

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

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

January 30, 2019

MEMBERS PRESENT: M. Adler, S. Appenrodt, J. Baker, A. Barnes (Vice Chair), I. Chan, J. Galisatus, B. Gomez, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis, R. Pico

MEMBERS ABSENT: None

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

CALL TO ORDER/PLEDGE OF ALLEGIANCE

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

ANNOUNCEMENT OF NEW CAC MEMBERS

Chair Koya announced new members Mary Adler and Iris Chan.

ROLL CALL

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

PUBLIC COMMENT

- SamTrans Director Peter Ratto welcomed the new members.
- Andy Chow requested better communication about changes in service so that the public could make suggestions about the proposed changes.

John Baker arrived at 6:37 pm

APPROVAL OF MEETING MINUTES FROM NOVEMBER 28, 2018

Motion/Second: Appenrodt/Baker

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Gomez, Juarez, Koya, Lacsamana, Lewis, Pico

Noes: None

Abstentions: Galisatus

Absent: None

REPORT OF THE 2019 CHAIR AND VICE CHAIR NOMINATING COMMITTEE

John Baker, speaking on behalf of himself and committee members Nancy Lacsamana and Michelle Lewis, proposed Sonny Koya as Chair for 2019.

Motion/Second: Galisatus/Barnes

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Galisatus, Gomez, Juarez, Koya, Lacsamana, Lewis, Pico

Noes: None

Absent: None

Mr. Baker proposed Andrew Barnes as Vice Chair for 2019.

Motion/Second: Baker/Lacsamana

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Galisatus, Gomez, Juarez, Koya, Lacsamana, Lewis, Pico

Noes: None

Absent: None

PRESENTATION: 2019 LEGISLATIVE PROGRAM

Jessica Epstein, Government and Community Affairs Officer, discussed the current program's differences from the 2018 program.

She said regarding support of a measure that the CAC takes advocacy to the Board, then the Board discusses and reviews before presenting its position to the public.

Jason Galisatus asked about how the objectives came into being. Ms. Epstein said they were adopted by the Board.

Mr. Barnes asked re the Dumbarton Corridor about the different objectives of MTC and Crossbay Transit Partners (Facebook and Plenary Group). She said Crossbay Transit Partners is about the rail corridor and MTC concerns the highway bridge.

Mary Adler asked about the timeline for Measure W. Ms. Epstein said it is now going to the District's budgetary side with funds becoming available in the summer.

Ms. Lacsamana asked about transit-oriented development (TOD)/first and last mile. Ms. Epstein said the District hadn't run any bills in this category. She said it's mostly focused on the transit element. She added that the District historically has taken a watch position on TOD legislation.

Mr. Baker asked about the governor talking about withholding transit funding for cities that don't provide adequate housing. Ms. Epstein said it likely would not impact the District, but may affect individual cities.

Chair Koya asked about CEQA (California Environmental Quality Act). Ms. Epstein gave a summary of CEQA's impact on transit.

SAMTRANS STAFF UPDATE

Margo Ross, Director of Bus Transportation, reported the December 2018 SamTrans performance statistics.

AWR	OTP	Complaints	MBSC	Tokens		DNO
				Adult	Youth	
35,390	77.31%	149	30,323	17,534	17,511	101

Mr. Baker asked how much of the DNO is driven by operator shortage. Ms. Ross said it's 101 per 100,000.

Iris Chan asked how on-time performance is assessed. Ms. Ross said there's numerous electronic systems on the buses that gauge on-time performance.

Ms. Lacsamana asked why token use was down. Ms. Ross said it may be because kids are out of school for holiday break. She said coin tokens were being phased out.

Mary Adler said that she supported use of metal tokens due to convenience. Ms. Ross said that the recent fare study indicates that tokens are on their way out.

Richard Pico said he agreed that tokens should be phased out. He said that electronic means of payment is more convenient. He asked if the statistics could add customers who pay using the mobile app. Ms. Ross said that would be added.

Ms. Lacsamana said that some shelters still distribute tokens to their clients. Ms. Ross said that tokens may not be used in a way they are intended for.

Mr. Baker said that some parents find it convenient to give tokens to their school-age children instead of money.

Bob Gomez said that tokens should go away since they are too expensive.

Chair Koya said he supports metal tokens for use by senior citizens and children.

Ms. Ross said that the exhaustive fare study and look-ahead doesn't support continued token use. She said that most agencies no longer issue tokens and that the tokens clog up the fareboxes.

CAC MEMBER COMMENTS/REQUESTS

Michelle Lewis said she was happy with the new ad card featuring the current SamTrans CAC photo. She said that on January 8, the Route 405 bus arrived 12 minutes early at 7th and Mission in San Francisco. Ms. Ross talked about SamTrans operators letting passengers off in San Francisco.

Ms. Lewis suggested that the signs saying no food, music, etc. on the buses should be updated to be more relevant. She suggested having a bus bench for the northbound Geneva/Bayshore stop in San Francisco.

Josue Castellanos, Operations Planning and Schedule, responded to Ms. Lacsamana about a school stop at Terranova.

Ms. Chan said that northbound Route 295 11:50 am bus at Carlmont Shopping Center is often delayed. Ms. Ross said she would look into the situation and that changes in the schedule are driven by ridership. She added that delays happen when buses must make detours based on construction, which is beyond SamTrans's control.

Ms. Adler said she rode the ECR during commute hours and said she was satisfied with the service.

Mr. Barnes remarked positively on the Caltrain bus bridge going to San Francisco over the weekend.

Allie Juarez said that she wanted to suggest an agenda item to discuss other uses for the electronic signage on buses, such as advertising. Ms. Ross said that the electronic signs are limited to bus information only.

Mr. Appenrodt said that putting coins in fareboxes slows them down. Ms. Ross said the fareboxes would be upgraded within five years.

Mr. Gomez talked about operator courtesy on buses. He said that seniors need something to hold onto such as rails/grab bars in the buses.

Mr. Gomez asked about a bus stop at Bay Road and University in East Palo Alto. Ms. Ross said the shelter got moved. She said that the stop was restored but without the shelter.

Mr. Gomez said that information on digital signs in buses is not always updated.

Chair Koya said he hoped that MV Transportation hires enough operators and gave positive feedback on the operators. He said he had received positive feedback regarding the CAC ad card, with eight people asking him about it.

Chair Koya asked about the digital signage. Ms. Ross said that Los Angeles Metro (LA Metro) used digital advertising on buses, but it is another component of the bus that requires maintenance.

Chair Koya brought up the idea of adding lighting to bus shelters. He said this is not only for passengers, but allows drivers to see if someone is waiting. He mentioned the bus shelter at Guadalupe and Canyon Road in Brisbane in particular. Mr. Gomez said he was still waiting to get bus shelters in East Palo Alto. Ms. Ross said shelters are based on foot traffic. She added not all the shelters are owned by SamTrans, but said she would talk to Facilities.

LIAISON REPORTS

SamTrans Board of Directors

Chair Koya noted that Ron Collins was sworn in as a new director representing southern judicial cities; Carole Groom became the new Chair and Karyl Matsumoto became the new Vice Chair. He said the Board approved the newest CAC members and also adopted a fare policy for the first time in the District's history.

Community Engagement Committee

Ms. Lacsamana said there was no new discussion from the committee. She said they hoped to discuss ideas for customer engagement at a future meeting.

NEXT MEETING

Chair Koya announced that the next meeting will be held February 27, 2019 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA.

ADJOURNMENT

The meeting adjourned at 7:44 pm.