

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

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

**February 27, 2019**

**MEMBERS PRESENT:** S. Appenrodt, J. Baker (arrived at 6:53 pm), A. Barnes (Vice Chair), I. Chan, J. Galisatus, B. Gomez, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis

**MEMBERS ABSENT:** M. Adler, R. Pico

**STAFF PRESENT:** M. Ross, A. Rivas, J. Castellanos, J. Epstein, J. Brook

**CALL TO ORDER/PLEDGE OF ALLEGIANCE**

Chair Sonny Koya called the meeting to order at 6:30 pm and requested that Iris Chan lead the Pledge of Allegiance.

**ROLL CALL**

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

**PUBLIC COMMENT**

None.

**APPROVAL OF MEETING MINUTES FROM JANUARY 30, 2019**

Motion/Second: Galisatus/Appenrodt

Ayes: Appenrodt, Barnes, Chan, Gomez, Juarez, Koya, Lacsamana, Lewis

Noes: None

Absent: Adler, Baker, Pico

**PRESENTATION: BROWN ACT TRAINING**

Chair Koya announced that the presentation was postponed until the April 24 meeting.

**SAMTRANS STAFF UPDATE**

Margo Ross, Director of Bus Transportation, reported the January 2019 SamTrans performance statistics. She said they are trying to eliminate DNOs with the new runbook.

| <b>AWR</b> | <b>OTP</b> | <b>Complaints</b> | <b>MBSC</b> | <b>Tokens</b> |              | <b>DNO</b> |
|------------|------------|-------------------|-------------|---------------|--------------|------------|
|            |            |                   |             | <i>Adult</i>  | <i>Youth</i> |            |
| 33,920     | 80.28%     | 205               | 28,252      | 24,030        | 19,456       | 96         |

She said that Pacifica microtransit pilot is slated to start this spring. She mentioned that the District recently took delivery of two new electric buses. She said that operators and maintenance are currently being trained on the new buses. She added that new articulated buses would be delivered in the spring as well.

Nancy Lacsamana asked how they will be identified as electric. Ms. Ross said that these new buses have a new paint job to make them more identifiable to the riders as new.

Andrew Barnes asked who the technology provider was for the microtransit. Ms. Ross said that it was Via and added that it would not be a part of the SamTrans mobile app.

Allie Juarez asked about which lines will have the electric buses. Ms. Ross said they are starting with the ECR. She added that the buses will have portable chargers and will have infrastructure at both North and South Base.

Chair Koya asked if the bus seats would ever change from cloth to vinyl as in the past. Ms. Ross said they would not.

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

Bob Gomez asked if SamTrans allowed people to sleep on buses. Ms. Ross said that homeless people sleeping on buses is a problem throughout the state.

Ms. Juarez asked if there would be any new rapid routes added in 2019. Ms. Ross said no, but that new express bus service is slated to begin between summer 2019 and January 2020. She said one route would go from Foster City to San Francisco and the other would go from Palo Alto to western San Francisco.

Ms. Juarez said on the ECR or 292 routes, there is often passengers playing loud music or having loud, long phone conversations. Ms. Ross said that the drivers could not intervene directly due to safety concerns but could play a canned message. She said she had experienced the same thing on Caltrain. Michelle Lewis said she experienced the same situation on the 292 which caused the bus operator to pull over and speak to the passenger.

Steve Appenrodt said he thought that increased signage would be helpful. Ms. Ross said that it would be unlikely to deter discourteous riders.

Iris Chan said she was pleased that the 295 bus was on time (11:50 am). She asked if there were any plans to extend 295 service to Saturday since there was now no direct service from Belmont to Hillsdale Shopping Center. She asked if the frequency of service between Foster City and San Mateo – Routes 251 and 256 – could be improved. She requested that the effective date be in a larger font on the schedules. She said she was happy with the ECR stopping more in San Mateo.

Ms. Lacsamana thanked Ms. Ross for school service improvements made to Routes 24 and 49. Ms. Ross said that brochures were coming that could be distributed to the students. Ms. Lacsamana noted that the southbound bus stop at Bayshore and Old County Road in Brisbane has very poor lighting. Ms. Ross said she should contact Customer Service and they would be able to pass the inquiry along to the correct department. She added that Ana Rivas, Superintendent of Bus Transportation, was able to provide a bus bench for the Bayshore and Geneva northbound stop.

*John Baker arrived at 6:53 pm*

Jason Galisatus asked if the recent consolidation of Redwood City School District schools was having any effect on SamTrans service. Ms. Ross said that SamTrans sends a survey out to all the County schools in May with the intention of using the responses to help generate the August runbook. She added that she gets very little response from the schools.

John Baker asked if the ECR would add any stops that are not at Caltrain stations.

Chair Koya thanked Ms. Lewis and Ms. Ross for the installation of signage/bench/shelter at the Bayshore/Geneva stop in San Francisco.

Mr. Barnes asked about ridership statistics for specific routes. Ms. Ross said they have the monthly multimodal ridership report available to the public, but he could make a records request for internal information.

Ms. Chan said that bus drivers sometimes miss passengers waiting at bus stops unless the passenger flags the operator down. She asked about having signaling technology in the future. Mr. Gomez said sometimes buses stop because people who are not riding wait at the stops.

## **LIAISON REPORTS**

### **SamTrans Board of Directors**

Chair Koya summarized the February 6 SamTrans Board meeting actions. He noted that marijuana was recently added to the District's drug policy as a prohibited substance. Ms. Ross said that even though marijuana is legal in the state, federal law prohibits its use by safety-sensitive employees.

### **Community Engagement Committee**

Ms. Lacsamana said that she, Mr. Galisatus, and Mr. Barnes had not met but planned to meet briefly immediately following the meeting.

Ms. Brook announced a request from Tina Dubost, Manager, Accessible Services, for a CAC member to act as liaison to the SamTrans Accessibility Advisory Committee.

## **NEXT MEETING**

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

## **ADJOURNMENT**

The meeting adjourned at 7:17 pm.