



BOARD OF DIRECTORS 2025

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AGENDA

San Mateo County Transit District

Citizens Advisory Committee (CAC) Meeting

October 29, 2025, 6:30 pm

Primary Location:

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

Alternate Location:

990 Alameda de Las Pulgas
San Mateo, CA 94070

Members of the public may attend in-person or participate remotely via Zoom at:

<https://us02web.zoom.us/j/86409521366?pwd=cXE5c1h2MnM2dG9EbDBsTUttD3dxUT09>

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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.

SamTrans Citizens Advisory Committee Members: 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

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.

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, October 29, 2025**6:30 pm**

1. Call to Order / Pledge of Allegiance
2. Roll Call
3. 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
4. Consent Calendar Motion
 - 4.a. Approval of Meeting Minutes for September 24, 2025
 - 4.b. Approval of 2026 SamTrans CAC Meeting Calendar
5. Approve Cancellation of the November 19, 2025 Regular Meeting Motion
6. Presentation: Ride Plus Service Evaluation Informational
Kate Christopherson, Planning Administrator
7. Report of the Chair Informational
8. SamTrans Staff Update – Ana Rivas, Director, Bus Transportation Informational
9. 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.
10. SamTrans Board Liaison Report – Max Mautner
11. Date / Time / Location of Next Regular Meeting: Wednesday, January 28, 2026* 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.
** subject to passage of Item 5*
12. 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 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 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 94070
990 Alameda de Las Pulgas San Mateo, California 94070**

**Citizens Advisory Committee (CAC)
DRAFT Minutes of September 24, 2025**

Members Present: M. Adler, A. Chang, H. Estalilla, D. Finch, J. Ganner, D. Seibert, M. Mautner (Vice Chair), A. Madrid (Chair)

Members Present via Teleconference: B. Mangiafico

Members Absent: J. Baker, D. Rabinovich

Staff Present: J. Jest, S. Kirkpatrick, L. Lumina-Hsu, A. Rivas

1. Call to Order / Pledge of Allegiance

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

2. Roll Call

CAC Secretary Loana Lumina-Hsu 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 August 27, 2025

Motion/Second: Mautner/Adler

Ayes: Adler, Chang, Estalilla, Finch, Ganner, Mangiafico, Seibert, Mautner, Madrid

Noes: None

Absent: Baker, Rabinovich

5. Presentation: Safety and Security

Scott Kirkpatrick, Deputy Director, Safety and Security, provided the presentation that included the following:

- Operator De-escalation Training; Human Trafficking Detection Training
- Buses interior and exterior cameras provide real-time monitoring capabilities; visible to the passengers
- Buses have two-way radio communications and global positioning system (GPS) tracking to provide operator support and passenger safety and security
- Transit Police Security contracted with San Mateo County Sheriff's Office which provide law enforcement services for SamTrans buses and Caltrain; police ride-alongs on buses

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

- Operator barriers installation; current bus fleet retrofit; new buses have barriers pre-installed
- Random police ride-alongs on buses; increased police presence if there are events
- District hosts safety meetings where bus operators can voice concerns
- Homeless encampment procedure; offered information for government and community services
- Protocols for disruptive riders; passenger who does not have fare or exact fare; operators make best effort to collect fare with safety in mind; if operators needs assistance, Transit police can assist

Public Comment

David Rabinovich commented on transit police enforcement abilities.

The Committee members had a robust discussion and staff provided further clarification in response to the Committee comments and questions regarding operators and transit police enforcement abilities.

6. Presentation: Customer Satisfaction Survey Results

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

- Surveys preformed at bus stops and aboard the bus
- Overall “very satisfied” level drop from 45 percent in 2024 to 36 percent in 2025
- Customer viewpoint of SamTrans: 47 percent has improved, 41 percent stayed the same, 4 percent has become worse
- High performing areas: using tickets on the bus, bus operators interactions, comfort of ride, total trip time, safety on the bus, onboard announcements
- Areas for improvement: bus shelter cleanliness, benches condition, real time bus arrival information, service change communication
- Addressing areas of concern: bus stops amenities refresh, bus shelters improvements, website improvements
- Upcoming initiatives: youth riders outreach, customer service call center survey, ReImagine SamTrans delivery evaluation, rider panel surveys

Member Mangiafico left the meeting at 7:15 pm.

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

- Survey primarily focus on bus riders as to retain customers; survey conducted on fixed-route and RidePlus services throughout day to capture various rider segments; Survey scheduled to be conducted annually
- Non-bus riders data; Last survey with riders and non-riders market segmentation was pre-pandemic
- On-time performance (OTP) standard
- Bus shelter condition; bus frequency; service changes communication; bus cleanliness
- ReImagined SamTrans and survey correlation; on board payment methods, total trip time, route coverage

7. Report of the Chair

Chair Madrid stated there was no report.

8. SamTrans Staff Update

Ana Rivas, Director, Bus Transportation, reviewed the report that included the following:

- Weekday ridership increased 2.3 percent; total monthly ridership increased 2.6 percent
- Post-pandemic ridership reached 99.5 percent
- Safety events at the bases; raffle for bus operators with zero preventable accidents
- On-time performance (OTP) 85.1 percent
- “Rock and Roll” safety campaign to encourage operators to move their bodies to check blind spots and stay alert for pedestrians
- Items brought up last meeting: object in interior light was resolved; damage on shelter resolved; free youth fares passed to Communications department; incorrect announcements passed to Information Technology department

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

- Interior bus sign shows the incorrect route when riding Route 278
- Update on freeway accident involving SamTrans bus that occurred day of meeting
- SamTrans process for assisting passengers during and following accidents

Charlsie Chang, Government and Community Affairs Officer, announced the Measure W Citizens Oversight Committee (COC) is looking to fill a vacancy to a seat representing the SamTrans CAC and interested persons can contact Ms. Chang for further information.

9. CAC Member Comments / Requests

- Senate Bill (SB) 63 regional funding measure was passed by California Senate and House
- Use of right turn lanes and bike lanes; discuss with cities bus lanes
- Member hosted event September 28, not SamTrans sponsored event, for Transit Month ride-along SamTrans to Pacific from Daly City Bay Area Rapid Transit (BART) station

- Public transit while traveling aboard including various payment options (proof of payment, pay at till); navigating public transit in other languages

10. SamTrans Board Liaison Report

Vice Chair Mautner provided a summary of the September 3, 2025 Board of Directors meeting including the following:

- Bus operator barriers
- Operators digital software to bid on schedules and routes
- New Millbrae headquarter update
- Survey budget and contracts; grants justification
- SB 63 update and San Mateo County wants and needs

11. Date / Time / Location of Next Regular Meeting: Wednesday, October 29, 2025 at 6:30 pm at via Zoom 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 7:46 pm.



**San Mateo County Transit District (SamTrans)
Citizens Advisory Committee (CAC)
2026 Meeting Calendar**

Last Wednesday of the Month* – 6:30 PM	
	January 28
	February 25
	March 25
	April 29
	May 27
	June 24
	July 29
	August 26
	September 30
	October 28
	November 18 – No Meeting <i>Field Trip and End of Year Reception</i>
	December – No Meeting

*Regular meetings are scheduled the last Wednesday of the month at 6:30 pm unless otherwise noted.

Meetings are conducted in-person at Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA, or noticed location, and remotely via Zoom. Dates or location may be subject to change. Beginning July 2026 or later, meetings will be conducted in-person at 166 Rollins Avenue, Millbrae, CA 94030. Any changes to the 2026 meeting location will be posted in advance in compliance to the Brown Act.

Ride Plus Service Evaluation – Key Findings



Background

March 2022

- Reimagine SamTrans approved

June 2023

- Ride Plus service starts with free fare promotion

Spring 2024

- Ride Plus survey

January 2023

- Ride Plus contract approved

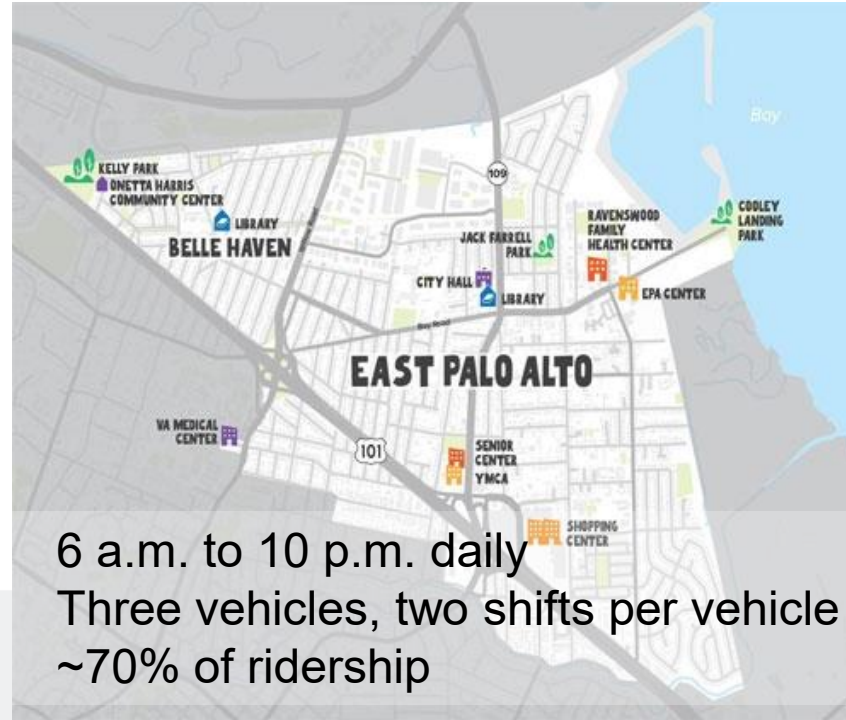
February 2024

- Free fare promotion ends

Spring 2025

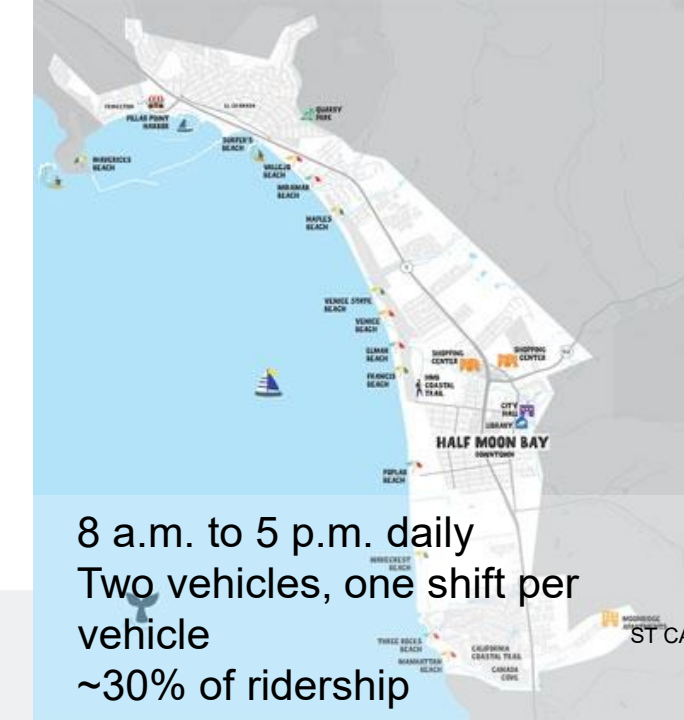
- Ride Plus assessment

East Palo Alto (pop. 30,000)



6 a.m. to 10 p.m. daily
Three vehicles, two shifts per vehicle
~70% of ridership

Half Moon Bay (pop. 11,800)

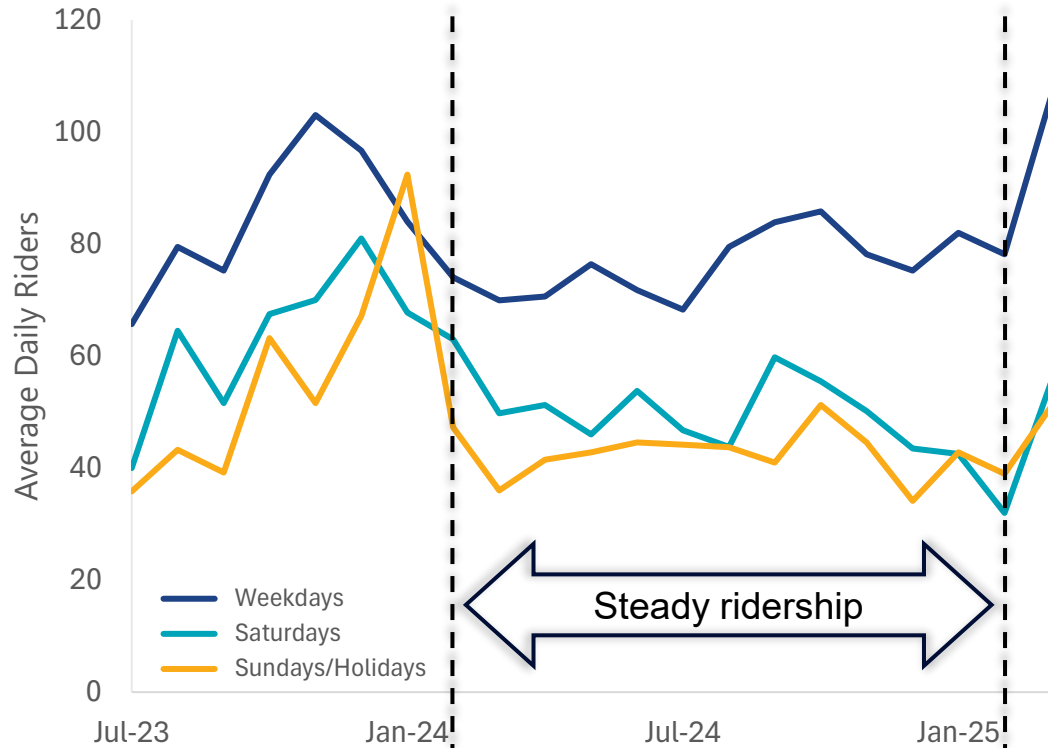


8 a.m. to 5 p.m. daily
Two vehicles, one shift per vehicle
~30% of ridership



East Palo Alto Ridership Trends

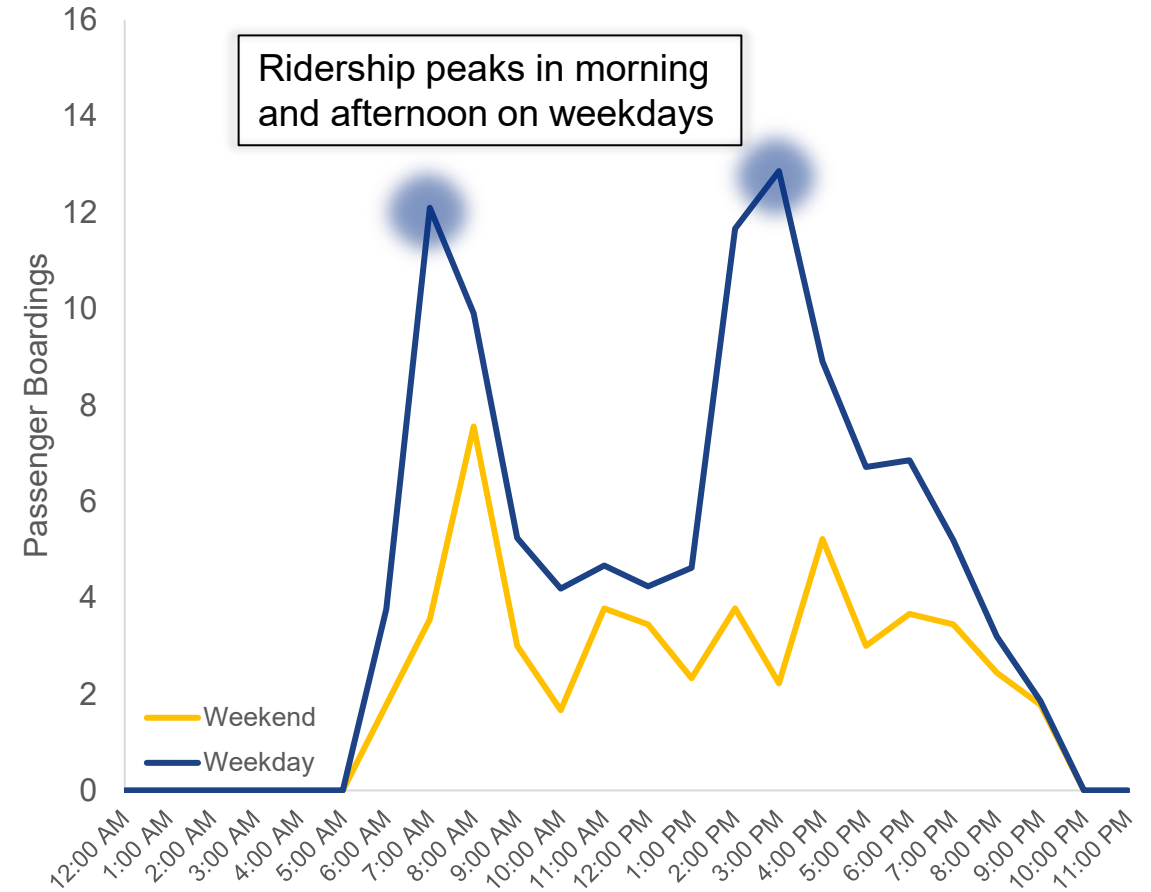
Monthly Ridership



Ridership initially declined once free fare promotion ended

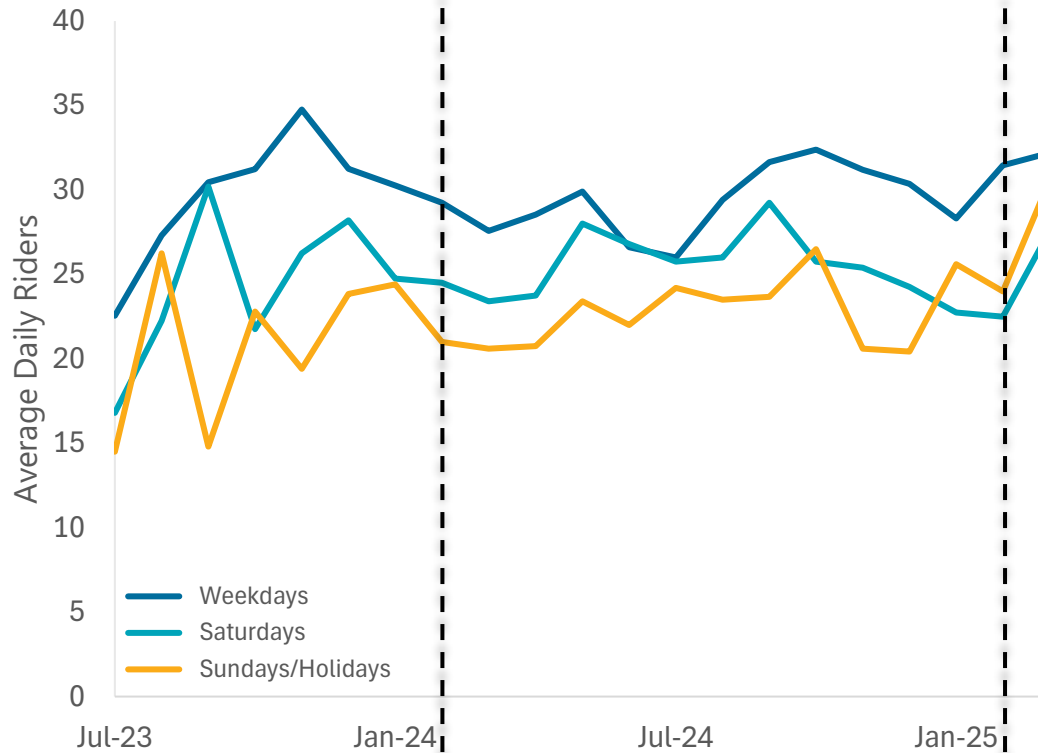
Increasing ridership after marketing push

Hourly Ridership (March 2025)



Half Moon Bay Ridership Trends

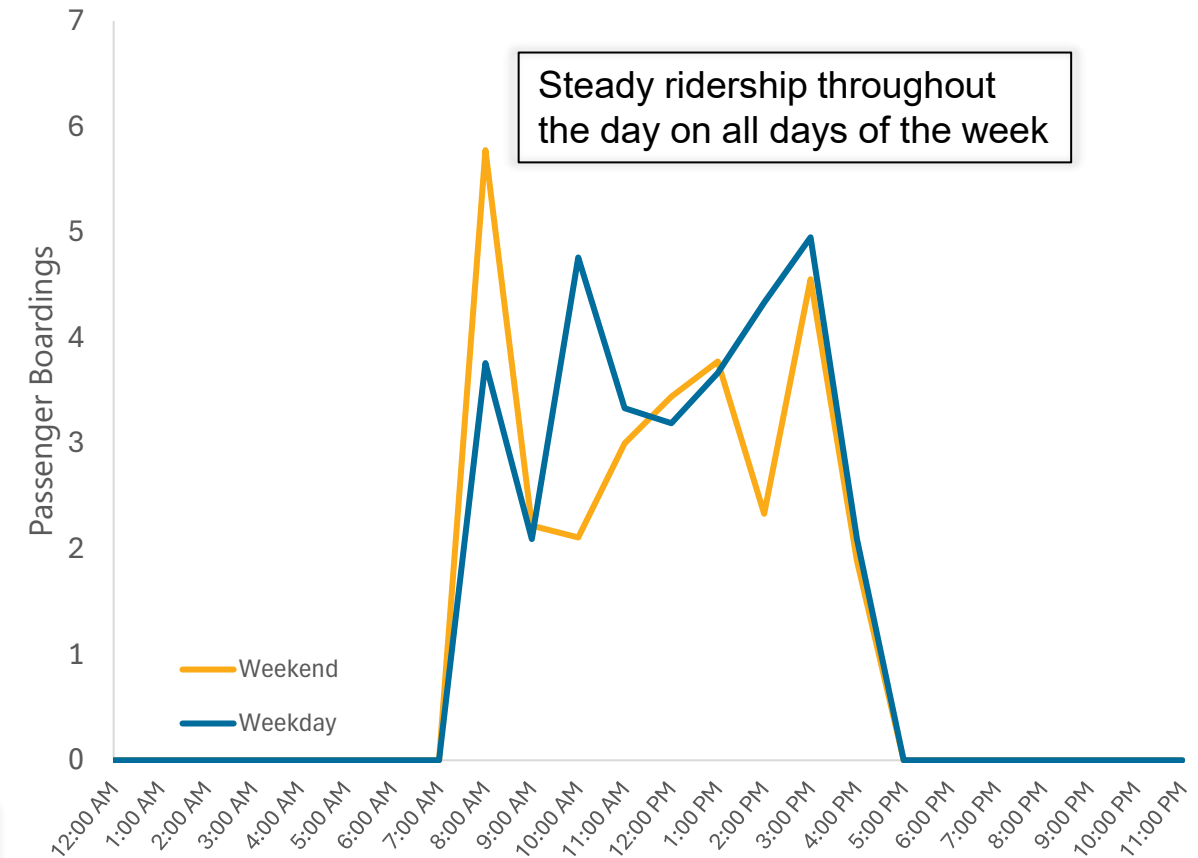
Monthly Ridership



Steady ridership since fare promotion ended

Increasing ridership after marketing push

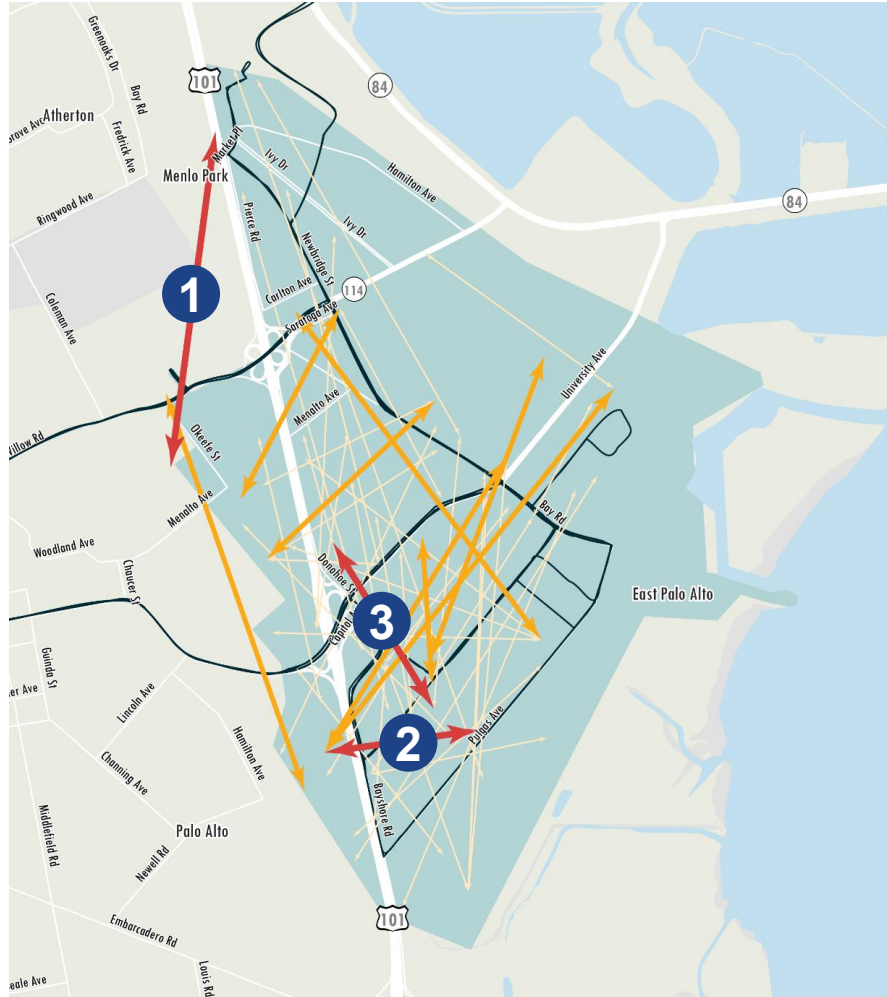
Hourly Ridership (March 2025)



Steady ridership throughout the day on all days of the week



East Palo Alto Travel Patterns



Ride Plus Origin-Destination Flows

Monthly Passengers



SamTrans All-Day Route
Ride Plus Service Area

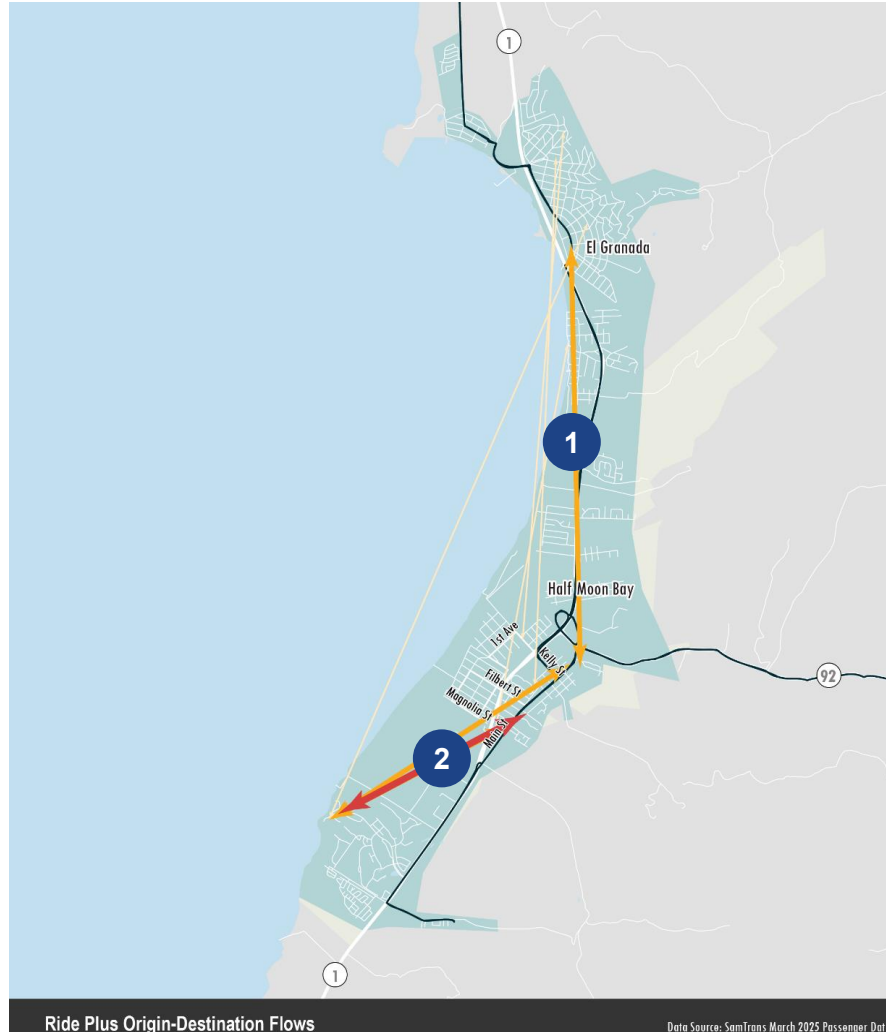
Miles 0 0.25 0.5



- Highest ridership origin-destination pairs:
 - 1 Silicon Valley Intl School / KIPP Valiant ↔ Boys & Girls Club
 - 2 Woodland Ave Apts ↔ Los Robles-Ronald McNair Academy
 - 3 Euclid Ave Residential / YMCA ↔ La Scoula Intl School
- Strongest markets:
 - Students attending schools not served by SamTrans School-oriented routes
 - Cross-freeway trips



Half Moon Bay Travel Patterns



- Highest ridership origin-destination pairs
 - 1 Downtown Half Moon Bay ↔ El Granada
 - 2 Ritz-Carlton ↔ Downtown Half Moon Bay
- Strongest markets:
 - Consistent, all-day ridership
 - Worker and tourist ridership base

Monthly Passengers

- 15-29 Monthly Passengers
- 30-44 Monthly Passengers
- 45+ Monthly Passengers

SamTrans All-Day Route
Ride Plus Service Area

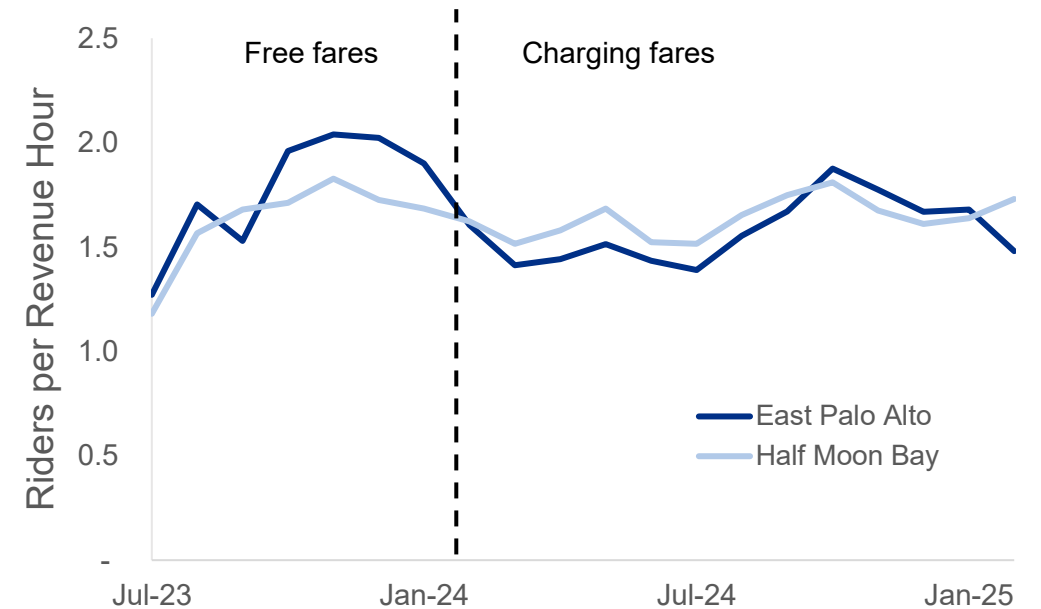
Miles 0 0.6 1.2



System Productivity

- Ride Plus productivity is lower than peer systems*
- Capacity is underutilized many hours of the day
 - Closer to target on some months

Ride Plus (lower than peers)	Target (average peers)	Upper Achievable Limit (rare)
1.5-1.9 riders/hour	2-3 riders/hour	5 riders/hour



*Peer agencies include DART's GoLink, LA Metro's Micro, and Pierce Transit's Runner.

Rider Feedback

88% of riders are satisfied with service and experience.

- Replaced trips formerly made by fixed-route transit, walking, biking, ride-hail services, or solo driving
- Mainly used for shopping, commuting, and recreation
- Support for expanding service hours
- Support for expanding service areas
 - Other areas of Menlo Park
 - Palo Alto Transit Center
 - Moss Beach
 - Montara

*Ride Plus has **changed my life**. I was trapped at home seven days a week. It has opened my world.*

-Ride Plus customer



Evaluation Goals and Criteria



Expand mobility

- Trips made from locations not served by fixed route (high)
- Trips made that connect to fixed route (high)
- Increase in transit trips in the zone with Ride Plus, compared to prior trips on fixed route alone



Ensure high quality service

- Average wait time (<25 min)
- Completed requests (90%+)
- Star rating for trip (high)
- Star rating for app (high)
- Complaints (low)



Provide efficient and sustainable service

- Pooled trips percentage (high)
- Reduced solo vehicle trips



Advance equity

- Demographics of riders & alignment with equity priority communities (high)
- Reduced transportation costs of riders (compared to other modes they were using)





Expand mobility

Ride Plus helped both service areas achieve larger ridership growth than just fixed-route service alone.

Ridership increase between June 2023-March 2025	East Palo Alto	Half Moon Bay
Fixed-route bus systemwide	Systemwide: +25%	
Fixed-route buses only in Ride Plus service areas	+27%	+38%
Fixed-route buses + Ride Plus in Ride Plus service areas	+35%	+58%

Most Ride Plus trips connected to fixed-route service. *However, few Ride Plus trips provided access to areas not served by fixed-route, and nearly half of trips duplicate an existing fixed route trip.*

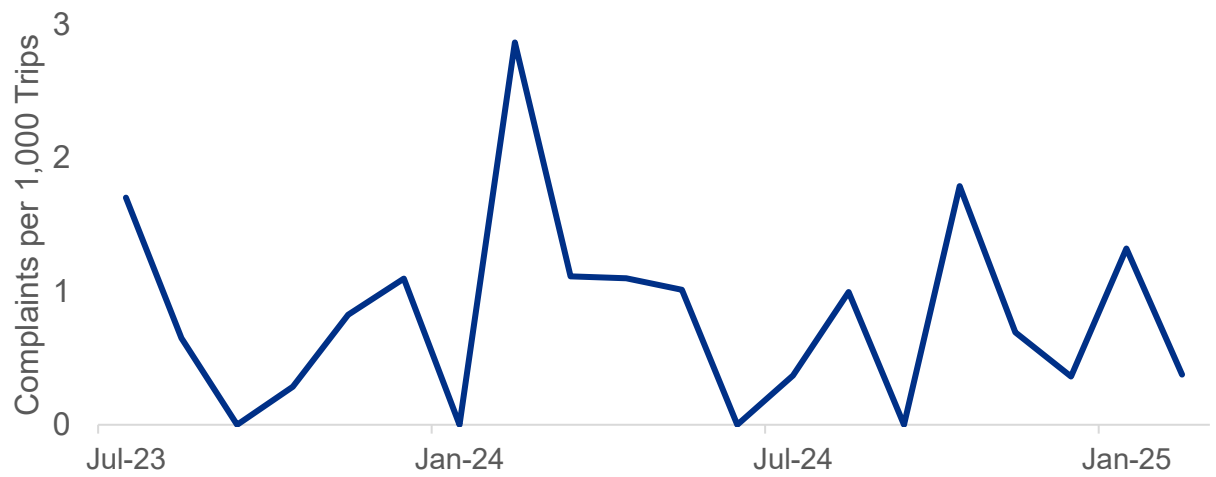
	East Palo Alto	Half Moon Bay
Ride Plus trips connecting to fixed-route service	54%	46%
<i>Ride Plus trips not served by fixed-route service</i>	<1%	5%
<i>Ride Plus trips duplicating fixed-route service</i>	46%	49%



Ensure high quality service

- **Ride Plus is meeting all targets.**
- **Riders are satisfied with their trips and app experience.**
- **Complaints are low and not trending upwards.**

Measure	East Palo Alto	Half Moon Bay
Average wait time	~20 minutes	
Completed requests	>99.9%	91-93%
Trip high star rating	94% (86% 5-star and 7% 4-star)	
App high star rating	85% (59% 5-star and 26% 4-star)	



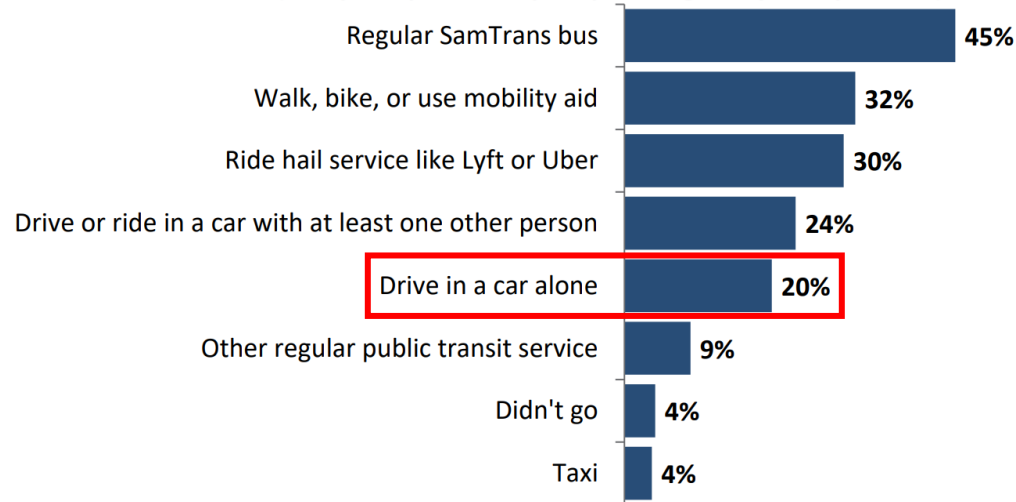


Provide efficient and sustainable service

- Nearly half (40-45%) of trips are shared trips (>1 person in the van at a time).
- 20% of riders report replacing solo vehicle trips with Ride Plus trips.
- 55% of riders did not replace SamTrans fixed-route trips.

Prior to using the Ride Plus service, how did you typically make the trips that you now make with Ride Plus?

(Multiple responses accepted; percentages may not equal 100%)

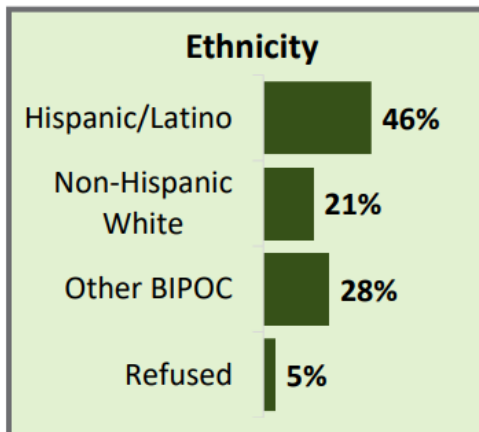




Advance equity

Riders are more likely to be people of color.

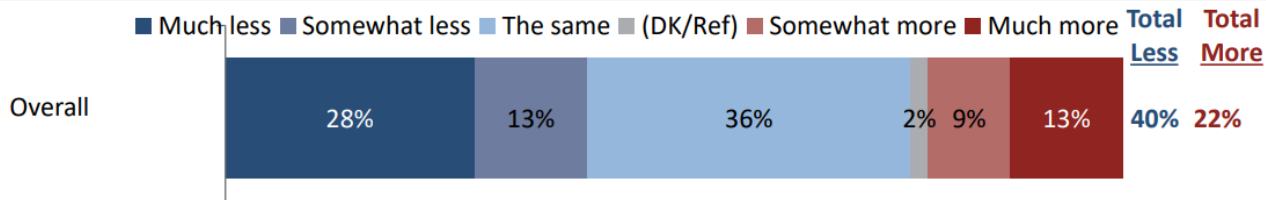
Low-income household usage was hard to determine when large number of riders preferred not to answer.



Riders are saving money with Ride Plus.

40% of riders say they are paying less using Ride Plus compared to trips they made prior to Ride Plus.

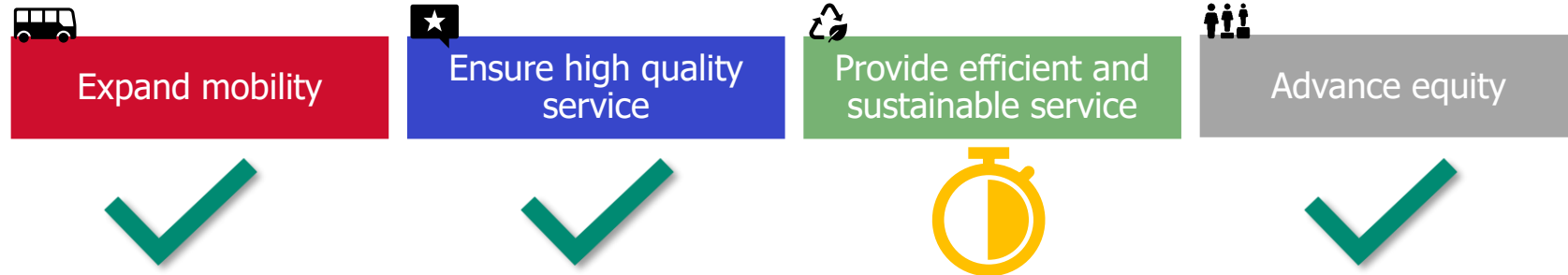
Compared to similar trips you would make prior to using Ride Plus, do you pay more, less, or the same amount when you use Ride Plus?



Key Takeaways

- 88% rider satisfaction 

- Most goals met



- Opportunities to increase ridership and trip pooling 



Opportunities for Service Refinement

- Staff is exploring potential service refinements to increase ridership, boost productivity and address customer requests:
 - Targeted service area expansions
 - Minor expansions of service hours to meet demand earlier in the day
 - Adjusting use of vehicles throughout the week to better meet demand patterns





Operated by:
transdev
CA# 303695

Thank You

Please email ChristophersonK@samTrans.com with any questions.



Bus Transportation CAC Report August 2025

Ridership:

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Microtransit) increased by 3.2 percent in August 2025 compared to August 2024. The total monthly ridership increased by 0.4 percent in August 2025 compared to August 2024.

Microtransit: Average weekday ridership on all Microtransit services was 131, and total ridership was 3,926. The average weekday ridership increased 2.7 percent compared to August 2024, and the total ridership increased 13.9 percent compared to August 2024.

Youth Unlimited Pass: For August 2025, Youth Unlimited Pass usage increased 4.3 percent compared to August 2024.

Regarding Key Performance Indicators (KPI):

Miles Between Preventable Accidents (MBPA): – There were 13 preventable accidents in August 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.

Miles Between Service Calls (MBSC) – There were 23 service calls in August 2025 (15 from District and 8 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 0.7 service calls per 25,000 miles.

On-Time-Performance (OTP) – August 2025 systemwide OTP was 81.3 percent. The goal is to have 85 percent systemwide on-time performance. Fixed-route service did not meet this goal.

Did Not Operate (DNOs) – In August 2025, there were 10 total DNOs, or missed trips.

Safety Campaign

The new Safety Campaign is about “Making Space to Keep You Safe.” Operators are reminded to slow down, not to rush for schedules, and to remain calm with aggressive drivers. Allowing space and time to anticipate hazards and stopping safely keeps your passengers and other drivers around you safe. Operators can help to avoid accidents by driving predictably, staying

aware of their blind spots, signaling well in advance, and giving everyone enough space on the road to react safely. This campaign message also targets other riders to drive safe around the bus and allow buses more space to maneuver.

Bus Operator Employee of the Month (EOM) Recognitions

Robert Andersen is the North Base Operator of the Month and **Ronaldo Pascual** is the South Base Operator of the Month for **AUGUST 2025**. This is Operator Andersen's first EOM award during his two years of service with the District. Operator Pascual has been driving with the District for one and a half years, and this is his first EOM award.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is **Storekeeper, Ira Cornel**. This is Ira's third EOM Award during her three years of service with the District.

Bus Maintenance EOM for South Base is **Mechanic B, Cordell Wong**. This is Cordell's first EOM Award during his one year of service with the District.



SamTrans CAC TENTATIVE Upcoming Topics – 2025*

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 Zero-emission Fleet Transition	August 27
Safety and Security Customer Satisfaction Survey Results	September 24
Ride Plus Service Evaluation*	October 29
Field Trip to Base and Holiday Reception (no public meeting)	November 19
<i>No Meeting</i>	December 31

**Topics and dates subject to change*