



AGENDA

San Mateo County Transit District

Citizens Advisory Committee (CAC) Meeting

May 27, 2026, 6:30 pm

Boccaccio Auditorium, 2nd Floor
1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may attend in-person at the 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:
Alice Feng

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, May 27, 2026

6:30 pm

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1. Call to Order / Pledge of Allegiance
 2. Roll Call
 3. Welcome and Introduction of Appointed and Reappointed Members
 4. 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
 5. Approval of Meeting Minutes for April 29, 2026 Motion
 6. Presentation: Brown Act Training – Leanne C. Bolaño, Hanson Bridgett Attorney Informational
 7. Staff Report – Ana Rivas, Director, Bus Transportation Informational
 8. Report of the Chair Informational
 9. Liaison Report of the May 6, 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 / Location of Next Regular Meeting: Wednesday, June 24, 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 94020.
 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 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>.

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)**

1250 San Carlos Avenue, San Carlos, California

DRAFT Minutes of April 29, 2026

Members Present: Mary Adler, John Baker, Allison Chang, Hana Estalilla, James Ganner, Alex Madrid (6:31pm), David Rabinovich

Members Present via Teleconference: Ben Mangiafico (Vice Chair)

Members Absent: Max Mautner, Denise Seibert, Dylan Finch (Chair)

Staff Present: H. Chan, A. Feng, A. Rivas

1. Call to Order / Pledge of Allegiance

Acting Chair Ben Mangiafico 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.

3. Public Comment for Items Not on the Agenda – There were none.

Member Madrid arrived at 6:31 pm.

4. Approval of Meeting Minutes for March 25, 2026

Motion/Second: Baker/Madrid

Ayes: Adler, Baker, Chang, Estalilla, Ganner, Madrid, Rabinovich, Mangiafico

Noes: None

Absent: Mautner, Seibert, Finch

5. Presentation: Bus Stop Improvement Plan (BSIP) Update

Hubert Chan, Director, Facilities Maintenance, provided the presentation that included the following:

- Prioritization framework for 225 high-impact stops
- Phased implementation strategy and funding constraints
- Constructability and right-of-way limitations affecting scope
- Phase 1 design, procurement, and rollout timeline

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

- Climate resiliency and equity included in stop prioritization (heat, cold, wind, coastal exposure)
- 225 near-term stops largely fixed, with limited adjustment flexibility
- Scoring methodology clarification on usage, equity and climate criteria
- Planning-developed and board-approved criteria as basis for prioritization framework
- Reduction from 1,866 stops to 225 near-term priority locations
- Phased implementation approach driven by constructability, funding, and service impacts
- Stop improvements including shelters, benches, shade structures, lighting, and real-time information displays where feasible
- Alignment with broader transit planning and service optimization efforts
- Site feasibility determining real-time information installation and selected locations
- Mapping request for 225 stops and phase assignments
- Community-installed amenities noted with jurisdiction and ownership limitations

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

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

- Farewell recognition for outgoing members John Baker and Denise Seibert
- Clipper data issues continuing to impact ridership reporting pending Metropolitan Transportation Commission (MTC)/Clipper testing
- Preventable accidents total 12; safety goal not met
- Detour awareness identified as primary safety campaign focus
- Operator skills reinforcement training in progress with around 70 percent completion
- Miles between service calls at 1.5 per 25,000 miles; goal not met
- On-time performance (OTP) at 82.4 percent; below target due to detours
- Did Not Operates (DNOs) at 0.01 percent; met goal

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

- Burlingame detour duration, route split planning, and phased implementation considerations
- Detour routing standardization to reduce customer confusion amid construction changes
- Temporary service adjustments including Millbrae Station inclusion
- Clipper data issues with ongoing reconciliation testing and regional resolution timeline
- Transit app and Google Maps updates delayed due to fluctuating detour routing
- On-time performance maintained despite detour impacts and congestion

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

8. Liaison Report of the April 1, 2026 San Mateo County Transit District Board of Directors Meeting

Acting Chair Ben Mangiafico provided the report that included the following:

- Reimagine SamTrans performance review with system productivity gap noted
- Summer service changes based on demand, safety, and efficiency
- Ride Plus adjustments in East Palo Alto and Half Moon Bay including service expansion and schedule changes
- El Camino Real (ECR) detour long-term plan, including proposed split at Millbrae Transit Center
- Clipper incentives and transfer policy updates to support fare system transition
- Burlingame detour formalization through permanent stop placements

The Committee members had a robust conversation and staff provided further clarification in response to the Committee comments and questions, which included the following:

- Clipper transfer policy clarified; concerns about impact to cash-paying riders without free transfers
- Coordination and timing of potential Route ECR split at Millbrae
- Fare structure and transfer approach for split routes still under evaluation
- Reliability impacts from Burlingame detour
- Operational constraints from extended route runtime

9. CAC Member Comments / Requests

- Measure W Citizens' Oversight Committee (COC) open vacancies
- Transit Signal Priority on ECR and limitations on further optimization
- Bus signage/display inconsistencies causing rider confusion
- Redi-Wheels vehicles use of express lanes and need for clearer guidance/training.
- Support for regional funding and expansion of transbay service
- Concerns about buses departing late from starting points and reliability impacts
- Overcrowding and pass-ups on school routes (e.g., Route 60)

10. Date / Time / Location of Next Regular Meeting: Wednesday, May 27, 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 94020.

11. Adjourn

The meeting adjourned at 7:28 pm.



Bus Transportation CAC Staff Report March 2026

Ridership:

SamTrans: 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 to pay for their trip cannot be verified for accuracy as part of Clipper data reporting and thus are not available for the March 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 the data would not be accurate, staff will be pausing public ridership reporting until the issue is resolved to limit misinformation. Cubic has indicated a goal to resolve this situation by May 31.

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 March 2026, Youth Unlimited Pass usage decreased 1.1 percent compared to March 2025.

Regarding Key Performance Indicators (KPI):

- **Preventable Accidents** – There were 11 preventable accidents in March 2026 (6 from District and 5 from contracted services). The goal is to have one or fewer preventable accidents per 100,000 miles; SamTrans did not meet its goal with 1.3 accidents per 100,000 miles.
- **Miles Between Service Calls (MBSC)** – There were 44 service calls in March 2026 (31 from District and 13 from contracted services). The goal is to have one or fewer service calls per every 25,000 miles. Fixed-route service did not meet its goal with 1.3 service calls per 25,000 miles. 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 1.01 service calls per 25,000 miles, and the zero-emission bus sub-fleet had 2.6 service calls per 25,000 miles.

- **On-Time-Performance (OTP)** – February 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 March 2026, there were 11 total DNOs. The goal is to miss less than 0.1 percent of scheduled trips. Fixed-route service met this goal with 0.02 percent missed trips.

Safety Campaign

The new Safety Campaign emphasizes the importance of **Safely Servicing Bus Stops** to protect passengers, pedestrians, and Operators. When approaching Bus Stops, Operators should scan ahead for waiting passengers, fixed objects (such as poles), and bikes or vehicles in the bus zone. This campaign runs through April and May 2026.

Employee of the Month (EOM) Recognitions, March 2026

Bus Operator EOM for North Base is **Himanshu**. This is Himanshu's first EOM Award during his one and a half years of service with the District. Himanshu is also our 2025 Rodeo winner and will be representing SamTrans at the International Rodeo in Salt Lake City in May.

Bus Operator EOM for South Base is **Emilio Alafritz**. This is Emilio's first EOM Award during his seven years of service with the District.

Maintenance Employee of the Month (EOM) Recognitions

Bus Maintenance EOM for North Base is Lead Utility Worker, **Karl Obligacion**. This is Karl's second EOM Award during his nine and a half years of service with the District.

Bus Maintenance EOM for South Base is Storekeeper, **Vincent Jones**. This is Vincent's fourteenth EOM Award during his nearly twenty-six years of service with the District.



SamTrans Citizens Advisory Committee 2026 Work Plan

Meeting Date	Topic	Presenter
January 28	City/County Association of Governments of San Mateo County (C/CAG) and San Mateo County Transportation Authority (TA) Countywide Transportation Plan	Patrick Gilster, Director of Planning and Fund Management (TA)
February 25	1) Central El Camino Multimodal Plan Phase II 2) Dumbarton Busway Phase I	Charlsie Chang, Government Affairs Officer
March 25	1) Title VI Policy Updates for Major Service Change and Disparate Impact and Disproportionate Burden (DI/DB) Thresholds 2) Senate Bill 63 Local Investment Plan	1) David Scarbor and Athena Gong, Office of Civil Rights 2) Michaela Petrik, Government and Community Affairs
April 29	BSIP Update Presentation	Hubert Chan
May 27	Brown Act Training	Leanne C. Bolaño, Hanson Bridgett Attorney
June 24	<i>In Development</i>	<i>To Be Announced</i>
July 29	SamTrans Bus Service to Seniors and People with Disabilities Consent - Authorize Remote Meetings for the Citizens Advisory Committee under Senate Bill 707	Margaret Baggerly, Program Coord, Senior and Mobility Consent - Loana Lumina-Hsu, Deputy District Secretary
August 26	<i>In Development</i>	<i>To Be Announced</i>
September 30	<i>In Development</i>	<i>To Be Announced</i>
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		