

**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

June 30, 2021

MEMBERS PRESENT (Via Teleconference): M. Adler, S. Appenrodt, J. Baker (Chair), I. Chan, B. Gomez, A. Juarez, S. Johnston (Vice Chair), N. Lacsamana, A. Madrid

MEMBERS ABSENT: A. Barnes

STAFF PRESENT: A. Rivas, D. Scarbor, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair John Baker called the meeting to order at 6:30 pm led the Pledge of Allegiance.

2. ROLL CALL

CAC Secretary Jean Brook called the roll. A quorum was present.

3. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

4. APPROVAL OF MEETING MINUTES FROM MAY 26, 2021

Motion/Second: Lacsamana/Madrid

Ayes: Adler, Appenrodt, Baker, Chan, Gomez, Juarez, Johnston, Lacsamana, Madrid

Noes: None

Absent: Barnes

5. PRESENTATION: ADA SENSITIVITY TRAINING

David Scarbor, Accessibility Coordinator, provided the presentation.

Alex Madrid asked in regards to the pandemic if SamTrans is considering adding the wearing of a mask to the operator sensitivity training. Mr. Scarbor said that customers that cannot wear a mask can file for reasonable accommodation. He said that the District can provide these customers with a signed letter saying that they can ride transit without using a mask.

Nancy Lacsamana asked what happens when a customer is in a wheelchair that does not have tethering straps. Mr. Scarbor said the operator will ask where is the best place to secure the device and give them information about a free service that will install the straps. Ms. Lacsamana asked if operators are trained to wait until all persons, including those using walkers, are seated. Ana Rivas, Director of Bus Transportation, said the operators know to wait until all passengers are seated before moving the bus.

Ms. Madrid asked what happens if the wheelchair securement areas on a bus are all occupied. Mr. Scarbor said the operator will ask if riders can relinquish their seats to accommodate the customer. He said if this is not possible, the operator can call dispatch to provide other options to accommodate the customer, such as another bus or Redi-Wheels. Vice Chair Scott Johnston asked how often is it that there are too many wheelchairs for the bus to accommodate. Ms. Rivas acknowledged that it does not happen very often.

Mr. Madrid asked about operators using the wheelchair ramp as opposed to the lift. Ms. Rivas said the ramps are an improvement over the lift and that all operators are trained in how to use them. She noted that there are situations where operators are referred for retraining. Mr. Scarbor said the goal of the training and retraining is for the operators to succeed in their job.

Chair Baker asked how often the training is delivered. Ms. Rivas said they have an initial 10-week training, with Verification of Transit Training (VTT) occurring once a year.

Mr. Madrid asked about support for deaf riders. Mr. Scarbor said they are the hardest riders to distinguish from the operator's standpoint and that there has not been a lot of requests for accommodations from the deaf community.

6. REPORT OF THE CHAIR

Chair Baker said that he had no report. He said that he would not be able to attend the July 7 SamTrans Board meeting and Vice Chair Johnston volunteered to provide the June 30 CAC report at that meeting.

7. SAMTRANS STAFF UPDATE

Ms. Rivas presented her report on the May 2021 bus statistics. She said the new runbook started on June 20 and that another runbook would begin in August prior to the start of school. She said that on June 21, they had eliminated maximum capacity restrictions on buses but that masks are still required while riding public transit.

Chair Baker noted the service that SamTrans had provided to assist VTA (Santa Clara Valley Transportation Authority) in the wake of the shooting tragedy and commended the operators.

Mr. Madrid asked if the barriers were still in place for the operator; Ms. Rivas said yes.

Iris Chan asked if there would be printed bus schedules in the future, and Ms. Rivas said that the District was planning to provide them.

Chair Baker asked while routes the operators of the month drive; Ms. Rivas said mainly the ECR, Route 250, and Route 120.

8. CAC MEMBER COMMENTS/REQUESTS

Ms. Lacsamana said she would likely be returning to work on a hybrid basis in September.

Vice Chair Johnston asked what thought has gone into dealing with climate change issues such as heat wave and fires within the Reimagine SamTrans communication plans. Ms. Rivas said she would pass his questions on to the Planning department.

Steve Appenrodt said he had started using SamTrans again.

Mr. Madrid asked when in-person meetings would start again. Ms. Rivas said that hybrid meetings were being explored for District meetings.

Mary Adler said she was working remotely but occasionally takes transit to San Francisco.

Iris Chan asked if there was a discount for college students. Ms. Rivas said that in the past, there were community partners that provided discount passes.

Bob Gomez asked if the operators would be trained on how to operate the electric buses. Ms. Rivas said that all operators are trained whenever the District receives new equipment such as the Proterra buses. Mr. Gomez asked if there would be signage or literature on buses about service animals and ADA (Americans with Disabilities Act) accommodations. Ms. Rivas said no, but that information is available on the website.

Chair Baker noted that he had recently taken a long-distance ride on the bus for the first time since January 2020.

9. SAMTRANS BOARD LIAISON REPORT

Chair Baker provided a summary of the June 2 Board meeting.

10. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, July 28, 2021 at 6:30 pm, via Zoom teleconference.

11. ADJOURNMENT

The meeting adjourned at 7:25 pm.