

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

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

COMMITTEE MEMBERS PRESENT: A. Chow, L. Chow, D. Cruz, S. Curry, S. Koya, J. McKie, K. Nobles, S. Price, P. Ratto (Chair), D. Wilcox

COMMITTEE MEMBERS ABSENT: T. Collette, M. Hall, P. Loranger

SAMTRANS STAFF PRESENT: K. Cheema, M. Espinosa, R. Haskin, N. McKenna, C. Patton, E. Proctor

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

The Committee (Wilcox/Nobles) approved the minutes of July 6, 2011.

PRESENTATION: SAMTRANS SERVICE PLAN (SSP) – SUMMARY OF PUBLIC OUTREACH

Manager of Planning and Research Marisa Espinosa made the following points:

- A series of open houses were held in July and significant data analysis was done during the summer.
- Public outreach activities included five open houses in Burlingame, Half Moon Bay, Redwood City, Daly City and San Carlos; three senior center lunchtime events at North Fair Oaks Senior Center in Redwood City, Doelger Senior City in Daly City and Onetta Harris Senior Center in Menlo Park; and SamTrans staff events here at Central in San Carlos and at North Base in South San Francisco.
- Key information learned from the outreach included travel markets in San Mateo County and patron travel behaviors such as trip types and purposes and demographic characteristics.
- Initial findings show many regular riders ride three or more times a week.
- Topics of interest include retaining specific service routes, increasing service hours on evenings and weekends, introduce new express or Bus Rapid Transit type services and improve bus schedules, destinations and frequency.
- Additional outreach activities included a dedicated SSP phone line, website and email; fixed-route bus variable message signs; take-ones on the bus; community newsletters and email blasts; school district survey; news release; and multi-lingual information and translation services at the open houses.
- Key findings include San Mateo County is made up of unique neighborhoods and communities with varying travel needs. SamTrans must find the right balance to serve these diverse markets.

- The five market types include El Camino Real corridor and Caltrain, communities that have mixed use, auto-oriented centers, suburban and coastside rural.
- Next steps include refining the data analysis, criteria development, develop preliminary service alternatives, conduct second phase of public outreach in November, draft the SSP and develop the final SSP for adoption

Andy Chow asked how much data will be available before the Board workshop at the end of September. Ms. Espinosa said staff is working to finalize a report that can be uploaded to the website.

Saundra Curry congratulated staff on a great job on the outreach and workshops and asked what worked well with getting the word out. Ms. Espinosa said staff received a lot of comments at the lunchtime events and the coastside event was well attended.

Sondra Price asked if there were any surprises from the meetings. Ms. Espinosa said at the Half Moon Bay meeting there was a large contingent of Mandarin speaking seniors who use Route 294 and they provided enlightening information on their travel needs.

Lisa Chow asked how all the comments were captured at the events. Ms. Espinosa said there were three layers for the open houses including a formal survey, open forum for question and answer session and finally comment cards were provided for input.

Ms. Chow asked how many people attended. Ms. Espinosa said about 60 people attended the open houses and approximately 80 comments received from the senior center events.

Chair Ratto asked when the meetings were scheduled. Ms. Espinosa said three were in the evening and all the senior center meetings were during the day. Staff is looking into the possibility of holding a weekend meeting when the November meetings are scheduled.

PRESENTATION: PROPOSED DAY PASS AND OTHER CODIFIED TARIFF CHANGES

Executive Officer Customer Service and Marketing Rita Haskin made the following points:

- Clipper is a regional fare payment card used throughout the area. December will be the last month paper SamTrans passes will be available.
- The new fareboxes are programmed to issue Day Passes. They will be available for local adult, youth and eligible discount and will be valid for unlimited rides from time of issue to 2 a.m. the next day. The pass will be priced at three times the one-way fare.
- Other proposed changes to the Codified Tariff include one-year expiration for change cards, elimination of the transit pass for spouses of Citizens Advisory Committee members and clarify ways to pay fare upgrades.
- A total of four attendees participated in the four community meetings held in East Palo Alto, Half Moon Bay, South San Francisco and San Carlos.
- A public hearing will be held on September 14. The Board will take action on the changes at the October 12 Board meeting with implementation on January 1, 2012.

David Wilcox asked why the CAC spouse passes are being taken away. Ms. Haskin said it is public perception and it is something that is not being used on a frequent basis.

Ms. Chow said she does not use the benefit of a spouse card, but the CAC are volunteers and feels very strongly it is a form of goodwill and feedback can be provided.

Kim Nobles said she sees the pass as part of her volunteer work for SamTrans and it allows her to interact differently with passengers.

Ms. Curry asked about the Clipper card transferring from SamTrans to Santa Clara Valley Transportation Authority (VTA) and does it work in the reverse direction too. Ms. Haskin said currently if a passenger lives in Menlo Park they can take Route 390 to Palo Alto and transfer to VTA and go south for free. Coming back when the passenger boards any VTA bus in Palo Alto and transfers to SamTrans to go north it will not work because the passenger needs to tag on the home system.

Mr. Chow said he is disappointed the SamTrans and VTA transfer arrangement is being changed. He is concerned about the elimination of the discounted Muni sticker. Mr. Chow said the BART Plus ticket needs to be resolved and shouldn't be eliminated. Ms. Haskin the BART Plus ticket was designed for passengers to go from BART to the bus and the Clipper card does that now.

Daniel Cruz said the day pass is a great program for passengers.

Sonny Koya said he has an issue with the change card expiring in one year. It should either not expire or the expiration date should be on the card. He said the \$3 cost for the Clipper card is wrong. There should be no cost to the passenger and the cost should be offset by the savings from not printing paper monthly tickets anymore.

Judy McKie said she has spoken to several seniors who are asking where they can obtain Clipper cards. People are not happy that they have to come to the San Carlos office instead of getting them at Walgreens. Ms. Haskin said an application has to be completed and the passenger identification needs to be looked at and age verified and Walgreens doesn't have the time or staff to do that. Staff is able to issue a senior card once their age is verified, but youth cards have to go through the Clipper offices so the date of birth can be coded. She said staff is going to a lot of senior centers where applications can be accepted and cards issued.

Chair Ratto said the day pass idea is great.

REPORT OF THE CHAIR

Chair Ratto reported:

- Ed Reiskin was appointed Executive Director of San Francisco Municipal Transportation Authority.
- Muni had a fatality with a deadhead bus on a non-approved route and asked what SamTrans policy on deadhead buses and routes is.

Director of Bus Transportation Chester Patton said the deadhead routes are defined but there are standby buses and in those cases the driver is expected to use good judgment. The bus driver is solely responsible for the safe operation of the bus.

SAMTRANS STAFF UPDATE

Ms. Haskin reported that staff will be doing a promotion to get more people on Routes 390 and 391 between Redwood City and Daly City. Staff will be doing a direct mail piece to residences one-quarter mile from El Camino Real. Belmont and San Carlos residents will not be part of the promotion due to limited project funds and the low density along El Camino Real. A joint Route 390 and 391 timetable will be produced for the promotion.

Mr. Patton reported:

- On Sunday, September 11, SamTrans will be participating in a National Moment of Remembrance. At 10 a.m. buses will pull over to a safe location and observe a one minute moment of silence.
- Ridership for July is almost identical to the previous year; complaints are down and miles between road calls remain high at 24,134.
- A total of 61 trips were lost for the Fiscal Year 2011 out of 500,000 schedules operated in the year.

Ms Curry asked about Routes KX and 390 schedules being so close. Mr. Patton said the scheduling department is looking at these schedules and the on-time performance.

CAC MEMBER COMMENTS/REQUESTS

Mr. Wilcox said he was happy to see a bench at Brittan and San Carlos avenues and now it is gone. He said the bench was moved from Arroyo Avenue and El Camino Real and moved up the street away from the bus stop.

Ms. Chow said she has noticed a lot of delay and stress among the passengers with the new fareboxes. Mr. Patton said staff is aware of the farebox issue and it seems to be improving.

Mr. Wilcox said the main problem with the fareboxes is people are trying to insert crumpled dollar bills.

Ms. Price said approximately three weeks ago, on Route 390, there was a person in a wheelchair on the bus and driver 476 was so kind and courteous to the passenger. Two more stops another wheelchair passenger boarded and again was so kind and courteous.

Ms. Nobles said between August 15 and September 7 she rode 15 times and not one bus had comment cards on them. She tried to put some on, but they didn't fit in the rack.

Ms. Curry asked the best way to get something done with the bus operators and their inability to gently apply the brakes. On the corner of Oak and El Camino Real in Redwood City there is an old bus bench in front of Wendy's with newspaper stands and the spacing is very limited and every morning the bench is soaking wet. Mr. Patton said staff will contact Wendy's or their corporate management to see if this situation can be rectify. He said if a bus number or time can be provided then additional training can be provided to the driver on applying the brakes.

Mr. Chow commended staff for the bus destination signs reflecting more information.

Daniel Cruz said Route 250 has lack of stops on Bayshore Boulevard. A customer tried to board Route 294 at Hillsdale after waiting an hour and was not allowed on because it was a drop off point only.

Ms. Curry left at 8:17 p.m.

Mr. Koya said Route 292 is affected by the heavy morning traffic at the top of Bayshore Boulevard at the Highway 101 overpass. He said the Muni Light Rail Vehicles that use the corridor are able to trip the lights in their favor which causes delays and would it be possible for SamTrans to also have that ability. Mr. Koya said southbound Route 292 experiences frequent delays from the Transbay Terminal in the evening but the issue seems to be the buses are getting to the terminal late. When the normal driver is there he is always on time but when it is operated by someone else it is always late. Route KX passengers are complaining that buses are still late. At the airport the Route KX driver checks everyone's Clipper cards and passes. Route 292 comments he has heard include being on-time, do not cut back anymore services and collect fares from evaders. There has been a decrease in cell phone usage, but more people are eating and drinking on the buses. SamTrans is still the best deal in the Bay Area.

Mr. Patton said the people that have not paid the fare to go to the city must depart the bus at the airport and pay the fare to go into the city.

Ms. McKie said she saw a driver texting while stopped. Mr. Patton said there is video on the buses and severe infraction.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- Board took the August meeting off.
- At the July meeting Redwood City Councilmember Jeff Gee was sworn in.
- Presentation on Caltrain was given.
- Board recognized employees with 35 years of service.

b. SamTrans Accessibility Advisory Committee - Tom Collette - absent.

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.

NEXT MEETING:

The next meeting will be held October 5, 2011, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Meeting adjourned at 8:30 p.m.