

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

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

June 24, 2020

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

MEMBERS ABSENT: D. Smith

STAFF PRESENT: A. Rivas, W. Lau, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Andrew Barnes called the meeting to order at 6:32 pm and led the Pledge of Allegiance.

2. ANNOUNCEMENT OF CAC MEMBERS

- a. Continuing Member: Allie Juarez**
- b. New Member: Alex Madrid**

Chair Barnes announced that Allie Juarez would be continuing on the CAC and Alex Madrid was joining with three-year terms expiring in 2023.

3. ROLL CALL

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

4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

5. APPROVAL OF MEETING MINUTES FROM MAY 27, 2020

Motion/Second: Barnes/Gomez

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Gomez, Johnston, Juarez, Lacsamana, Lewis, Madrid

Noes: None

Absent: Smith

6. PRESENTATION: CULTURAL COMPETENCY TRAINING FOR BUS OPERATORS

Wendy Lau, Title VI Administrator, provided the presentation, where she requested input from the members to several questions.

Nancy Lacsamana said that equal acknowledgement of all riders of all ethnicities is crucial. She asked if appearance falls into that category. Ms. Lau said dress can be tied to culture as well, so perception would be included.

Scott Johnston said that he perceived SamTrans buses as an accepting, multicultural environment. He asked about the nature of the complaints that have been received concerning cultural sensitivity. Ms. Lau said complaints include things like a passenger being told that he/she is being too loud but feels singled out due to ethnicity.

Alex Madrid mentioned the perception drivers may have of people sitting in the disabled section who do not appear disabled.

Bob Gomez said drivers do not display signs informing passengers what stops are coming up next.

Vice Chair John Baker suggested that automated messages such as those regarding not talking on the phone be in multiple languages.

Mr. Madrid asked about additional signage to address specific situations. Ana Rivas, Acting Director of Bus Transportation, said that if someone had a special need to eat while on the bus, the operators are trained to accommodate that.

Ms. Lau said they were planning on having cultural bias training throughout the District, and invited the CAC members to contact her with further input.

7. REPORT OF THE CHAIR

Chair Barnes said that he had no report.

8. SAMTRANS STAFF UPDATE

Ms. Rivas gave a brief summary about her background, noting that she started her career at SamTrans 25 years ago as a bus operator. She provided details from the following report on the most recent bus statistics:

The coronavirus pandemic resulting in a shelter-in-place health order in March had a negative impact on ridership. To address this, SamTrans modified its service on April 26, 2020, reducing service by approximately 40 percent.

Due to the County Order to shelter in place starting in mid-March, bus (fixed route) average weekday ridership was approximately 76 percent below average and monthly ridership was down 74 percent. However, following alleviations on the shelter-in-place order, ridership has been slightly increasing since April 2020 and has continued to rise during June 2020. We are monitoring ridership trends and considering this for our upcoming runbook with service changes in August.

We continue following social distance protocols and taking necessary precautions per the Centers for Disease Control and Prevention to protect our passengers and operators. We are boarding passengers using the rear door and continue to not charge fares. We will be installing operator barriers to protect the operators in preparation for when we start collecting fares and board using the front door.

In the meantime, Operations staff continues deploying standby buses at key locations throughout the County to relieve maximum capacities.

On-time performance (OTP) is calculated by evaluating all the time points within the route's schedules across the system for late, early, and on-time arrival and departure. SamTrans' OTP goal is 85 percent and we exceeded that goal in May 2020 at 88.4 percent.

I am happy to report that we had zero (0) DNO* schedules in May.

* Schedules that did not operate

Mr. Gomez asked if SamTrans was waiting to receive new buses. Ms. Rivas said they had all the new flyers and articulated buses.

Mr. Madrid asked when SamTrans would start collecting fares again. Ms. Rivas said that that was still in discussion, but that it was likely that fare collection would resume in September.

Iris Chan asked if the new schedules would be published. Ms. Rivas said yes, when they are finalized. Ms. Chan asked about school service. Ms. Rivas said it is difficult to know since the schools have not finalized their schedules yet.

9. CAC MEMBER COMMENTS/REQUESTS

Ms. Chan asked if bus operators would supply masks if riders needed them. Ms. Rivas said that once they start implementing fares that masks will be required while riding. She said that supervisors or operators may have disposable masks available as a back-up for passengers who do not have masks.

Mr. Johnston said he was looking forward to riding transit again on the Peninsula.

Allie Juarez said she missed the vibrancy and sense of community on the bus, which she had ridden to commute from her home in San Mateo to her job in Santa Clara County. She said that she may end up working from home until the end of the year, per her employer. She noted that Route 292 buses appear to be running on time compared to before the pandemic began.

Ms. Lacsamana reported that SamTrans and Caltrain have both sent email surveys asking how comfortable people feel about riding transit. She said that people at her work were not returning until after Labor Day, and then on a staggered basis.

Michelle Lewis asked about mask-wearing by people with health conditions that prevented them from doing so. Ms. Rivas said that would come under a special accommodation, especially on paratransit.

New CAC member Alex Madrid gave a brief summary of his background.

Mr. Gomez said he hoped that the buses were being cleaned more thoroughly now due to the pandemic.

10. LIAISON REPORTS

a. SamTrans Board

Vice Chair Baker provided highlights of Board actions from the June 3 meeting.

b. Community Engagement Committee

Ms. Lacsamana said she had no report.

11. NEXT MEETING

Chair Barnes said that the next meeting will be held Wednesday, July 29, 2020 at 6:30 pm, via Zoom teleconference.

12. ADJOURNMENT

The meeting adjourned at 7:14 pm.