

**San Mateo County Transit District
1250 San Carlos Avenue, San Carlos, California**

**Citizens Advisory Committee (CAC)
Meeting Minutes**

May 28, 2025

Members Present (In Person): M. Adler, J. Baker, A. Chang, H. Estalilla, D. Finch, B. Mangiafico, D. Rabinovich, D. Seibert, M. Mautner (Vice Chair), A. Madrid (Chair)

Members Absent: S. Appenrodt

Staff Present: J. Brook, J. Jest, A. Rivas

1. Call to Order/Pledge of Allegiance

Chair Alex Madrid called the meeting to order at 6:30 pm and led the Pledge of Allegiance.

2. New and Continuing CAC Members

- New member Allison Chang
- Continuing members Mary Adler, Dylan Finch, and David Rabinovich

3. Roll Call

CAC Secretary Jean Brook called the roll and noted that a quorum was present.

4. Public Comment for Items Not on the Agenda

Wen commented on a recent FCX rider survey and the Ninth Street and Mission bus stop in San Francisco.

5. Approval of Meeting Minutes from April 30, 2025

Motion/Second: Adler/Mautner

Ayes: Adler, Baker, Chang, Estalilla, Finch, Mangiafico, Rabinovich, Seibert, Mautner, Madrid

Absent: Appenrodt

6. Presentation: 2024 SamTrans Triennial Survey and Key Findings

Julian Jest, Manager, Market Research and Development, provided the presentation, which included the following:

- Vital service to low-income riders; high rider satisfaction following Reimagine SamTrans implementation
- Provided online and onboard in English, Spanish, and Chinese
- 75 percent of riders ride at least four days per week; mainly commuting to/from work
- Largest share of riders (79 percent) have no access to car or do not drive
- 94 percent of riders fall under average annual household income of under \$50,000
- Majority of comments were complimentary of service

- Support low-income riders, communicate route changes, continue broad route coverage
- Upcoming Title VI report, new marketing campaign, evaluation of Reimagine SamTrans implementation

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Data on how long riders have been riding
- Promoting monthly passes for frequent riders; possibility of monthly cap
- Selling monthly passes onboard buses; cash fare capping
- Next Title VI report will be for 2025 with comparisons to previous years on various data points, examining trends, ensuring customer experience is consistent
- Surveys conducted onboard buses only and not bus stops so staff can correctly weight data
 - All fixed-route buses and Ride Plus; not buses serving primarily school routes
 - Survey at different times of day until quota of responses is met; age 13 and older
 - Survey questions used to be posted soon
- Government and Community Affairs team engages and collects data from parents of riders of school-oriented routes

7. Report of the Chair – There was none.

8. SamTrans Staff Update

Ana Rivas, Director, Bus Transportation, reviewed her report, which included the following for the month of March 2025:

- Average weekday ridership increased 4.9 percent, total ridership increased 5.5 percent
- Ridership recovery is at 99.6 percent of pre-pandemic levels
- Key performance indicators for Ride Plus and Youth Unlimited pass
- New runbook June 15
- Safety campaign
- Employees of the month
- Action items addressed by staff

9. CAC Member Comments/Requests

- Signal priority at intersections for Route ECR - depends on criteria such as time of day; request for data to pass on to cities
- Request Planning presentation on which areas get surveys
- No transit available from Hillsborough to San Mateo; Pantograph not showing routes, only locations – Pantograph not supported by SamTrans
- Request presentation on Clipper 2.0 and how it benefits bus riders
- CAC's role in advocating regional transit
- Inquiry if Redi-Wheels can use 101 express lanes

10. SamTrans Board Liaison Report

Vice Chair Max Mautner provided a summary of the May 7 SamTrans Board meeting.

- Clipper 2.0 rollout delayed until fall 2025
- VTA (Santa Clara Valley Transportation Authority) may not decide to opt in to regional transit measure

11. Date and Time of Next Meeting

Wednesday, June 25, 2025 at 6:30 pm via Zoom teleconference and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

12. Adjourn

The meeting adjourned at 7:26 pm.

An audio/video recording of this meeting is available online at <https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc>. Questions may be referred to the CAC Secretary's office by phone at 650-508-6223 or by email to cacsecretary@samtrans.com.