

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

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

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

**COMMITTEE MEMBERS ABSENT:** S. Curry, M. Hall, P. Loranger

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

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

**PUBLIC COMMENT**

None

**REPORT FROM THE NOMINATING COMMITTEE – ELECTION OF 2012 OFFICERS**

David Wilcox said the nominating committee of Kim Nobles, Sonny Koya and himself met and are nominating Peter Ratto for chair and Sondra Price for vice chair.

Ms. Nobles said Andy Chow was asked to return as vice chair but he declined.

A motion (Wilcox/Collette) to re-elect Mr. Ratto as chair for 2012 was approved unanimously.

A motion (Wilcox/Koya) to elect Ms. Price as vice chair for 2012 was approved unanimously.

**APPROVAL OF THE MINUTES**

Mr. Chow said on page 3 the second paragraph from the bottom the route should be KX.

The Committee (Nobles/Wilcox) approved the amended minutes of December 7, 2011 (Price abstained).

**PRESENTATION: UPDATE ON TRANSITION FROM PAPER MONTHLY PASSES TO CLIPPER**

Executive Officer Customer Service and Marketing Rita Haskin reported:

- Goal is to transition approximately 7,000 monthly pass customers to Clipper by January 2012.
- Outreach to customers included onboard notices, monthly passes, news releases, information on the SamTrans website and advertisements. Additional media outreach included Facebook and Twitter.

Lisa Chow arrived at 6:38

- Outreach began in early 2011.

- Outreach and venues included senior centers, schools, malls, street fairs, district headquarters, transit centers bus stops and bus rides. There were a total of 80 events.
- Onboard information included a take one in both English and Spanish, Rider's Digest newsletter, electronic message sign and an adcard.
- The information was on the September and December monthly pass.
- The Metropolitan Transportation Commission (MTC) paid for newspaper advertisements in Spanish and Chinese.
- As of last week 3,135 applications have been received and this week over 100 applications have been received.

Mr. Wilcox asked how a person obtains a disability Clipper Card. Ms. Haskin said it goes through the same process as the Regional Transit Connection (RTC) discount card.

Tom Collette asked if a person has to come to District office to get a RTC discount card. Ms. Haskin said a person can go to any transit district office and apply and then the card is mailed.

Mr. Chow asked if there has been any improvement in the retail outlets especially on the coastside. Ms. Haskin said staff stressed they wanted as many vendors as possible, especially in areas where there were paper ticket sales. One area that falls short is South San Francisco and Half Moon Bay. A business has to want to sell Clipper and one of the incentives is the merchant gets 1 percent of sales.

Mr. Chow asked if there has been an increase in people using Day Passes and the change card. Ms. Haskin said none of that data is available yet, but wouldn't anticipate an increase in use of the change card because a lot of customers don't want to part with more cash than they have.

Sonny Koya said he is glad there are more vendors besides Walgreens. He said a driver made a comment there was confusion with the Day Pass. Ms. Haskin said the Day Pass is not available yet on Clipper. The Day Pass is only available for the youth, seniors, eligible discount and adult local. If a passenger has an adult local and wants to take Route KX to San Francisco and boards at San Francisco International Airport the bus operator will go through and ask if the passengers are Clipper or paid cash because if you pay cash you will receive a Route KX receipt. The Day Pass only gives a local credit so the difference must be paid to go into San Francisco.

### **REPORT OF THE CHAIR**

Chair Ratto reported the tax exempt transit commuter benefit was cut in half and the tax exempt transit parking was increased and this may cause people to go back into their cars.

### **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton reported there are some negative metrics for November. Ridership is down 6 percent from last year, on-time performance is 78 percent and complaints are high at 236.

Ms. Price said she was waiting for a southbound Route 390 or Route 391 scheduled to arrive at 5:10 p.m. in San Carlos. At 5:45 p.m. no southbound bus had arrived so she called customer service and was asked if she wanted to report a late bus. Mr. Patton said the customer service

representative was trying to classify the complaint and doesn't rely on customers for the on-time performance.

Mr. Wilcox said he was caught in the same delay and then three buses showed up right behind each other.

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

Lisa Chow said the bus stop at Arroyo and El Camino Real is in front of a parking space.

Mr. Patton said there are many bus stops like this and the bus would double park.

Mr. Wilcox said Route 295 seems to be arriving at non-timed stops earlier.

Ms. Price said on page three of the December minutes there is a comment about homeless parked on Old County Road in Brisbane and would like clarification on this item because there is a percentage of people who sleep in their cars.

Ms. Nobles said she doesn't like the combined Route 390/391 schedule.

Mr. Wilcox said he would like to see Route 391 eliminated and have 15 minute headways for Route 390.

Chair Ratto said he likes the combined Route 390/391 scheduled and it seems very popular with riders. There seems to be a lot of bunching in service on El Camino Real especially on Saturday.

Mr. Chow said the last time he was at the top of the hill in Daly City there was work being done on the sidewalk and hopes it means better bus stop facilities. This stop for Route 391 is also used for Muni Route 14. He said he took Route 295 and a passenger was picked up needing the wheelchair ramp. The way the bus stop is the ramp got stuck because there is no real sidewalk and the ramp got stuck. This stop should be improved and be more Americans with Disabilities Act accessible.

Mr. Wilcox asked why Route 295 stops on 37<sup>th</sup> Avenue and not in front of the hospital and stop at 38<sup>th</sup> Avenue. Mr. Patton said the neighborhood did not want SamTrans on that street or Edison Avenue.

Daniel Cruz said the driver he had tonight was confused about the Day Pass. The Clipper card isn't working for people getting on in San Francisco, but works on the Peninsula. The bus stop at Saratoga and Hillsdale Boulevard has a bench, but there needs to be a garbage can.

Mr. Koya said it was his comment about the homeless people parking in Brisbane and there are no families or children, but one person in the vehicle. The reason he brought it up last month was because of safety. He rides Route 292 from Brisbane to downtown San Francisco and has noticed passengers not paying their fare and thinks the driver doesn't want to risk anything so doesn't say anything. He said one person dropped a penny and the driver said something but the passenger sat down. There are some people who board the buses that have badges other than those from SamTrans and are allowed to ride free. A few people feel that SamTrans knows which routes will be dropped even before holding the SamTrans Service Plan meetings and want SamTrans to study scenarios before eliminating Routes 390 or 391.

Judy McKie said quite a few homeless people ride the bus and stay in shelters which are not very clean. She knows the buses are kept clean but what type of sanitation is done for the buses if these homeless people are carrying lice, fleas or bed bugs. Mr. Patton said the maintenance department uses environmentally and industrially safe products to disinfect the bus and ensures there are no biological hazards.

Mr. Chow said the vinyl seats are much easier to keep clean, but the new cloth seats are not as easy.

Ms. Price would like to have a presentation from the maintenance and cleaning protocol of the buses at a future meeting.

Mr. Collette asked how often the bus shelters cleaned. Mr. Patton said they are cleaned on a regular basis.

## **LIAISON REPORTS**

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

- Received presentations on fixed-route service and transition to Clipper.
- Bus ridership is trending down.
- SamTrans Leadership Academy will graduate 11 in January and eight mechanics achieved promotions.
- Superintendent Bus Maintenance, Elliot Rivas graduated from the American Public Transportation Association's Leadership Program and Manager Programming and Monitoring, Melanie Choy is in the current class.
- All articulate coaches have been rebranded and repainted.
- Sixty-eight bus shelters have been installed.
- October ridership was down 0.4 percent.

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

- Next meeting is January 19.

### **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**

- Presentation on end of year performance.

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

## **NEXT MEETING:**

The next meeting will be held February 1, 2012, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 7:44 p.m.