

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

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

**February 26, 2020**

**MEMBERS PRESENT:** 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:** M. Adler

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

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

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

**2. REPORT OF THE CHAIR**

None.

**3. ROLL CALL**

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

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

Jane Cummings talked about fixing the traffic signal at San Carlos Avenue and Laurel Street following a recent pedestrian accident.

**5. APPROVAL OF MEETING MINUTES FROM JANUARY 29, 2020**

The meeting minutes were approved based on the amendments noted.

Motion/Second: Baker/Koya

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

Noes: None

Absent: Adler

**6. PRESENTATION: REIMAGINE SAMTRANS: SUMMARY OF PHASE 1 OUTREACH**

Margo Ross responded to a question regarding why presentations are done at CAC meetings, saying that the Board and staff depend on CAC member input.

Alex Lam, Senior Planner, Operations, and Christy Wegener, Director of Planning, provided a presentation.

Doug Smith asked about what context the word “traffic” came up in. Mr. Lam said that buses were late due to traffic.

Nancy Lacsamana said there is a difference between what riders and non-riders want.

Mr. Gomez inquired about better lighting at bus stops, saying that people need to feel safe.

Allie Juarez, asked how the Reimagine team prioritizes customer comments. Ms. Wegener said they gave priority to existing riders over potential riders.

Kai Forsley asked about the SamTrans requirement to remove children from strollers and fold up the strollers, noting that Muni does not have this requirement. Ms. Ross said LA Metro surveyed women riders and found that women did not feel safe folding strollers. She said the SamTrans survey would be used to make policy changes. She added that the newer buses have room to place strollers.

Mr. Gomez talked about people taking up too much room with their belongings on the buses.

Sonny Koya noted the struggles of people attempting to fold the strollers. He asked if wheelchair straps could be used to secure strollers.

Michelle Lewis said she had also observed the stroller-folding dilemma while riding.

Ms. Wegener said that buses in the Livermore transit system have a designated area for carts and strollers.

Mr. Smith asked if SamTrans examined crime rates around bus stops or transit centers. Ms. Ross said that the Safety and Security department looks at those numbers. She said she would try to find out more information.

Mr. Smith said he supported the use of clock-face scheduling and said he had received customer support for that on Route 274.

Mr. Gomez asked if SamTrans investigated best transit practices in other countries; Ms. Wegener said yes, in Canada.

Mr. Koya said that KX riders were not aware of the merger of the KX and 398 routes beforehand. He asked if a rider group could meet with staff. Ms. Ross gave some suggestions on how to approach staff.

Mr. Smith asked about equity programs.

Mr. Johnston asked about school service.

Chair Barnes asked if the CAC was represented at the Stakeholders Advisory Group meeting. Jessica Epstein, Government and Community Affairs Officer, said that any CAC member can participate.

Ms. Forsley asked if drivers were unionized. Ms. Ross said yes. Ms. Forsley said that she had heard from drivers that they feel rushed to keep on schedule. Ms. Ross said that it depends on traffic conditions.

Ms. Ross said that routes need to be adjusted to allow for restroom access for operators.

Ms. Juarez requested a better way to provide positive feedback for drivers. Ms. Ross said that the fastest way to convey a compliment about an operator is to contact Customer Service.

Ms. Lacsamana suggested the idea of being able to text comments to Customer Service.

Michelle Lewis asked about the impact of people leaving the area on the Reimagine process.

Vice Chair John Baker noted some possibilities for outreach events.

Iris Chan asked about school outreach; Ms. Wegener said they are targeting primarily middle school and up. Ms. Ross said that SamTrans also has elementary school age riders.

Mr. Smith asked how many design changes are based on feedback from the Fall 2019 outreach.

## **7. SAMTRANS STAFF UPDATE**

Margo Ross, Director of Bus Transportation, provided statistics from the January 2020 Multimodal Ridership Report.

She said the average operator works for 25.5 years. She said the Marketing department is working on recruitment. She said that all Bay Area transit agencies are facing a bus operator shortage.

Ms. Lacsamana asked about the two-hour transfer window.

Mr. Gomez asked about recruiting ex-military personnel to be bus operators.

Ms. Ross said that it is difficult to find operators and mechanics when the economy is good.

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

Ms. Lacsamana commended the drivers.

Scott Johnston asked about a coronavirus contingency plan for SamTrans. Ms. Ross said that the District is following their normal hygiene protocols, which includes cleaning buses nightly using hospital-grade cleaning solutions on all user surfaces.

Ms. Chan requested that Route 295 operate on weekends.

Ms. Lewis complimented the new buses.

Sonny Koya said that time points are missing for Route 292 northbound, and requested that time points be included on the paper schedule.

Ms. Forsley discussed how to respond to correspondence to the CAC.

Mr. Gomez requested that bicycle racks on buses be oiled periodically to be easier to use.

## **9. LIAISON REPORTS**

### **a. SamTrans Board**

Vice Chair Baker provided highlights of Board actions from the February 5 meeting.

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

Ms. Lacsamana polled the CAC members about having a third member join herself and Chair Barnes. Both Ms. Forsley and Ms. Lewis expressed interest.

Chair Barnes asked about CAC members jointing the Stakeholders Advisory Group meetings and attending the Reimagine SamTrans Ad Hoc Committee meetings.

*Michelle Lewis left the meeting at 8:21 pm*

*Steve Appenrodt and Allie Juarez left the meeting at 8:23 pm*

## **10. NEXT MEETING**

Chair Barnes said that the next meeting will be held Wednesday, March 25, 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 8:24 pm.