



BOARD OF DIRECTORS 2012

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GENERAL MANAGER/CEO

SamTrans Citizens Advisory Committee (CAC)  
1250 San Carlos Avenue, San Carlos, CA 94070, Bacciocco Auditorium, 2nd Floor

## AGENDA

**August 1, 2012 - Wednesday**

**6:30 PM**

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for June 6, 2012
5. Presentation – Brown Act Training – Julie Sherman, Hanson Bridgett
6. Report of the Chair – Peter Ratto
7. SamTrans Staff Update – Chester Patton
8. CAC Member Comments/Requests
9. Liaison Reports
  - a. SamTrans Board – Peter Ratto
  - b. SamTrans Accessibility Advisory Committee –Tom Collette
  - c. Caltrain Accessibility Advisory Committee – Peter Loranger
  - d. Peninsula Corridor Joint Powers Board – Andy Chow
  - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow
  - f. Senior Mobility Action Plan – vacant
10. Next Meeting: Wednesday, September 5, 2012 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
11. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** K. Adler, A. Chow, L. Chow, T. Collette, D. Cruz, S. Curry, K. Gilbert, M. Hall, S. Koya, P. Loranger, J. McKie, T. Miller, S. Price (Vice-Chair), M. Pye, P. Ratto (Chair)

## INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223. Assisted listening devices are available upon request. Agendas are available on the SamTrans Website at [www.samtrans.com](http://www.samtrans.com).

### Date and Time of Boards and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: Second Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: First Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

### Location of Meeting

The SamTrans Administrative Building is located at 1250 San Carlos Ave., San Carlos, which is one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes: 260, 295, 390, 391, KX.

### Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

### Accessibility for Individuals with Disabilities

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### Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, 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  
MINUTES OF MEETING – JUNE 6, 2012**

**COMMITTEE MEMBERS PRESENT:** K. Adler, A. Chow, T. Collette, D. Cruz, S. Curry, K. Gilbert, M. Hall, S. Koya, P. Loranger, J. McKie, T. Miller, S. Price, M. Pye, P. Ratto (Chair)

**COMMITTEE MEMBERS ABSENT:** L. Chow

**SAMTRANS STAFF PRESENT:** S. El-Khatib, M. Eshleman, E. Harris, R. Haskin, P. Lee, N. McKenna, C. Patton, E. Proctor, T. Dumandan (MV Transportation)

Chair Peter Ratto called the meeting to order at 6:33 p.m. and led the Pledge of Allegiance.

**INTRODUCTION/WELCOME OF NEW CAC MEMBERS**

Kathy Gilbert, Daly City, said she rides Route 122 and is a graduate student at San Francisco State.

Tryn Miller, San Bruno, said she rides Routes 140, 390 and 391 and attends the College of San Mateo. She is excited about this new chapter in her life.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

The Committee (Koya/McKie) approved the minutes of May 2, 2012.

**PRESENTATION – EL CAMINO REAL: WEEKEND CONSOLIDATION OF ROUTES 390 AND 391**

Planner, Michael Eshleman said:

- Challenges on the corridor include:
  - On-time weekend service performance falls below the 85 percent standard with some buses as much as 30 minutes late.
  - Unnecessary complexity with four different terminals and alternating service to BART.
  - Bus bunching design constrains schedule recovery effort.
- Goals are:
  - Improve customer experience and increase ridership by improving on-time performance along El Camino Real (ECR) to 85 percent or better on weekends.
  - Increase reliability.
  - Simplify route structure and provide common terminals.
  - Ensure consistency with SamTrans Service Plan objectives.

- Service solution:
  - Pilot weekend service from Palo Alto Caltrain to Daly City BART via Top of the Hill/Mission and Evergreen.
  - Offer service every 20 minutes.
  - Serve San Bruno and South San Francisco BART stations from stops on El Camino Real.
  - Distinct branding: “Route ECR.”
  - Implement on August 26, 2012.
- Potential impacts:
  - Transfer or walk necessary between El Camino Real and San Bruno BART station.
  - Walk necessary between El Camino Real and South San Francisco BART Station.
  - Hourly Route KX customers may opt for frequency of Route ECR.
  - Serving Top of the Hill results in slightly extended travel time to and from Daly City BART.
- Benefits:
  - Increased frequency between Redwood City and Palo Alto Caltrain stations.
  - Improved operational effectiveness.
  - Simplified customer experience.
  - Updated running times.
  - Improved on-time performance.
  - Most cost-effective solution.
  - Enhanced connections.
  - Potential for increased ridership.
- Progress to-date:
  - All bus stop signs along the corridor have been inventoried.
  - Finalized route alignment.
  - Developed draft trip schedules.
  - Conducted simulated and live testing.
- Next steps:
  - Finalize trip and operator schedules.
  - Conduct training.
  - Update bus stop signs, destination signs and on-board announcements.
  - Prepare customer communications and publications.
  - Promote new service.

Sonny Koya asked if there will be any public input on the schedules. Director, Bus Transportation Chester Patton said customers and the CAC have said for years there needs to be improvement on ECR, so public input was definitely taken into account.

Mr. Koya asked if the publications and communications will be in different languages. Executive Officer, Customer Service and Marketing Rita Haskin said everything will be in English and Spanish. Mr. Koya said initial communications should also be in Chinese and Tagalog because of the large Asian population in Daly City and South San Francisco. Mr. Patton said there are no takeaways with this new service, but actually adding service.

Ms. Gilbert asked if staff will be coordinating with BART on the change if the bus stop is no longer stopping in the station. Mr. Eshelman said yes.

Andy Chow said he is happy to see this pilot program starting. The ECR service is a legacy and glad to see it is being cleaned up and becoming a single service that is easy to understand. He supports not stopping inside the San Bruno and South San Francisco BART stations because of the delays it now causes.

Sondra Price said she is very happy to see this pilot program as she has seen many instances of bus bunching. She asked if any stops will be consolidated or removed. Mr. Eshelman said no stops will be removed, but there may be minor adjustments.

Ms. Price asked if the schools are being notified of this change. Ms. Haskin said yes.

Margaret Pye asked if this service could be implemented on weekdays. Mr. Patton said that is staff's hope.

Ms. Pye asked if Route KX will slide into this schedule. Mr. Eshelman said yes.

Tryn Miller asked if service will be available for students who go to school on weekends. Mr. Eshelman said the new service will be less confusing and a marked improvement with the increase frequency.

Chair Ratto said this is a great idea and long-time coming. There is a lot of bus bunching, especially on Saturdays.

### **REPORT OF THE CHAIR**

Chair Ratto said he attended a luncheon by San Francisco Planning and Urban Research Association and Santa Clara Valley Transportation Authority gave a presentation on Bus Rapid Transit (BRT) which includes their new articulated buses and signal preemption. He said Muni personnel spoke of their Van Ness Avenue and Geary Boulevard BRT lines.

### **SAMTRANS STAFF UPDATE**

Ms. Haskin said Mr. Chow had asked about ridership since Clipper was implemented and average weekly Day Pass sales are slowly growing. Average weekly sales are 632 and this number is dependent on what is happening during the week, i.e. a holiday. The Day Pass is priced at three times the one-way trip. The average use of the adult Day Pass is 2.8 times and 2.4 times for a youth Day Pass. Farebox revenue is down 14 percent. Year-to-date total passes are down 17.1 percent, but this can be attributed to the BART Plus ticket which allows passengers to ride the bus as much as they want. There are about 2,000 people a day who use this ticket and ride SamTrans. Adult token usage is down and youth token usage is up.

Mr. Chow asked if the number of passengers using BART Plus is tracked. Ms. Haskin said yes that is how staff found out approximately 2,000 passengers per day were using it and this usage is much higher than staff anticipated.

Ms. Miller asked how Clipper is part of the farebox. Ms. Haskin said when passengers board with a Clipper Card they tag their card on the Clipper reader.

Kris Adler asked if there are any numbers for passengers using a two-zone Caltrain ticket on SamTrans. Ms. Haskin said that information isn't recorded, but the last survey is posted on the website which includes all the demographics of the different types of tickets people use.

Mr. Koya asked if there is a possibility of phasing tokens out. Ms. Haskin said it depends on usage trends.

Ms. Haskin informed the CAC about the SamTrans Facebook page and Twitter account. She said the weekend before the new ECR service begins, ambassadors will be at the San Bruno and South San Francisco BART stations.

Superintendent Bus Transportation Ed Proctor said at the last meeting Daniel Cruz asked if a bench could be installed at the stop at El Camino Real and 37<sup>th</sup> Avenue, northbound. Staff looked at the location and noted there is not enough distance between the shelter and curb for a bench.

Director of Bus Transportation Chester Patton reported:

- April performance:
  - Average weekday ridership was down 6 percent.
  - On-time performance was 88.7 percent.
  - Complaints were very low at 180.
  - Miles between road calls were over 30,000.
  - There were five missed schedules.
- Last month there was an inquiry by the CAC on hand straps on buses. Hand straps are a fairly new addition to the system. They are on the newer buses and the Director of Maintenance is going to look at the possibility of installing them on the older low-floor buses.
- New Assistant District Secretary Josh Averill was introduced.

#### **CAC MEMBER COMMENTS/REQUESTS**

Judy McKie said she had surgery last week on her arm and was concerned about not having a hand strap and would welcome the addition of them.

Mr. Koya thanked staff for the continued timeliness of buses during commute hours, especially Route 292. He continues to see some passengers not paying their fares and the driver is not doing anything about it. Also people continue to eat on the buses, have loud phone conversations and play their radios loud.

Ms. Gilbert said the southbound stop for Route 122 at Lake Merced Boulevard and Higuera has a sawhorse for the stop. She said there is a Muni stop at Lake Merced Boulevard and Font and wondered if SamTrans could stop there too.

Mr. Cruz thanked staff for following up on his request from last month.

Mr. Adler said he took Route KX to San Francisco and on the way back home it was difficult to see if the buses were being rerouted due to the Bay to Breakers. He had a great experience riding Route KX to the San Francisco International Airport. The driver was very friendly and on time.

Mr. Chow said there is a new ferry service in South San Francisco and he took the trip on Monday, June 4. There are shuttles from the employment centers to the ferry.

Ms. Price said she is thrilled about the new weekend ECR service. She commended the staff in the Customer Service Center for being so courteous.

Ms. Hall said the new weekend ECR route is great and long time coming.

Ms. Pye said Operator 1000 who drives Route 390 is wonderful and Geraldine who drives Route 390 southbound early in the morning is great too. She asked what is the best way to comment on a driver who isn't that great. Mr. Patton said calling customer service or using the website is good because timeliness is very important so resolve any issue.

Tom Collette said he is going to start riding the bus more and try different routes.

Ms. Miller said a bus operator she knows is amazing. She asked about the different effective dates on the individual timetables. Ms. Haskin said the effective date is when a change has been made. Also the effective dates for all the timetables are on the website.

Ms. Haskin said rerouting notices for the Bay to Breakers were put on the buses.

## **LIAISON REPORTS**

### **a. SamTrans Board - Peter Ratto**

- Winners of the Art Takes a Bus Ride were announced and the new wrapped bus was unveiled.
- May was designated as "Older Americans Month."
- Preliminary Fiscal Year 2013 Operating and Capital Budgets were presented.
- A presentation on the Fuel Hedging Program was given.

### **b. SamTrans Accessibility Advisory Committee - Tom Collette**

- A presentation on the new weekend ECR service was given.
- Next meeting will be July 19.

### **c. Caltrain Accessibility Advisory Committee - Peter Loranger – no meeting.**

### **d. Peninsula Corridor Joint Powers Board - Andy Chow**

- The Board will be approving the Fiscal Year 2013 Operating and Capital Budgets at the June 7 meeting.
- Staff is planning to increase service by adding a few shoulder trains and some stops to help with the crowding issues.

### **e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee - Andy Chow- no report.**

### **f. Senior Mobility Action Plan - vacant**

## **NEXT MEETING:**

The next meeting will be held August 1, 2012, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 7:57 p.m.