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APRIL CHAN
GENERAL MANAGER/CEO

AGENDA

San Mateo County Transit District

Citizens Advisory Committee (CAC) Meeting

July 29, 2026, 6:30 pm

Public Hearing Room, 5th Floor
166 North Rollins Road, Millbrae, CA 94030

Members of the public may attend in-person at noticed location(s) or participate remotely via Zoom at: <https://us02web.zoom.us/j/89061873281?pwd=0or9l5hTjaw6BEs7aCJa25aacFbM0f.1> or by entering Webinar ID: **890 6187 3281**, Passcode: **397165** 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. 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>.

Public Comments: Written public comments may be emailed to publiccomment@samtrans.com or mailed to 166 North Rollins Road, Millbrae, CA 94030, 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>.

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: Dylan Finch (Chair), Ben Mangiafico (Vice Chair), Mary Adler, Michael Auerbach, Allison Chang, Hana Estalilla, James Ganner, Aurelio Huizar, Jedidiah Koon, Alex Madrid, Max Mautner, David Rabinovich, Kathleen Rubens

Staff Liaison:
Ana Rivas, Director, Bus Transportation

CAC Secretary:
Lauryn Ko

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.

Wednesday, July 29, 2026

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
 - 4.a. Approval of Meeting Minutes for June 24, 2026 Motion
 - 4.b. Reapprove Remote Meetings for the Citizens Advisory Committee under Senate Bill 707 Motion
5. Presentation: Renaming the Citizens Advisory Committee to Community Advisory Committee – Shayna van Hoften, Hanson Bridgett, Legal Counsel, and Loana Lumina-Hsu, Deputy District Secretary Informational
6. Presentation: SamTrans Bus Service to Seniors and People with Disabilities – Margaret Baggerly, Program Coordinator, Senior and Mobility Informational
7. Presentation: SamTrans Americans with Disabilities Act (ADA) Transition Plan – Ike Nnaji, SamTrans/Caltrain ADA Administrator Informational
8. Staff Report – Ana Rivas, Director, Bus Transportation Informational
9. Report of the Chair Informational
10. Liaison Report of the July 8, 2026 San Mateo County Transit District Board of Directors Meeting Informational
Recordings of SamTrans public meetings and agenda meeting materials are available online at <https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc>
11. 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.

Note: All items appearing on the agenda are subject to action by the CAC.

SamTrans Citizens Advisory Committee (CAC) Meeting
July 29, 2026

12. Date / Time of Next Regular Meeting: Wednesday, August 26, 2026 at 6:30 pm
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.
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 Board Committees 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

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 166 North Rollins Road, Millbrae, CA 94030, 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>.

Oral 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 public comment is limited to three minutes or less. Online commenters 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, 166 North Rollins Road, Millbrae, CA 94030; 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 166 North Rollins Road, Millbrae, CA 94030 at the same time that the public records are distributed or made available to the legislative body.

**San Mateo County Transit District
Citizens Advisory Committee (CAC)**

166 North Rollins Road, Millbrae, California

DRAFT Minutes of June 24, 2026

Members Present: Michael Auerbach, Hana Estalilla, James Ganner, Aurelio Huizar, David Rabinovich, Kathleen Rubens

Members Present via Teleconference: Allison Chang (arrived at 6:35 pm), Max Mautner (arrived at 6:31 pm), Dylan Finch (Chair)

Members Absent: Mary Adler, Jedidiah Koon, Alex Madrid, Ben Mangiafico (Vice Chair)

Staff Present: T. Bartholomew, T. Dubost, A. Feng, T. Huckaby, L. Lumina-Hsu, E. Silvas

1. Call to Order / Pledge of Allegiance

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

2. Roll Call

Alice Feng, CAC Secretary, called the roll and noted that a quorum was present.

Member Mautner arrived at 6:31 pm.

3. Public Comment for Items Not on the Agenda

Jade Costello commented on the proposed restriction of public comment time at Board meetings.

4. Approval of Meeting Minutes for May 27, 2026

Motion/Second: Rubens/Ganner

Ayes: Auerbach, Estalilla, Ganner, Huizar, Mautner, Rubens, Finch

Abstain: Rabinovich

Noes: None

Absent: Adler, Chang, Koon, Madrid, Mangiafico

5. Presentation: SamTrans 50th Anniversary Update

Tasha Bartholomew, Director, Communications provided the presentation that included the following:

- Marketing plan with social media campaign and dedicated anniversary webpage
- Music contest inviting community and employee submissions
- Free Fare Day on July 1 with outreach at transit centers
- Employee recognition and engagement activities throughout the year

- Fall community celebration events with tours, entertainment, and speakers
- Sponsorship outreach with support event costs

Member Chang arrived at 6:35 pm.

Staff provided further clarification in response to the Committee comments and questions, which included the following:

- VIP ticket purpose and access to a pre-event sponsor reception
- Sponsorship levels outlined from \$5,000 to \$25,000 presenting sponsor tier
- Confirmed sponsor commitments: Stanford University, San Mateo County Transit Authority (SMCTA), and Montera Credit Union

6. Staff Report – Ana Rivas, Director, Bus Transportation

Tina Dubost, Manager, Accessible Services, and Enriques Silvas, Deputy Director, Bus Transportation, reviewed the report that included the following:

- Ridership reporting paused due to incomplete Clipper Next Generation data
- Preventable accidents at 66,038 miles between events; target not met
- Miles between service calls at 20,939; target not met; higher failure rate in zero-emission fleet
- On-time performance (OTP) at 83.3 percent; below 85 percent goal
- Did-Not-Operate (DNO) rate at 0.01 percent; goal met
- Safety campaign focused on safe bus stop approach procedures and hazard awareness
- Follow-up on headsigh display issues and system fix
- College of San Mateo bus stop visibility improvements
- Transit Signal Priority enhancements on El Camino Real (ECR)
- Bus stop signage and accessibility improvement program updates

Staff provided further clarification in response to the Committee comments and questions, which included ECR routing and Millbrae Transit Center connection.

7. Report of the Chair – There was no report.

8. Liaison Report of the June 3, 2026 San Mateo County Transit District Board of Directors Meeting

Chair Finch reported on Connect Bay Area funding measures, Board of Director's Rules of Procedure updates and impact on Citizens Advisory Committee, and stated the recording is available online.

Member Rabinovich reported on proposed changes to the Board of Director's Rules of Procedure including public comment time period, renaming the CAC from Citizens to Community, and lack of CAC consultation.

Staff provided further clarification in response to the Committee comments and questions, which included public comment time period and Chair discretion to manage public comment.

Motion the Citizens Advisory Committee opposes the proposed San Mateo County Transit District (SamTrans) Board of Directors public comment time limit reduction at Board meetings.

Motion/Second: Mautner/Ganner

Ayes: Auerbach, Chang, Estalilla, Ganner, Huizar, Mautner, Rabinovich, Rubens, Finch

Noes: None

Absent: Adler, Koon, Madrid, Mangiafico

Motion against the renaming of the Citizens Advisory Committee and to request the SamTrans Board of Directors obtain Citizens Advisory Committee (CAC) input before making changes to the CAC

Motion/Second: Rabinovich/Mautner

Ayes: Auerbach, Chang, Estalilla, Ganner, Huizar, Mautner, Rabinovich, Rubens, Finch

Noes: None

Absent: Adler, Koon, Madrid, Mangiafico

9. CAC Member Comments / Requests

- Pantograph app data issue showing incorrect late-night bus timestamps
- ECR reroute stop placement and California Drive stop spacing
- Support for Millbrae Transit Center ECR stop
- Potential service impacts from Hillsdale Mall redevelopment
- Request for Fédération Internationale de Football Association (FIFA) World Cup transit impact analysis
- Clipper Pass integration; BayPass eligibility inquiry for CAC
- El Camino Real pedestrian safety improvements and ECR tradeoffs

10. Date / Time / Location of Next Regular Meeting: Wednesday, July 29, 2026 at 6:30 pm at via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.

11. Adjourn

The meeting adjourned at 7:22 pm.

**San Mateo County Transit District
Staff Report**

To: Citizens Advisory Committee

Through: Margaret Tseng, District Secretary

From: Loana Lumina-Hsu, Deputy District Secretary

Subject: **Reapprove Remote Meetings for the Citizens Advisory Committee under Senate Bill 707**

Action

Staff proposes that the Citizens Advisory Committee of the San Mateo County Transit District (District):

Move to reapprove the Citizens Advisory Committee (CAC) members to meet remotely under procedures created by Senate Bill (SB) 707 for six months, with the understanding that similar motion would be required every six months hereafter to facilitate continuation of remote meetings as authorized by the District's Board of Directors.

Significance

SB 707 and its Application to the District

SB 707, adopted in 2025, included changes including allowing certain advisory bodies, referred to as "eligible subsidiary bodies," to hold meetings when all members may be remote, without (a) having to open remote locations to the public, or (b) limiting the frequency of or requiring justifications for remote participation.

The Board of Directors (Board) first authorized the CAC to meet remotely under SB 707 on January 7, 2026, pursuant to Resolution No. 2026-04. The CAC passed a motion to approve remote participation for its members at the January 28, 2026 CAC regular meeting. On July 8, 2026, the Board reauthorized the CAC to meet remotely under SB 707 pursuant to Resolution No. 2026-35 (Attachment 1).

Remote Meetings of Eligible Subsidiary Bodies

Pursuant to Board approved Resolutions No. 2026-04 and 2026-35, the Board found, based on definitions set forth in SB 707, that the CAC qualifies as an "eligible subsidiary body." As required by SB 707, for the CAC to continue meeting remotely, the Board adopted resolutions that make findings that (1) the Board has considered the circumstances of the CAC; (2) the public has been made aware of the type of remote participation being contemplated and has been provided with an opportunity to comment at this in-person meeting of the Board; and (3) fully remote, teleconference meetings of the CAC will improve the attraction, retention, and

diversity of CAC members. The findings expressed in the attached Resolution No. 2026-35, which will need to be adopted again every six months, reflect that:

1. Staff reviewed the operational needs of the CAC, which consist of volunteers who represent a broad geographic area. Requiring (a) in-person attendance, (b) limiting the frequency and reasons for remote participation, or (c) public disclosure of and access to private residences as required under the Brown Act's traditional teleconference rules, are likely to (i) be a continuing barrier to service and (ii) hinder the committee's ability to attract a quorum for every scheduled meeting.
2. Through the publication of the staff report on July 1, 2026, and the public meeting on July 8, 2026, (a) the public was notified that remote participation for the CAC will be provided through two-way audio-video Zoom teleconferencing, and (b) the public was provided the opportunity to comment on the use of remote meeting technology.
3. Allowing remote participation will directly enhance the District's ability to recruit and retain a diverse membership for the CAC. Use of remote meetings would remove barriers for individuals with disabilities, those with caregiving responsibilities, and those with jobs and other schedule limitations or lack of predictability, and those without reliable evening transportation. Staff also expects that allowing fully remote participation will support and encourage involvement of residents from the coastside of San Mateo County.

As the Board adopted these findings, the CAC may now vote to reapprove remote meetings for the next six months. Thereafter, CAC members may participate from remote locations for any or no stated reason, and without posting their addresses or opening their locations to the public. CAC members will need to appear on camera during the entire open portion of each meeting and only shut off their cameras if they are having connectivity problems (or if needed as a reasonable accommodation for a disability). The District will provide a staffed, publicly accessible physical location for each meeting as required by law.

Budget Impact

There is no budget impact associated with the proposed action.

Background

The Brown Act, codified at California Government Code section 54950, et seq. requires meetings of local legislative bodies to be open and accessible to the public. Rules cover everything from the contents, publication and posting of meeting notices and agendas; to the timing and structure of public comment; to the use of teleconferencing by local legislators.

The law has been modified via a string of executive orders and bills (including but not limited to Assembly Bill (AB) 361, AB 2449 and SB 707) over the past six years, initially to address pandemic-related needs for remote meetings. The most recent of these amendments focus on

technological advancements in teleconferencing and the public's changing expectations regarding the need for in-person meeting attendance.

Prepared By:	Shayna van Hoften	Legal Counsel	415-995-5880
	Loana Lumina-Hsu	Deputy District Secretary	650-508-6466

Resolution No. 2026-35

**Board of Directors, San Mateo County Transit District
State of California**

* * *

**Reauthorizing Remote Meetings for the Citizens Advisory Committee and
the Paratransit Advisory Council under Senate Bill 707**

Whereas, the Board of Directors (Board) of the San Mateo County Transit District (District) established the Citizens Advisory Committee (CAC) to represent transit users and provide input on the experiences and needs of current and potential transit customers; and

Whereas, in 1978, pursuant to Resolution No. 039373, the Board authorized and requested that the District create, maintain and staff a paratransit coordinating council for San Mateo County, consistent with Metropolitan Transportation Commission Resolution No. 458, “to be responsible for the development and implementation of transportation programs designed to solve the transit problems of minorities, elderly, young, handicapped, economically disadvantaged and other nondrivers, in coordination and cooperation with appropriate private and nonprofit agencies, and paratransit operators, within the established boundaries of the transit district” (San Mateo County Paratransit Coordinating Council or PCC); and

Whereas, in 2024, the PCC changed its name to the “Paratransit Advisory Council” or “PAC”; and

Whereas, beginning January 1, 2026, Senate Bill 707 (SB 707) amended the Ralph M. Brown Act (California Government Code 54950 et seq.) to permit certain advisory committees, designated as “eligible subsidiary bodies,” to hold remote meetings once (1) a board of

directors has considered the circumstances of the committee; (2) the board of directors finds that teleconference meetings of the eligible subsidiary body(ies) will improve the attraction, retention, and diversity of committee members; (3) the public has been made aware of the type(s) of remote participation available and has been provided with an opportunity to comment at an in-person meeting of the board of directors concerning the transition to remote meetings; and (4) the eligible subsidiary body(ies) take subsequent action to approve their use of remote meetings; and

Whereas, “eligible subsidiary bodies” are defined as committees that serve exclusively in an advisory capacity and are not authorized to take final action on legislation, regulations, contracts, licenses, permits, or any other entitlements, grants, or allocations of funds, nor have subject matter jurisdiction, as defined by charter, ordinance, resolution, or any formal action of the legislative body that created the subsidiary body, over elections, budgets, police oversight, privacy, removal or restriction of materials in public libraries, or taxes or related spending proposals; and

Whereas, the CAC and PAC meet this definition of “eligible subsidiary body;” and

Whereas, the Board previously authorized the CAC to meet remotely pursuant to Resolution No. 2026-04, and the PAC to meet remotely pursuant to Resolution No. 2026-21; and

Whereas, the Board has considered the circumstances of the CAC and PAC and finds that allowing the CAC and PAC to continue to hold remote meetings via Zoom teleconferencing (with options for online and telephonic participation) under SB 707 would promote the attraction, retention, and diversity of CAC and PAC members; and

Whereas, the public has been made aware of the types of remote participation being contemplated and has been provided with an opportunity to comment at an in-person meeting of the Board regarding the use of remote meetings; and

Whereas, the Board desires to reauthorize the CAC and PAC to hold remote meetings, with the understanding that at least one staffed physical location will continue to be made available to committee members and the members of the public who wish to attend in person, though there will be no need for a quorum of the committee to attend in person or for members to publish their respective remote locations, or open such locations to the public; and

Whereas, the Board further recognizes that any recommendations made by the CAC or PAC during a remote meeting must be presented to the Board through an oral report at one meeting before the Board may take action on such recommendation at a subsequent meeting; and

Whereas, the Board understands that SB 707 limits the authority granted hereunder to be in effect for up to six months.

Now, Therefore, Be It Resolved that the Board of Directors of the San Mateo County Transit District hereby reauthorizes the Citizens Advisory Committee and Paratransit Advisory Council to meet remotely as eligible subsidiary bodies under Senate Bill 707.

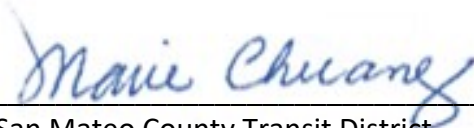
Be It Further Resolved that this resolution will be in effect for six months, and the Board directs staff to agendize reconsideration of the authority granted hereunder at the Board's January 2027 meeting.

Regularly passed and adopted this 8th day of July, 2026 by the following vote:

Ayes: Fraser, Gee, Medina, Ratto, Speier, Esser, Chuang

Noes: None

Absent: Canepa, Powell, Speier



Chair, San Mateo County Transit District

Attest:



District Secretary

**San Mateo County Transit District
Staff Report**

To: Citizens Advisory Committee

Through: Joan Cassman, Legal Counsel
Margaret Tseng, Executive Officer, District Secretary

From: Shayna van Hoften, Legal Counsel
Loana Lumina-Hsu, Deputy District Secretary

Subject: **Renaming the Citizens Advisory Committee to Community Advisory Committee**

Action

This is an informational item. The Citizens Advisory Committee (CAC) will provide comments and feedback on the proposed renaming to Community Advisory Committee. No action is required.

Significance

At its June 3, 2026 regular meeting, the San Mateo County Transit District (District) Board of Directors (Board) discussed amending its Rules of Procedure (Rules). During review of the proposed amendments, Director Speier proposed changing the name of the CAC to the "Community Advisory Committee." The proposal was supported by Director Medina. There were no statements made in opposition. The Board directed the General Counsel to include that change when the Board received a revised draft of the proposed updates to the Rules the following month.

At its June 24, 2026, meeting, the CAC discussed the Board's proposed amendments to the Rules, including renaming the CAC to "Community Advisory Committee." On a motion made by Member Rabinovich and seconded by Member Mautner, the CAC unanimously opposed the Board renaming the CAC before providing an opportunity for the CAC to provide input, with nine ayes, zero noes or abstentions, and four members absent.

At the Board's July 8, 2026 Community Relations Committee/Committee of the Whole meeting, CAC Member Rabinovich delivered the Report of the CAC and reported the CAC's unanimous vote.

Also on July 8, the Board considered amending the Rules, inclusive of renaming the CAC. The Board acknowledged the CAC's vote, continued the item to the August 5 regular meeting, and directed staff to seek CAC feedback in the interim.

Renaming the SamTrans CAC as proposed would be consistent with the updates made to the names of the CAC of the other agencies managed by the District.

- On July 11, 2024, the San Mateo County Transportation Authority (SMCTA) Citizens Advisory Committee was renamed as the “Community Advisory Committee.” The SMCTA CAC had multiple discussions concerning updates to their rules of procedure, but the change of the group’s name was not a topic of concern or debate; rather, comments from the committee expressed agreement that the change was a positive step towards inclusivity.
- On July 15, 2026, the Caltrain CAC considered proposed changes to its bylaws and charter, including retitling the CAC to be the “Community Advisory Committee” instead of the “Citizens Advisory Committee,” which was recommended by Board Chair Medina during the Chair’s Report at the Peninsula Corridor Joint Powers Board (JPB) June 4, 2026, Board of Directors meeting. The Caltrain CAC expressed no objections to the JPB changing the committee’s name. The bylaws and charter updates will be considered by the JPB Board on August 6, 2026.

CAC Statement of Purpose

In the below excerpt from the CAC’s Statement of Purpose (SOP) [Attachment 1], the District made clear that CAC members do not need to be citizens of the United States to be appointed and represent a constituent group.

In recognition of the importance of SamTrans fixed-route bus service in our multimodal system, the focus of the SamTrans Citizens Advisory Committee is on issues of direct concern to users of fixed-route bus service. Members of the Citizens Advisory Committee may concurrently represent the concerns of other constituent groups as they relate to fixed-route bus service, as indicated in the following section. Members of the Citizens Advisory Committee need not be citizens of the United States. When making appointments to the CAC, the Board may give preference to residents of the County of San Mateo if such preference could result in a more informed membership.

Budget Impact

There is no budget impact associated with the proposed action.

Background

The CAC was created by the Board in October 1975. CAC members are appointed-at-large representing the following constituencies: Bus Riders, Multi-modal Riders, and Community. The committee is composed of 15 volunteer representatives from various segments of ridership and the community.

The purpose of the CAC is to advise the Board on programs, policies and actions which will encourage greater utilization of public transportation in the District's service area; to maintain and develop liaison with other transportation community-oriented organizations, and to improve the public perception of the value of transit in the progress of local communities, the state and the nation.

Prepared By:	Shayna van Hoften	Legal Counsel	415-995-5880
	Loana Lumina-Hsu	Deputy District Secretary	650-508-6466



**SAN MATEO COUNTY TRANSIT DISTRICT
 CITIZENS ADVISORY COMMITTEE
 STATEMENT OF PURPOSE**

The goal of this policy is to help SamTrans (San Mateo County Transit District) plan a transportation system that is safe, efficient, cost-effective, energy-efficient, environmentally responsible, and responsive to the needs of the broadest range of Citizens and transit users in the San Mateo County. SamTrans firmly believes that the people who use a transportation system, or are affected by it, should have a voice in deciding the "where," the "what," and the "when" of the operations of SamTrans.

In recognition of the importance of SamTrans fixed-route bus service in our multi-modal system, the focus of the SamTrans Citizens Advisory Committee is on issues of direct concern to users of fixed-route bus service. Members of the Citizens Advisory Committee may concurrently represent the concerns of other constituent groups as they relate to fixed-route bus service, as indicated in the following section. Members of the Citizens Advisory Committee need not be citizens of the United States. When making appointments to the CAC, the Board may give preference to residents of the County of San Mateo if such preference could result in a more informed membership.

MEMBERSHIP

Fifteen (15) members shall be appointed-at-large, representing and divided among the following constituencies:

Bus Riders - Representing the diverse population of both San Mateo County and SamTrans fixed-route ridership, e.g.; Hispanic riders, Asian riders, Caucasian riders, African American riders, Disabled riders, Senior riders, Student riders, Transit Dependent riders.

Multi-modal Riders - Representing the riders who use SamTrans fixed-route service to connect to another one of the available transit modes, e.g.; bus-to-Caltrain riders, bus-to-BART riders, bus-to-bus riders.

Community - Representing community interests which also interact with SamTrans fixed-route service, e.g.; Schools, Labor, Business and Industry, Environmental interests.

Term Limits

A member can serve three, three years before. They can reapply for the Committee after being off one year.

Quorum/Majority Vote

A majority vote and/or quorum, as approved by the Board of Directors by motion at its meeting of October 20, 2004, shall be the “majority of those currently appointed, provided that the majority vote is not less than seven members.”

Meetings

All meetings of the Committee shall be held in compliance with the Ralph M. Brown Open Meetings Act.

Regular meetings of the Citizens Advisory Committee (“C.A.C.”) are normally held once per month at the District’s headquarters (“Regular Meetings”). The day and time of the Regular Meetings shall be established by a majority vote of the C.A.C. members. This day and time may be changed from time to time at the discretion of the C.A.C. members by a majority vote. The C.A.C. shall communicate any change in the day and time of the Regular Meetings to the District Secretary in writing, allowing sufficient time to the District Secretary to provide public notice of such change. The Chairperson of the C.A.C. may call additional, special meetings at a time and place approved by a majority vote of the C.A.C. members.

Attendance/Absence

The Attendance Policy adopted by the Board of Directors under Resolution No. 2003-15 on May 14, 2003 provides as follows:

“As an integral part of the public transportation picture of San Mateo County, active participation and attendance at all meetings will help insure the success of the Committee. Effective January 1, 2004, the following policy has been set forth by the Community Relations Committee of the SamTrans Board and is an obligatory condition of membership on the Citizens Advisory Committee.

1. Members are required to notify the Marketing Department if they plan to be absent by 5 p.m. the day of the meeting.
2. Members will be allowed no more than three absences in a calendar year.
3. When a member incurs four absences in a calendar year, the Citizens Advisory Committee Chair shall immediately notify the Community Relations Committee Chair of the SamTrans Board of Directors, recommending that the Board request the absent CAC member’s resignation and/or declare the member’s position vacant.

4. Any resulting vacancy shall be filled for the duration of the departing member's term."

Committee Purpose

The Citizens Advisory Committee has direct liaison to the Board of Directors through the Community Relations Committee.

The Committee shall assist the transit Board of Directors in any manner the Board deems appropriate.

In a broad sense, the purpose of the Citizens Advisory Committee parallels that of the Community Relations Committee of the SamTrans Board of Directors. The purpose of the CAC is to advise the Board on programs, policies and actions which will encourage greater utilization of public transportation in the District's service area; to maintain and develop liaison with other transportation community-oriented organizations, and to improve the public perception of the value of transit in the progress of local communities, the state and the nation.

It is also the role of the Citizens Advisory Committee to assist the staff in the implementation of the main elements of SamTrans' marketing plan:

1. Identify consumer groups offering the greatest potential as sources of rider volume; analyze their trip-making characteristics and transportation needs.
2. Plan, help test and obtain consumer reactions to service improvements designed to meet the needs of these markets.
3. Review and comment on pricing policies and fares that will attract riders to transit.
4. Increase customer ability and public awareness of transit services by reviewing and commenting on information and communications practices of SamTrans. Report service problems as they arise to District staff through the Consumer Report process. The Marketing Division will report actions taken at each regular meeting of the Committee.
5. Suggest and participate in a variety of promotions aimed at attracting attention to specific services and to the importance of transit to the community, e.g., San Mateo County Fair.
6. Monitor and evaluate results of service changes so that adjustments can be made promptly and to the satisfaction of consumers.
7. Build a broad base of understanding and support for financial needs of the District.

8. Undertake special surveys and questionnaires to solicit response from constituent groups, and carry back to these constituent groups public information from SamTrans.

Chairperson Duties

The CAC shall each year elect two of its members to serve as Chairperson and Vice Chairperson. The term of office shall be one year.

The Chairperson of the Committee shall call to order each meeting. It is the responsibility of the Chairperson to conduct meetings in an orderly and efficient manner, in accordance with Roberts Rules of Order. The Chairperson shall follow procedures established by the Board of Directors for the handling of reports, comments, and concerns which are designed to result in a timely response by the appropriate staff member.

The Chairperson of the Committee shall designate one committee member and one or more alternates to act as a liaison with the Community Relations Committee of the Board of Directors and represent the CAC at the Board of Director meetings.

In addition, the Chairperson of Committee may designate representatives to attend various committee meetings of the Board of Directors, meetings of other advisory committees and (the) various public hearings on bus route and commute rail schedules, such as:

- ◆ San Mateo County Paratransit Coordinating Council
- ◆ Joint Powers Board Citizens Advisory Committee
- ◆ San Mateo County Transportation Authority

Reports of those designated to attend such meetings shall be presented to the Committee at its next meeting. Reactions and recommendations resulting therefrom shall be reported to the Community Relations Committee by the Chairperson, or his or her designated representative, or by the member of the Community Relations Committee acting as liaison with the Citizens Advisory Committee.

Vice-Chairperson Duties

The Vice-Chairperson of the Committee shall assume the duties of the Chairperson as required.



Renaming the Citizens Advisory Committee

Item 5
7/29/2026



Shayna van Hoften and Loana Lumina-Hsu | July 29, 2026

SamTrans CAC Page 22

June 3, 2026 Board of Directors Meeting

- Board reviewed proposed changes to its Rules of Procedure
- Director Speier recommended changing name of CAC from "Citizens Advisory Committee" to "Community Advisory Committee"
 - Director Medina spoke in support of the change
 - Stated intention: to be more inclusive and consistent with actions taken for other CACs

June 24, 2026 CAC Meeting

Motion against the Board renaming the CAC before seeking its input

Motion/Second: Rabinovich/Mautner

Ayes: Auerbach, Chang, Estalilla, Ganner, Huizar, Mautner, Rabinovich, Rubens, Finch

Noes, Abstentions: None

Absent: Adler, Koon, Madrid, Mangiafico

July 8, 2026 Board of Directors Meeting

- Continued discussion of proposed changes to Rules of Procedure, including consideration of CAC vote regarding opposition to change without input
- Directors shared experiences at cities renaming advisory bodies with “Citizens” in title
- Board continued item to next meeting, directed staff to seek CAC input on proposed name change before further Board consideration

CAC's Statement of Purpose

"In recognition of the importance of SamTrans fixed-route bus service in our multimodal system, the focus of the SamTrans Citizens Advisory Committee is on issues of direct concern to users of fixed-route bus service. Members of the Citizens Advisory Committee may concurrently represent the concerns of other constituent groups as they relate to fixed-route bus service, as indicated in the following section. **Members of the Citizens Advisory Committee need not be citizens of the United States.** When making appointments to the CAC, the Board may give preference to residents of the County of San Mateo if such preference could result in a more informed membership."

Definitions

Citizen

- “a native or naturalized individual who owes allegiance to a government (as of a state or nation) and is entitled to the enjoyment of governmental protection and to the exercise of civil rights”

Community

“the people who live in a particular place or region and usually are linked by some common interests”

Other Agencies

- July 11, 2024 – San Mateo County Transportation Authority renamed its Citizens Advisory Committee to be the "Community Advisory Committee," with CAC support
- July 15, 2026 – Caltrain Citizens Advisory Committee considered various proposed revisions to its Bylaws and Charter, including renaming to "Community Advisory Committee" (as proposed by Chair Medina during the Chair's Report at the JPB's June 4 Board meeting) with no concerns raised by the committee
- August 6, 2026 – Caltrain/JPB Board of Directors will consider updating CAC Bylaws and Charter, including renaming to "Community Advisory Committee"

Feedback

Should the Citizens Advisory Committee be renamed the "Community Advisory Committee"?



Thank You



Please email Lumina-HsuL@SamTrans.com with any questions.

San Mateo County **TRANSIT DISTRICT**



Citizens Advisory Committee **7/29/2026**

Margaret Baggerly

Program Coordinator, Senior & Veteran Mobility

Accessible Transit Services

baggerlym@samtrans.com

650-508-6362 office

650-399-5868 cell

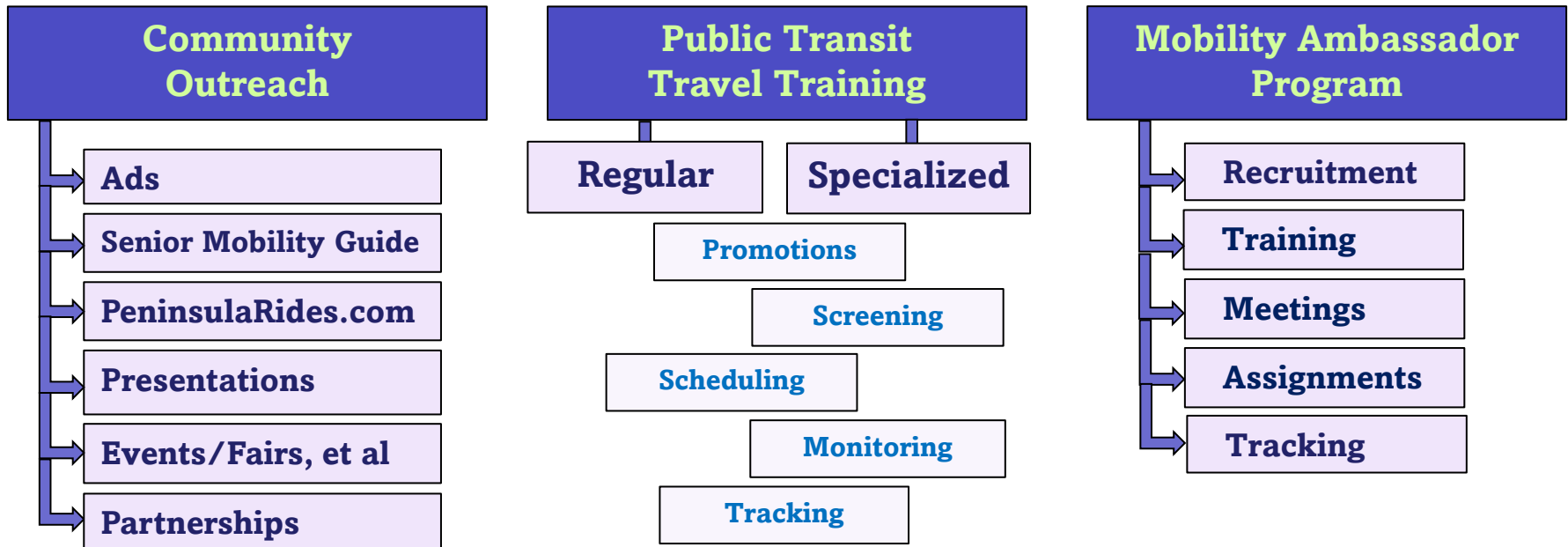
San Mateo County **TRANSIT DISTRICT**

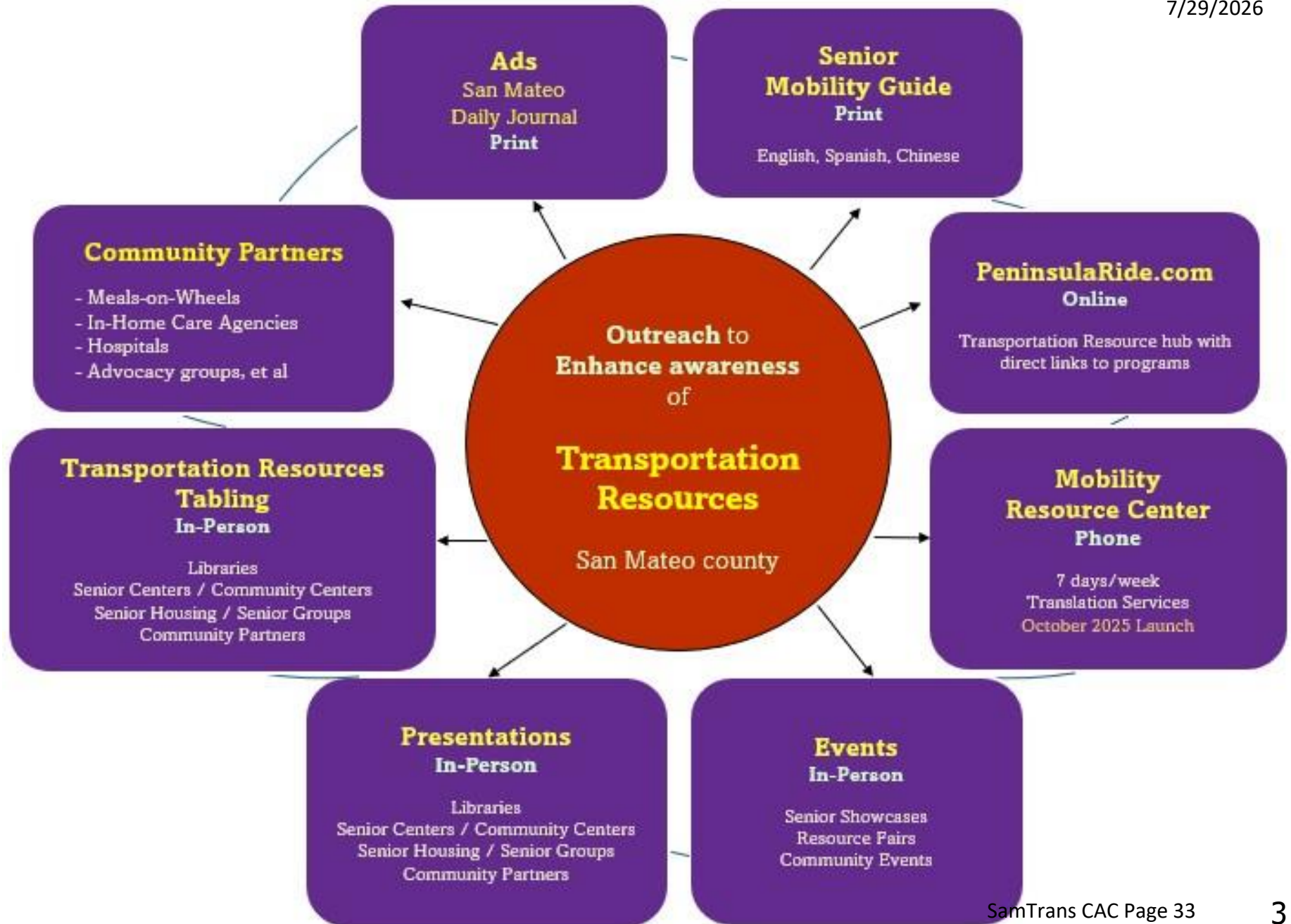
Item 6
7/29/2026



Margaret Baggerly

Program Coordinator, Senior & Veteran Mobility
Accessible Transit Services





Older Adults Transportation Resources San Mateo County



Senior Mobility Guide

San Mateo County Transportation Resources



San Mateo County Item 6 7/29/2026 TRANSIT DISTRICT

Senior Mobility Guide

- Pick up a copy at a local senior center or library.
- Available in English, Spanish, Chinese.

PeninsulaRides.com

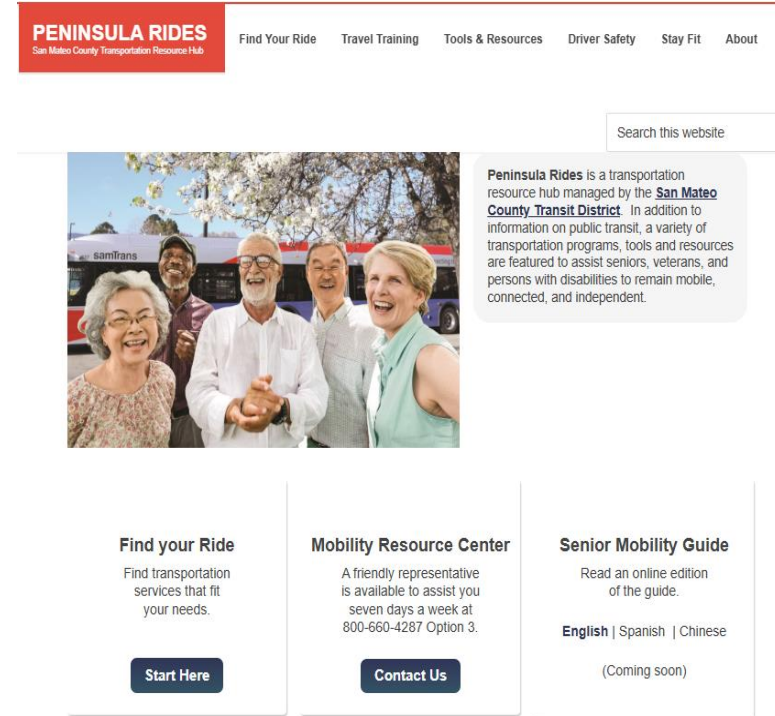
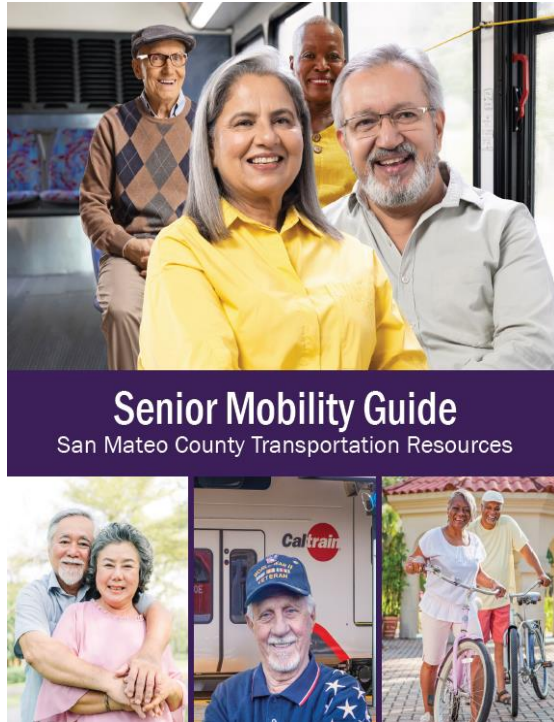
- Online transportation resource hub.
- Direct links to programs and service providers.

Mobility Resource Center

1-800-660-4287 option3
Translation Services Available
(TTY 650-508-6448)

7 a.m. - 7 p.m. Monday - Friday
8 a.m. - 5 p.m. Weekends & Holidays

SMC Transportation Resources



1st quarter 2026

- 5,000 English distributed.

Spanish & Chinese Editions

- Received in June and are actively distributed.

1st Quarter 2026

- 10,000 English distributed.

Spanish & Chinese Editions

- Received in May and are actively distributed.

Online Resource Hub

- Direct links to programs and service providers.
- This resource is actively promoted via:
 - ✓ Bi-weekly ads.
 - ✓ Senior Mobility Guides.
 - ✓ Mobility Resource Center brochures.

Mobility Resource Center

Item 6
7/29/2026

Soft Launch: 9/16/25

Official Launch: 10/01/25

Customer Service Phone Support

800-660-4287 option 3

650-508-6448 TTY

7 days/week, including holidays

7am – 7pm Weekdays

8am – 5pm Weekends & Holidays

Supports different language needs (AT&T services)



Sep. 2025:	59 calls
Oct. 2025:	106 calls
Nov. 2025:	127 calls
Dec. 2025:	128 calls

Jan. 2026:	174 calls
Feb. 2026:	104 calls
Mar. 2026:	164 calls
Apr. 2026:	217 calls
May 2026:	196 calls
Jun. 2026:	177 calls
Total to date:	1,452 calls



Community Outreach

Item 6
7/29/2026

Presentations: How to Ride / Transportation Resources

Tabling: Events / Resource Fairs / Luncheons

Jan. – June 2026

Presentations

- 28 Presentations

Tabling Activities

- 6 Community events
 - 1,688 attendees engaged
- 18 Resource Fairs/Senior Luncheons
 - 744 attendees engaged

Community Outreach

Item 6
7/29/2026

Presentations: How to Ride / Transportation Resources

Tabling: Events / Resource Fairs / Luncheons

June - December 2026

Presentations

- Create presentation videos.
 - Upload to PeninsulaRides.com
 - Distribute to community partners, senior housing, etc.

Create New Tabling Opportunities

- **Transportation & Senior Services Resource Fairs**
 - Collaborative consortium of public & non-profit entities that service the same target populations.
 - Win-win for attendees and service providers.

San Mateo County
TRANSIT DISTRICT



Item 6
7/29/2026

Mobility Resource Center

800-660-4287 option 3

650-508-6448 TTY

7am – 7pm Weekdays

8am – 5pm Weekends & Holidays

Margaret Baggerly

Program Coordinator, Senior & Veteran Mobility

baggerlym@samtrans.com

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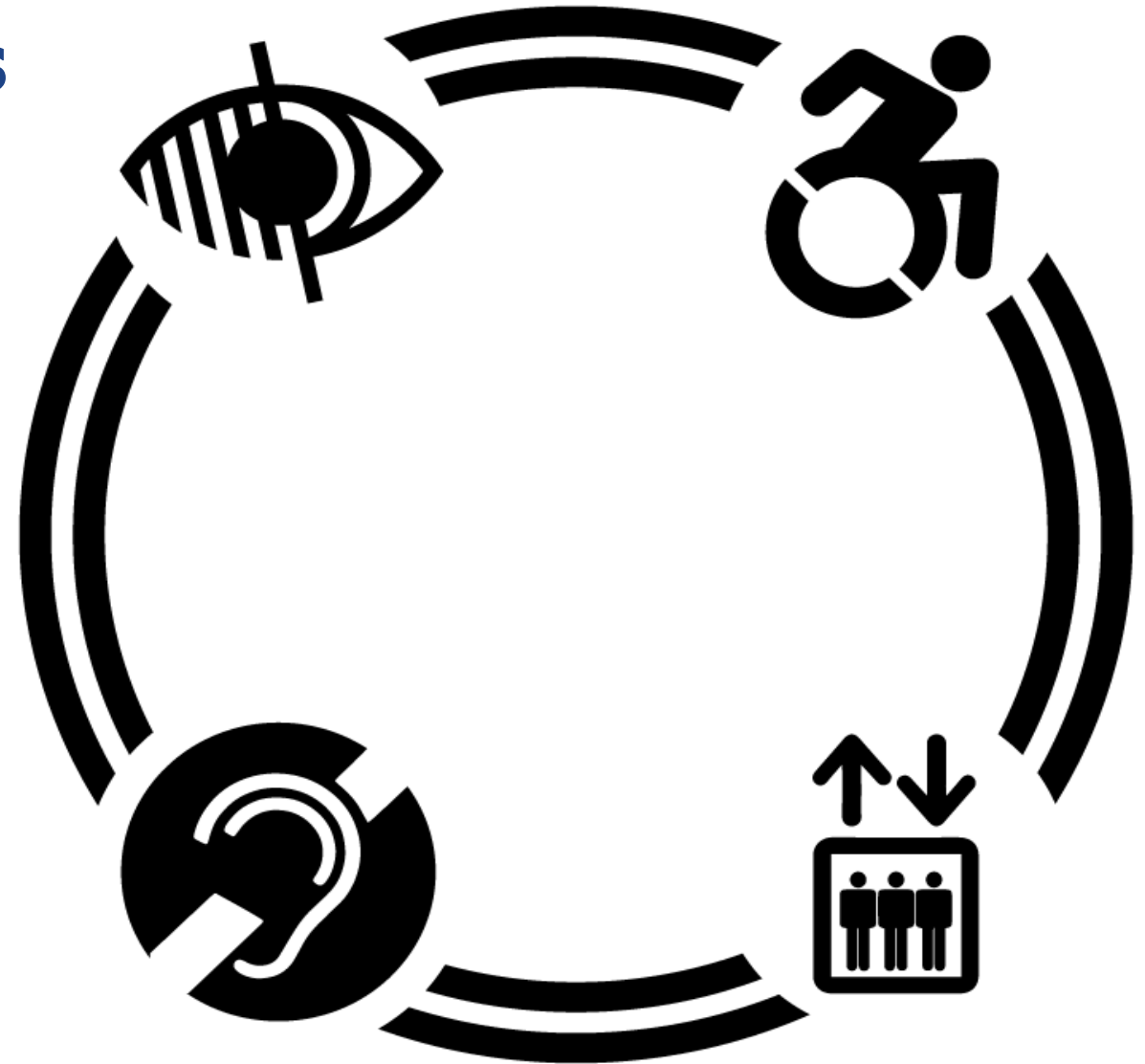
650-399-5868 cell



“Nothing About Us Without Us”

We are here
to consult
to get your input

To make SamTrans system
accessible to All







166 N. Rollins Rd. • Millbrae, CA 94030

Bus Riders



Purpose

- **Introduce the SamTrans ADA Transition Plan**
- **Explain Federal and State requirements**
- **Review key findings and priorities**
- **Ensure all affected Community have an opportunity to comment before adoption**
- **Your feedback is critical to the success of this plan.**

Transition Plan

- **Identifies accessibility barriers**
- **Establishes corrective actions**
- **Prioritizes improvements**
- **Provides implementation schedules**
- **Assigns responsibility for completion**

Federal Requirements

- **Key Authorities:**
- **ADA Title II**
- **28 CFR Part 35**
- **49 CFR Parts 27, 37, 38 & 39**
- **Federal Transit Administration (FTA) ADA Circular 4710.1**
- **Requirements include:**
- **Equal access to programs and services**
- **Accessible facilities**
- **Accessible transit vehicles**
- **ADA complementary paratransit**
- **Effective communication and signage**

California Requirements

- **Applicable Standards:**
- **California Building Code (CBC) Chapter 11B**
- **California Government Code**
- **California Disabled Persons Act**
- **California Public Rights-of-Way Accessibility Requirements**

- **Common SamTrans references:**
- **11B-305 Clear Floor Space**
- **11B-402 Accessible Routes**
- **11B-406 Curb Ramps**
- **11B-703 Signs**
- **11B-705 Detectable Warnings**
- **11B-810 Bus Stops & Boarding Areas**

This Matters

- **Benefits of Compliance**
- **Equal access for all riders**
- **Improved customer experience**
- **Supports aging populations**
- **Supports persons with disabilities**
- **Demonstrates SamTrans commitment to equity and inclusion**
-

Plan Development Stages

1. **Self-Evaluation of Facilities, Programs, Services and Activities**
2. **Vehicles – Fixed Route Fleet and Paratransit**
3. **Transition Plan, Schedule for Improvements, CIF, BSRP, BSIP**
4. **Departmental Review**
5. **Disability Community Review**
6. **Final report**
7. **Borad Approval**

Evaluated

Bus Stops

Bus Shelters

Transit Centers

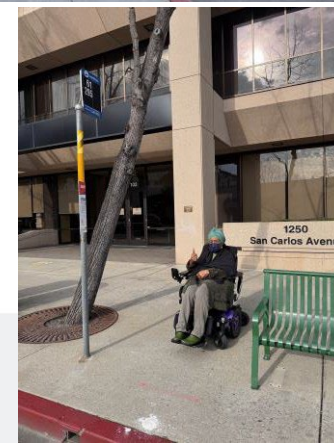
Administrative Facilities

Passenger Amenities

Considered Programs & Policies

Communications

Typical Examples of Existing Bus Stops



Bus Stop Classifications



Class A: Stop with a shelter in place



Class B: Stop Ad shelter with a bench or other amenities in place



Class C: Stop with a sign on street with trash can some with no landscape buffer



Class D: Stop with a sign on street with a bench



Class E: Stop with a sign on street with Simme Seats



Class F: Stop with pole only and sign

Bus Stop Issues Identified

Excessive cross slopes

Missing curb ramps

Missing detectable warnings

Insufficient boarding/alighting areas

Obstructions in pedestrian paths

Signage deficiencies

Reach range issues

Bus Stops Issues Resolution

- SamTrans only owns the bus stop sign and pole but do not control the ROW where the bus stops are located.
- Federal Transit Administration (FTA) encourages transit agency to work with other jurisdictions to improve to come to an arrangement to provide a bus boarding and alighting area that complies with applicable regulations to the maximum extent practicable

Bus Stop Prioritization

Priority 1

Immediate safety concerns

Priority 2

Facilities serving large numbers of riders

Priority 3

Critical path of travel barriers

Priority 4

Remaining accessibility improvements



Factors

- **Rider impact**
- **Safety**
- **Cost**
- **Technical feasibility**
- **Available funding**

Redi-Wheels and RediCoast ADA Paratransit



Redi-Wheels and RediCoast ADA Paratransit

Redi-Wheels and RediCoast are SamTrans's ADA paratransit services that offer curb-to-curb service.

People may be eligible for paratransit if their disability prevents them from riding SamTrans or getting to/from the bus stop some or all of the time.

After Comments

Disability community review and comments

Final revisions

Board approval

Implementation and updates

Transition Plans are living documents and will continue to evolve.

Takeaways

1

✓ **Accessibility**
improves service for
all riders

2

✓ **The Transition**
Plan establishes our
roadmap

3

✓ **We want**
comments before
final adoption

A large orange semi-circle graphic on the left side of the slide, containing the text "Questions & Discussion".

Questions & Discussion

- **Comments**
- **Concerns**



Please email Nnajii@Samtrans.com with any questions.

Thank You



Bus Transportation CAC Staff Report May 2026

Ridership:

Fixed Route and Microtransit Ridership: Clipper data continues to be incomplete during the region's ongoing transition to Next Generation Clipper. Data for passengers using open payment (i.e. debit/credit cards) or Next Generation Clipper cards cannot be verified for accuracy as part of Clipper data reporting and thus are not available for the May 2026 SamTrans fixed route or microtransit ridership reporting.

As more customers transition to Next General Clipper accounts, the gap in ridership data continues to grow. Given that staff believe any decrease shown in ridership would not be accurate, staff will be pausing public ridership reporting until the issue is resolved to limit misinformation. As of this submittal, Cubic Corporation (Cubic) had not provided a resolution date.

Once the issues are resolved, ridership data will be updated for December 2025 onward and incorporated into internal reporting systems and in future reports.

Youth Unlimited Pass: For May 2026, Youth Unlimited Pass usage decreased 9.9 percent compared to May 2025. May 2026 had one fewer weekday than May 2025.

Regarding Key Performance Indicators (KPI):

- Preventable Accidents – There were 14 preventable accidents in May 2026 (eight from District and six from contracted services). The goal is to have more than 100,000 miles between preventable accidents; SamTrans did not meet its goal with 61,825 miles between preventable accidents.
- Miles Between Service Calls (MBSC) – There were 39 service calls in May 2026 (22 from District and 17 from contracted services). The goal is to have more than 25,000 miles between service calls. SamTrans did not meet its goal with 22,193 miles between service calls. For the District's service calls, a disproportionate number of calls are attributable to the zero-emission bus fleet. The diesel bus sub-fleet had 34,902 miles between

service calls, while the zero-emission bus sub-fleet had 12,685 miles between service calls.

- On-Time-Performance (OTP) – May 2026 systemwide OTP was 81.4 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 May 2026, there were 11 total DNOs. The goal is to miss fewer than 0.1 percent of scheduled trips. SamTrans met this goal with 0.02 percent of trips missed.

Safety Campaign

The new Safety Campaign, “Stay Aware, Stay Clear – Prevent the Preventable,” reminds Operators to remain alert and use extra caution to address recurring safety concerns involving right-side clearance, safe following distance, and passenger boarding. Operators are encouraged to slow down in tight areas, use extra caution near bus stops and fixed objects, and avoid distractions while driving. When boarding passengers, Operators should also take an extra moment to verify clearance before closing the doors, as a brief pause can help prevent injuries and avoid unsafe door closures.

This campaign runs through June and July 2026.

Employee of the Month (EOM) Recognitions, May 2026

Bus Operator EOM for North Base is **Irene Livai**. This is Irene’s first EOM Award during her sixteen months of service with the District.

Bus Operator EOM for South Base is **Ahmad Khatib**. This is Ahmad’s third EOM Award during his eleven years of service with the District.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is Mechanic B, **Tuvae Misa**. This is Tuvae’s eighth EOM Award during his twenty-six years of service with the District.

Bus Maintenance EOM for South Base is Mechanic B, **Caesar Tatola**. This is Caesar’s third EOM Award during his twenty-five and a half years of service with the District.



SamTrans Citizens Advisory Committee 2026 Work Plan

Meeting Date	Topic	Presenter
July 29	Consent - Reauthorize Remote Meetings for the Citizens Advisory Committee under Senate Bill 707	Consent - Loana Lumina-Hsu, Deputy District Secretary
	SamTrans Bus Service to Seniors and People with Disabilities	Margaret Baggerly, Program Coord, Senior and Mobility
	SamTrans ADA Transition Plan	Ike Nnaji, CalPERS Annuitant
	Renaming the Citizens Advisory Committee to Community Advisory Committee	Shayna van Hoften, Legal Counsel, and Loana Lumina-Hsu, Deputy District Secretary
August 26	Grand Boulevard Initiative Program Update	Cassie Halls, Major Corridors Manager
	Receive an Update on the RIDE Research Panel	Julian Jest, Market Research Manager
September 30	Reimagine Dumbarton Update	Millie Tolleson, Planning Director
October 28	<i>In Development</i>	<i>To Be Announced</i>
November 18	Field Trip & End of Year Reception No Public Meeting	Ana Rivas, Director, Bus Transportation Staff Liaison for ST CAC
December - Recess No Public Meeting		