

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

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

**January 29, 2020**

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

**MEMBERS ABSENT:** None

**STAFF PRESENT:** M. Ross, J. Jest, R. Narayan

**1. CALL TO ORDER/PLEDGE OF ALLEGIANCE**

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

He requested to do the roll call before the Report of the Chair.

**2. ROLL CALL**

Acting CAC Secretary Renuka Narayan called the roll. A quorum was present.

**3. REPORT OF THE CHAIR**

**a. Report of the 2020 Chair And Vice Chair Nominating Committee**

On behalf of the 2020 Chair and Vice Chair Nominating Committee, John Baker provided an overview of the nomination process.

Nancy Lacsamana thanked everyone for responding to their email inquiries and recognized the newer members talking about the possibility of wanting to serve in these positions in the future.

Andrew Barnes nominated himself for the Chair position and John Baker nominated himself for the Vice Chair position.

Sonny Koya reported that he is terming out after attending the April meeting.

The Nominating Committee proposed to elect Mr. Baker as Vice Chair:

Motion/Second: Lewis/Lacsamana

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Forsley, Gomez, Johnston, Juarez, Koya, Lacsamana, Lewis, Smith

Noes: None

Absent: None

The Nominating Committee proposed to elect Mr. Barnes as Chair:

Motion/Second: Lewis/Barnes

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Forsley, Gomez, Johnston, Juarez, Koya, Lacsamana, Lewis, Smith

Noes: None

Absent: None

#### **4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA**

None.

#### **5. APPROVAL OF MEETING MINUTES FROM NOVEMBER 20, 2019**

Motion/Second: Baker/Gomez

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Forsley, Gomez, Johnston, Juarez, Koya, Lacsamana, Lewis, Smith

Noes: None

Absent: None

#### **6. PRESENTATION: 2019 SAMTRANS CUSTOMER SATISFACTION SURVEY RESULTS**

Julian Jest, Market Research Analyst, provided a presentation.

Ms. Lewis suggested regarding on-time performance that drivers acknowledge that a bus is late or missing. Margo Ross, Director of Bus Transportation, said that dispatch knows 30 minutes in advance if a route is missing and that sometimes the operator is not aware. She said that they are working on providing the information in real time in the future.

Iris Chan noted that the Route 295 bus did not show up at its appointed time of 7:50 am. Ms. Ross suggested that she call 511 or customer service.

Chair Barnes asked if the survey was conducted annually.

Mr. Koya said that drivers have to wait five years to be full time. Ms. Ross said that has changed and now they are hired as full-time operators. Mr. Koya said that it is important that the buses stop at all stops. He asked if solar lighting could be installed along Bayshore at Guadalupe for Route 292.

Vice Chair Baker said that he was not surprised at the San Carlos rating in the survey. He said that he agreed with Mr. Koya's position on providing better lighting at bus stops.

Kai Forsley asked what the actual ridership was for April to May 2019. Ms. Ross said the average weekday ridership was between 35,000 and 36,000 for November 2019.

Allie Juarez asked how to retain operators. She suggested keeping the survey on the website permanently.

Bob Gomez commented that riders at the Palo Alto transit center and in East Palo Alto are not being heard. He relayed rider comments that during the rainy season, the drivers do not see them waiting in the bus shelter. He said that he supported keeping up with the survey.

Vice Chair Baker said he felt it was important to address customer needs since they do not have the option of switching to a different transit agency.

Mr. Gomez said he was happy for the acknowledgment that riders are being missed at stops.

Chair Barnes asked why the survey was not publicly available. Mr. Jest said that they would publish it online.

Ms. Forsley noted that total monthly ridership for Fiscal Year 2018 was 942,520, as opposed to the average weekday ridership of 37,830 for the same period. She commented that the number of survey responses was low compared to the number of riders and suggested putting the survey online. Ms. Ross said that most transit agencies prefer conducting surveys face to face rather than online.

Ms. Juarez said that she also supported posting the survey online and suggested doing a press release.

## **7. SAMTRANS STAFF UPDATE**

Ms. Ross provided statistics from the November 2019 Multimodal Ridership Report that was presented at the SamTrans Board meeting on January 8.

Chair Barnes asked why there was a reference to Fiscal Year 2020 in the same chart that shows the average weekday ridership for November 2019. Ms. Ross clarified that Fiscal Year 2020 began July 1, 2019. He asked why the year-to-date numbers did not have four months of data. Ms. Ross said that she would check with staff.

Nancy Lacsamana said she liked seeing three to four years in a row.

Ms. Forsley commented regarding on-time performance that buses that run less frequently have more opportunity to be on time than routes such as the ECR Rapid that run more frequently. Ms. Ross said that the priority is driver safety. Mr. Koya said that sometimes it is difficult for the driver to be on time due to road conditions.

## **8. CAC MEMBER COMMENTS/REQUESTS**

Mr. Gomez commended the bus drivers for handling challenging situations.

Doug Smith said that he had received feedback from riders. Ms. Ross requested that he email them to her and Jean Brook, CAC Secretary.

Steve Appenrodt said that having real-time route information would have the greatest impact on his bus-riding experience.

Ms. Juarez said that she appreciated the marketing displays on the buses, especially the driver profiles and children's artwork. She said she had heard negative feedback on Route 292 during the latter part of December due to road construction. She said that she felt that the discontinuation of the ECR Rapid service was not well advertised.

Ms. Forsley asked if the ECR Rapid service would resume. Ms. Ross said not until the Comprehensive Operational Analysis has been completed. She said that the route may also come back in a different form, such as a hybrid of ECR and ECR Rapid.

Ms. Forsley requested that the cell phone policy signs on buses be in Chinese as well as in English and Spanish.

Vice Chair Baker said he had taken Route 398 and had concerns about it not running on Market Street in San Francisco since it went car-free. He said that the bus actually was faster running down Mission Street.

Mr. Koya said that Victoria O'Brien, Deputy Director, Safety & Security, had said at a prior CAC meeting that she would look into having more officers ride the buses to

investigate complaints. He said there are ongoing issues on Route 292 that have not been addressed, where some passengers eat and drink on and intimidate other riders.

Mary Adler said that she recently waited 40 minutes for a bus and it was already crowded when it arrived.

Ms. Chan noted that coin tokens are no longer being issued. Ms. Ross said that paper tokens are still available for purchase at the same locations. Vice Chair Baker asked how long will coin tokens be accepted; Ms. Ross responded until they are gone.

Ms. Chan said that the roads are very narrow when bus makes a left turn at Edison and 37<sup>th</sup> Avenue; she suggested that cars should not be allowed to park there. Ms. Ross suggested that she contact the City of San Mateo.

Scott Johnston said he had heard that on the southbound Route 398 from the airport that the driver had not changed the head sign. Ms. Ross said that hopefully the service will be better. He commented on his recent experience riding the Twin Cities Bus Rapid Transit, which he said operates more like a light rail service than a bus. He said he would be happy if the ECR combined with the ECR-Rapid to provide a similar service. Ms. Ross said there are no imminent plans to do so for the ECR, but commented that LA Metro has dedicated stops on its silver line.

Ms. Lacsamana asked if a staff person could present on mobility issues for people with disabilities at a future CAC meeting; Ms. Ross said yes. Ms. Lacsamana said that at Drumm and Clay Streets in San Francisco, there are a lot of sandwiched buses in the morning.

Ms. Lewis said that during a recent incident on Route 292, she felt that the driver should have stopped and called dispatch.

## **9. LIAISON REPORTS**

### **a. SamTrans Board**

Vice Chair Baker noted that Director Karyl Matsumoto was elected as Chair and Director Peter Ratto was elected as Vice Chair. He noted that the operators training program had new graduates, there was discussion on the discontinuation of the ECR Rapid and the success of the FCX (Foster City Express), and there was an update on the Dumbarton Rail Corridor project.

### **b. Community Engagement Committee**

Ms. Lacsamana said she had no report.

## **10. NEXT MEETING**

Chair Barnes said that the next meeting will be held Wednesday, February 26, 2020 at 6:30 pm, Bacciocco Auditorium, 2<sup>nd</sup> Floor, 1250 San Carlos Avenue, San Carlos, CA

## **11. ADJOURNMENT**

The meeting adjourned at 8:14 pm.