



## Agenda

### Citizens Advisory Committee (CAC) Meeting

#### San Mateo County Transit District

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

**April 26, 2023, 6:30 pm**

Members of the public also may attend the meeting via teleconference at the following location:

**402 E. O'Keefe Street #12, East Palo Alto, CA 94303**

Members of the public may participate remotely via Zoom at <https://samtrans.zoom.us/j/92043867620?pwd=ZHpLQnJQd0VwYWcydGJCdTNRVGd6UT09> or by entering Webinar ID: **920 4386 7620**, Passcode: **474781** 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.

***Please Note the following COVID-19 Protocols for in-person attendance:***

1. Visitors experiencing the following symptoms of COVID-19 may not enter the building:
  - Cough
  - Shortness of Breath
  - Fever
  - Chills
  - Muscle Pain
  - Sore Throat
  - Loss of Taste or Smell
2. Wearing of masks is recommended but not required.

**Public Comments:** Public comments may be submitted to [publiccomment@samtrans.com](mailto:publiccomment@samtrans.com) prior to the meeting's call to order so that they can be sent to the CAC as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and 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 2023:** Mary Adler, Steve Appenrodt, John Baker, Christopher Carey (Vice Chair), Bob Gomez, Scott Johnston, Allie Juarez, Nancy Lacsamana, Michelle Lewis, Alex Madrid (Chair), Meredith Park, Denise Seibert

**Staff Liaison:** Ana Rivas, Director, Bus Transportation

**CAC Secretary:** Jean Brook

Each public comment is limited to three minutes or less. The CAC Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

The video live stream will be available after the meeting at:

<https://www.samtrans.com/about-samtrans/video-board-directors-cac>.

**Wednesday, April 26, 2023**

**6:30 pm**

1. Call to Order/Pledge of Allegiance
2. Roll Call
3. Public Comment for 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 reply.*
4. Approval of Meeting Minutes from March 29, 2023
5. Presentation: *Reimagine SamTrans* Implementation Update – Planning Staff
6. Report of the Chair
7. SamTrans Staff Update
8. CAC Member Comments/Requests
9. SamTrans Board Liaison Report – John Baker
10. Date and Time of Next Meeting: Wednesday, May 31, 2023 at 6:30 pm, via Zoom teleconference and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.
11. Adjourn

## Information for the Public

If you have questions on the agenda, please contact the CAC Secretary at 650-508-6223. Agendas are available on the SamTrans website at <https://www.samtrans.com/meetings>. Communications to the CAC can be emailed to [cacsecretary@samtrans.com](mailto:cacsecretary@samtrans.com).

*Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287*

### **Date and Time of Board and Citizens Advisory Committee Meetings**

San Mateo County Transit District Committees and Board: First Wednesday of the month, 2:00 pm; SamTrans Citizens Advisory Committee (CAC): Last Wednesday of the month, 6:30 pm. Date, time and location of meetings may be changed as necessary. Meeting schedules for the Board and CAC are available on the website.

### **Location of Meeting**

This meeting will be held in person at: San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA. Members of the public may attend in-person or participate remotely via Zoom as per the information provided at the top of the agenda.

\*Should Zoom not be operational, please check online at: <https://www.samtrans.com/meetings> for any updates or further instruction.

### **Public Comment**

Members of the public may participate remotely or in person. Public comments may be submitted by comment card in person and given to the CAC Secretary. Prior to the meeting's call to order, public comments may be submitted to [publiccomment@samtrans.com](mailto:publiccomment@samtrans.com) so that they can be sent to the CAC as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at <https://www.samtrans.com/meetings>.

Public comments will also be accepted during the meeting through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to three minutes and one per person PER AGENDA ITEM. Each online commenter will be automatically notified when they are unmuted to speak. The CAC Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

### **Accessible Public Meetings/Translation**

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email [titlevi@samtrans.com](mailto:titlevi@samtrans.com); or request by phone at 650-622-7864 or TTY 650-508-6448.

### **Availability of Public Records**

All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070 at the same time that the public records are distributed or made available to the legislative body.

**San Mateo County Transit District  
1250 San Carlos Avenue, San Carlos, California**

**Citizens Advisory Committee (CAC)  
Meeting Minutes**

**March 29, 2023**

**Members Present (In Person):** M. Adler, C. Carey (Vice Chair), S. Johnston, M. Lewis, A. Madrid (Chair), M. Park, D. Seibert

**Members Present (Via Teleconference):** J. Baker, B. Gomez (left at 6:49 pm), A. Juarez

**Members Absent:** S. Appenrodt, N. Lacsamana

**Staff Present:** A. Rivas, T. Dubost, J. Brook

**1. Call to Order/Pledge of Allegiance**

Chair Alex Madrid called the meeting to order at 6:30 pm and requested that Meredith Park lead the Pledge of Allegiance.

**2. Roll Call**

CAC Secretary Jean Brook called the roll and noted that a quorum was present.

**3. Public Comment for Items Not on the Agenda**

Sonny Koya, former SamTrans CAC member, expressed his appreciation for staff keeping the bus service running smoothly at the height of the pandemic.

**4. Approval of Meeting Minutes from January 25, 2023 and February 22, 2023**

Motion/Second: Park/Johnston

Ayes: C. Carey, A. Madrid, M. Adler, M. Park, S. Johnston, D. Seibert, J. Baker, A. Juarez, B. Gomez

Abstention: M. Lewis

Absent: S. Appenrodt, N. Lacsamana

**5. Presentation: Employee Recognition**

Ana Rivas, Director of Bus Transportation, provided the presentation on the SamTrans' employee recognition program.

John Baker said that while he is sometimes nervous while driving, he is never nervous while riding a SamTrans bus due to his confidence in the operator's level of training and driving competence.

*Bob Gomez left the meeting at 6:49 pm.*

Allie Juarez asked if Ms. Rivas sees a correlation between retention rates and the employee recognition program. Ms. Rivas, reflecting on her background as a former bus operator, said the appreciation program is part of their retention strategy.

Chair Madrid asked if employee awards are a consideration when making promotion decisions, and Ms. Rivas said the awards are a major factor in deciding operators' promotions.

Meredith Park thanked the Operations team for all their efforts.

## **6. Report of the Chair**

Chair Madrid asked Vice Chair Carey to summarize the proceedings of the February 22 meeting, which he was unable to attend. In regards to the on-time performance during January when there were a number of storms affecting bus service, Ms. Rivas commented that all the DNOs (Did Not Operate) were caused by closures of US 101 due to inclement weather.

## **7. SamTrans Staff Update**

Ms. Rivas reviewed the February performance statistics and employees of the month.

Ms. Park noted that revenue miles had gone down and asked if shorter routes were deployed with the implementation of Reimagine SamTrans. Ms. Rivas said every runbook has a different number of miles and it depends how SamTrans distributes the work between the contractor and direct-operated services, which could be a combination of both.

Michelle Lewis said she was please with how well everyone did with the bad weather.

## **8. CAC Member Comments/Requests**

Mr. Baker said during the bad weather, he took the bus more since it was not as safe to bicycle. He noted that while Route ECR is nearly as busy as prior to the pandemic, Routes 122 and 130 have a much lower number of riders. He suggested having additional runs for the ECR as more riders return to riding the bus.

Mr. Johnston said he was appreciative of being able to meet in person and more fully engage with his fellow CAC members.

Ms. Juarez said some riders had asked her about the Serramonte Shopping Center accident. She asked if there was information about the incident available on the website. Ms. Rivas said that SamTrans does not post information about accidents, particularly if those accidents are still under investigation. She said that people can make a public records request for specific information.

Ms. Lewis said she was pleased to be back in person.

Ms. Park said regarding the bus stop survey, one question was about the length of time a rider need to wait at a bus stop. She noted that increased frequency would boost ridership and talked about her experience taking transit while traveling in London and Paris where the buses come frequently.

Chair Madrid thanked Vice Chair Carey for his acting as Chair at the prior meeting.

## **9. SamTrans Board Liaison Report**

Mr. Baker provided a summary of the March 1 Board meeting.

## **10. Date and Time of Next Meeting**

Chair Madrid said that the next meeting will be held Wednesday, April 26, 2023 at 6:30 pm via Zoom teleconference and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

## **11. Adjourn**

The meeting adjourned at 7:10 pm.

An audio/video recording of this meeting is available online at <https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc>. Questions may be referred to the CAC Secretary's office by phone at 650-508-6223 or by email to [cacsecretary@samtrans.com](mailto:cacsecretary@samtrans.com).

DRAFT