisco Linda Mar Park n' Ride.
- Coastside Transit Study was adopted.

### **Community Engagement Committee**

Ms. Lacsamana said that she, Ms. Lewis, and Mr. Galisatus met by phone in August and plan to continue in the future.

### **CAC RETREAT**

Chair Buzbee noted that the CAC retreat would be on Wednesday, September 26, 4:00-6:00 pm. She distributed a draft agenda and asked for feedback. The members all said they liked the agenda.

Ms. Ross said they were supplying sandwiches for the retreat.

Mr. Barnes said he may be late to the retreat. Ms. Ross said attendance at the retreat was not mandatory to remain on the Committee.

Ms. Juarez suggested sharing the CAC guiding principles at the retreat.

Chair Buzbee suggested taking a dinner break from 5:00-5:30.

### **NEXT MEETING**

Chair Buzbee announced that the next meeting will be held September 26, 2018 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, CA.

### **ADJOURNMENT**

The meeting adjourned at 8:04 pm.