

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

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

**September 25, 2019**

**MEMBERS PRESENT:** M. Adler, S. Appenrodt, J. Baker, I. Chan, B. Gomez, A. Juarez, S. Koya (Chair), N. Lacsamana

**MEMBERS ABSENT:** A. Barnes (Vice Chair), S. Johnston, M. Lewis

**STAFF PRESENT:** J. Epstein, J. Jest, D. Perez, J. Castellanos, R. Cruz, J. Brook

**CALL TO ORDER/PLEDGE OF ALLEGIANCE**

Chair Sonny Koya called the meeting to order at 6:31 pm and requested that Bob Gomez lead the Pledge of Allegiance.

He introduced Darren Perez, Assistant Manager, Bus Transportation, who attended in place of Margo Ross, Director of Bus Transportation.

Chair Koya announced that member Jason Galisatus had resigned and noted his accomplishments while on the CAC, including participating on the Community Engagement Committee.

**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 AUGUST 28, 2019**

Nancy Lacsamana corrected a statement on Page 3 to clarify that customers were confused about the stop locations for the Foster City Express (FCX) southbound out of San Francisco. The Committee voted on the minutes as amended.

Motion/Second: Baker/Gomez

Ayes: Adler, Appenrodt, Baker, Chan, Gomez, Juarez, Koya, Lacsamana

Absent: Barnes, Johnston, Lewis

## **PRESENTATION: 2018 TRIENNIAL CUSTOMER SURVEY KEY FINDINGS**

Julian Jest, Market Research Analyst, gave a presentation on the triennial customer survey.

Ms. Lacsamana suggested asking if the bus is the customer's only source of transportation. She asked why the bulk of riders lived in the Daly City zip codes and what their destinations were. She said that SamTrans needs to improve its social media engagement.

Mr. Jest said that the District was developing an origin/destination study in conjunction with MTC (Metropolitan Transportation Commission).

Iris Chan noted that Daly City has a large Filipino population that consists of many non-drivers.

Mary Adler asked if the surveys were online. Mr. Jest said that they put out online customer experience surveys periodically.

John Baker said that route frequency is what attracts riders. He said he felt that SamTrans had a robust social media presence. He asked if "average" income was the mean or the median; Mr. Jest said it referred to the mean income. Mr. Baker said he thought that the median may be a more useful measure.

Allie Juarez asked why the survey was only conducted every three years. Mr. Jest said that it is an expensive undertaking and that there are other types of surveys that SamTrans administers throughout the year. Ms. Juarez asked how the 2018 survey had been distributed. Mr. Jest said that the surveys were placed onboard at different times, i.e., they were not on every bus.

Ms. Juarez asked about the increase in Clipper card use and asked if people still wanted to use cash. She asked if printed timetables would be limited so as to save paper and Mr. Jest said they would be.

Bob Gomez said that the bus may be the only transportation option for some people. Mr. Jest said the survey can show which city the riders live in. Mr. Gomez said that many immigrants are used to taking the bus, based on their experience in their home countries. He added that he solicits feedback about SamTrans when he attends East Palo Alto City Council meetings.

Chair Koya suggested doing surveys every two years instead of three years if possible. He said that the majority of bus riders were in the income bracket of less than \$50,000 per year, who may not have access to smart phones or electronic surveys. He suggested including electronic in addition to paper surveys for the next round. He also said that paper timetables were still needed for many bus riders.

He said he was encouraged that the survey shows that people are getting from home to their destination using just one bus.

## **SAMTRANS STAFF UPDATE**

Mr. Perez said that Ms. Ross would email the Committee with the most recent performance statistics.

## **CAC MEMBER COMMENTS/REQUESTS**

Mr. Gomez related comments that he had heard from bus riders. He said that a woman who only had the partial fare was not allowed on the bus. He said that people need to have their fare ready before boarding. He said that some buses do not have timetables onboard. He also observed that a supervisor training a new bus operator was not sitting close enough to the driver.

Steve Appenrodt asked about an update on riders being able to get the real-time status of buses. Mr. Perez said he would check with staff.

Ms. Juarez said she had had good experiences on the ECR (El Camino Real) and ECR Rapid routes: good drivers, clean buses, positive attitude of drivers. She added that drivers had been more diligent lately about playing the message telling riders not to talk loudly on their phones.

Mr. Baker said that real-time status works differently on different platforms. He said that the survey shows that fewer than one-third of ridership uses cash and that two-thirds of riders pay with a phone app or Clipper. He suggested that SamTrans take this into consideration.

Ms. Adler said that the air conditioning was not working on the bus on a very hot day, but otherwise praised the service.

Ms. Chan asked if Route 295 could have later routes in the evening. Mr. Perez said that they are trying to hire more operators now with current operators driving extra routes.

Ms. Chan said that when she rides Route 295, the operators do not seem to know the other routes when asked. Mr. Perez said that operator training includes information on all the routes. He added that many operators live outside San Mateo County and are unfamiliar with the area.

Ms. Chan said that Long Beach Transit provides local maps to help operators navigate neighborhoods and wondered if SamTrans did the same.

Josue Castellanos, Scheduling Specialist, said that the Marketing department is changing maps to include more detail, which will be posted in bus shelters. He said they had decided to indicate bus stops on the maps for school service and would eventually do so for all routes.

Ms. Lacsamana, said that she likes the waiting area for Route 292 in San Francisco. She said she was recently in Ireland where buses are double-decker and asked if SamTrans had considered adding double-decker buses to its fleet. Mr. Castellanos said he would need to ask Ms. Ross. Ms. Lacsamana praised SamTrans staff who help operators out.

Mr. Perez said that air conditioning might be adequate in the front of the bus near the driver but not be cold enough in the back of the bus. He said that riders can always ask the driver. He said that if the air conditioning was broken, it was likely on an older 60-foot bus, which is going to be replaced.

Mr. Gomez thanked Mr. Castellanos for providing him with a list of bus shelters in East Palo Alto.

Chair Koya said that Route 292 is frequently not on time or does not operate (DNO), and that Ms. Ross is aware of this. He said that the District's contract with MV Transportation needs to be addressed from the District end. Mr. Perez said he would pass this on to Ms. Ross.

Chair Koya praised the FCX service and said that the afternoon runs of Route 398 need to be fixed.

Chair Koya confirmed with Ms. Brook that a new CAC member was pending approval by the Board and that three openings remained. He encouraged the Committee to get the word out about membership.

Chair Koya announced that the October 30 CAC meeting would be preceded by a workshop on SamTrans' Comprehensive Operational Analysis (COA) with representatives from the Planning department. He said that the purpose of the workshop was to pass CAC feedback on to Planning staff.

## **LIAISON REPORTS**

### **SamTrans Board of Directors**

Chair Koya noted the relevant actions from the Board's August 7 meeting:

- The Board adopted the DBE (Disadvantaged Business Enterprise) goals for Fiscal Years 2020-2022
- Mr. Baker explained the purpose of the DBE program.
- Several contracts were awarded
- There was a discussion on the success of the FCX route and that the District has plans to add more express routes.

### **Community Engagement Committee**

Ms. Lacsamana said that the Committee did not meet. She said that she would confirm the COA workshop after discussing it with Planning staff. She said that Christy Wegener, Planning Director, said the Planning department has asked for three things from the CAC as a stakeholder as the basis for an interactive dialogue:

- Provide feedback about the key project tasks that are coming up
- Promote and participate in outreach
- Let us know who we should be speaking with

She suggested that the workshop start an hour earlier than the meeting, at 5:30 pm, and last 45 minutes until 6:15.

**NEXT MEETING**

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

**ADJOURNMENT**

The meeting adjourned at 7:50 pm.