

BOARD OF DIRECTORS 2026



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REVISED AGENDA

San Mateo County Transit District

Community Advisory Committee (CAC) Meeting

October 28, 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:
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, October 28, 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 September 30, 2026 Motion
 - 4.b. Approval of 2027 SamTrans CAC Meeting Calendar Motion
5. Presentation: Bus Operator Mentorship Program – Ana Rivas, Director, Bus Transportation, and Siddiqu Shaik, Mentorship Coordinator Informational
6. Presentation: Senior and Veteran Mobility ~~Ambassador Program~~ – Margaret Baggerly, Senior and Mobility Program Coordinator Informational
7. Staff Report – Ana Rivas, Director, Bus Transportation Informational
8. Report of the Chair Informational
9. Liaison Report of the October 7, 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, January 27, 2027 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

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
Community Advisory Committee (CAC)
Regular Meeting**

166 North Rollins Road, Millbrae, California

DRAFT Minutes of September 30, 2026

Members Present: Michael Auerbach, Hana Estalilla, James Ganner, Aurelio Huizar, Jedidiah Koon (arrived at 6:31 pm), Alex Madrid, David Rabinovich, Kathleen Rubens, Ben Mangiafico (Vice Chair), Dylan Finch (Chair)

Members Present via Teleconference: Mary Adler, Allison Chang, Max Mautner (arrived at 6:46 pm)

Staff Present: C. Chang, L. Ko, J. Perez, A. Rivas

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

Lauryn Ko, CAC Secretary, called the roll and noted that a quorum was present.

Member Koon arrived at 6:31 pm.

3. Public Comment for Items Not on the Agenda

There were none.

4. Approval of Meeting Minutes for August 26, 2026

Motion/Second: Rabinovich/Madrid

Ayes: Adler, Auerbach, Chang, Estalilla, Ganner, Huizar, Koon, Madrid, Rabinovich, Rubens, Mangiafico, Finch

Noes: None

Absent: Mautner

5. Presentation: Reimagine Dumbarton Update

Jose Perez, Planning Administrator, provided the presentation that included objectives, identified opportunities, community engagement and takeaways, design alternatives, transit service and active transportation enhancements, recreational opportunities, and timeline.

Member Mautner arrived at 6:46 pm.

Mr. Perez and Charlsie Chang, Government Affairs Officer, provided further clarification in response to the Committee comments and questions, which included the following:

- Rail service restoration, bus service, and transit service partnerships
- Open spaces and amenities on closed streets; other California transit agencies projects
- Union Pacific Railroad usage and rail banking; railroad restoration on a multi-usage trail
- Maintaining landscaping and property ownership
- Tram implementation; service connection to downtown areas; Redwood City construction
- Grade crossings on bus corridors; track repurposing; vehicle incursions
- Bay Front Expressway bus lane additions for a continuous corridor to the East Bay

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

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

- SamTrans 50th Anniversary event
- Goals met with 135,243 miles between preventable accidents, zero did not operate (DNOs), and 85 percent on-time performance
- 21,891 miles between District service calls; 27,696 miles between service calls for diesel fleet
- Preventable accident safety campaign
- Measure W Citizens' Oversight Committee (COC) vacancies and recruitment

Staff provided further clarification in response to the Committee comments and questions on the timing of staff reports and dashcam usage for preventable accidents and training.

7. Report of the Chair

There was no report.

8. Liaison Report of the September 2, 2026 San Mateo County Transit District Board of Directors Meeting

Chair Finch stated that it was Transit Month.

9. CAC Member Comments / Requests

- Availability of SamTrans service during Bay Area Rapid Transit construction; bus stop location and accommodations at the San Francisco Airport (SFO); wayfinding
- SamTrans 50th Anniversary events
- SamTrans Transit Month event accommodations to run extra service; staff recognition
- Advisory meeting layout in Public Hearing Room
- CAC recommendations on San Mateo County Transit District Board of Directors Rules of Procedure update to public comment period and CAC renaming
- Planning Staff to resolve student Route 60 concerns on November 15
- Free fare survey, youth fares, and free fare ridership study completed by San Francisco Municipal Transportation Authority (SFMTA)

- Service coverage around schools
- Student complaint about missed pickup on Route 250
- El Camino Real (ECR) detour, route health, and Millbrae Transit Center feasibility; bus hold balancing and announcements

Member Mautner left the meeting at 7:46 pm.

- Board-approved fare policy changes based on fare study
- ECR detour service and increasing service

10. Date / Time of Next Regular Meeting: Wednesday, October 28, 2026 at 6:30 pm 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 7:54 pm.



**San Mateo County Transit District (SamTrans)
Community Advisory Committee (CAC)
2027 Meeting Calendar**

Last Wednesday of the Month* – 6:30 PM	
January	27
February	24
March	31
April	28
May	26
June	30
July	28
August	25
September	29
October	27
November 17* – No Public Meeting <i>Educational Field Trip and End of Year Reception</i>	
December – Recess	

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

Meetings are conducted in person at Public Hearing Room, 5th Floor, 166 Rollins Avenue, Millbrae, CA 94030, and/or noticed location(s), and remotely via Zoom. Dates or location may be subject to change.



SMART- Bus Operator Mentorship Program

Item #5.
10/28/2026



Ana Rivas, Director Bus Transportation

SamTrans GAC Page 8

Introduction

- I am going to share how the Mentorship Program idea was born
- Vision/Mission
- Goals
- Program Overview
- Milestones and Timeline
- Mentorship Program's Benefits
- Mentors and Mentees
- Positive retention trends



The Vision Behind the Mentorship Program

Mission Statement:

“To accelerate and fuel the skills and emotional growth of new bus operators to achieve success through a mentor partnership with support from experienced operators”.



SMART Mentorship Program Goals

The SMART Program was developed in partnership with ATU Local 1574 with the goal of fostering the success of bus operator trainees transitioning to their new role as bus operators in revenue service.

- **Smooth Transitions:** Help new operators move from training to real-world bus operations.
- **Improve Retention:** Build confidence, job satisfaction, and long-term success.
- **Support Professional Growth:** Strengthen driving skills, safety practices, and customer service.
- **Improve Service Delivery:** Safety, OTP Customer Service

Union-Specific Goals

- **Empower Union Members:** Help new operators understand their rights, responsibilities, and how to participate in their union.
- **Strengthen Union Solidarity:** Build unity, collaboration, and mutual support among members of ATU Local 1574.



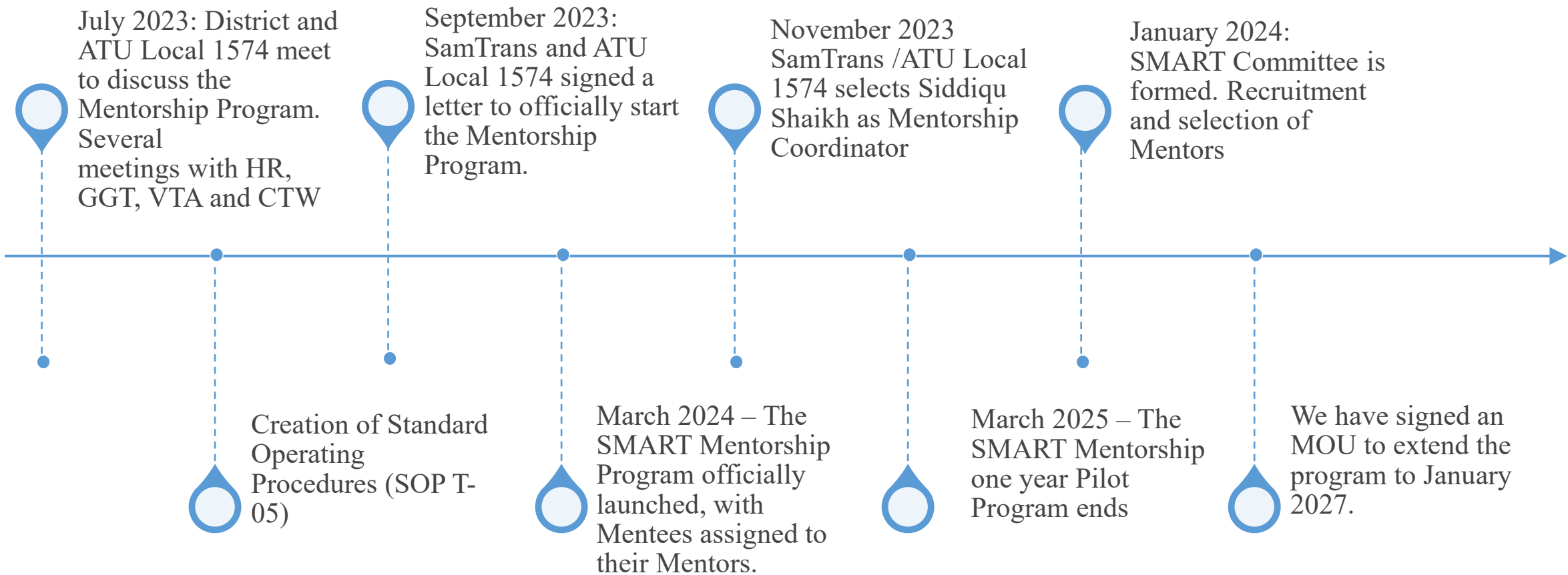
Mentorship Pilot Program Overview

Item #5.
10/28/2026

- **Executive Team Approval:** The Executive Team approved the mentorship program to enhance operator retention, safety, and service quality.
- **Program Design:** It pairs experienced operators with new hires for personalized coaching and support
- **Partnerships:** Developed by The District and ATU Local 1574 with support from various transit organizations; i.e., ATU International, CTW (California Transit Works), Golden Gate Transit District, VTA (Valley Transportation Authority).
- **Pilot Program Launch:** Introduced as a pilot to test its effectiveness.
- **Long-Term Vision:** The goal is to institutionalize the mentorship program, making it part of SamTrans culture with the support of ATU Local 1574.



Mentorship Program Milestones

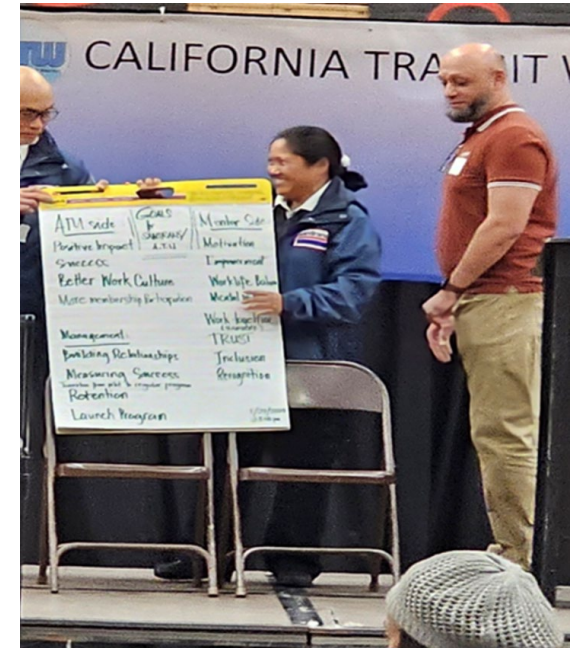


Supporting New Operators, Strengthening Our Workforce

Item #5.
10/28/2026

Challenges Facing New Bus Operators

1. **Adjusting to Real-World Conditions-** Navigating traffic, road hazards, construction, detours, and changing weather while maintaining safe operations and schedules.
2. **Managing Passenger's Needs-** Assisting passengers, communicating clearly, handling complaints, and responding professionally to difficult interactions.
3. **Balancing Safety and Schedule-** Learning to manage time points, service expectations, and unexpected delays without compromising safety.
4. **Building Confidence and Handling Stress-** Adapting to independent decision-making, unfamiliar situations, long periods of concentration, and the responsibilities of keeping passengers safe:.
5. **Adapting to the Job and workplace -** Adjusting to work schedules, shift changes, route knowledge, procedures, and the expectations of a public- facing role.



Mentors and Mentees

Item #5.
10/28/2026



- **153 new bus operators** have gone through the Mentorship Program.
- The program currently supports **40 mentees and 30 mentors**.
- The program fosters professional growth and career advancement, with **5 mentors promoted within the District**.
- The program continues to demonstrate positive results and a growing impact.
- Achieved a significant milestone with our **first month of zero attrition**.
- Met our safety goal in August, achieving **zero preventable accidents** during the month.
- The overall morale of our operators has improved with the program in place.

Mentors

Item #5.
10/28/2026

- Provide personalized support: Experienced operators share practical knowledge and answer questions.
- Smoother transition: New hires learn strategies for handling real-world operating conditions.
- Greater confidence and job satisfaction: Ongoing encouragement helps operators feel supported as they develop their skills.
- Stronger retention: A supportive introduction to the workforce can help new operators feel connected and better prepared to succeed.
- Creating Career Growth Opportunities: The program has already demonstrated a positive impact on career advancement for mentors. Five mentors have been promoted to positions within the District



Feedback from Mentees

"Thank you for your support and guidance, it has helped me navigate challenges with being a new bus operator. The mentorship program and my mentor provided me with so much advice."
- Jerry C.

"Ed is great! He always checked on me even though I moved to North Base. Mentors are great for new people as we can ask them any questions we may have. Thank you so much for this program :)"

- Anthony W.



SAMTRANS | OPERATOR ATTRITION COMPARISON

Mentorship program launched March 2025 • All newly hired operators participate

BEFORE VS. AFTER | EQUAL 20-MONTH PERIODS

Measure	Before	After
Period	Jul 2023–Feb 2025	Mar 2025–Oct 2026
Months	20	20
Total separations	90	75
Average per month	4.50	3.75

16.7% FEWER SEPARATIONS

15 fewer separations across equivalent periods

YEAR OVER YEAR | JANUARY–OCTOBER

Month	2025	2026	Change
Jan	6	3	-3
Feb	5	4	-1
Mar	6	4	-2
Apr	6	5	-1
May	7	3	-4
Jun	6	4	-2
Jul	2	3	+1
Aug	5	0	-5
Sep	3	2	-1
Oct	6	1	-5
TOTAL	52	29	-23

44.2% YEAR-OVER-YEAR REDUCTION

Note: October 2026 assumes 1 separation (projected). Data reflect all operator separations, not solely new hires; the comparison does not establish causation.



Q&A



San Mateo County

TRANSIT DISTRICT

Item #6.
10/28/2026



Community Advisory Committee

10/28/2026

Margaret Baggerly

Program Coordinator, Senior & Veteran Mobility

Accessible Transit Services

baggerlym@samtrans.com

650-508-6362 office

650-399-5868 cell

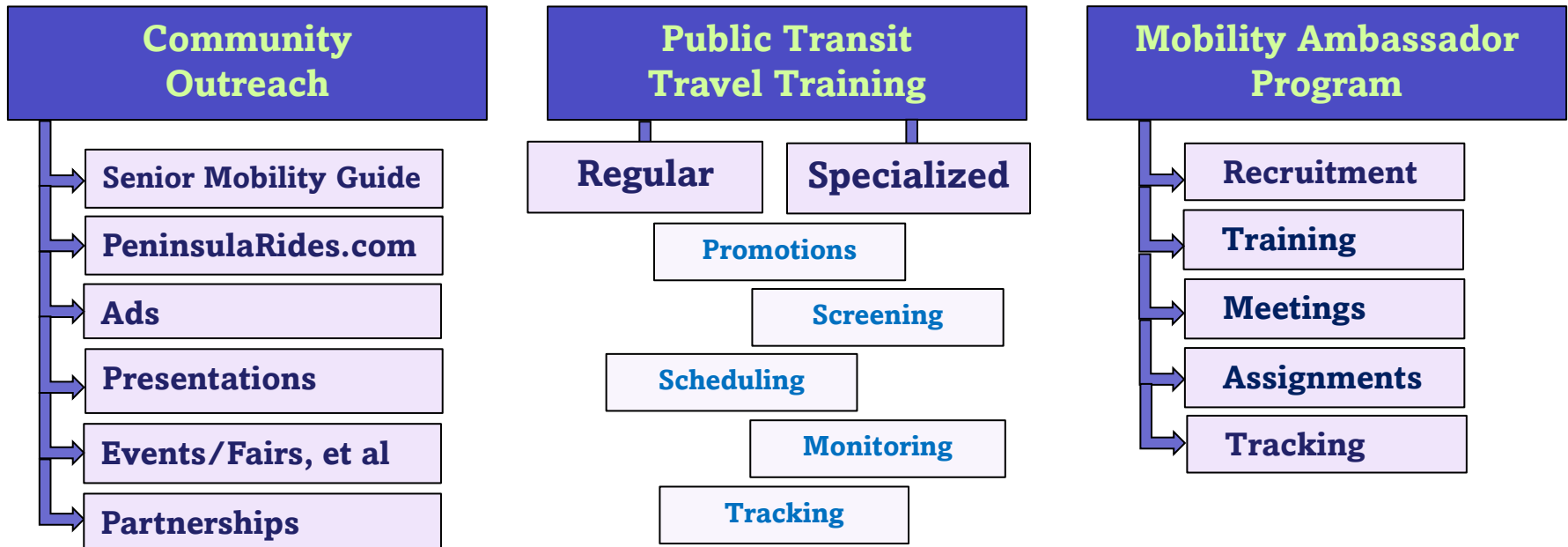
San Mateo County **TRANSIT DISTRICT**

Item #6.
10/28/2026



Margaret Baggerly

Program Coordinator, Senior & Veteran Mobility
Accessible Transit Services

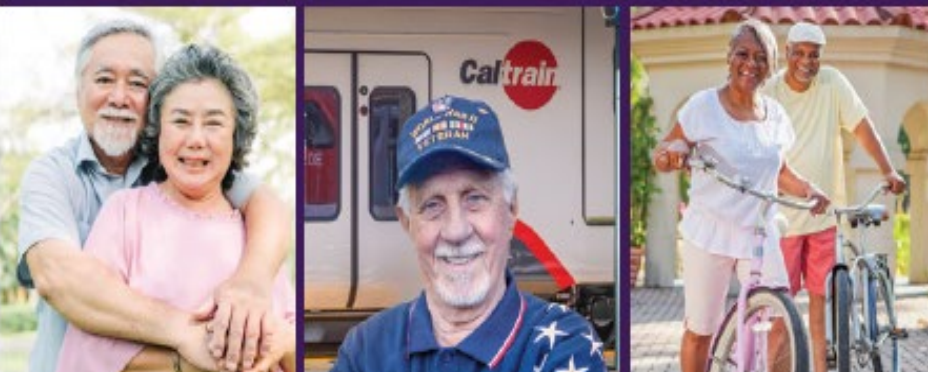


Older Adults Transportation Resources San Mateo County



Senior Mobility Guide

San Mateo County Transportation Resources



San Mateo County TRANSIT DISTRICT

Item #6
10/23/2025

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.

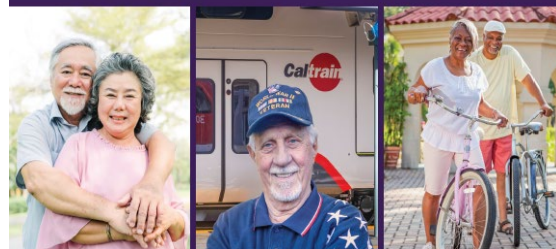
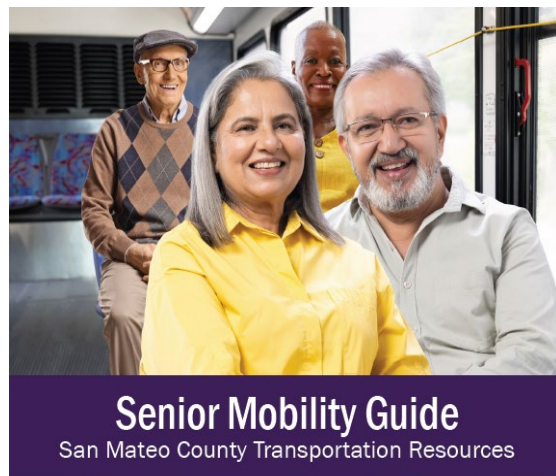
Mobility Resource Center

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

Item #6.
10/28/2026



San Mateo County
**MOBILITY
RESOURCES CENTER**

Guidance to San Mateo County
Transportation Resources

Stay Connected. Stay Independent.

1-800-660-4287 option 3
Translation Services Available
(TTY 650-508-6448)
7 a.m. - 7 p.m. Weekdays
8 a.m. - 5 p.m. Weekend & Holidays

San Mateo County
TRANSIT DISTRICT

PENINSULA RIDES
San Mateo County Transportation Resource Hub

Find Your Ride Travel Training Tools & Resources Driver Safety Stay Fit About

Search this website

Peninsula Rides is a transportation resource hub managed by the **San Mateo County Transit District**. In addition to information on public transit, a variety of transportation programs, tools and resources are featured to assist seniors, veterans, and persons with disabilities to remain mobile, connected, and independent.

Find your Ride

Find transportation services that fit your needs.

Start Here

Mobility Resource Center

A friendly representative is available to assist you seven days a week at 800-660-4287 Option 3.

Contact Us

Senior Mobility Guide

Read an online edition of the guide.

English | Spanish | Chinese

(Coming soon)

YTD 2026

- 8,000 English distributed.

Spanish & Chinese Editions

- Received in June.
- ~ 2,000 each distributed.

YTD 2026

- 15,000 English distributed.

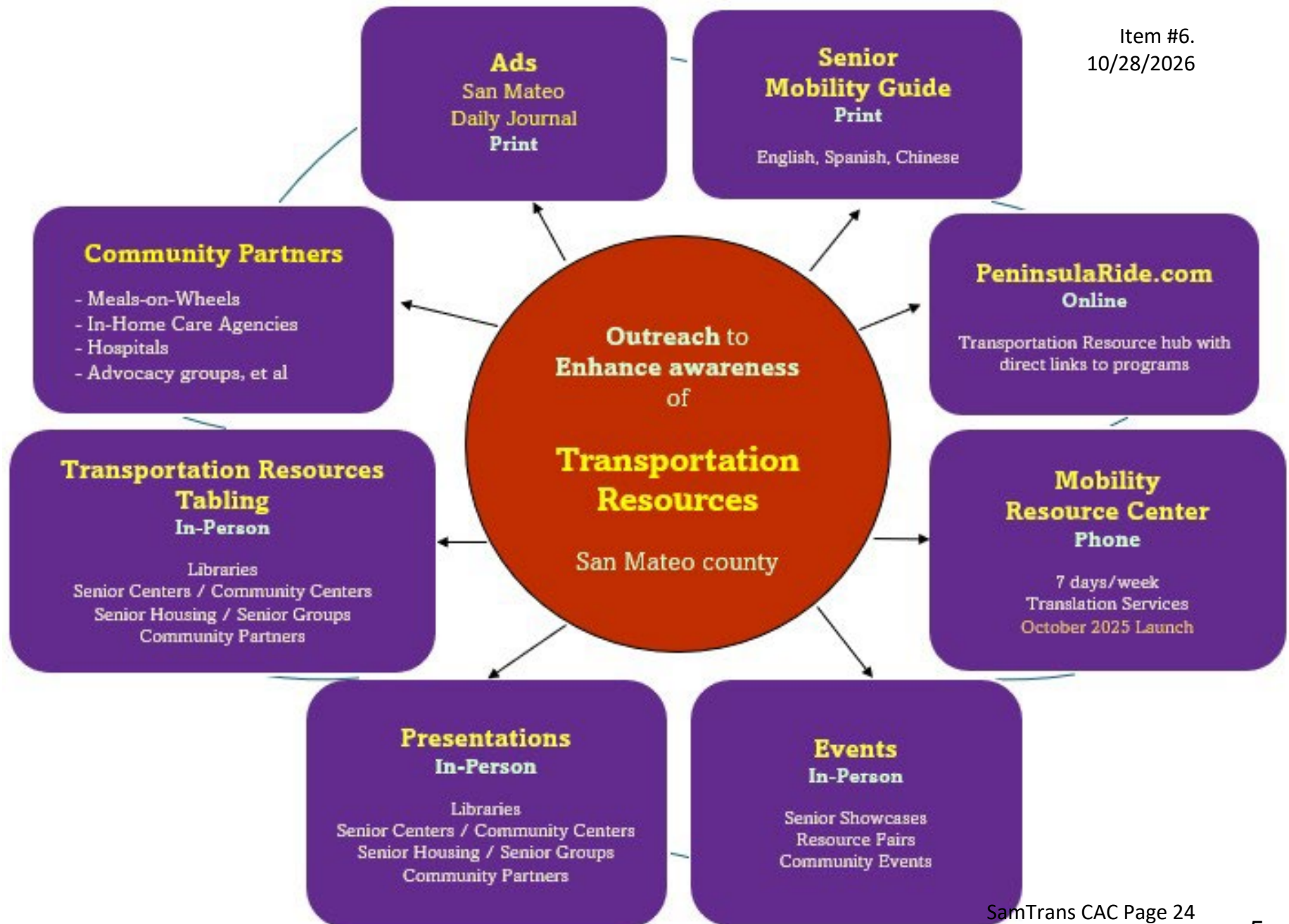
Spanish & Chinese Editions

- Received in May.
- ~ 2,000 each 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.

SamTrans CAC Page 23



Community Outreach

Item #6.
10/28/2026

Presentations: How to Ride / Transportation Resources

Tabling: Events / Resource Fairs / Luncheons

Year-to-Date 2026

Presentations

- 28 Presentations

Tabling Activities

- 10 Community events
 - 2,218 attendees engaged
- 20 Resource Fairs/Senior Luncheons
 - 1,204 attendees engaged

San Mateo County
TRANSIT DISTRICT



Item #6.
10/28/2026

Mobility Resource Center

800-660-4287 option 3

650-508-6448 TTY

7am – 7pm Weekdays

8am – 5pm Weekends & Holidays

Margaret Baggerly

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650-399-5868 cell



Bus Transportation CAC Staff Report August 2026

Ridership:

SamTrans: Average weekday ridership across all four modes (Bus, Paratransit, Shuttles, and Microtransit) increased by 2.2 percent in August 2026 compared to August 2025. The total monthly ridership increased by 1.5 percent in August 2026 compared to August 2025.

Youth Unlimited Pass: For August 2026, Youth Unlimited Pass usage decreased 4.4 percent compared to August 2025.

Regarding Key Performance Indicators (KPI):

- **Preventable Accidents** – There were nine preventable accidents in August 2026 (five from District and four from contracted services). The goal is to have more than 100,000 miles between preventable accidents; SamTrans did not meet its goal with 97,739 miles between preventable accidents.
- **Miles Between Service Calls (MBSC)** – There were 45 service calls in August 2026 (31 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 19,548 miles between service calls. For the District's service calls, the diesel bus sub-fleet had 20,651 miles between service calls, while the zero-emission bus sub-fleet had 19,100 miles between service calls.
- **On-Time-Performance (OTP)** – August 2026 systemwide OTP was 81.2 percent. The goal is to have 85 percent systemwide on-time performance. Fixed-route service did not meet this goal.
- **Did Not Operate (DNOs)** – In August 2026, there were six total DNOs, or missed trips. The goal is to miss fewer than 0.1 percent of scheduled trips. SamTrans met this goal with 0.01 percent of trips missed.

Safety Campaign

August and September 2026 Safety Campaign focuses on two prevalent events triggered by the Dash Cam system: Following Distance and Rolling Stops.

Following too closely can result in rear-end collisions and does not provide operators enough time and space to react to sudden changes in traffic and to reasonably do everything possible to prevent an accident. In a 40-foot bus, Operator are reminded to maintain a minimum four-second following distance. In a 60-foot bus, the minimum following distance is six seconds.

Employee of the Month (EOM) Recognitions, August 2026

Bus Operator EOM for North Base is **Marwyn Bunyi**. This is Marwyn's first EOM Award during his four years of service with the District.

Bus Operator EOM for South Base is **Leo Sabete**. This is Leo's first EOM Award during his two years of service with the District.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is Mechanic A, **Vikash Sen**. This is Vikash's second EOM Award during his seven and a half years of service with the District.

Bus Maintenance EOM for South Base is Mechanic B, **Julian Deala**. This is Julian's second EOM Award during his six years of service with the District.



SamTrans Community Advisory Committee 2026 Work Plan

Meeting Date	Topic	Presenter
November 18 No Public Meeting	Educational Field Trip & End of Year Reception	Ana Rivas, Director, Bus Transportation Staff Liaison for ST CAC
December - Recess No Public Meeting		