

**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

September 26, 2018

MEMBERS PRESENT: S. Appenrodt, A. Barnes, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

MEMBERS ABSENT: J. Baker, M. Buzbee (Chair), J. Galisatus, R. Surles

STAFF PRESENT: A. John, J. Epstein, K. Cheema, R. Abordo, A. Rivas, J. Brook

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

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

Vice Chair Koya led the Pledge of Allegiance.

PUBLIC COMMENT

Jane Cummings asked that the 398 and ECR Rapid routes be reviewed. She requested that one of the lines should be extended to the Palo Alto Transit Center during commute hours. She also expressed concern that the 398 and ECR duplicated stops.

Ana Rivas, Superintendent, Bus Transportation, stated that the ECR Rapid will likely be extended to Stanford Shopping Center beginning January 2019.

APPROVAL OF MINUTES OF THE SAMTRANS CAC MEETING OF AUGUST 29, 2018

Motion/Second: Pico/Gomez

Ayes: S. Appenrodt, A. Barnes, B. Gomez, A. Juarez, S. Koya (Vice Chair), N. Lacsamana, M. Lewis, R. Pico

Absent: J. Baker, M. Buzbee (Chair), R. Surles

PRESENTATION: MOBILE APP DEMO

Karambir Cheema, Deputy Director, Intelligent Transportation Systems, gave a live demonstration on how the new SamTrans mobile app works.

Allie Juarez asked why SamTrans options don't appear first in the trip planner. Mr. Cheema said it was part of a policy decision to present a variety of modes of travel to the consumer. He said that TNCs would also be added in the future.

Richard Pico asked if a customer could get real-time information on bus arrivals. Mr. Cheema said this service would be provided in the near future.

Mr. Cheema said the button to activate a ticket should not be pressed until the user is ready to ride. He demonstrated the process for activation and the measures to prevent fraudulent use of tickets.

Vice Chair Koya said he favored maintaining the use of tokens. Mr. Cheema said it was possible that tokens would be discontinued in the future. He said the mobile app would fulfill the same purpose as tokens in that it was useful for children or infrequent riders.

Mr. Pico asked about putting the monthly pass on the mobile app. Mr. Cheema said that Clipper doesn't want the app to compete with it. He said that Clipper would likely be launching a Bay Area-wide mobile app in the next couple of years. Mr. Pico asked if someone could buy a ticket through the Google Maps app. Mr. Cheema said no.

Steve Appenrodt asked if Google Maps would also have the real-time bus information that's available on the SamTrans app. Mr. Cheema said the live feed would be pushed out to 511.org in two weeks. He explained that all mobile trip planning apps, including Google Maps and the SamTrans mobile app tap into this same feed.

SAMTRANS STAFF UPDATE

Ms. Rivas reviewed the August SamTrans performance statistics. She said that based CAC and public feedback, Route 398 is no longer making the San Bruno BART loop in the morning. She said the Linda Mar Park 'N Ride would be closed October 1 for approximately six weeks because it is being repaved.

Ms. Lacsamana asked why the number of customer complaints was so high. Ms. Rivas said it may be due to on-time performance. She said that an operations performance team was investigating.

Mr. Pico asked about the southbound 398 service, saying that the evening run should match the morning. Ms. Rivas said that they had not received enough feedback yet on the southbound route. Michelle Lewis said that rider feedback had requested the same number of buses in the afternoon as in the morning. Mr. Pico urged Ms. Rivas to discuss eliminating the San Bruno BART stops in the afternoon as well as in the morning. He also advocated having the 398 go to Stanford Shopping Center and the ECR Rapid go to Palo Alto Transit Center. Ms. Rivas said the traffic in downtown Palo Alto adds 30 minutes to the trip.

CAC MEMBER COMMENTS/REQUESTS

Ms. Lewis mentioned that a Route 292 bus heading to San Francisco in the morning didn't show up. She requested having articulated buses for that route. She asked if it were possible to find out schedule changes ahead of time. Ms. Rivas said they try to inform customers at least one week prior to any changes.

Vice Chair Koya commented on the timeliness of Route 292. He said he felt that the runbook needed to be redone and then proper outreach done. He requested changing the Route 398 afternoon routes to be bypass San Bruno BART.

LIAISON REPORTS

SamTrans Board of Directors

Ms. Brook said that a summary of the September 5 SamTrans Board meeting was available on the table.

Community Engagement Committee

Ms. Lacsamana said that the committee would report back at the October meeting.

NEXT MEETING

Vice Chair Koya announced that the next meeting will be held October 24, 2018 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA.

ADJOURNMENT

The meeting adjourned at 7:43 pm.