

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – FEBRUARY 1, 2012**

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

**COMMITTEE MEMBERS ABSENT:** A. Chow, M. Hall

**SAMTRANS STAFF PRESENT:** D. Dumandan (MV Transportation), P. Lee, N. McKenna, J. Moeller, 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/Koya) approved the minutes of January 4, 2012.

**PRESENTATION: INTERIOR BUS MAINTENANCE CLEANING PROCESS**

Superintendent Bus Maintenance Jerie Moeller reported:

- The District has 25 utility workers who clean 290 buses every day.
- The utility worker creates and delivers a sanitary environment, both inside and outside the bus.
- Cleaning methods are broken done into nightly and weekly.
  - Nightly cleaning entails sweeping, dusting of driver's area, cleaning of farebox and emptying garbage.
  - Weekly cleaning entails mopping floors, checking ad cards and inspecting emergency hatches
- The bus is detailed in conjunction with the Preventative Maintenance Program. The bus goes through a 46 point inspection from nine items on the outside of the bus to 30 items inside the bus such as scraping gum off the floor. This averages to the buses being detailed every three to four months.
- All cleaning supplies and tools are specified under the contract.
- All spray bottles have a hazard material label with what the contents are and what safety gear must be worn.
- If there is pandemic, there is process for cleaning the buses.

Peter Loranger said he was in Boston when they found suspicious white powder on the bus and the passengers were evacuated. What does SamTrans do in this type of instance? Mr. Moeller said the bus is evacuated and the police are called and staff follows the direction of the police.

Tom Collette asked what the life of a mop is. Mr. Moeller said staff uses a white mop so the dirt can be seen and if it looks terrible and smells it is tossed.

Kim Nobles asked if the cleaning of the 290 buses includes those driven by the subcontractor. Mr. Moeller said the only ones included are the Redi-Wheels buses.

Sondra Price commended Mr. Moeller on an excellent presentation. In the past week Lytton Gardens, the senior assisted living center in Palo Alto, was closed and a school in San Francisco was closed today so are the buses that serve schools cleaned more extensively. Mr. Moeller said if the bus doesn't look right it is addressed. When pandemic mode is launched there is a lot of paperwork and there is a process that must be followed.

Chair Ratto asked which seat is easier to clean the new fabric ones or the old vinyl seat. Mr. Moeller said when dirt is observed on the new seats they are removed and washed. Mr. Moeller believes that the new seats are kept much cleaner than the vinyl seats. The maintenance department is exploring the acquisition of a steam cleaner.

Daniel Cruz asked about bed bugs on the buses. Mr. Moeller said bed bugs are not the problem, the larger problem is cockroaches. It is possible to "bomb" the buses, but it is not the preferred method. A purchase order has been opened with an exterminator to deal with each event individually.

Sonny Koya asked about the dirt and germs on the cloth seats. What assurances can be given that these germs are removed on a daily basis? Mr. Moeller said cloth and vinyl seats carry the same germs. The new seats show dirt and liquid and are more visible to the utility workers for replacement.

Lisa Chow suggested passengers use the comment cards on the bus to notify the District of cleaning issues.

## **REPORT OF THE CHAIR**

Chair Ratto reported that Muni extended the 14L to Daly City BART.

## **SAMTRANS STAFF UPDATE**

Bus Superintendent Ed Proctor reported on December performance:

- Average weekday ridership is down from last December.
- On-time performance is improving at 82.75%.
- Complaints have dropped.
- Fleet reliability has improved.
- Token usage is strong.
- There were only two missed schedules in the month.

Assistant District Secretary Nancy McKenna reported that recruitment for four vacancies will begin on February 6 and closes March 2. Mr. Wilcox and Ms. Price's terms are up and both are eligible to reapply and there are also two vacancies.

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

Judy McKie said she typically rides Routes 390, 391 and 292 and has not seen the new Route 390/391 combined schedule. She also asked if the next time the schedule is printed the route number is larger so it can be seen from a distance.

Mr. Koya said yesterday he attended a special meeting of the South San Francisco City Council where three representatives from SamTrans were giving a presentation on the San Bruno and South San Francisco Community Transportation Plan. He would like this presentation given to the CAC and also the CAC should receive a listing of public meetings SamTrans is holding every month.

Mr. Koya said he was on Route 292 and a woman became upset that she was overcharged for her child by \$1.25. Mr. Proctor explained that the farebox was set in such a way that operators did not decide amounts, rather they classify the fares.

Mr. Koya said he would like to see an applicant for the CAC from Daly City.

Mr. Wilcox asked what a passenger should do if a driver is in a conversation with a friend for most of the route. Mr. Proctor said the passenger should call the 800 number.

Mr. Cruz said he has a friend that is with Samaritan House and continues to get a paper monthly pass and asked if the pass was good. Mr. Proctor said if they are involved in a county program they are given a paper monthly pass.

Mr. Cruz said the bus operator he spoke about last month giving him a ride said he got in trouble and would not be speaking to any CAC members in the future. Mr. Proctor said he was surprised as his comments were not service related and there was not any reason for the operator to be singled out.

Chair Ratto said it has been a goal of his to bring a member to the CAC from Daly City.

Ms. Price thanked staff for being so responsive to the CAC's request for a presentation on the maintenance of the buses.

Ms. Curry said the schedule change for Route KX is horrible. She called the 800 number and the customer service operator had no idea of the time change and neither did the bus operator. She asked what goes into the decision when changing schedule times. Mr. Proctor said schedule changes happen two or three times a year to allow for a route to run more efficiently.

Ms. Curry said she wanted to compliment Operator #923 on Route 390.

Ms. Curry said Route KX is laying over in the bus stop for the Route 390 at the Palo Alto train station that departs at 5:43 p.m.

Mr. Wilcox said the stop for southbound Route 295 at Barnes and Noble in Hillsdale still does not have a Route 295 sign and the operator almost would not stop.

Mr. Loranger said he was on the Foster City Transportation Committee to create a report like the South San Francisco report, but due to funding issues the committee was dissolved.

## **LIAISON REPORTS**

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

- Jerry Deal is the new chair and Carole Groom is vice chair.
- Outgoing Chair Karyl Matsumoto thanked the CAC for their work and being the eyes and ears of the Board.
- A presentation was given on paratransit.

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

- Big discussion on the Clipper Card.
- Frank Welte from the Lighthouse for the Blind spoke about Braille improvements being made. He said there is a Braille directory available for Caltrain and they are working on SamTrans now. He thinks this would be an informative presentation for the CAC to receive.

### **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- absent**

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

## **NEXT MEETING:**

The next meeting will be held March 7, 2012, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 8:05 p.m.