



AGENDA

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

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

WEDNESDAY, JANUARY 29, 2020 – 6:30 pm

1. Call to Order/Pledge of Allegiance
2. Report of the Chair
 - a. Report of the 2020 Chair and Vice Chair Nominating Committee (John Baker, Nancy Lacsamana, and Michelle Lewis)
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 Meeting Minutes from November 20, 2019
6. Presentation: 2019 SamTrans Customer Satisfaction Survey Results – Julian Jest
7. SamTrans Staff Update – Margo Ross
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – John Baker
 - b. Community Engagement Committee – Nancy Lacsamana
10. Next Meeting: Wednesday, February 26, 2020 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
11. Adjournment

SamTrans Citizens Advisory Committee Members 2020: 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 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.

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 Advisory Committee Meetings

San Mateo County Transit District 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 necessary. Meeting schedules for the Board and CAC are available on the Website.

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 ([view map](#)). Additional transit information can be obtained by calling 1-800-660-4287 or 511, or by visiting 511.org.

Public Comment

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

Accessible Public Meetings/Translation

Written materials in appropriate alternative formats, disability-related modification/accommodation, as well as sign language and foreign language interpreters are available upon request; all requests must be made 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; or request by phone at 650-622-7864 or TTY 650-508-6448.

Availability of Public Records

All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and 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 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**

November 20, 2019

MEMBERS PRESENT: M. Adler, J. Baker, A. Barnes (Vice Chair), I. Chan, K. Forsley, B. Gomez, S. Johnston, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis, D. Smith

MEMBERS ABSENT: S. Appenrodt

STAFF PRESENT: M. Ross, J. Epstein, W. Lau, J. Castellanos, J. Brook

CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Sonny Koya called the meeting to order at 6:30 pm.

ANNOUNCEMENT OF NEW CAC MEMBER KAI FORSLEY

Chair Koya introduced newly appointed member Kai Forsley.

ROLL CALL

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

PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

SamTrans Director Peter Ratto thanked the CAC members for all their efforts supporting the goals of SamTrans throughout the year.

APPROVAL OF SPECIAL MEETING MINUTES FROM OCTOBER 30, 2019

Motion/Second: Baker/Smith

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

Absent: Appenrodt

APPROVAL OF REGULAR MEETING MINUTES FROM OCTOBER 30, 2019

Motion/Second: Gomez/Lewis

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

Absent: Appenrodt

PRESENTATION: SAMTRANS 2019 TITLE VI PROGRAM UPDATE

Wendy Lau, Title VI Officer, provided an explanation of the purpose of SamTrans' Title VI program accompanied by a presentation.

Allie Juarez asked if there were any guidelines in place for assigning drivers to certain routes based on language ability. Ms. Lau said that it is not required by Title VI. Margo Ross, Director of Bus Transportation, said that routes are assigned by priority.

Scott Johnston asked where six displays are with Title VI information. Ms. Lau said they are in the major transit centers: Millbrae, Redwood City, Palo Alto, San Bruno, Colma, and Daly City.

Nancy Lacsamana said that a major issue that she has heard from riders is communication of upcoming schedule and route changes, and that people would like more advanced notice. Ms. Lau said that most communication in Spanish-speaking communities is by paper and word of mouth.

Ms. Ross said that take-ones on fare changes are now available in both Spanish and English.

John Baker asked at what point does adding a service such as express routes affect Title VI program standards.

Mary Adler asked how many Title VI-related complaints (i.e., race or discrimination) are received by the District per year. Ms. Lau said there were eight complaints in the past year. She added that very few complaints are escalated beyond the initial investigation.

Doug Smith asked how SamTrans defines "minority" transit lines versus "low income." Ms. Lau said if a route qualifies as both, it would be labeled as minority.

Iris Chan said that the main number for the SamTrans customer service line is in English. Ms. Lau said that the caller can be referred to another speaker in their language. She said that the language phone line is published on the Title VI poster, which is inside every bus.

Bob Gomez suggested using the term "Latino" as opposed to "Spanish" when referring to speakers. Ms. Lau said that the program focuses on addressing language rather than race or nationality and goes by FTA (Federal Transit Administration) standards.

Chair Koya said that he was looking forward to working with Ms. Lau during the Reimagine SamTrans process.

SAMTRANS STAFF UPDATE

Ms. Ross thanked Mr. Smith for participating at the recent Reimagine SamTrans pop-up events. She provided a handout on the miles between service calls for Fiscal Year 2020.

She announced that the SamTrans holiday bus would premier at Sequoia Station, Redwood City on Saturday, December 7 and at Serramonte Center, Daly City on Friday, December 13.

Jessica Epstein, Government and Community Affairs Officer, provided the CAC members with Reimagine SamTrans promotion kits. She emphasized that every bus rider should complete a ridership survey. Ms. Ross encouraged the members to talk to riders on the bus.

Mr. Gomez said that he liked the Title VI presentation.

Andrew Barnes said that Reimagine SamTrans is revisiting ground transportation.

Ms. Adler asked if SamTrans would ever offer bus service from the East Bay to San Mateo County; Ms. Ross said no.

Ms. Juarez said she thought the holiday bus was gorgeous.

Chair Koya said that he would encourage the Route 398 riders to complete the survey.

Ms. Ross passed on to the members holiday wishes from David Olmeda, Chief Operating Officer, Bus.

CAC MEMBER COMMENTS/REQUESTS

The members wished everyone happy holidays and Happy New Year.

Ms. Chan said she was happy to be on the CAC and said that she has learned a lot about transportation. She said that she enjoyed promoting SamTrans service at farmers' markets and helping communicate to the Chinese-speaking community.

Michelle Lewis said that she appreciated being on the Committee.

Ms. Adler said that she hoped to persuade people to get out of their cars and ride transit.

Mr. Baker said that he was excited for SamTrans' future, noting that for the first time, the agency does not have a structural deficit.

Kai Forsley said she looked forward to being a voice for parents riding transit with young children.

Mr. Johnston said that he had recently ridden the new articulated bus with electrical/USB outlets.

Ms. Juarez said that on-time performance will be really critical for people riding in cold and bad weather.

Chair Koya said he feels that SamTrans is very progressive and expressed his appreciation for staff.

LIAISON REPORTS

SamTrans Board of Directors

Mr. Baker gave a synopsis of the Try Transit community college pilot and OnDemand informational items from the Board's November 6 meeting.

Ms. Ross noted regarding Try Transit that 17,000 two-week free bus passes were distributed at community colleges, creating a large bump in ridership.

Chair Koya noted that the Board awarded a contract to Creative Bus Sales, Inc., for the purchase and delivery of 13 El Dorado paratransit vehicles.

Mr. Baker, Ms. Lacsamana, and Ms. Lewis volunteered to be on the 2020 Chair and Vice Chair Nominating Committee.

Community Engagement Committee

Ms. Lacsamana said that the Committee did not meet. She noted that Mr. Smith and Ms. Chan participated in the Reimagine SamTrans promotional events.

NEXT MEETING

Chair Koya reminded the Committee that there would be no meeting in December. He said that the next meeting will be held Wednesday, January 29, 2020 at 6:30 pm, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA

ADJOURNMENT

The meeting adjourned at 7:48 pm.