



AGENDA

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

Dining Conference Room, 4th Floor
1250 San Carlos Avenue, San Carlos, CA 94070

WEDNESDAY, NOVEMBER 20, 2019 – 6:30 pm

1. Call to Order
2. Announcement of New CAC Member Kai Forsley
3. Roll Call
4. Public Comment for Items Not on the Agenda
Public testimony by each individual speaker shall be limited to three (3) minutes
5. Approval of Special and Regular Meeting Minutes from October 30, 2019
6. Presentation: SamTrans 2019 Title VI Program Update – Wendy Lau, Title VI Administrator
7. SamTrans Staff Update – Margo Ross
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – Sonny Koya
 - b. Community Engagement Committee – Nancy Lacsamana
10. Next Meeting: Wednesday, January 29, 2020 (***no meeting in December***) at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

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

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.

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; 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)
SPECIAL MEETING MINUTES**

October 30, 2019

MEMBERS PRESENT: S. Appenrodt, J. Baker (arrived at 5:51 pm), A. Barnes (Vice Chair), I. Chan, B. Gomez, S. Johnston, S. Koya (Chair), N. Lacsamana, M. Lewis, D. Smith

MEMBERS ABSENT: M. Adler, A. Juarez

STAFF PRESENT: M. Ross, J. Epstein, C. Wegener, A. Lam, J. Castellanos, M. Louie, J. Burley, J. Brook

CALL TO ORDER

Chair Sonny Koya called the meeting to order at 5:31 pm.

ROLL CALL

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

ROUNDTABLE DISCUSSION WITH PLANNING STAFF ON SUPPORTING THE SAMTRANS COMPREHENSIVE OPERATIONAL ANALYSIS (COA)

Christy Wegener, Director of Planning, asked the Committee members to introduce themselves and say the bus routes they ride.

Michelle Lewis, Daly City, said that she rides Route 292 to work four days, sometimes five days per week.

Nancy Lacsamana, Brisbane said that she rides Route 292 to work five mornings a week; in the afternoons, she said she either takes Route 292 or BART and the Commute.org shuttle home.

Doug Smith, Redwood City, said that he takes Route 274 to connect to the ECR and Routes 398, 260, 295, mostly for running errands.

Iris Chan, Belmont, said that she takes Route 295 to work five mornings and three evenings a week. She said that she takes the ECR or Route 260 to go to various appointments, and that she also likes to try out new routes.

Sonny Koya, South San Francisco, said that he rides Route 292 to work and has done so since the 1980s when it was called Route 7B.

Andrew Barnes, Menlo Park, said he takes the ECR twice a week.

Scott Johnston, San Carlos, said he works from home and uses the ECR and Route 275 to get around locally and has also taken Route 398.

Steve Appenrodt, Burlingame, said he mainly rides the ECR and occasionally Routes 292, 260, and 250.

Bob Gomez, East Palo Alto, said he rides the ECR and Routes 280, 281, and 296.

Ms. Wegener facilitated a focus group exercise using a survey where the Committee members ranked possible service changes that SamTrans may implement in the future. The members were given a sliding scale from 1 to 5, with 1 indicating "should not be a priority for SamTrans" and 5 indicating "should be a priority for SamTrans," plus a "don't know" option. She said that District wanted to learn how to attract new riders and get current riders to use the service more frequently.

Ms. Wegener asked what the participants had marked as a 5.

Ms. Lewis said better bus stop amenities such as lighted shelters should be a high priority. Chair Koya and Mr. Gomez agreed. Mr. Barnes disagreed and said that having a shelter would not influence him to ride transit more. Ms. Lacsamana, Mr. Appenrodt, and Mr. Smith said their responses were somewhere in between.

The majority of members, including Ms. Chan, Mr. Johnston, and Mr. Smith, said they thought that reliable, real-time bus location tracking information was very important. Chair Koya said that he rated it as 4 rather than 5 since he thought that bus tracking technology might raise a budgetary concern.

Mr. Barnes said that he prioritized on-demand vans or shuttles. Ms. Lacsamana said that she rated on-demand service in the middle since she feels it does not apply to the majority of riders. Chair Koya said that he rated it a 4. Mr. Gomez said he rated it a 3.

Ms. Wegener asked about bus routes that make fewer stops for a faster trip or having additional stops to increase access.

John Baker arrived at 5:51 pm.

Mr. Smith said that the ECR Rapid is not measurably faster than the regular ECR.

Mr. Baker said he ranked buses making fewer stops as a high priority, particularly in trying to attract new riders who may be put off by long travel times. He suggested layering regular and rapid service.

Chair Koya said that he rated subsidized shared or pool rides using ride-hailing services as 1 (should not be a priority). Mr. Baker and others had similar responses. Chair Koya said that he would give some priority to taxicabs since the operators spend thousands of dollars on their medallions and taxis are a viable option for last-mile connections. Ms. Wegener noted that her other focus groups had come to the same conclusion: that transit companies do not need to subsidize rideshare companies such as Uber and Lyft.

Mr. Gomez said he thought that bike share at transit stops was a big priority.

Mr. Barnes said he thought that bus routes making fewer stops and having increased express bus service went hand in hand. He said he thought it was important to have dedicated bus routes and buses with signal priority to attract riders who may decide that a bus trip may be faster than the same trip by car. Ms. Lacsamana said that the FLX route was a prime example of this phenomenon.

Mr. Smith said that most people he talks to say they are concerned about the amount of time they spend getting to work. Mr. Baker said that shelters may be less of a priority if the wait time for the bus is lessened.

Ms. Wegener asked about trade-offs, such as having buses come more often with a longer walk to the stop versus buses coming less often with a shorter walk to the stop.

Mr. Johnston asked about the percentage of stops used on a typical ECR trip. Ms. Wegener said that Reimagine SamTrans was looking at bus stop utilization.

Ms. Chan said she felt that frequency was very important. She suggested that Route 295 run on weekends to Hillsdale Shopping Center for holiday shopping. Most of the members said that they preferred frequency of service over proximity of stops. Mr. Smith said that it depends on the category of rider, since many older riders prefer not walking a long way. Ms. Wegener said that accommodating older riders may take away potentially expensive Redi-Wheels trips.

Ms. Wegener asked the Committee about more frequent service on major arterials versus less frequent but more widespread service throughout the County. Mr. Barnes said that this was a social equity question since the widespread option would give access to more people.

Chair Koya said that frequency and bus shelters were the highest priority. He said that many groups of riders such as mothers with young children would always benefit from the availability of bus shelters, particularly in bad weather.

Ms. Wegener said that the CAC members can serve as ambassadors for Reimagine SamTrans and that they would be providing take-one brochures for them to hand out to riders on the buses. She added that the Reimagine SamTrans website would go live on November 1.

ADJOURNMENT

The meeting adjourned at 6:15 pm.

Draft

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CITIZENS ADVISORY COMMITTEE (CAC) MEETING MINUTES

October 30, 2019

MEMBERS PRESENT: S. Appenrodt, J. Baker (left at 7:10 pm), A. Barnes (Vice Chair), I. Chan, B. Gomez, S. Johnston, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis, D. Smith

MEMBERS ABSENT: M. Adler

STAFF PRESENT: M. Ross, J. Epstein, C. Wegener, A. Lam, J. Castellanos, M. Louie, J. Burley, J. Brook

CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Sonny Koya called the meeting to order at 6:33 pm and requested that Bob Gomez lead the Pledge of Allegiance.

ANNOUNCEMENT OF NEW CAC MEMBER DOUG SMITH

Chair Koya introduced newly appointed member Doug Smith.

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 SEPTEMBER 25, 2019

Motion/Second: Baker/Gomez

Ayes: Appenrodt, Baker, Chan, Gomez, Johnston, Juarez, Koya, Lacsamana, Smith

Abstentions: Barnes, Lewis

Absent: Adler

APPROVAL OF 2020 CAC MEETING CALENDAR

Motion/Second: Lewis/Lacsamana

Ayes: Appenrodt, Baker, Barnes, Chan, Gomez, Johnston, Juarez, Koya, Lacsamana, Lewis, Smith

Absent: Adler

PRESENTATION: REIMAGINE SAMTRANS – EXISTING CONDITIONS AND TRADE-OFFS DISCUSSION

Christy Wegener, Director of Planning, gave a presentation on the Comprehensive Operational Analysis, Reimagine SamTrans.

Andrew Barnes asked about the race and ethnic breakdown of ridership. Ms. Wegener said that the majority of riders are ethnic minorities.

Bob Gomez talked about how the current political situation is affecting gas prices.

Allie Juarez said that she feels like it will be a long wait until the 2021 kick-off of the new bus system. She added that public opinion seems to be that SamTrans is a dated agency and said that there is a need to positively change the perception of the agency.

Margo Ross, Director of Bus Transportation, said that most COAs (Comprehensive Operational Analyses) take three or four years. She said that a lot of work goes into analyzing an entire route network and that it is important to get it right. Ms. Juarez suggested reframing the COA to the community so that people know that the upgrade will not happen overnight.

Scott Johnston suggested having timed transfers to encourage people to take transit to the Chase Center in San Francisco.

Mr. Barnes discussed trade-offs such as frequency of service versus proximity of bus stops.

John Baker suggested offering perks to multimodal riders to encourage ridership on SamTrans. Ms. Wegener said that the FASTER Bay Area regional mega-measure is examining fare integration between modes.

John Baker left the meeting at 7:10 pm.

Iris Chan suggested polling bus operators be part of the COA.

Doug Smith suggested providing service to shopping centers during the holiday season.

Ms. Wegener said that people who normally do not ride transit like to take the bus to ball games where they can drink. Ms. Ross noted that LA (Los Angeles) Metro's service to the Hollywood Bowl and Dodger Stadium is very popular.

Nancy Lacsamana suggested adding service from South San Francisco BART to the Oyster Point industrial park.

Michelle Lewis asked if the Reimagine SamTrans materials would also be printed in Spanish. Jessica Epstein, Government and Community Affairs Officer, said materials are available in both Spanish and simplified Chinese. Ms. Wegener said they would bring printed materials to the November 20 CAC meeting.

Chair Koya asked what kind of material would be available for the CAC members to distribute on the bus. Ms. Wegener said it would be a colorful, glossy tri-fold pamphlet directing riders to take the Reimagine SamTrans survey.

SAMTRANS STAFF UPDATE

Ms. Ross talked about the most recent performance statistics from the September multimodal ridership report that was to be presented to the Board at their November 6 meeting. She noted that the FCX (Foster City Express) 6:30 am northbound trip would be eliminated in favor of adding a later morning trip. She added that the Palo Alto Express (PCX) originally planned to start in January 2020 was currently on hold.

Mr. Barnes said that 50 percent of bus trips involve transfers. Ms. Ross said that most transfers originate from the ECR.

CAC MEMBER COMMENTS/REQUESTS

Ms. Lewis said that service on Route 292 has somewhat improved. Ms. Ross said that there have been fewer DNOs (Did Not Operates) and that they have been hiring more operators.

Ms. Lacsamana noted some key points from the FASTER Bay Area town hall meeting she attended on October 29.

Mr. Smith asked why articulated buses are now being used on Route 274 since it has fairly low ridership. Ms. Ross said that the route accommodates school children. Josue Castellanos, Scheduling Specialist, Operations Planning, explained that the size of the bus is dictated by the busiest schedule.

Ms. Chan said that it is difficult to get to the FCX from Belmont where she lives. She said that she hopes there will be more express bus service to San Francisco originating in Belmont and San Mateo.

Mr. Johnston said that SamTrans should have an idea of what kind of funding they are asking for from the FASTER Bay Area initiative. He said that he took Route 398 to downtown San Francisco but felt that the bus was not comfortable for longer trips. Ms. Ross said that the route's buses would be replaced with new articulated buses by December 15.

Ms. Juarez praised the buses wrapped with the Art Takes a Bus Ride children's artwork.

Chair Koya had a question about feedback from Victoria O'Brien, Deputy Director, Safety and Security, about passenger mischief on buses.

Ms. Ross said that the Christmas-decorated bus would be at Sequoia Station in Redwood City at the Holiday Train event on December 7 and 8.

Chair Koya suggested updating the SamTrans CAC recruitment ad card with a new photo reflecting the current membership.

LIAISON REPORTS

SamTrans Board of Directors

Chair Koya noted the relevant actions from the Board's October 2 meeting:

- The Teamsters agreement for facilities maintenance technicians was approved
- October was designated as Disabilities Awareness Month
- Doug Smith was appointed to the CAC
- Heard an overview of the FASTER Bay Area proposed regional measure
- Heard a discussion of the feasibility of providing electric vehicles for paratransit services

Community Engagement Committee

Ms. Lacsamana said that the Committee did not meet.

NEXT MEETING

Chair Koya announced that the next meeting will be held November 20, 2019 at 6:30 pm, 1250 San Carlos Avenue, ***Dining Conference Room, 4th Floor***, San Carlos, CA.

ADJOURNMENT

The meeting adjourned at 7:49 pm.