

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

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

August 28, 2019

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

MEMBERS ABSENT: J. Galisatus, A. Juarez

STAFF PRESENT: J. Epstein, C. Wegener, M. Ross, J. Castellanos, R. Cruz, J. Brook

CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Sonny Koya called the meeting to order at 6:34 pm and requested that Bob Gomez lead the Pledge of Allegiance.

He announced that member Richard Pico had resigned and noted his accomplishments while on the 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 JULY 31, 2019

Scott Johnston proposed that the minutes be revised to reflect that he had mentioned the lack of signage for the ECR in Millbrae, not San Bruno.

Motion/Second: Baker/Lacsamana

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

Abstention: Lewis

Absent: Galisatus, Lacsamana

PRESENTATION: REIMAGINE SAMTRANS PROJECT BRIEFING

Christy Wegener, Director of Planning, gave a presentation on the SamTrans Comprehensive Operational Analysis (COA). She noted that the result of the COA would be a new route network.

Michelle Lewis asked if CAC members could have flyers to distribute while riding the bus.

Nancy Lacsamana said that transportation is not keeping up with job growth in general. She asked about doing outreach to local employers.

Scott Johnston asked how the automated passenger counters on buses work. He suggested reaching out to community college students across multiple age groups.

Margo Ross, Director of Bus Transportation, said they have surveyed community college riders and offered a free bus pass to those who completed the survey.

Iris Chan asked where the focus groups were located. Ms. Wegener said one will be held in a hotel in San Mateo and said she would provide the location of the other group later.

Mary Adler suggested posting information about the Dumbarton rail project on the Nextdoor website.

Andrew Barnes asked if SamTrans has access to the database used to promote Measure W. Ms. Wegener said that they were using the Get Us Moving (GUM) database and would get back to him about how they are using it. She said they were mailing surveys to a select random group of households and then sending out a targeted survey at a later time.

John Baker suggested conducting focus groups in other languages. Ms. Wegener said a Chinese-language focus group was planned. She added that there is a large number of Tagalog speakers but that many of them are also fluent in English, so a separate Tagalog focus group is not in the works. Ms. Baker said that origin and destination data will also be important.

Steve Appenrodt said that he thought that newly transplanted County residents would be more likely to ride the bus.

Bob Gomez suggested having people gather feedback at bus stops, specifically recommending Bay Road and Willow Road in Menlo Park; and University Avenue and Woodland Avenue, and University Avenue and Bay Road in East Palo Alto. Ms. Ross asked him to provide her with information about upcoming East Palo Alto community events in October and November so that they could arrange local outreach.

Mr. Gomez said he has brought up SamTrans issues with the East Palo Alto City Council. He suggested that SamTrans arrange to address the City Council and proposed advertising on Spanish-language Channel 14.

Mr. Barnes asked if the survey would ask about free fares. Ms. Ross said that research shows that fares are less important to riders than service frequency and quality.

Chair Koya suggested that the "Analysis" part of COA should actually be "Analyses." He asked about the best way to communicate with the COA project team. Ms. Wegener provided the email address reimagine@samtrans.com, which she said is regularly monitored by herself and other planning team members.

Chair Koya suggested having another SamTrans CAC retreat and inviting the planning team so that Committee members could have the opportunity to share their route experiences.

SAMTRANS STAFF UPDATE

Margo Ross, Director, Bus Transportation, reviewed the latest performance statistics. She said that customers had been confused about the stop locations for the Foster City Express (FCX) southbound out of San Francisco. She said that ridership on Route #398 had increased by 50 percent and continues to grow, despite complaints about it stopping at San Bruno BART Station. She noted that the COA will be conducting a route-by-route analysis.

Ms. Ross said that average weekday ridership (AWR) has only declined by 1.4 percent and that there was a 0.7 percent increase in monthly ridership. She said that on-time performance for July was 83.4 percent and that miles between service calls was 31,000.

She said the FCX has been doing well and that articulated buses have been added to the route. She said that 60 percent of the riders are new riders. She said that riders were being polled about how they made the commute to San Francisco prior to the FCX.

Ms. Lacsamana asked about FCX ridership going southbound to Foster City. Ms. Ross said that she was not surprised that the numbers have been low. Ms. Lacsamana suggested looking at the outbound stops going to San Francisco in the morning.

Ms. Ross said that the District is working to get the right size bus for the number of FCX riders.

Chair Koya talked about Route #398 and #140 operations in the past. Ms. Ross reiterated that #398 ridership has actually recently increased.

CAC MEMBER COMMENTS/REQUESTS

Mr. Gomez said it appeared that the tree branches that had been impeding the bus stop in East Palo Alto have been cut back.

Mr. Appenrodt said that it was not a good idea to have bus operators confront passengers.

Mr. Baker said he would email Ms. Ross a video from a customer who had complained about a recent incident involving a bus.

Ms. Chan requested a bus bench for Stop #341105 at 3rd Avenue and South Delaware Street in San Mateo.

Mr. Johnston said he successfully used the SFO bus to get to the airport and noted that his mapping app had directed him to the SFO bus as the preferred route.

Ms. Lewis said that Route #292 is often late. She suggested that a SamTrans staff member ride the bus to determine the reasons why. Ms. Ross said that they are working with the operator contractor to improve on-time performance.

Chair Koya said that #292 is okay in the morning but runs late in the afternoons.

LIAISON REPORTS

SamTrans Board of Directors

Chair Koya noted the relevant actions from the Board's August 7 meeting, including passage of the new District salary ordinance and the new fare structure.

Community Engagement Committee

Nancy Lacsamana said that the Community Engagement Committee met briefly following the July 31 CAC meeting. She said that they had decided not to search for projects; they want to focus on supporting the goals of the Board. Ms. Lacsamana said they also supported Chair Koya's proposition of having a retreat to discuss the COA with staff members.

NEXT MEETING

Chair Koya announced that the next meeting will be held September 25, 2019 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA.

ADJOURNMENT

The meeting adjourned at 8:19 pm.