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AGENDA

San Mateo County Transit District

Citizens Advisory Committee (CAC) Meeting
August 27, 2025, 6:30 pm

Bacciocco Auditorium, 2nd Floor 1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may attend in-person or participate remotely via Zoom at: https://us02web.zoom.us/j/86409521366?pwd=cXE5c1h2MnM2dG9EbDBsTUttd3dxUT09 or by entering Webinar ID: **864 0952 1366**, Passcode: **085035** in the Zoom app for audio/visual capability or by calling 1-669-900-9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Public Comments: Written public comments may be emailed to publiccomment@samtrans.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any Board correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly Board correspondence reading file, posted online at: https://www.samtrans.com/meetings.

Oral public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial *67 if you do not want your telephone number to appear on the live broadcast. Callers may dial *9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak and callers should dial *6 to unmute themselves when recognized to speak.

Each public comment is limited to three minutes or less. The Committee Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

SamTrans Citizens Advisory Committee Members 2025: Mary Adler, John Baker, Allison Chang, Hana Estalilla, Dylan Finch, James Ganner, Alex Madrid (Chair), Ben Mangiafico, Max Mautner (Vice Chair), David Rabinovich, Denise Seibert

Staff Liaison: Ana Rivas, Director, Bus Transportation

CAC Secretary: District Secretary's Office

The video live stream will be available after the meeting at https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc.

Wednesday, August 27, 2025

6:30 pm

- 1. Call to Order / Pledge of Allegiance
- 2. New CAC Member Introduction James Ganner
- Roll Call
- 4. Public Comment on Items Not on the Agenda
 Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply
- 5. Approval of Meeting Minutes for June 25, 2025

Motion

- 6. Presentation: Bus Stop Amenity Refresh Project Update Informational Chris Espiritu, Principal Planner, and Nicholette Tolmie, Senior Planner
- 7. Presentation: Zero-Emissions Fleet Transition Informational David Harbour, Director, Maintenance
- 8. Report of the Chair

Informational

9. SamTrans Staff Update – Ana Rivas, Director, Bus Transportation

Informational

10. CAC Member Comments/Requests

Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact SamTrans service or the CAC, or request future agenda topics.

- 11. SamTrans Board Liaison Report Max Mautner
- 12. Date / Time / Location of Next Regular Meeting: Wednesday, September 24, 2025 at 6:30 pm

The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA 94070.

13. Adjourn

Information for the Public

If you have questions on the agenda, please contact the District Secretary at 650-551-6108. Agendas are available on the SamTrans website at: https://www.samtrans.com/meetings. Communications to the CAC can be emailed to cacsecretary@samtrans.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Citizens Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Board of Directors and Committees: First Wednesday of the month, 2:00 pm; SamTrans Citizens Advisory Committee (CAC): Last Wednesday of the month, 6:30 pm. Date, time and location of meetings may be changed as necessary. Meeting schedules for the Board of Directors and CAC are available on the website.

Location of Meeting

This meeting will be held in-person at: San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA. Members of the public may attend in-person or participate remotely via Zoom as per the information provided at the top of the agenda. Should Zoom not be operational, please check online at: https://www.samtrans.com/meetings for any updates or further instruction.

Public Comment

Members of the public may participate remotely or in person. Public comments may be submitted by comment card in person and given to the CAC Secretary. Written public comments may be emailed to publiccomment@samtrans.com or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, posted online at: https://www.samtrans.com/meetings.

Public comments will also be accepted during the meeting through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to three minutes and one per person PER AGENDA ITEM. Each online commenter will be automatically notified when they are unmuted to speak. The CAC Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

Accessible Public Meetings/Translation

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448.

Availability of Public Records

All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070 at the same time that the public records are distributed or made available to the legislative body.

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

Citizens Advisory Committee (CAC) DRAFT Minutes of June 25, 2025

Members Present: M. Adler, S. Appenrodt, J. Baker, A. Chang, H. Estalilla, D. Finch, B.

Mangiafico, D. Rabinovich, D. Seibert, A. Madrid (Chair)

Members Absent: M. Mautner (Vice Chair)

Staff Present: J. Brook, C. Chang, C. Halls, A. Rivas

1. Call to Order/Pledge of Allegiance

Chair Alex Madrid called the meeting to order at 6:31 pm and led the Pledge of Allegiance.

2. Roll Call

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

3. Public Comment for Items Not on the Agenda - There were none.

4. Approval of Meeting Minutes for May 28, 2025

Motion/Second: Mangiafico/Seibert

Ayes: Adler, Appenrodt, Baker, Chang, Estalilla, Finch, Mangiafico, Rabinovich, Seibert,

Madrid

Absent: Mautner

5. Presentation: Central El Camino Project

Charlsie Chang, Government Affairs Officer, and Cassie Halls, Manager, Major Corridors Program Planning, provided the presentation, which included the following:

- Grand Boulevard Initiative (GBI) started in 2006 collaboration between cities, agencies, and private sector
- Objectives unified vision for transportation in San Mateo County, partnerships, implementation
- Current challenges Route ECR takes over two hours, active transportation, large number of injury collisions
- Cities and stakeholders input task force and working group; developing recommendations for countywide vision
- Main priorities for GBI: safety and mobility
- Website and fact sheets
- Central El Camino Real Multimodal Plan fill in transportation gaps along the corridor;
 complement existing local planning efforts
- Phase 1: Community engagement to assess corridor gaps and needs
- Phase 2: Team present options and trade-offs

- Phase 3: present preferred alternative
- Online survey, pop-up events in San Mateo and Belmont

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

- Accessible sidewalks Caltrans (California Department of Transportation) owns sidewalks and streets, partnership with cities
- Buffered bike lanes, parking in Mountain View
- South San Francisco bus loading much faster using boarding islands
- Research pedestrian/bicycle master plans of individual cities staff building off San Carlos's, Belmont's, San Mateo's, and Redwood City's existing plans
- Build out El Camino Real bike network pull riders off Old County Road
- Engaging cities' public works and planning departments
- Plans to add parking meters and blue zones on El Camino Real some cities are proposing alternatives for parking, bike lanes, and sidewalks for six-lane segments

6. Report of the Chair – There was none.

7. SamTrans Staff Update

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

- Average weekday ridership increased 7.4 percent, total ridership increased 7.2 percent
- Ridership recovery is at 105.4 percent of pre-pandemic levels
- Key performance indicators for Ride Plus and Youth Unlimited pass
- Safety campaign
- Employees of the month
- Action items addressed by staff
- Began summer runbook on June 15 only change was to eliminate school routes and make minor schedule adjustments; next runbook starts August 3
- Redi-Wheels uses express lanes, working with contractors to include contracted-owned vehicles
- Triennial surveys reflect a cross-section of riders using a diverse selection of fixed routes from the Coastside, northern, central, and southern regions of San Mateo County

The Committee had a discussion and staff provided further clarification in response to the Committee comments and questions regarding preventable accidents.

8. CAC Member Comments/Requests

- July 1 rally at Millbrae Caltrain station get various agencies to sign on to regional transit measure by July 31 deadline
- Now-defunct Route 398 has not been removed from the onboard announcements on Route ECR
- Route ECR is crowded

- Request for reinstatement of express service on the freeway
- SamTrans app does not accurately track bus locations/arrivals
- Whether proposed state loan of \$750 million affects SamTrans
- Route FCX bus leaving early drivers not allowed to leave ahead of schedule
- Route EPX in Menlo Park near Facebook suggest adding stops to serve new apartment buildings near Marsh Road and Constitution Drive

9. SamTrans Board Liaison Report

- Dylan Finch provided a summary of the June 4 SamTrans Board meeting.
- Charlsie Chang announced the Measure W Citizens' Oversight Committee recruitment for a representative from the SamTrans CAC. She also stated that the San Mateo County Transportation Authority had recently approved the Regional Transit Connections funding.
- 10. Date and Time of Next Meeting: Wednesday, July 30, 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.

11. Adjourn

The meeting adjourned at 7:29 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.



BSIP Amenity Design Refresh Project



SamTrans Citizens Advisory Committee | August 27, 2025



Bus Stop Improvement Plan (BSIP)

- Plan adopted by SamTrans Board in May 2024
- Included updated SamTrans Bus Stop Design Guidelines
- Defined & prioritized amenities for all bus stops
 - Shelters, seating, lighting, real-time information, etc.
 - Did not include recommended designs for these amenities





BSIP Amenity Design Refresh Project Goals



Develop updated design standards for the SamTrans bus stop amenity portfolio



Incorporate new standards into Bus Stop Design Guidelines and socialize with agency partners



Deploy newly designed amenities throughout the SamTrans service area

When installing NEW amenities as recommended by BSIP When REPLACING existing amenities that have reached the end of their useful life



Generate excitement for the Bus Stop Improvement Project!



What Amenities Are We Designing?

Existing Amenities:

- Full-size shelter
- Benches, seating, trash cans

New to SamTrans:

- Narrow footprint shelter
- Shade structure
- Lighting
- Real-time information
 - Multiple options: e-paper display, full color display, QR code



Objectives for New Designs

- Refreshed "look and feel" consistent with SamTrans branding
- Aligned with industry best practices
- Guided by input from SamTrans stakeholders/subject matter experts
- Responsive to various bus stop site conditions
- Configurable as "kit-of-parts" with off-the-shelf components



Updated "Look and Feel"











Narrow Footprint Shelter

- Another option for space-constrained sites is a four-post narrow footprint shelter
- Straight forward installation with bolts to existing sidewalk/concrete instead of new foundation excavation
- Can be removed or relocated (especially during temporary construction)





Two-Post Shelter / Shade Structure

- Riders have emphasized importance of shade/shelter and a place to sit
- Currently considering options for spaceconstrained sites
- One option is a two-post cantilever shelter
 - (+) Narrow footprint, flexible seating arrangements
 - (-) Requires below-grade foundation
- Continuing to explore alternatives with less intrusive foundation requirements





Bus Stop with Lighting and Seating

- Some bus stops are not well suited for shelters
- Improvements could still include:
 - Solar lighting fixture on bus stop pole for improved visibility
 - Seating (simme or bench)
 - Real time information









Real-Time Information Displays





MBTA E-Ink Display



- BSIP recommended mix of e-paper, marquee and fullcolor real-time displays
- Full color and marquee displays require electrical connections and are substantially more expensive (upfront costs, potential for vandalism, part replacement)
- Given that BSIP was not fully funded in CIP, staff pivoting toward lower cost real-time options (e.g., epaper technology and QR codes for bus stop signs)



Other Seating and Lighting Design Options



Seating Design Considerations

- Color to match shelters
- Options for dividers, back rests
- Potential for advertising on benches
- Final seating designs will incorporate findings from bench pilot

Lighting Design Considerations

- Solar pole-mounted lighting
- Shelter lighting (overhead vs vertical)
- Safety, visibility, O&M considerations













Piloting New Bench Options

- SamTrans will install a few different styles of benches at four locations (Daly City, South San Francisco, Linda Mar Park & Ride, and Sequoia Station)
- Riders encouraged to use the benches and let us know what they think (design, comfort)
- Staff will also be evaluating ease of maintenance and weather resistance
- Multilingual surveys will be available over the summer for riders to provide feedback





Next Steps & Project Look Ahead

Summer 2025

- Bench Pilot Outreach
- External Stakeholder Meetings
- SamTrans Internal Expert Focus Groups

Fall 2025

- Refine draft concept designs
- Outreach to city partners, county and C/CAG

Winter **2025/2026**

- Finalize draft concept designs
- Board of Directors meetings and approval



Feedback Requested

Reactions on new shelter types and other amenities?

What part of this project most excites you?

Do you have any specific concerns?

Other comments or questions?



Thank You



Please email EspirituC@samtrans.com with any questions.



Zero Emissions Fleet Transition





Bus Fleet Transition

- California Air Resources Board Innovative Clean Transit Mandate
- Current ZEB Fleet composition
 - Battery Electric Bus (BEB)
 - Hydrogen Fuel Cell Battery Electric Bus (FCEB)
- Zero Emissions Bus (ZEB) Full Transition
- Infrastructure Upgrades





ZEB Fleet Status and Workforce Development

New Flyer BEBs (NB)	New Flyer FCEBs (NB)	Gillig BEBs (SB)
All 17 are in service	All 10 are in service	18 of the 20 are in service
Fleet Miles: 356,494 miles driven	Fleet Miles: 79,502 miles driven	Fleet Miles: 8,167 miles driven
NF BEB Training	NF FCEB Training	Gillig BEB Training
16 Mechanics have been trained to work on the NF BEBs	17 Mechanics have been trained to work on the NF FCEBs	18 Mechanics have been trained to work on the Gillig BEBs
All bus operators have been trained to drive the NF BEBs	229 bus operators have been trained to drive the NF FCEBs	152 bus operators have been trained to drive the Gillig BEBs
zero emissions -	2003 Samīrans emission ZERO	emission ZERO



ZEB Full Fleet Transition

- Fleet Total 322 Big Buses
- 100% zero emissions fleet by 2034
- Fleet composed of BEB's and FCEB's
- Details related to planning and logistics of bus type location and deployment



BEB Charging Infrastructure



- 37 Charging Dispensers
- Steel structure for the pantograph dispensers
- BEB chargers and overhead pantograph dispensers
- Electrical and communication infrastructure and distribution systems
- Charge Management System (CMS)



Current State of SamTrans Hydrogen Fleet

Active

1. Hydrogen Fuel Cell Electric Bus Demonstration Fleet

- Ten (10) 40' FCEBs from New Flyer
- In service since ~March 2025
- 21,200 miles driven from March to April 2025

2. Interim Portable Hydrogen Fueling Station

- Purchased from Plug Power
- Capable of supporting fueling of up to 25 40' FCEBs

3. Phase One Bus Maintenance Facility Retrofit

 Upgraded four (4) maintenance bays to support the safe indoor maintenance of FCEBs







SamTrans Hydrogen Deployment Plan

Future

1. North Base Facility FCEB Fleet Conversion

- 108 additional 40' FCEBs currently on order from New Flyer
- Due to arrive between 4Q 2025 and 1Q 2027

2. Permanent Hydrogen Fueling Station

- Procurement process underway
- Scoped to support fueling needs of up to 170 FCEB fleet
- Targeting NTP issuance by 8/1/25, completion by 2Q 2027

3. Phase Two Bus Maintenance Facility Retrofit

• Upgrade additional nineteen (19) maintenance bays to support the safe indoor maintenance of FCEBs





Current North Base Hydrogen Facility





Interim Portable Hydrogen Fueling Station

Retrofitted FCEB Maintenance Bay



Questions?





Thank You





Bus Transportation CAC Report May 2025

Hello Board members and members of the public. I am providing a summary of the state of service report for the month of **May 2025**, the full report is included in your packages.

Ridership:

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 7.4 percent in May 2025 compared to May 2024. The total monthly ridership increased by 7.2 percent in May 2025 compared to May 2024.

Post-pandemic SamTrans total fixed-route bus ridership recovery in May 2025 reached 105.4 percent of pre-pandemic total ridership in May 2019.

Ride Plus: Average weekday ridership was 132 trips, and total ridership was 3,543 trips. The average weekday ridership increased 33.1 percent compared to May 2024, and the total ridership increased 29.7 percent compared to May 2024. Staff attributes growth in Ride Plus usage to recent expanded marketing efforts and the introduction of a new and improved app for booking the service.

Of the total ridership, 73.3 percent of trips were taken in East Palo Alto/Belle Haven and 26.7 percent were taken in Half Moon Bay/El Granada.

Youth Unlimited Pass: For May 2025, Youth Unlimited Pass usage increased 16.1 percent compared to May 2024.

Regarding Key Performance Indicators (KPI):

OTP: May 2025 systemwide OTP was 83.0 percent, which is below the goal of 85.0 percent.

Did Not Operate (DNOs): In May 2025, there were 19 DNOs.

MBSC: There were 39 service calls in May 2025 (17 from District and 22 from contracted services). The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service did not meet its goal with 1.1 service calls per 25,000 miles.

MBPA: There were 13 preventable accidents in May 2025 (11 from District and 2 from contracted services). The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 1.5 accidents per 100,000 miles.

Safety Campaign

The new Safety Campaign reminds Operators to "Scan, Identity, and Adjust to Prevent Accidents." Operators are reminded to be proactive to avoid accidents. Plan for the unexpected. Scan mirrors, Identity the surroundings, and Adjust to conditions on the road. Operators cannot control the unexpected. But they can remain calm and professional and apply defensive driving techniques learned in training. Following procedures and applying lessons learned will help Operators make safe decisions and drive safely.

Bus Operator Employee of the Month (EOM) Recognitions

Jeffrey Hendrickson is the North Base Operator of the Month and **Ace De Leon** is the South Base Operator of the Month for **MAY 2025**. This is Operator Hendrickson's second EOM award during his almost nine years of service with the District. Operator DeLeon has been driving with the District for one year, and this is his first EOM award.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is **Lead Mechanic Phillip He.** This is Phillip's fifth EOM Award during his 4.5 years of service with the District.

Bus Maintenance EOM for South Base **Storekeeper Vincent Jones**. This is Vincent's thirteenth EOM Award during his 26 years of service with the District.



Bus Transportation CAC Report June 2025

Ridership:

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Ride Plus) increased by 4.1 percent in June 2025 compared to June 2024. The total monthly ridership increased by 5.2 percent in June 2025 compared to June 2024.

Post-pandemic SamTrans total fixed-route bus ridership recovery in June 2025 reached 98.6 percent of pre-pandemic total ridership in June 2019.

Ride Plus: Average weekday ridership was 131 trips, and total ridership was 3,426 trips. The average weekday ridership increased 33.5 percent compared to June 2024, and the total ridership increased 26.7 percent compared to June 2024. Staff attributes growth in Ride Plus usage to recent expanded marketing efforts and the introduction of a new and improved app for booking the service.

Youth Unlimited Pass: For June 2025, Youth Unlimited Pass usage increased 14.1 percent compared to June 2024.

Regarding Key Performance Indicators (KPI):

OTP: June 2025 systemwide OTP was 83.9 percent, which is below the goal of 85.0 percent. This is a 1.8 percent increase compared to June 2024.

Did Not Operate (DNOs): In June 2025, there were 8 total DNOs, or missed trips.

MBSC: There were 27 service calls in June 2025 (17 from District and 10 from contracted services). The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service met its goal with 0.8 service calls per 25,000 miles.

MBPA: There were 13 preventable accidents in June 2025 (10 from District and 3 from contracted services). The goal is to have one or fewer preventable accidents per 100,000

miles; SamTrans did not meet its goal with 1.6 accidents per 100,000 miles. However, preventable accidents were reduced 27.8 percent compared to June 2024.

Safety Campaign

The new Safety Campaign informs Operators to "Rock & Roll" in their seat. Pedestrians and fixed objects can be hidden near corners of the windshield. Moving their body forward and side-to-side in their seat helps objects come into view that may otherwise not be noticed. Know your blind spots and stay alert for pedestrians, vehicles and cyclists. Use the clearance lanes when departing the Bases to adjust mirror settings and understand the buses' position for better alignment and safe navigation.

Bus Operator Employee of the Month (EOM) Recognitions

Victor Moro is the North Base Operator of the Month and Cesar Gonzales is the South Base Operator of the Month for JUNE 2025. This is Operator Moro's second EOM award during his six years of service with the District. Operator Gonzales has been driving with the District for twenty-six years, and this is his fourth EOM award.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is Utility worker, Eddie Vargas. This is Eddie's fourth EOM Award during his 11 years of service with the District.

Bus Maintenance EOM for South Base Utility worker, Erick Torres. This is Erick's first EOM Award during his one year of service with the District.



<u>SamTrans CAC TENTATIVE Upcoming Topics – 2025*</u>

TOPIC	MEETING DATE	
Customer Satisfaction Surveys	May 28	
Central El Camino Project	June 25	
Meeting Cancelled due to lack of quorum	July 30	
Bus Stop Amenity Refresh Project Update	A	
Zero-emission Fleet Transition	August 27	
Safety and Security	September 24	
Ride Plus Service Evaluation*	October 29	
To Be Determined	November 19	
No Meeting	December 31	

^{*}Topics and dates subject to change