



BOARD OF DIRECTORS 2015

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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

March 25, 2015 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for February 25, 2015
5. Presentation – SamTrans Service Plan Progress Update – Michael Eshleman
6. Report of the Chair
7. SamTrans Staff Update – Chester Patton
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – vacant
 - b. SamTrans Accessibility Advisory Committee – Judy McKie
 - c. Caltrain Accessibility Advisory Committee – Peter Loranger
 - d. Peninsula Corridor Joint Powers Board – Bill Lock
 - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – vacant
 - f. Senior Mobility Action Plan – vacant
10. Next Meeting: Wednesday, April 29, 2015 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: J. Baker, N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, P. Loranger, J. Manalo, J. McKie, T. Miller, H. Plischke, M. Pye (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.

Date and Time of Boards and Advisory Committee Meetings

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

Location of Meeting

The San Mateo County Transit District Administrative Building is located at 1250 San Carlos Avenue, San Carlos, one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes ECR, 260, 295 and 398. [Map link](#) Additional transit information can be obtained by calling 1-800-660-4287 or 511.

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

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 public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Nancy McKenna at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to cacsecretary@samtrans.com; or by phone at 650.508.6279, or TTY 650.508.6448.

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.

Draft

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – FEBRUARY 25, 2015**

COMMITTEE MEMBERS PRESENT: J. Baker, N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, P. Loranger, J. Manalo, J. McKie, T. Miller, H. Plischke, M. Pye (Chair)

SAMTRANS STAFF PRESENT: K. Cheema, B. Emerson, M. Eshleman, N. McKenna, C. Patton, A. Rivas, A. Sayong (MV Transportation)

Chair Margaret Pye called the meeting to order at 6:31 p.m. and led the Pledge of Allegiance.

ELECTION OF VICE CHAIR

John Baker nominated himself.

Motion/Second: Baker/Gilbert

Kathy Gilbert nominated Sonny Koya. Mr. Koya declined the nomination and nominated Ms. Gilbert.

Motion/Second: Koya/Lock

Votes for Mr. Baker: Baker/Pye

Absent: Heatley

Votes for Ms. Gilbert: Ballator, Gilbert, Gomez, Heatley, Koya, Laughon, Lock, Loranger, Manalo, McKie, Miller, Plischke

Absent: Heatley

Ms. Gilbert was elected vice chair.

PUBLIC COMMENT

Michelle Lewis, South San Francisco, said she rides Route 292. She lives on Grand Avenue in South San Francisco and there is an issue with charter buses stopping on the street and SamTrans buses cannot get by. She recommended SamTrans call the city to complain.

Katie Heatley arrived at 6:35 p.m.

APPROVAL OF THE MINUTES OF JANUARY 28, 2015

Heinz Plischke requested the minutes reflect he presented staff with pictures of the kiosk problem at San Francisco International Airport (SFO).

Motion/Second: Gilbert/Baker

Ayes: Baker, Ballator, Gilbert, Gomez, Heatley, Koya, Laughon, Lock, Loranger, Manalo, McKie, Miller, Plischke, Pye

PRESENTATION: SHORT-RANGE TRANSIT PLAN (SRTP)

Barrow Emerson, Principal Planner, presented:

- Purpose:
 - Required by the Metropolitan Transportation Commission (MTC) at least every four years
 - Is the basis for the Regional Transportation Plan and Transportation Improvement Program
 - Required to receive State and Federal funds
- Background:
 - The SRTP covers a 10-year time frame
 - A Draft SRTP was presented to the Board in June 2014
 - The Final SRTP will be submitted to the MTC
- SamTrans Demographics:
 - Seven hundred employees
 - Three hundred bus operators
 - Three hundred and five buses, 65 paratransit vehicles
 - Seventy-five fixed routes include:
 - One express
 - Two Flex services (San Carlos, Pacifica)
 - Thirty-seven routes that serve schools
 - Two thousand bus stops
 - Three bases
 - Six park and ride lots
- Key Elements:
 - Vision, guiding principles and performance measures
 - Service and system evaluation
 - Operating and funding plan
 - Capital Improvement Program (CIP) and funding plan
- Vision and guiding principles:
 - 2015 to 2019 Strategic Plan
 - Expand mobility options
 - Strengthen fiscal health
 - Become a more effective organization
 - 2013 SamTrans Service Plan (SSP)
 - Do more of what works
 - Do less of what doesn't
 - Try new things
- Performance measures:
 - 2015 to 2019 Strategic Plan five goals for the next five years:
 - Increase weekday fixed-route ridership by 15 percent
 - Increase fixed-route revenue by 20 percent
 - Reduce debt by \$1.5 million annually
 - Improve organizational performance
 - Manage workforce change

- 2013 SSP
 - Fixed-route standards:
 - Fifteen average weekday riders per service hours
 - Twenty complaints per 100,000 riders
 - One hundred five thousand miles between preventable accidents
 - Eighty-five percent on-time performance
 - Twenty thousand miles between service calls
 - Paratransit standards:
 - Passengers per revenue hour is 1.7
 - Complaints per 1,000 riders is 2.5
 - Seventy thousand miles between preventable accidents
 - Eighty-nine percent on-time performance
 - One minute incoming call wait time
 - Twenty thousand miles between service calls
- Service and system evaluation:
 - Fixed-route performance trends Fiscal Year (FY) 2011 to FY2013
 - Increase in operating costs is 3.2 percent
 - Increase in revenue hours is 5.8 percent
 - Decrease in passengers is 7.1 percent
 - Increase in on-time performance is 4.1 percent
 - Increase in miles between service calls is 7.4 percent
 - Paratransit performance trends FY2011 to FY2013
 - Increase in miles between service calls is 7.4 percent
 - Increase in operating costs is 8.4 percent
 - Decrease in revenue hours is 1.7 percent
 - Decrease in passengers is 7.1 percent
- Operating plan assumptions:
 - Fixed route
 - Level of service: SSP changes
 - No significant service changes proposed for planning period; any future service enhancements to be reflected in later SRTPs
 - Two percent annual growth in revenue
 - Paratransit
 - Service level follows demand
 - Two percent annual growth in revenue
 - Shuttles
 - Service level to remain constant (nine routes)
- CIP:
 - Bus replacement/Redi-Wheels vehicle expansion
 - Information Technology/applications
 - Intelligent Transportation Systems/networks
 - Facility, systems, heavy maintenance equipment
 - Tools and equipment
 - Safety and security
 - Bus stops and stations

Peter Loranger asked if the number of bus stops is an important variable and how does it compare to other transit agencies. Mr. Emerson said it has to do with local conditions and attractors, but not a standardized metric.

Mr. Plischke asked where the shuttles go. Mr. Emerson said they serve the four Bay Area Rapid Transit stations in San Mateo County and large employment centers.

Tryn Miller asked what the SRTP is. Mr. Emerson said it is a legislative document required by the MTC.

Bill Lock asked what expand mobility options means and if it means paratransit will be expanded. Mr. Emerson said it is about increasing ridership on any mode.

Juslyn Manalo asked about funding sources and if there is a timeframe on each item. Mr. Emerson said many come up annually or are tied to Federal funding cycles.

Ms. Manalo asked if there is a document showing when funding is available. Mr. Emerson said the grants department probably would have it.

Ms. Heatley asked where the 2 percent for paratransit is coming from. Mr. Emerson said it is a revenue growth forecast. He said the 2 percent tracks ridership growth which is directly related to revenue.

Ms. Heatley said there should be more information and updated information on paratransit.

Charlotte Laughon asked about CIPs and if shelters are included. She asked when the Coastside can look forward to getting new shelters. Mr Emerson said he is not personally aware of specific requests and the shelters are owned and installed by the District's advertising company.

Ms. Laughon said she is angry the unincorporated Coastside gets nothing and wants to know why. Chester Patton, Director, Bus Transportation, said any specific requests for a shelter at a specific location should be forwarded to staff. Staff will then assess the location, cost, ridership, and special conditions associated with the location and make a decision.

Mr. Baker said the Bus Rapid Transit (BRT) overlay would add 50 percent operating cost and the hybrid would be 17 percent. He asked how that works. Mr. Emerson said it is based on 12 minute headways.

Mr. Baker asked if there is any fiscal advantage to spreading out bus purchase costs or piggybacking on other procurements. Mr. Emerson said staff works with other transit properties when procuring buses.

Chair Pye said she is very interested in BRT. Mr. Emerson said an analysis of the study was included in the SRTP.

REPORT OF THE CHAIR

Chair Pye thanked the CAC for the opportunity to serve as chair. She said if anyone is interested in reapplying for the CAC, applications are due March 6.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- Congratulated former CAC chair Peter Ratto on his appointment to the SamTrans Board as the Transit Expert.
- January performance:
 - Average Weekday Ridership was 42,010, up 2 percent.
 - On-time performance was 85 percent.
 - Complaints were low at 155.
 - Miles between road calls was 26,496.
 - Tokens continue to be popular.
 - There were seven missed schedules.

Follow-up items:

- The suggestion of free fares for seniors was brought back to staff. It was estimated this would cost the District \$1 million in fares and at this time will not be looked at any further.
- The incorrect signage at SFO is not a SamTrans sign but a SFO sign. Staff has been talking to staff at SFO to have the incorrect sign removed or updated.
- Staff went and looked at the bus stop at El Camino Real and Country Club Drive in South San Francisco. It is very narrow but technically Americans with Disabilities Act compliant with a curb cut and room to maneuver a wheelchair.

Bob Gomez asked if the complaint section could be broken out by city or route.

Mr. Patton said the complaints are not broken out, but he will check with staff to see if there is anything he can share with the CAC.

Ms. Laughon asked if anyone found out about Clipper usage on the Coastside.

Mr. Patton said there is not a report of usage on the Coastside.

Mr. Koya said he is very impressed with the January statistics.

Mr. Gomez said East Palo Alto needs more shelters or lighting.

Mr. Patton reiterated that if there are any requests for bus stop improvements they should be submitted to staff and will be looked at by location, ridership, and cost.

CAC MEMBER COMMENTS/REQUESTS

Judy McKie said the bus stop at Delaware Street and First Avenue in San Mateo now has clean garbage bins.

Mr. Koya said in the last five days he has sent Karambir Cheema, Superintendent, Bus Transportation, pictures of bus stops in Brisbane that need attention.

Mr. Baker said he is glad to be back on the CAC. He said free fares in San Francisco received a boost from Google and only wished that a large corporation in San Mateo County could do the same for seniors.

Ms. Heatley said the bus stop is a dilemma for everyone and asked if there is anything being done in the country such as adopt a bus stop. She said is there something other than advertising to improve bus stops or put in shelters. Mr. Patton said there are several models. In Austin there wasn't advertising, but the agency had their own maintenance crews power clean the bus stops. At SamTrans it is contracted out. The advertising model is great as the District doesn't have to pay for shelters and maintenance and they get the advertising fee.

Ms. Manalo asked if there ever has been a public/private partnership for senior or youth fares. Mr. Patton said no. He said the rise of the high-tech companies is fairly new and no one has ever taken an interest in public transit. Staff would be very open to such a discussion, but would require conformity with various Federal and State laws, including Title VI.

Mr. Lock said he wanted to commend all the drivers on Route 292, especially along the San Francisco portion of the route during construction occurring in the area.

Ms. Miller said she wanted to commend Route 140 for being punctual today. She encountered a bus operator and passenger bickering today and the operator had to kick the passenger off the bus. Mr. Patton said operators are not suppose to kick passengers off the bus. Ms. Miller said it was Operator 1170 on Route ECR around 5:30 p.m.

Mr. Plishcke thanked Mr. Ratto for his service to the CAC.

Mr. Loranger said the cable company is installing cable boxes near bus stops and people are sitting on them.

Mr. Gomez said there have been military base closures and there must be a surplus of bus benches or shelters and wondered if staff ever considered obtaining them. He said he wanted to commend Operator 1006, on bus 502 at 5 p.m. on Thursday, February 19. The operator was very courteous and helped passengers board the bus.

Chair Pye said she has noticed an old SamTrans bench on Arroyo Avenue.

LIAISON REPORTS

a. SamTrans Board – Margaret Pye

- Presentation on Caltrain.
- Revenues are over budget.
- Thirty-year safe driver award presented to Jaime Moran.
- The theme for this year's Art Takes a Bus Ride is "Future of SamTrans."

b. SamTrans Accessibility Advisory Committee – Judy McKie – no meeting

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

d. Peninsula Corridor Joint Powers Board – Bill Lock – unable to attend meeting.

- e. Peninsula Corridor Joint Powers Board CAC** - vacant
- f. Senior Mobility Action Plan** - vacant

NEXT MEETING:

The next meeting will be held March 25, 2015, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:54 p.m.