

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – DECEMBER 7, 2011**

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

**COMMITTEE MEMBERS ABSENT:** D. Cruz

**SAMTRANS STAFF PRESENT:** J. Johnson, N. McKenna, E. Proctor, M. Stevenson

Chair Peter Ratto called the meeting to order at 6:32 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

Board Chair Karyl Matsumoto wished the CAC Happy Holidays and thanked them for all their work. She encouraged all members to attend a SamTrans Service Plan (SSP) community meeting and provide input.

**APPROVAL OF THE MINUTES**

The Committee (Koya/McKie) approved the minutes of November 2, 2011.

**PRESENTATION: SHUTTLES**

Associate Operations Contract Administrator-Shuttles Mike Stevenson reported:

- Caltrain operates 31 routes in three counties serving 19 stations.
- There are eight BART routes serving six stations.
- Some of the business partners are Genentech, Stanford University and Oracle.
- Public partners are the Bay Area Air Quality Management District (BAAQMD), City/County Association of Governments (C/CAG), the Peninsula Corridor Joint Powers Board (JPB) the Peninsula Traffic Congestion Relief Alliance (Alliance) and the San Mateo County Transportation Authority (TA).
- Transportation for Clean Air (TFCA) funding is the \$4 surcharge on motor vehicles registered in the Bay Area and generates about \$22 million a year.
- The SamTrans shuttle budget is approximately \$2.2 million, the TA shuttle budget is \$1.4 million and the JPB shuttle budget is \$3 million for an approximate shuttle budget for Fiscal Year 2012 of \$6.3 million.
- Average weekday ridership on the BART shuttles is approximately 1,700 and on Caltrain is almost 7,000.
- The Caltrain shuttle ridership is up 29 percent from last year at this time.

Sondra Price left at 6:45 p.m.

- There were 1.5 million Caltrain shuttle trips with a total of 3.3 million shuttle passenger miles.

- Shuttle operators are prepared to respond to unplanned situations, adjusting schedules, bus bridging and supporting various Caltrain emergency operations.
- The current shuttle operator contract expires September 30, 2012.
- Marguerite shuttle update:
  - This is a free shuttle operated by Stanford.
  - In FY2011 there were 615,384 riders.
  - There are 15 routes with 186 stops.
  - The budget for the service is \$5 million and JPB's share is \$103,000.

Peter Loranger asked if the Alliance shuttles are a different shuttle system. Mr. Stevenson said no they are not a different system, but the Alliance manages services for cities and employers.

Tom Collette said he works at the airport information booth and a student needed to get to Stanford and the booth has no Marguerite shuttle timetables. He asked if the shuttles are accessible. Mr. Stevenson said to be funded they need to be accessible.

Lisa Chow asked how staff engages employers to get these shuttles. Mr. Stevenson said staff is limited because of staffing and funds to operate shuttles.

Andy Chow asked what shuttles are administered by Caltrain/SamTrans and the Alliance. Mr. Stevenson said the Alliance is a separate entity and operates at the request of their member cities. San Mateo has three shuttles between the TA and JPB programs and as a member of the Alliance. SamTrans currently subsidizes and administers the grant for the BART shuttles but does not operate them. The JPB budget can utilize services and funds outside of the county and TA budget is strictly for shuttles in San Mateo County using Measure A funding.

Mr. Chow asked if in the future the entire county will be looked at on how shuttles are administered. Mr. Stevenson said the funding sources are an in-house process and people only care about when their shuttle will be there. In terms of coordination there has been a meeting with a variety of stakeholders on shuttles best practices and what role should SamTrans play. Shuttles listed on SamTrans website are linked with 511.org, but private employer shuttles are not listed.

Sonny Koya asked if a shuttle bus has a SamTrans logo is he able to ride it. Mr. Stevenson said yes all shuttles are open to the public. There are a few Alliance shuttles where a monthly pass is required to ride.

Mr. Chow said SamTrans provides a lot of fixed-route bus service and what would stop them from rerouting to take over shuttles. Mr. Stevenson said shuttles will not compete with existing bus service.

## **REPORT OF THE CHAIR**

Chair Ratto reported:

- Appointed Mr. Koya, David Wilcox and Kim Nobles to the nominating committee for 2012 chair and vice chair.
- Attended the November 17 SSP workshop meeting and there were only six attendees. Thought the interactive tool to participate was a great idea.

### **SAMTRANS STAFF UPDATE**

Manager of Training Jeff Johnson reported:

- SamTrans will be discontinuing monthly paper passes on January 1, 2012 and passengers must use Clipper except for Adults Eligible Discount Pass and Residential R Pass.
- A new runbook goes into effect on December 18.
- Twelve new bus operators will graduate on December 16.
- September performance:
  - Average weekday ridership was 47,500 down 4.5 percent.
  - Farebox revenue was \$1.5 million up 11 percent.
  - On-time performance was 78 percent down from the standard of 85 percent.
  - Miles between service calls was 28,343 which is above the standard of 20,000.

Mr. Koya said there has been confusion about the elimination of the monthly passes among passengers and will tokens still be accepted. Mr. Johnson said there is no change to token usage, but tokens can not be used for the purchase of a day pass.

Sandra Curry said she hasn't used a Clipper card yet, but what is the process if someone has a problem with their card. Mr. Johnson said if a passenger has a problem with their card they need to contact Cubic and their phone number is on the back of the Clipper card.

Mr. Koya said a passenger purchased a Clipper card and the fare media wasn't immediately loaded. Mr. Johnson said if media is purchased online it takes several days for the media to be loaded versus going directly to Walgreen's or here at the District where once the media is loaded it is available.

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

Ms. Nobles said she was on Route 390 today and the scroll bar on the bus had the information about the upcoming SSP meeting in South San Francisco in Spanish. She thanked staff for doing this.

Mr. Chow said he is concerned about the transition to Clipper and customer complaints and would like to receive an update at a future meeting.

Ms. Curry said there is a driver, Randy, on Route KX, who is excellent on the brakes. There was a problem with the northbound Route KX the week prior to Thanksgiving not showing up at 5:33 p.m. at the Palo Alto Caltrain Station. She thanked staff for their work in getting the problem fixed at the bus stop by Wendy's in Redwood City.

Mr. Koya said the Route 292 has improved tremendously and wanted to thank MV Transportation staff for this improvement. He said the bus shelter at Old County Road in Brisbane has tree roots growing underneath the floor of the shelter. He said he is not sure who is in charge of the commuter parking lot on Old County Road in Brisbane, but homeless are parking there. He said if he could get a contact number he will follow-up with the correct party on this issue.

Judy McKie said the bus sign on El Camino and Oak Grove going south missing. Superintendent Bus Transportation Ed Proctor said the sign was removed for construction and will be put back.

## **LIAISON REPORTS**

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

- The same presentation on shuttles that the CAC received tonight was given.
- SamTrans has raised over \$425,000 since participating in the American Heart Association Heart Walk and was the number one fundraiser company in San Mateo County this year.
- Chair Matsumoto gave a compliment on the CAC and their service.
- November meeting was adjourned in memory of CAC member Wayne Kingsford-Smith.

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

- Met on November 17 and there was a lot of discussion on new member recruitment.
- The SamTrans CAC has a vote on this committee.
- There was a discussion on changes in wheelchairs with the Americans with Disability Act and being able to handle them on the buses.
- Next meeting will be January 19, 2012.

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

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

### **e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee - Andy Chow**

- Received a shuttle presentation.

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

## **NEXT MEETING:**

The next meeting will be held January 4, 2012, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 7:40 p.m.