



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

October 28, 2015 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for September 30, 2015
5. Presentation – Customer Complaint Process - Rona Rios
6. Report of the Chair – John Baker
7. SamTrans Staff Update – Chester Patton
8. CAC Member Comments/Requests
9. Liaison Reports
 - a. SamTrans Board – John Baker
 - b. SamTrans Accessibility Advisory Committee – Judy McKie
 - c. Caltrain Accessibility Advisory Committee – vacant
 - 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, December 2, 2015 at 6:30 p.m.,
1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
11. Adjournment

CAC MEMBERS: J. Baker (Chair), B. Gomez, B. Hasten, K. Heatley, S. Koya, C. Laughon, B. Lock, J. Manalo, J. McKie, A. Merriman, H. Plischke

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.

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – SEPTEMBER 30, 2015**

COMMITTEE MEMBERS PRESENT: J. Baker (Chair), B. Gomez, B. Hasten, S. Koya, C. Laughon, B. Lock, J. Manalo, A. Merriman, H. Plischke

COMMITTEE MEMBERS ABSENT: K. Heatley, P. Loranger, J. McKie

SAMTRANS STAFF PRESENT: S. El-Khatib, M. Eshleman, D. Esse, R. Haskin, A. John, N. McKenna, C. Patton, A. Rivas, E. Rivas, A. Sayong (MV Transportation), B. Tietjen

Chester Patton, Director, Bus Transportation, announced Margaret Pye and Kathy Gilbert have resigned from the CAC. For the interim he has asked past chair John Baker to serve as chair.

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

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES OF AUGUST 26, 2015

Motion/Second: Merriman/Koya

Ayes: Gomez, Hasten, Koya, Laughon, Lock, Manalo, Merriman, Plischke, Baker

Absent: Heatley, Loranger, McKie

PRESENTATION: PROPOSED SAMTRANS FARE ADJUSTMENTS

Rita Haskin, Executive Officer, Customer Service and Marketing reported:

- Objective:
 - Generate revenue to assist with paying for operation of the service
 - Redi-Wheels farebox recovery is 6 percent and SamTrans farebox recovery is 18 percent
 - In alignment with Board-adopted Strategic Plan
 - Increase efficiency as mandated by the Metropolitan Transportation Commission Transit Sustainability Project
- Fare History:
 - Last SamTrans fare increase was 2010
 - Last Redi-Wheels fare increase was 2010 for full fare and 2011 for Lifeline
- Communications:
 - Public notice and onboard Take One with Safe Harbor languages
 - Onboard visual and audio messages in English and Spanish
 - Web button and information
 - Community-based organizations
 - Social media
 - Message to stakeholders

- Presentation to Paratransit Coordinating Council
 - Four public meetings
- Ways to comment:
 - E-mail
 - Mail
 - Phone
 - At the public meetings
 - Public hearing on October 7
- Paratransit proposal is a \$0.50 increase in 2016 and 2019
- Fixed-route proposal:
 - Eliminate the express fare and out of San Francisco fare, move youth to same fare category as senior and eligible
 - Fare would increase \$0.25 in 2016, but if customer uses Clipper the increase would be \$0.05
 - There is no increase if senior and disabled customers move to Clipper
 - Youth age is being expanded from 17 to 18 years
 - Two free children with a fare-paying adult, increased from one
- Way2Go Pass would increase in 2019 from \$125 a person to \$130 a person, with a minimum participation rate of \$13,000
- Next steps:
 - Review and consider all comments submitted
 - Provide final proposal to Board in November for action

Sonny Koya said he is very satisfied with all the marketing to get the word out on the changes. He said he attended the public hearing in South San Francisco and there was only one other attendee and if people did not attend or send in comments they have no right to speak. Mr. Koya asked about the fare out of San Francisco. Ms. Haskin said it would be a local fare starting January 10.

Juslyn Manalo asked if there was any outreach to cities. Ms. Haskin said cities are on the news release mailing list, which included the dates and locations of the meetings. Some cities put it on their city websites.

Ms. Manalo said she likes the incentives for people using Clipper and allowing two free children with a fare paying adult.

Charlotte Laughon asked if staff is speaking to the low-income housing community in Half Moon Bay. Ms. Haskin said staff is going to speak to them, but this is not just for low income. A company could apply for this benefit.

Ms. Laughon said she had no issues with the price increases and believe it is very reasonable.

Bill Lock asked if there is a distribution by payment chart showing cash versus Clipper versus tokens. Ms. Haskin said the triennial survey will begin next month and one question being asked is how a customer paid.

Mr. Lock is concerned passengers won't have the income to pay the fare increase. He said tokens seem just as efficient as Clipper and asked why these fare mediums don't have the same increase. Ms. Haskin said tokens are 20 percent off the base on the cash fare and Clipper is 10 percent off the cash fare.

Annette Merriman asked how much information is getting distributed to the high schools. Ms. Haskin said information was distributed to all schools in the county.

Ms. Merriman asked if the students have anywhere on the Coast to load Clipper cards. Ms. Haskin said at Hasset Hardware on Main Street in Half Moon Bay.

Barbara Hasten said she is glad to hear Route 292 will become a local fare. She asked if the express buses can come back. Ms. Haskin said the San Mateo County Transit District has a structural deficit. The changes on express buses were based on data.

Bob Gomez said he did not hear the audio on the bus. Ms. Haskin said not all buses had the audio message.

Mr. Gomez asked if any of the fares are tax-deductible for passengers. Ms. Haskin said no.

Chair Baker said he is glad to see the discount on Clipper. He asked how 2019 was decided for an increase. Ms. Haskin said in the Strategic Plan it states fares should be increased every three years to have less impact on customers.

Chair Baker asked if the out of San Francisco fare change could become effective when the Board approves the other changes to eliminate confusion in January. He said if the fares are dropped to \$2 on Route KX ridership will increase.

REPORT OF THE CHAIR

Chair Baker thanked staff for selecting him to serve as chair for the remainder of the year. He was chair of the CAC about five years ago.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- August performance:
 - Average weekday ridership was 41,427, down 0.3 percent.
 - On-time performance was 84.3 percent, below goal of 85 percent.
 - Complaints were high at 235.
 - Miles between road calls was 25,381.
 - Tokens continue to be popular.
 - There were seven missed schedules.
- Follow-up items:
 - Bus stop sign has been replaced at Coastside Hope.
 - The vegetation has been trimmed at the Highway 1 bus stop by the hostel in Montara.

- Staff has asked the Bay Area Rapid Transit (BART) to clean the benches at San Bruno BART.
- Staff has determined it would be unsafe to execute a U-turn at the Veterans Administration in Menlo Park.
- Five minutes has been added to the early Route ECR trip pull-out time.
- Staff inspected the bus stop at El Camino Real and Hickey Boulevard and found no deficiencies.
- Staff determined the shelter at bus stop #34077 needed repair or replacement and determined the shelters at Arroyo Drive were the old style with no lighting features.

Ms. Laughon said she received an e-mail from Supervisor Don Horsley stating the stops looked at only had one rider. Ms. Laughon would like these clarified. Mr. Patton said there is a report with the numbers in it and he will have it sent to Supervisor Horsley's office.

Mr. Koya asked what constitutes a complaint. Mr. Patton said service issues, operator rudeness, pass ups, late or early buses.

- Mr. Patton said Route 294 received weekend service with the SamTrans Service Plan. Service will be doubled for the Half Moon Bay Pumpkin Festival.

Ms. Laughon asked if the Coastside meetings can be combined with the Connect the Coastside meetings. Mr. Patton said he will pass this idea along to Public Affairs staff.

CAC MEMBER COMMENTS/REQUESTS

Mr. Koya said at the last meeting he had requested a bus shelter be moved on Bayshore Boulevard. He spoke with Karambir Cheema, Superintendent, Bus Transportation, and it has been decided to defer this move because of the elimination of the San Francisco surcharge.

Mr. Koya said when there are events in San Francisco that affect Route 292 there is usually an announcement on the buses. He said the event name shouldn't be announced as this is providing free advertising. Mr. Koya said MV Transportation has addressed the issue of buses being on time especially with the Giants games. He said cell phone usage has gone down, but eating on the buses has increased and wondered if operators can play the announcement about eating on the buses.

Mr. Lock said he took Routes 110, 112 and 120. The FogFest link to SamTrans stated to take Route 118, but that route doesn't run on the weekends.

Mr. Gomez said there will be two parades the weekend of October 2 and 3 in East Palo Alto that may cause increased traffic in the area.

Chair Baker asked if there has been any thought of adding a second Clipper reader so people could board in the back door. Mr. Patton said it is an idea that could be explored.

LIAISON REPORTS

- a. SamTrans Board** – no report
- b. SamTrans Accessibility Advisory Committee – Judy McKie** - absent
- c. Caltrain Accessibility Advisory Committee - Peter Loranger** - absent
- d. Peninsula Corridor Joint Powers Board (JPB) – Bill Lock**
 - Effort underway for Plan Bay Area 2040
 - Discussion on funding for electrification
 - Caltrain is going to have a fare increase and the proposal is 7 percent
- e. Peninsula Corridor Joint Powers Board CAC** – Vacant
- f. Senior Mobility Action Plan** – Vacant

NEXT MEETING:

The next meeting will be held October 28, 2015 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:49 p.m.