

**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)
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.