

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – APRIL 4, 2012**

**COMMITTEE MEMBERS PRESENT:** A. Chow, L. Chow, T. Collette, D. Cruz, S. Curry, M. Hall, S. Koya, J. McKie, K. Nobles, S. Price

**COMMITTEE MEMBERS ABSENT:** P. Loranger, P. Ratto (Chair), D. Wilcox

**SAMTRANS STAFF PRESENT:** S. El-Khatib, E. Harris, A. Hughes, P. Lee, N. McKenna, C. Patton, E. Proctor, T. Dumandan (MV Transportation)

Vice Chair Sondra Price 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 (Collette/Koya) approved the minutes of March 7, 2012; (Nobles and McKie abstained).

**PRESENTATION – UPDATE ON SAMTRANS SERVICE PLAN**

Executive Officer Planning & Development Aidan Hughes reported:

- The Board held a special meeting in September 2011 and since that time there has been ongoing meetings with the Advisory Committee of the Board.
- A preliminary Draft Plan was developed from these meetings and outreach was held in late fall and winter of 2011.
- Features of the Draft Plan include:
  - Improve services along El Camino Real.
  - Enhance bus network in core markets.
  - Streamline services.
  - Modify or discontinue some services.
  - Modify San Francisco services.
  - Opportunity for alternative service options.
- After developing the Draft Plan it had to be tested by asking:
  - Does it satisfy the Guiding Principles?
  - Does it provide a sustainable platform for growth?
  - Can it be delivered within our current resources and current financial context?
- The five Guiding Principles are service, customer focus, service markets, financial stability and coordinated planning.
- The platform for growth established a pathway for future investment and achieves a broader vision to build ridership and increase revenue, introduce Bus Rapid Transit, expand service and establish a framework for continuous expansion and improvement.

- Project considerations include the District's financial constraints/challenges and balance between investing in service against the cost of meeting the District's regulatory obligations and commitment to the broader transit needs of the community.
- The proposed approach is cost neutral as a first step that meets the spirit of the Guiding Principles, provides platform for growth and delivers within current resources.
- The outcomes of this approach are:
  - Create a more efficient system while still providing opportunities for investment.
  - Provide a platform for growth towards a long-term sustainable future.
  - Recognize the reality of the structural deficit.
  - Position the District to be more nimble in responding to changing circumstances.

Sonny Koya said he is concerned with modifying and discontinuation of service. Mr. Hughes said metrics for farebox and ridership is used for analyzing service, but each route was looked at and also the system as a whole. There are some services that can be modified to make them more efficient and there are some very poor performers and the discontinuing of those services would not impact the broader service. There will also be routes with increased headways and new coverage.

Mr. Koya would like to see staff modify service before service is cut. Mr. Hughes said modification will be first before elimination.

Daniel Cruz asked when the list of routes under consideration will be available. Mr. Hughes said June.

Andy Chow said even if nothing is done, the cost is going to increase to run the service. The easiest way to reduce costs is to cut service. Two efficiencies angles are to focus on productive service and also the unproductive service. Mr. Hughes said staff is trying to focus on productive routes and cutting the non-productive ones. Staff is balancing between providing an efficient service that will increase ridership versus community needs. A route-by-route analysis is being done and we ultimately want a service that will increase ridership.

Mr. Chow said the Metropolitan Transportation Commission's (MTC) Sustainable Transit Project didn't question the hourly driver's salary, but questioned the amount of overtime. Mr. Hughes said this study won't be looking at the cost of labor and the potential for changes in labor agreements. This is about service, passengers, coverage and cost to provide the service.

Mr. Koya asked if there will be public input before a decision is made. Mr. Hughes said the next process will be to give the public some of the details so they can comment. Part of the outreach will also include a presentation to city councils.

Sondra Price asked about the guiding principles, the coordinated planning and the customer focus. Implicit in all of this is the service is a public benefit and as we look at other agencies is staff thinking more intermodal collaboration in terms of the route adjustments and how it might impact passengers, particularly those who travel the east/west direction? Mr. Hughes said staff is trying to look at this Plan holistically and our role as a mobility manager and the demands of the community. Staff has a commitment to coordinate SamTrans service with other services like Caltrain, BART, Santa Clara Valley Transportation Authority and the countywide shuttle system.

## **REPORT OF THE CHAIR**

No report

## **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton reported on February performance:

- Average weekday ridership is 42,620, down 3 percent.
- On-time performance is over standard of 85 percent.
- Miles between road calls was 25,000.
- Tokens are still a popular fare media.
- There were only four missed schedules in the month.

Mr. Patton said last month a member asked about the Route KX schedule and requested an update on the recent changes. Manager, Operations Planning Eric Harris said staff looked into the request on Route KX and wanted to provide some background on why the change was made. Route KX was having bad on-time performance issues and staff updated the running times and rewrote the schedules that went to effect in late December. The changes have improved the on-time performance.

Mr. Koya said he works in San Francisco at City Hall and several riders from Foster City have told him the Route KX has been quite late in the morning. On-time performance in the morning is very important. Mr. Harris said the service is more reliable, but with the schedule change it arrives later.

Lisa Chow said we need to provide a service that people will use and be on-time otherwise people may change their commute options and even move over to Caltrain.

Mr. Chow asked how much discretion an operator has to change their route to avoid traffic. Mr. Patton said operators have discretion to reroute if there is an apparent blockage. They also have a two-way radio on board to communicate to radio control. Operators are allowed to detour if there is an apparent blockage or directed to by police.

Sandra Curry said she is concerned about the evening departure of Route KX from the Palo Alto Caltrain Station. The time for departure for the Route KX is only about two minutes after Route 390. She ends up taking Route 390 because it arrives first and then the Route KX passes up her bus. Passengers don't like the two buses departing from the same place and the departure time being so close. It eliminates the option for passengers having different departure times. Mr. Harris said one of the issues with Routes KX, 390 and 391 is three different routes operating in the same corridor. Staff writes the schedules for the different points and Routes 390 and 391 schedules are written based on the arrival time at Millbrae.

Manager of Bus Contracts Paul Lee said at the last meeting, David Wilcox said he heard a complaint from people at Mills Hospital who were having late rides and miss trips from Mills Hospital. He did some research and there were no complaints for late trips, but there were some late pick-ups at this location. Staff is focusing on this area to find out what is causing the late pick-ups at this location. There were no complaints of any missed trips for this location too.

## **CAC MEMBER COMMENTS/REQUESTS**

Ms. Chow said the staggering of Routes KX/390/391 needs to be resolved.

Ms. Curry said she would like to compliment the driver on Route 390 leaving the Palo Alto Caltrain Station at 5:43 p.m. on a Monday. This driver was replacing regular driver #293. There was a wheelchair passenger who was intoxicated, very rude and didn't want to be strapped in. The driver was so professional and calm and eventually got the passenger back to where he needed to be.

Mr. Collette thanked staff for coming tonight and providing a quick response to the CAC comments/requests from last month.

Mr. Chow asked if the mandatory transition to Clipper card is why there is a decrease in ridership. Mr. Patton said he's not sure, but the new GFI farebox figures are very accurate compared to the previous method, which may have a 2 or 3% margin of error.

Mr. Cruz said the bus stop at Edgewater and Hillsdale Boulevard has seats in the shelter that are slanted down and need to be repaired. Route 250 stop at Shoreview Shopping Center on Norfolk and 3<sup>rd</sup> Avenue needs a trash can. Route 251 stop at Hillsdale and Shell Boulevard going towards Hillsdale by the recreation center has no shelter or bench. A lot of seniors use this stop and he would suggest at least a bench be installed at this location. At North Humboldt between East Poplar and Indian Street there is no shade or anything at this location for Route 250 and would recommend a shelter.

Mr. Koya thanked Mr. Harris for addressing the Route KX issues. Thanked Mr. Lee and Tim Dumandan from MV Transportation for recognizing the drivers. There has been an increase in ridership on Route 292 due to increase in cost of fuel. Route 292 is much more predictable now, buses are on time, service has improved and this makes for happy passengers. There are still some people boarding without enough fare. What is the process if there are problems on the bus with passengers who are obnoxious? Mr. Patton said to mention it to the driver and they can make an effort to maintain peace and order.

Judy McKie said she spoke to several people about the Day Pass and seniors don't seem to know anything about it. Mr. Patton said originally it was not marketed and the marketing campaign has picked up with ads on sides of buses and shelters.

## **LIAISON REPORTS**

- a. SamTrans Board - Peter Ratto - absent**
- b. SamTrans Accessibility Advisory Committee - Tom Collette – did not attend meeting.**
- c. Caltrain Accessibility Advisory Committee - Peter Loranger - absent.**
- d. Peninsula Corridor Joint Powers Board - Andy Chow**
  - Received an update on the Early Investment Plan with High Speed Rail and Memorandum of Understanding that was approved by MTC last week.
- e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee - Andy Chow- did not attend meeting.**
- f. Senior Mobility Action Plan - David Wilcox - absent.**

SamTrans CAC Meeting  
April 4, 2012

**NEXT MEETING:**

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

Adjourned at 7:55 p.m.