

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

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

April 24, 2019

MEMBERS PRESENT: M. Adler, S. Appenrodt, J. Baker (*arrived at 6:49 pm*), A. Barnes (Vice Chair) (*arrived at 6:33 pm*), I. Chan, B. Gomez, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis, R. Pico

MEMBERS ABSENT: J. Galisatus

STAFF PRESENT: A. Rivas, J. Epstein, C. Groves, Josue Castellanos, J. Brook

CALL TO ORDER/PLEDGE OF ALLEGIANCE

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

ANNOUNCEMENT OF CONTINUING CAC MEMBERS

Chair Koya announced that Iris Chan, Mary Adler, and Richard Pico were continuing for new three-year terms ending April 2022.

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 MARCH 27, 2019

Ms. Brook noted that the vote to approve the February minutes should be updated to include Jason Galisatus.

Andrew Barnes arrived at 6:33 pm.

Motion/Second: Lacsamana/Gomez

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

Absent: Baker, Galisatus

PRESENTATION: BROWN ACT TRAINING

Catherine Groves, Legal Counsel, Hanson Bridgett LLP, gave a presentation on the basics of the Brown Act. She said that the point of the law is not efficiency but to allow transparency of the business of public legislative bodies.

John Baker arrived at 6:49 pm.

Bob Gomez asked how often the law was updated. Ms. Groves said that it was a state law that is updated periodically. He asked if a member of the public who requested a translator had to provide their own; Ms. Groves said yes. Ms. Groves clarified that a member of a legislative body may not divulge confidential information from a closed session of a meeting.

John Baker asked if ad hoc committees that meet every year are subject to the Brown Act, such as the committee that is formed to nominate the chair and vice chair. Ms. Groves said this would not be considered a standing committee but would be considered a new committee each year it is formed.

Chair Koya asked if the Brown Act is an act by itself. Ms. Groves said that it was codified in the Government Code.

SAMTRANS STAFF UPDATE

Ana Rivas, Manager of Bus Transportation, reported that the canned messages will also be in Spanish per the CAC's request.

Ms. Rivas reported the March 2019 SamTrans performance statistics.

| | | AWR | OTP | Complaints | MBSC | Tokens | | DNO |
|-------|------|--------|--------|------------|--------|--------|-------|-----|
| | | | | | | Adult | Youth | |
| March | 2019 | 35,914 | 78.69% | 148 | 38,166 | N/A | N/A | 14 |

She said that token counts were not yet available.

Ms. Lacsamana mentioned a schedule problem with the mobile app. She said she would email Ms. Rivas with the details.

Mr. Baker noted that there had been a number of missed runs over the winter, but that the situation had markedly improved in recent months. He asked if SamTrans had hired more operators. Ms. Rivas said that yes, they had. She said that recruitment for operators had switched from annual to ongoing.

The members raised questions regarding the unusually high number of miles between service calls (MBSC). The day after the meeting, Ms. Rivas informed the Committee that the number had been adjusted from 38,166 to 26,726, which she said was still above SamTrans's goal. She said that most of the road calls have been for the articulated buses and that they are transitioning to newer buses this year.

Andrew Barnes asked how SamTrans's performance compared to VTA (Santa Clara Valley Transportation Authority) for MBSC. Ms. Rivas said SamTrans was one of the best in the nation.

Richard Pico asked if operators had the authority to waive a fare. Ms. Rivas said that SamTrans has a non-refusal policy wherein the operator can allow a rider to ride for free.

Mr. Gomez noted a problem with the crosswalk at San Carlos Avenue and El Camino Real leading to the Caltrain station. He commented that the SamTrans buses are in much better shape than the VTA buses.

CAC MEMBER COMMENTS/REQUESTS

Mr. Gomez asked about having new bus shelters in East Palo Alto. He commented that the areas around the bus stops are tidy.

Allie Juarez asked how often are buses cleaned. Ms. Rivas said the buses are cleaned daily. She added that preventive maintenance is performed regularly as well. Ms. Juarez asked if it is possible to call in if a rider feels that a bus needs attention; Ms. Rivas said yes. Ms. Juarez asked if the temperature on the bus is controlled by the operator. Ms. Rivas said it was and that operators usually try to keep the temperature at 68 degrees.

Mr. Barnes asked about the possibility of adding a courtesy message in a language other than English and Spanish in the future if needed. Ms. Rivas said they would consult with the Communications department. Mr. Barnes asked how the Communications department would receive feedback. Ms. Rivas said that it would be an operational issue; bus operators may make suggestions.

Mr. Baker said that he would like to agendaize an item about the flex on-demand service in Pacifica after it has been in operation for a few months. He asked if the new bike rack installation has been completed. Ms. Rivas said it was being finalized.

Iris Chan asked how the bus size is determined for a certain route. She noted that she had seen a lot of riders standing riding the bus from College of San Mateo to downtown San Mateo. Ms. Rivas gave details about how they interline the routes and how it is not always possible for a route to use a higher-capacity articulated bus. She said that they only have about 60 articulated buses. She added that the articulated 60-foot buses cannot travel on certain routes due to turning radius and grades.

Ms. Lacsamana asked about a SamTrans bus she observed parked in San Francisco on Drumm Street. Ms. Rivas said that this is the new SamTrans layover location in San Francisco. Ms. Lacsamana requested benches for the bus stops near the housing project on Mission Road at El Camino Real near the South San Francisco BART station.

Michelle Lewis said she was happy that Route 292 has been running on time and was pleased to hear that the canned message on buses will also be available in Spanish.

Mr. Gomez said that the operators have not been putting up the interior rolling sign. Ms. Rivas asked him to please report future incidents.

Chair Koya requested that staff survey current Route 398 riders to get their input on the route changes. He said that he has heard that some riders are unhappy with the service. He asked about the contract with MV Transportation. Ms. Rivas said that the transit police would do random rides to check etiquette issues surrounding food and cell phone noise on buses.

LIAISON REPORTS

Chair Koya asked that Ms. Lacsamana give her report first before his report.

Community Engagement Committee

Ms. Lacsamana explained the purpose of the Committee. She said they met with Chair Groom about defining the CAC's priorities. She said that the Community Engagement Committee would next like to meet with Margo Ross and Ms. Rivas.

Andrew Barnes and the Committee members discussed how CAC members function as ambassadors for SamTrans within the community and the best way for the Committee to report back to the CAC and Board with community concerns.

SamTrans Board of Directors

Chair Koya asked Ms. Brook for suggestions on how CAC members could participate at Board meetings. She suggested watching the meeting video available on the calendar website and noted that it is possible to jump to a specific item in the video.

NEXT MEETING

Chair Koya announced that the next meeting will be held May 29, 2019 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA.

ADJOURNMENT

The meeting adjourned at 7:53 pm.