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APRIL CHAN
GENERAL MANAGER/CEO

AGENDA

San Mateo County Transit District

Community Advisory Committee (CAC) Meeting

August 26, 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 Community 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:
Laurnyn 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, August 26, 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 Community Advisory Committee Motion
under Senate Bill 707
5. Presentation: Grand Boulevard Initiative Program Update – Cassie Halls, Major Corridors Manager Informational
6. Presentation: Receive an Update on the Riders Influencing Decisions and Experiences (RIDE) Research Panel – Julian Jest, Markest Research Manager Informational
7. Staff Report – Ana Rivas, Director, Bus Transportation Informational
8. Report of the Chair Informational
9. Liaison Report of the August 5, 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>
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. Date / Time of Next Regular Meeting: Wednesday, September 30, 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.
12. Adjourn

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

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 Community Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Board and Committees: First Wednesday of the month, 2:00 pm; SamTrans Community 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, Board Committees, 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: Community Advisory Committee

Through: Margaret Tseng, District Secretary

From: Loana Lumina-Hsu, Deputy District Secretary

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

Action

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

Move to reapprove the Community 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.

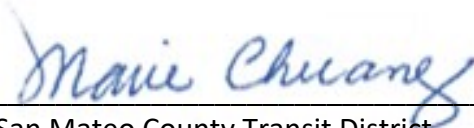
Be It Further Resolved that this resolution will be in effect for six months, and the Board directs staff to agendize reconsideration of the authority granted hereunder at the Board's January 2027 meeting.

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



Grand Boulevard Initiative Program Update

Cassie Halls

Agenda

1. Grand Boulevard Initiative
2. Central ECR Multimodal Plan
3. Redwood City Bus Boarding Islands
4. TSP-NOW
5. Staying Informed

Grand Boulevard Initiative Update

What is the Grand Boulevard Initiative?

The Grand Boulevard Initiative (GBI) is a partnership between cities, countywide agencies, Caltrans, advocates, and business groups.

The purpose of GBI is to establish a cohesive countywide vision for modernizing El Camino Real (SR 82) to improve safety and mobility.



Caltrans



**METROPOLITAN
TRANSPORTATION
COMMISSION**



GBI is Coordinating Across Nine Different Projects and Studies Underway



Every city in San Mateo County has been working on complete streets studies for El Camino.

In parallel, GBI serves as a forum for collaboration and continuity across these local studies.



Community Based Organization Meeting at Catholic Charities



Example of a completed corridor study from Redwood City

GBI Milestones to Date

GBI Action Plan & Corridor Studies

- ✓ Relaunched GBI Task Force in Fall 2024
- ✓ Action Plan adopted by SamTrans and SMCTA in January 2026
- ✓ Local corridor studies to be completed in 2026

Caltrans Project Development Process

- ✓ \$2.5M funding for Project Initiation Document (PID)
- ✓ Cooperative agreement with Caltrans
- ✓ Project kickoff

Other Accomplishments

- ✓ Supplemental MTC grant for Redwood City bus boarding islands

Action Plan Priorities

An efficient and comfortable transit corridor

Transit improvements that reduce travel times and improve reliability, including bus lanes on congested segments of the corridor.

2

1

Elimination of fatalities and serious injuries

Manage speeds and conflicts while prioritizing vulnerable users

4

A walkable pedestrian environment

Sidewalk and crosswalk improvements throughout the corridor

3

A continuous bikeway for all ages and abilities

A corridor-wide backbone bikeway on El Camino Real or parallel streets

GBI Timeline



We are here!

Central El Camino Real Multimodal Plan

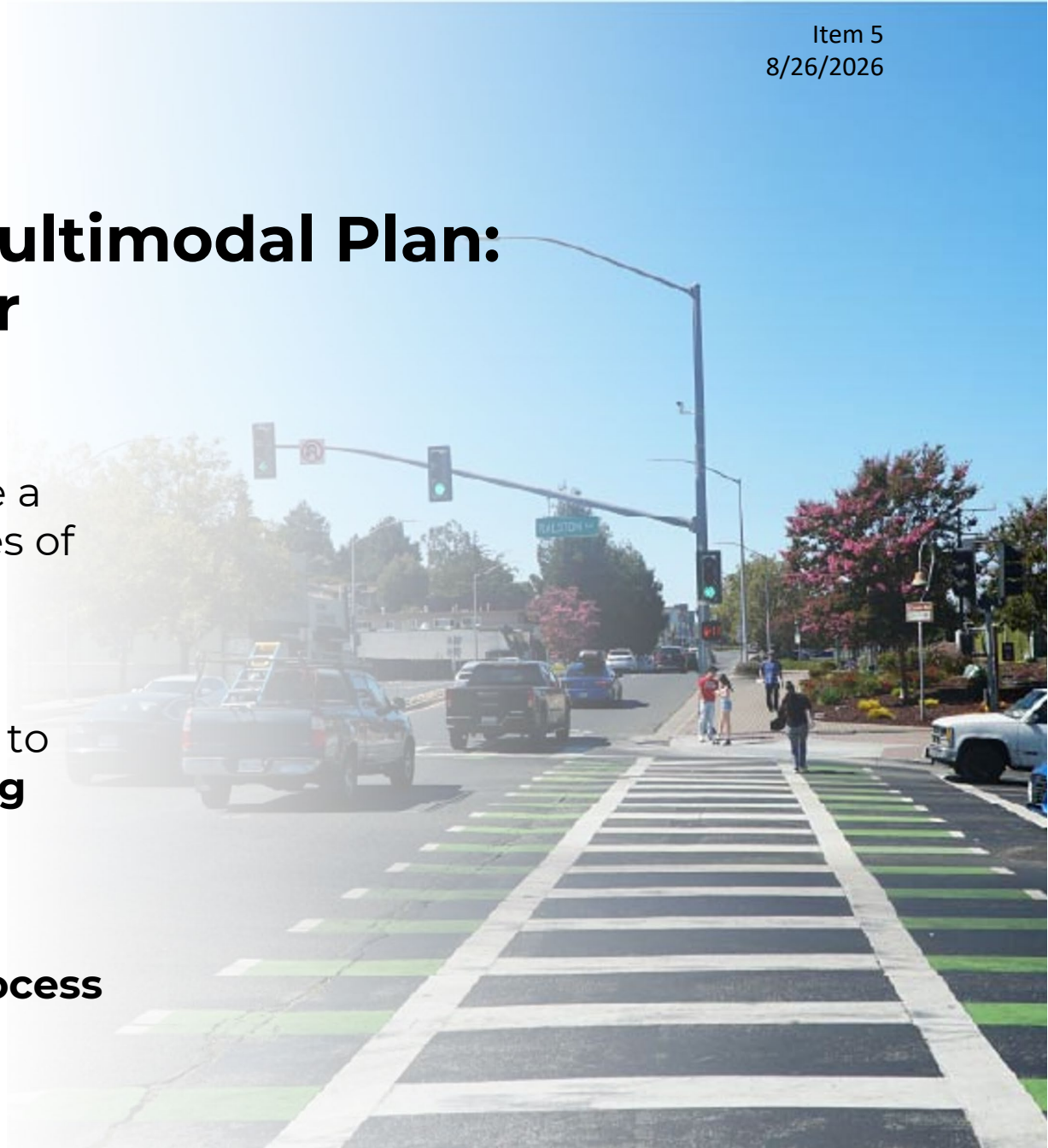
Project Overview and Purpose

The Central El Camino Real Multimodal Plan: Envisioning a Vibrant Corridor

The Central El Camino Plan is working to create a shared vision for El Camino Real across the cities of **Belmont, San Carlos, San Mateo**, and a small portion of **Redwood City**

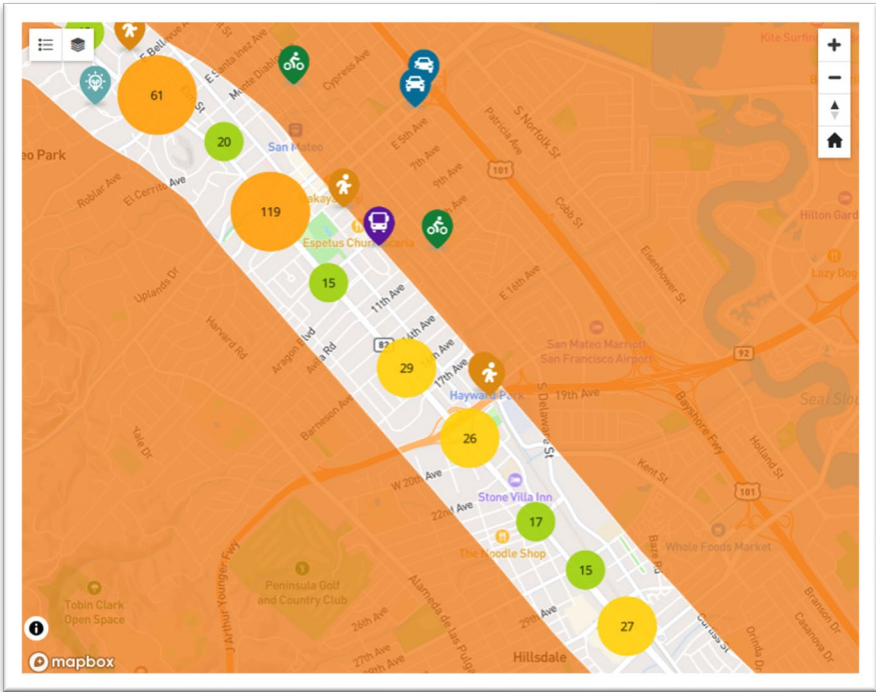
The goal of this project is to improve El Camino to better serve people **walking, biking, and taking transit**

The Plan will be advanced as part of a countywide **Caltrans project development process facilitated by GBI**



Online Engagement Methods

Phase 1 Interactive Web Map (830 responses)



Phase 2 Online Survey (701 responses)

3. For the **city of Belmont**, which alternative do you prefer? (select one)

Note that all images are examples of alternative priorities and may look different throughout the project area depending on existing infrastructure and road widths.

☐ Existing: What El Camino Real looks like today

The diagram shows a cross-section of a street with the following components from left to right: Sidewalk (6'), Parking (8'), Vehicle & Transit (12'), Vehicle (12'), Median (16'), Vehicle (11'), Vehicle & Transit (11'), Parking (8'), and Sidewalk (6'). Icons include a person, a car, a bus, and a tree.

☐ Transit: Faster bus service and wider sidewalks

The diagram shows a cross-section of a street with the following components from left to right: Sidewalk (9'), Parking (8'), Bus Only Lane (11'), Vehicle (10.5'), Vehicle (10.5'), Median (10.5'), Vehicle (10.5'), Vehicle & Transit (11'), and Sidewalk (9'). A red box with the text "NO TURN" is placed over the Bus Only Lane. A dashed line indicates the "Existing Face of Curb". Icons include a person, a car, a bus, and a tree.

☐ Pedestrian: Wider sidewalks and more trees

The diagram shows a cross-section of a street with the following components from left to right: Sidewalk (9'), Parking (8'), Bus Only Lane (11'), Vehicle (10.5'), Vehicle (10.5'), Median (10.5'), Vehicle (10.5'), Vehicle & Transit (11'), and Sidewalk (9'). Icons include a person, a car, a bus, and a tree.

What We Heard from the Public

Key takeaways for whole study area

- Congestion along El Camino Real at cross-streets leading to US-101
- Need for separated bike facilities
- Consensus on need for safer pedestrian crossings with increased visibility
- Need for bus stop amenities, higher bus frequencies and better infrastructure
- Desire for more trees to provide shade

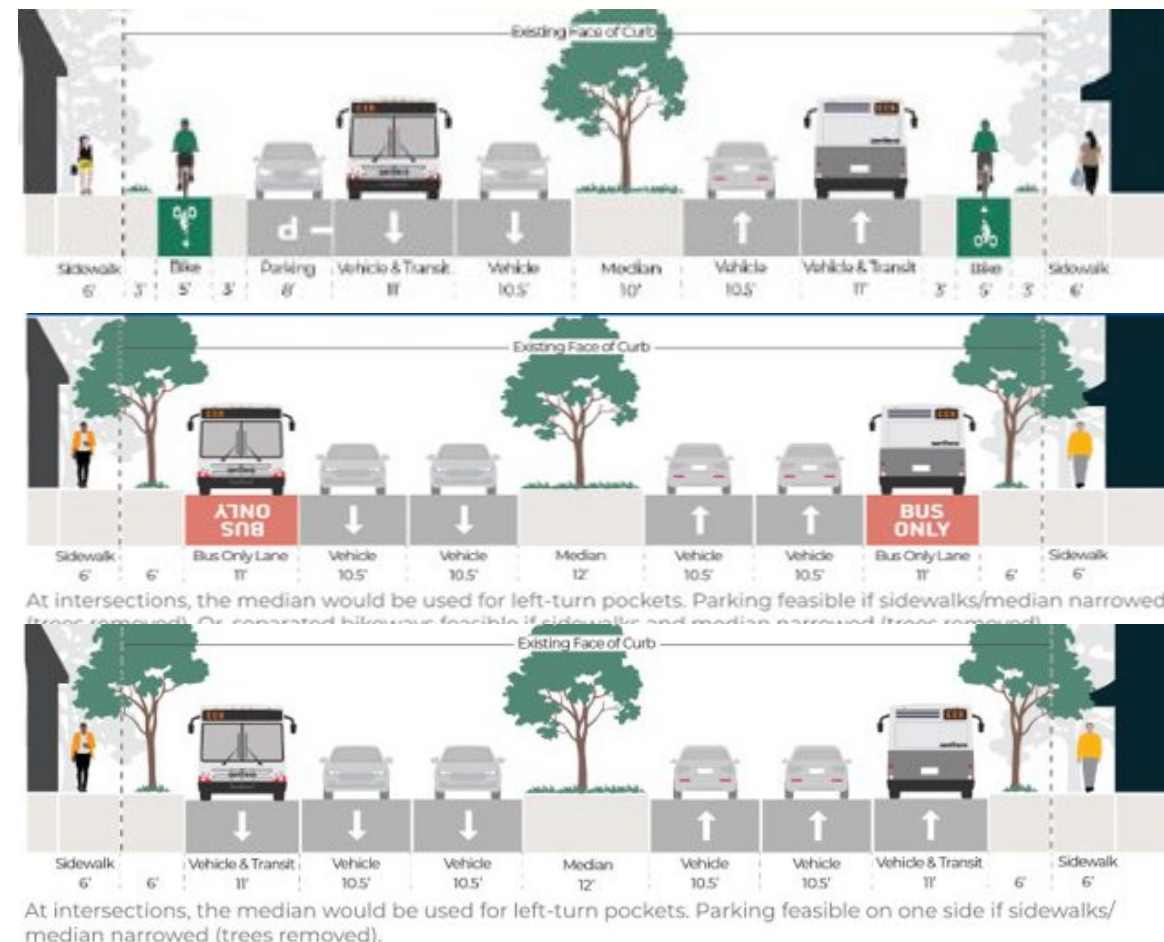


Peninsula Family Service CBO Meeting

Project Overview and Purpose

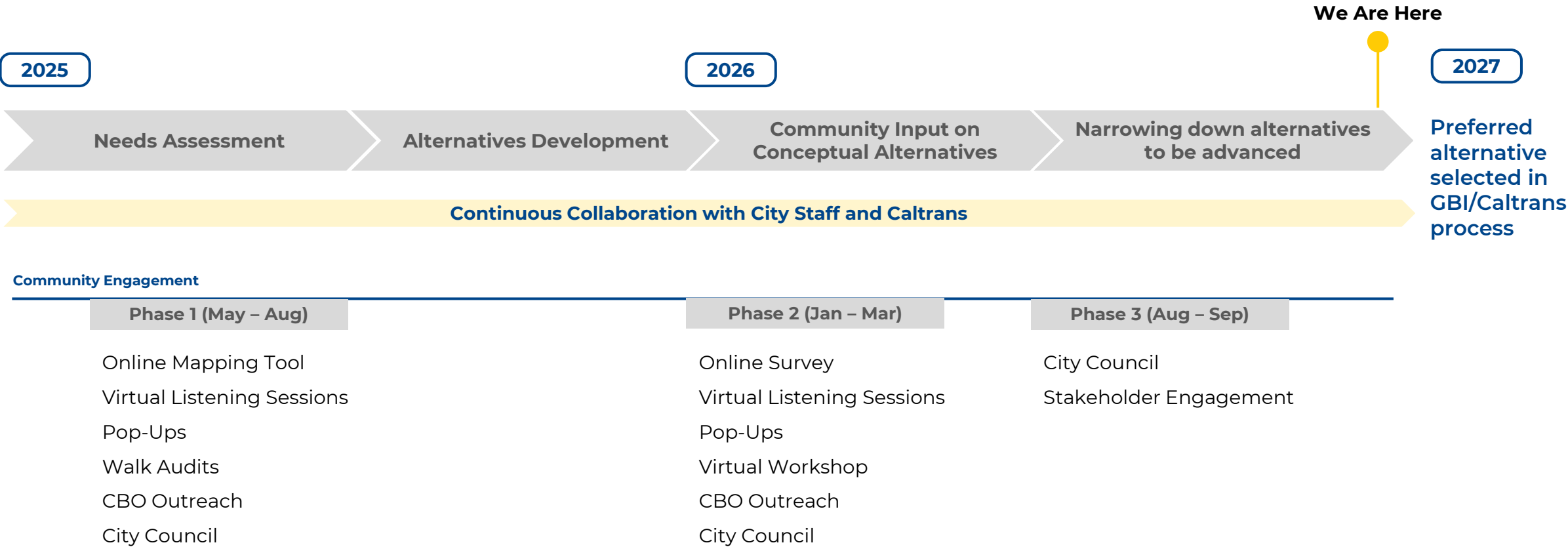
Example design concepts included in the Plan

- Alternatives fall into themes:
 - Transit priority
 - Bicycle priority
 - Pedestrian priority
- All alternatives include safety, urban greening, and bus stop improvements



Project Overview and Purpose

Central El Camino Plan Timeline



Redwood City Bus Boarding Islands

Project Introduction

- Partnership between SamTrans, Redwood City and Caltrans to add **14 concrete bus boarding islands along El Camino Real**
- Incorporated into Caltrans' planned Redwood City Bike Safety project
- Aligns with Redwood City's adopted El Camino Real Corridor Plan (2017)



Source: El Camino Real Corridor Plan for Redwood City (2017)

Project Benefits

- Bus boarding islands will **decrease bus travel times by up to five minutes**
- Creates a dedicated path of travel for bikes, increasing safety & comfort
- Boarding Islands improve customer experience at bus stops



Bus boarding island in Albany on SR-123 / San Pablo Ave

Timeline and Budget

- Two grants awarded to SamTrans:
 - \$1.65M to fund design phases
 - \$4.1M for construction
- Next steps are to secure additional funding for future phases and sign a cooperative agreement with Caltrans
- Moving to construction in 2028

Transit Signal Priority Network Optimization Working Group (TSP-NOW)

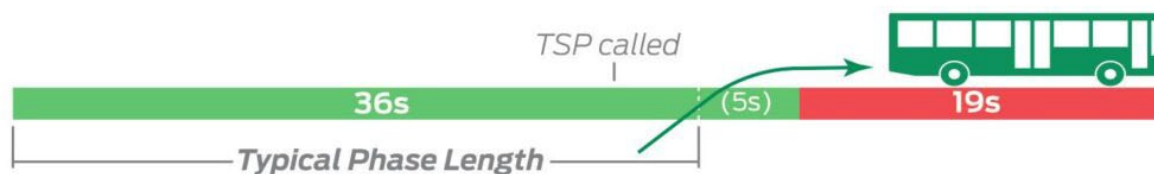
TSP-NOW Goals

In partnership with cities and Caltrans, SamTrans aims to:

- Develop countywide TSP standards.
- Develop a roadmap to implement TSP on SamTrans' most frequent routes.
- With Caltrans, evaluate and optimize our existing TSP system on El Camino.

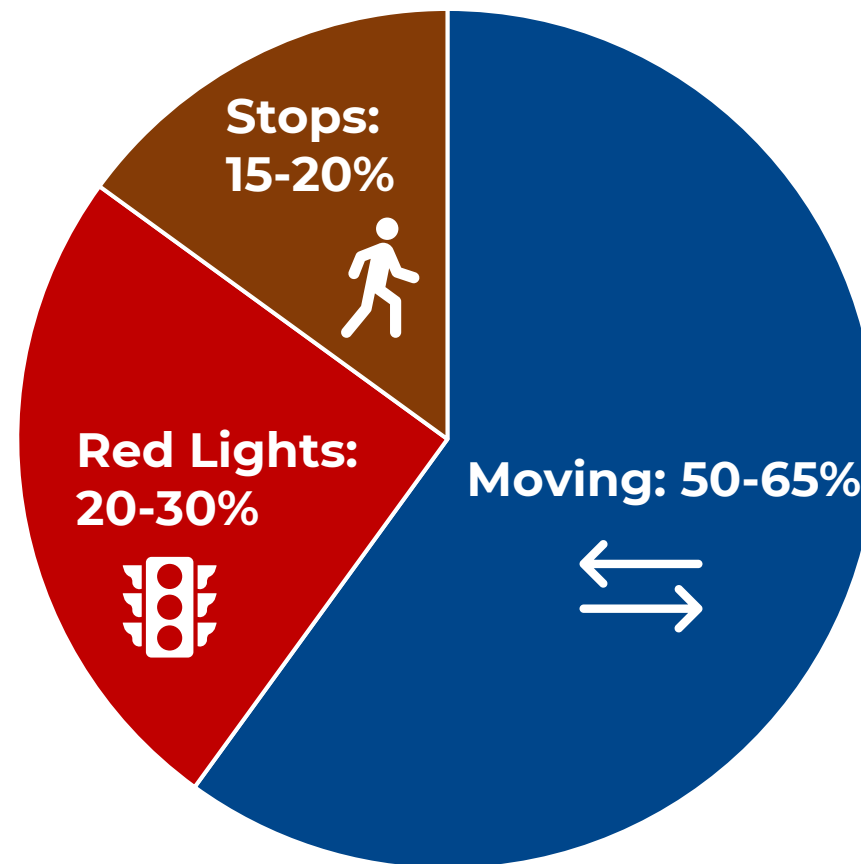


What is TSP?



TSP adjusts the timing of traffic signals to reduce waiting at red lights.

Red lights account for 20-30 percent of SamTrans bus travel time

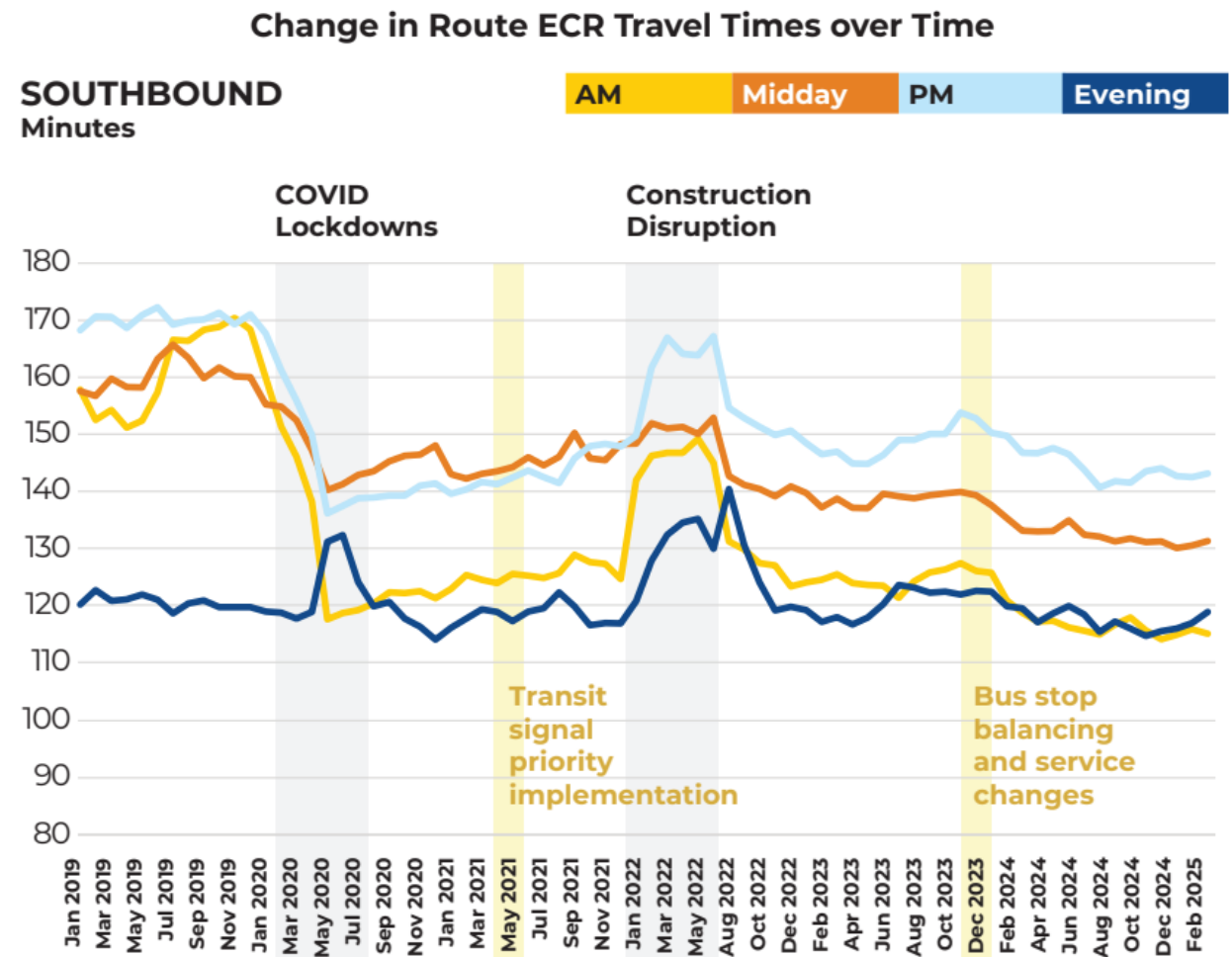


Initial TSP Observations on El Camino Real

Between 2021-2023, SamTrans did not observe any immediate effects on travel times or reliability after TSP implementation.

Travel times decreased in 2024 after service changes and bus stop balancing.

"On/Off" test in 2026 confirmed minimal impact to travel times and reliability.



Next Generation TSP Approach

SamTrans is working with cities and Caltrans to implement a 'Next Generation' TSP system:



Cloud-Based Detection

Buses communicate location, speed, and estimated time of arrival to upcoming traffic signals every few seconds



Transit-Supportive Signal Timing

Traffic signals are timed and programmed to maximize arrival of buses during green lights



Optimize Schedules

Monitor and update TSP effectiveness to maximize speed and reliability benefits

Scope of Work & Schedule

Ongoing Collaboration with Cities & Caltrans via Technical Working Group



Staying Informed



More Information & Updates Online

- Grand Boulevard Initiative
 - samtrans.com/projects/gbi
- Central ECR Multimodal Plan
 - samtrans.com/planning-projects/CentralElCamino
- Email us at:
 - grandboulevard@samtrans.com



Thank you!

For more information, please visit:
www.samtrans.com/gbi

**For questions & comments,
please email:**
grandboulevard@samtrans.com

The GBI Action Plan and Project Initiation Document are funded by SamTrans, a grant from the Metropolitan Transportation Commission, as well as a grant of local transportation sales tax dollars from the San Mateo County Transportation Authority





SamTrans RIDE Panel Program Overview

Item 6
8/26/2026



Market Research Team | Danica Berry, Julian Jest
August 2026

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What is the RIDE Panel?

RIDE: Riders Influencing Decisions and Experiences

A new rider research panel that helps SamTrans gather quick and actionable feedback through studies and surveys on customer-focused initiatives.

Organizational Need for RIDE Panel

- Timely, frequent opportunities to gather cost-effective rider feedback.
- Targeted research with smaller scope to inform decisions on rider experience and service.

RIDE Panel Mission & Objectives

Objective 1: Build and maintain a community of active SamTrans users.

Objective 2: Collect and implement actionable feedback for SamTrans programs and initiatives.

Mission

To empower public transit riders by providing a platform for regular, meaningful feedback that helps shape and improve the services they rely on every day.

Objective 3: Provide a sustainable, cost-effective, and nimble research tool for more rapid decision making.

Objective 4: Increase trust and improve customer satisfaction by visibly integrating customer input into planning and communications.

Building the Panel

1. Recruitment

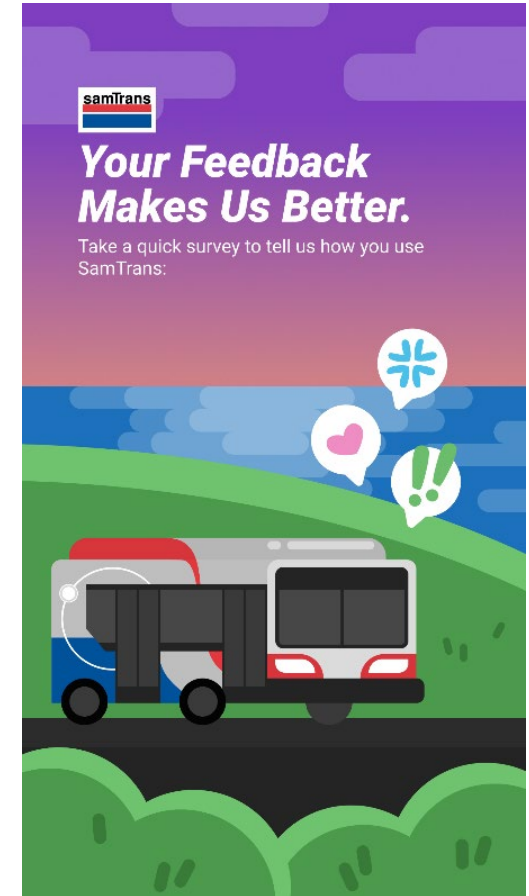
- Opt-in via established surveys (Triennial, Customer Satisfaction)
- Social media (Discord, Bluesky, X, Instagram, Nextdoor)

2. Invitation

- July 2025 survey invitation to collect data (demographics, rider characteristics) and sign-up panelists

3. Pilot

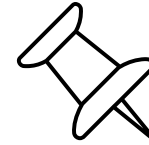
- Plan to pilot Summer/Fall 2026



Meet the Panel

SamTrans Panel

- 149 members
- Predominantly frequent riders
- Most commonly use routes ECR and 292
- Strong representation older adults and seniors
- Larger Asian, smaller Latino population
- Strong satisfaction (4.5/5)



2026 Focus: Expand and diversify the SamTrans panel through a recruitment initiative

Using the RIDE Panel

The RIDE Panel is best used for rider-focused projects that would benefit from feedback grounded in the real-world experience of SamTrans riders.

Design Testing

Inform decisions and selection of concepts, prototypes, or proposals.

Examples

- Customer information materials
- Train design elements
- Service & schedule changes

Baseline Evaluation

Measure awareness, satisfaction, and effectiveness of existing programs, services, and tools.

Examples

- Website or mobile tools
- Rider amenities
- Customer information materials

Project Scoping

Gather rider insights early to shape project requirements and priorities.

Examples

- Capital improvement projects
- Customer-facing technology
- Rider policies

Out of Scope for RIDE Panel

Studies with Non-rider Segments

- Residents
- Corridor users
- *Potential* riders

Examples: public comment, transportation spending priority studies

Systemwide Studies

- Triennial Customer Survey
- Customer Satisfaction Survey

Internal or Operational topics

- Testing campaign materials

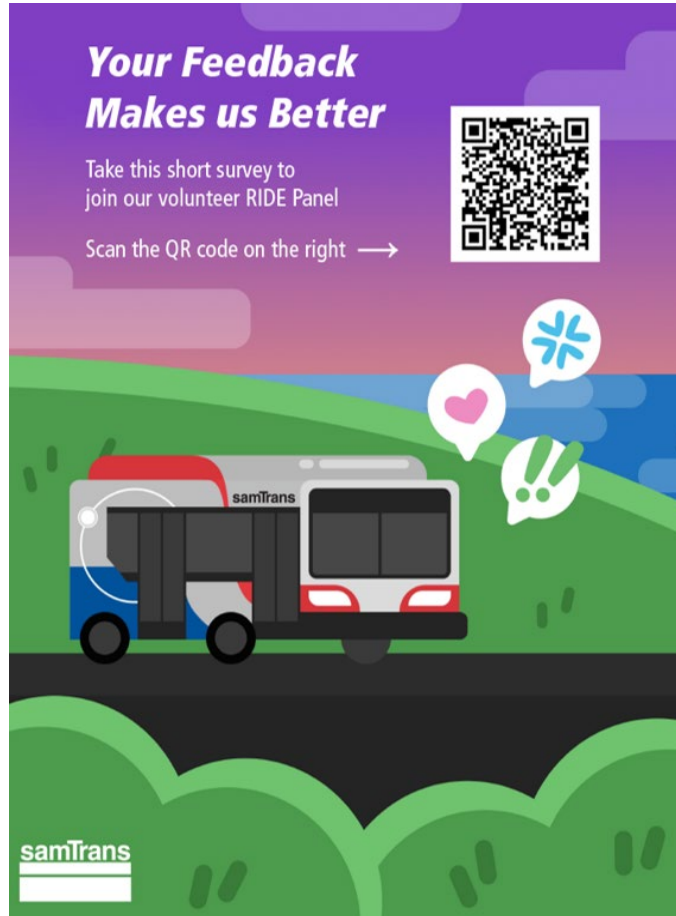
Board-level Items

Research Methodologies

Methodology	Type of Data	Description	Total Time	Biggest Lift	Deliverables
Survey	Quantitative	Online survey max ~5 questions per segment	~6 weeks	Analysis & reporting	- Raw data - Slide deck report
Interviews*	Qualitative	30-45 min. individual guided interviews 3-6 sessions	~8 weeks	Recruitment & execution	One-page report
Focus Group*	Qualitative	60 min. moderated sessions 2-3 sessions (4-5 people)	~8 weeks	Recruitment & execution	One-page report

*Capacity for up to 1-2/yr

Next Steps for SamTrans Panel



Summer/Fall 2026

Conduct Pilot Study

Recruitment Campaign to Grow Panel

- Community events, meetings, lists
- Social media

December 2026

Full Launch

- Select methodologies based on panel size
- Set study schedule timing

Request for CAC Input

Suggestions for additional community channels to recruit RIDE panel participants.



Bus Transportation CAC Staff Report June 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 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 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 June 2026, Youth Unlimited Pass usage decreased 12.5 percent compared to June 2025.

Regarding Key Performance Indicators (KPI):

- Preventable Accidents – There were 12 preventable accidents in June 2026 (six 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 69,158 miles between preventable accidents.
- Miles Between Service Calls (MBSC) – There were 36 service calls in June 2026 (22 from District and 14 from contracted services). The goal is to have more than 25,000 miles between service calls. SamTrans did not meet its goal with 23,053 miles between service calls.

For the District's service calls, the diesel bus sub-fleet had 22,090 miles between service calls, while the zero-emission bus sub-fleet had 19,598 miles between service calls.

- On-Time-Performance (OTP) – June 2026 systemwide OTP was 82.8 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 June 2026, there were eight 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

As students return to school, expect increased pedestrian, bicycle, and vehicle traffic. Operators are reminded to slow down in school zones, obey posted speed limits, and stay alert by eliminating distractions. Watch for children who may enter the roadway unexpectedly, especially near bus stops and crosswalks. Continuously scan your surroundings, make eye contact with pedestrians when possible, and be prepared to stop at any time. Practice defensive driving, increase following distance, report safety concerns promptly, and remain patient and courteous throughout your shift. Every stop is an opportunity to help prevent an accident. This safety campaign runs through June and July 2026.

Employee of the Month (EOM) Recognitions, June 2026

Bus Operator EOM for North Base is **Aaron Myers**. This is Aaron's second EOM Award during his fourteen years of service with the District.

Bus Operator EOM for South Base is **Tuilatai Sevelo**. This is Tuilatai's first EOM Award during his 1.75 years of service with the District.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is Mechanic A, **Nicholas Hui**. This is Nicholas' fourth EOM Award during his ten years of service with the District.

Bus Maintenance EOM for South Base is Mechanic C, **Jesus Pimienta**. This is Jesus' first EOM Award during his 1.67 years of service with the District.



SamTrans Community Advisory Committee 2026 Work Plan

Meeting Date	Topic	Presenter
August 26	Consent - Reauthorize Remote Meetings for the Community Advisory Committee under Senate Bill 707	Consent - Loana Lumina-Hsu, Deputy District Secretary
	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	Review Proposed Amendments to the Statement of Purpose for the Community Advisory Committee	Shayna van Hoften, Legal Counsel, and Loana Lumina-Hsu, Deputy District Secretary
November 18	Educational Field Trip & End of Year Reception No Public Meeting	Ana Rivas, Director, Bus Transportation Staff Liaison for ST CAC
December - Recess No Public Meeting		