

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – JULY 6, 2011**

**COMMITTEE MEMBERS PRESENT:** A. Chow, L. Chow, T. Collette, D. Cruz, S. Curry, M. Hall, S. Koya, K. Nobles, S. Price, P. Ratto (Chair), D. Wilcox

**COMMITTEE MEMBERS ABSENT:** P. Loranger, J. McKie

**SAMTRANS STAFF PRESENT:** L. Dong, J. Johnson, P. Lee, N. McKenna, C. Patton

Chair Peter Ratto called the meeting to order at 6:30 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

Chair Ratto said on page three, fifth paragraph, the bus stop location should be San Mateo Drive and Second Avenue and this change also applies to the second to last paragraph on the same page.

The Committee (Nobles/Hall) approved the minutes of June 1, 2011; (Nobles abstained).

**PRESENTATION: SAMTRANS SERVICE PLAN – PUBLIC PARTICIPATION PROCESS**

Capital Project and Environmental Planning Consultant Lauren Dong made the following points:

- The Board received this presentation at their June 8 meeting.
- The SamTrans Service Plan (SSP) is a key initiative identified in the SamTrans Strategic Plan and is an in-depth study of the fixed-route bus system.
- The SSP is a local process that will help with the Transit Sustainability Plan, which is being done at the regional level by the Metropolitan Transportation Commission.
- Beginning this month, staff will be holding open houses to gather input from the public.
- The guiding principles provide context for SSP data analysis, focuses public involvement and will become a set of criteria for decision making.
- There are five themes for the guiding principles.
- The service theme looks at how service is delivered to customers.
- The customer focus theme looks at what the customer is experiencing.
- The service market theme looks at whom and where services are delivered.
- The financial stability theme looks at how the service is funded.
- Integrated planning looks at how the service influences, coordinates and responds to land use decisions.
- Next steps include reviewing data analysis through the summer. The service alternatives will be developed in September and more stakeholder outreach will happen in September. The draft SSP will be presented to the Board and CAC in December with Board adoption in February.

Sonny Koya asked what staff will be doing in September. Ms. Dong said staff anticipates to have some service alternatives and what potential service will look like out on the street. She said staff will take these options to the public and take comments.

Mr. Koya asked if the SSP is looking at service cuts. Ms. Dong said no it is looking at the entire system and what the public wants.

Andy Chow asked when the data for the bus route performance will be available for public review. Ms Dong said staff won't have it completed until the end of summer. Mr. Chow asked if staff reached out to the individual cities. Ms. Dong said staff has met with city managers. Mr. Chow asked about outreach to schools. Ms. Dong said staff sent a survey to the schools, but most are on break and hope to get their comments in September. Mr. Chow said he likes integrated planning and SamTrans should have a transit design manual.

Saundra Curry asked if there is a website for the SSP. Ms. Dong said there is a project website, email address and a phone message line. Ms. Curry asked if this information is going to be on the buses. Ms. Dong said there is a Take One about the open houses on the buses, the scrolling message board on the buses advertises the open houses, and staff will be tweeting and posting on Facebook.

Sondra Price said there needs to be integration between the SSP and the Grand Boulevard Initiative. She asked if bus rapid transit will be included in this process and recommendation and will the open houses provide specific details. Ms. Dong said staff is just gathering information from the public in the first series of open houses, but will provide more specific information at the September open houses. Ms. Price asked if small businesses along El Camino Real are being targeted as well as the local chambers. Ms. Dong said staff is outreaching to the chambers of each city.

Lisa Chow suggested that an ad card be put on the buses so riders know about the project and open houses. Ms. Chow asked what kind of data staff is collecting and looking for. Ms. Dong said route-by-route data is being collected so staff can generate ridership information and cost per revenue hour. Ms. Dong said after staff looks at the data collected at the July open houses they will have a better understanding of what questions they will ask in September.

Mr. Koya said he hopes the project is publicized so people are prepared to give input at the open houses.

Kim Nobles said when questions are developed for the outreach she hopes staff considers the future increased demand for senior riders.

Tom Collette asked if there will be translators available at the open houses. Ms. Dong said there will be Spanish, Chinese and Tagalog translators.

Ms. Price asked if there was any thought on where the open houses are being held and how far they are from public transportation. Ms. Dong said the locations were chosen by available transit options.

## **REPORT OF THE CHAIR**

Chair Ratto reported:

- Distributed an article that appeared in the *New York Times* on a rapid transit line study being conducted in Los Angeles.
- Thursday, June 16 was “Dump the Pump Day” and SamTrans held an open house at the North Base Maintenance Facility in South San Francisco. He gave kudos to staff for a great event.
- A member of the public approached him after the Caltrain fatality in Burlingame and was very complimentary of the bus bridge that SamTrans set up for passengers.

## **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton introduced Manager of Bus Contracts Paul Lee, MV Transportation Vice President John Murphy and MV Transportation General Manager Tim Dumandan. Mr. Patton said they are here tonight to listen to comments on Routes KX and 292.

Mr. Patton reported:

- Changes have been made recently on the quality of the service for Routes 292 and KX from the comments received from the CAC. An announcement is now played at the airport that an extra fare is required to travel to San Francisco.
- May ridership is up 4.2 percent and on-time performance is over 85 percent.
- The old signs, with the phone number 1-800-660-4BUS, are no longer being used.
- The Route 292 bus snipe at Bayshore and Arleta has been replaced.
- Staff contacted the Woodlake Shopping Center regarding the sprinklers spraying passengers and they will correct the problem.
- Several Route KX and 390 trips are under review for better spacing in the December runbook.
- The marketing department is aware of the fading red ink on the system maps and will be looking at correcting this issue in the future.
- An “I Make a Difference” award was presented to MV bus operator Ford as a result of Mr. Koya’s recommendation.

## **CAC MEMBER COMMENTS/REQUESTS**

Ms. Chow congratulated staff on the on-time performance. She said buses used for Route KX show the fare is \$4 and this is a bit of false advertising because the fare for Route KX is \$5. She said notice of schedule changes should be posted at the stops affected by the change. Ms. Chow said she has noticed an improvement on Route KX at the airport.

Ms. Curry asked about training of the contractor drivers and their use of the brakes.

Mr. Chow said Route 342 was cut in Millbrae a few years ago and Millbrae was not happy. The city got some grant funding to implement a shuttle. The problem is there is no way to get a schedule for the shuttle. He said there should be more coordination between the cities and SamTrans on the various city shuttles that are operated and more marketing should be done.

Mr. Cruz said he takes Route 251 daily and the bus stop at Saratoga and Hillsdale on the north side by the carwash has no bench.

Mr. Koya said there has been improvement in service on Routes 292 and KX. The routes have been very timely lately. He would like the recording on aggressive cell phone usage played more often. Mr. Koya said there are still isolated cases of people eating food on the bus. He likes the new fareboxes, but the alarm that goes off when more than one bill is inserted is very loud.

Ms. Nobles said the new fareboxes and the noise they make when there is passenger error is a learning curve for both the passenger and the driver. She said the southbound bus stop at Veterans and Maple in Redwood City has a sign facing the wrong way. Ms. Nobles said she is riding less during peak hours because of crowding with the use of the smaller buses and will wait for the next bus to be more comfortable. She said the new bus seating is very cramped.

Ms. Curry said the individual seats on the new buses feel much smaller than the bench seats on other buses.

Mr. Wilcox said he was on a very full bus and a wheelchair passenger was unable to get on the bus. Mr. Patton said the Americans with Disabilities Act policy grants equal treatment to all passengers, but the operator can not displace people off the bus to accommodate a wheelchair.

Mr. Koya encourages SamTrans to look at the design of the existing buses and ask the riding public for their input the next time new buses are ordered.

Ms. Chow said the farebox buzzer is too loud.

## **LIAISON REPORTS**

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

- A proclamation was passed for "Dump the Pump Day."
- A presentation was given on paratransit service.
- Ridership in April on all modes was up 5.2 percent.
- Fiscal Year 2012 Operating and Capital Budgets were approved.
- A public hearing was called for September 14 for the introduction of a Day Pass.

### **b. SamTrans Accessibility Advisory Committee - Tom Collette - meeting on July 21.**

### **c. Caltrain Accessibility Advisory Committee - Peter Loranger – absent.**

### **d. Peninsula Corridor Joint Powers Board – vacant.**

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

### **f. Senior Mobility Action Plan - David Wilcox – no meeting.**

Ms. Curry and Ms. Nobles thanked the CAC for the get-well cards.

## **NEXT MEETING:**

The next meeting will be held September 7, 2011, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Meeting adjourned at 7:58 p.m.