

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – MARCH 27, 2013**

**COMMITTEE MEMBERS PRESENT:** K. Adler, A. Chow, T. Collette, K. Gilbert, M. Hall, S. Koya, P. Loranger, J. McKie, M. Pye, P. Ratto (Chair)

**COMMITTEE MEMBERS ABSENT:** L. Chow, T. Miller

**SAMTRANS STAFF PRESENT:** W. Draper, T. Dumandan (MV Transportation), S. El-Khatib, E. Harris, D. Kim, P. Lee, N. McKenna, C. Patton, H. Silvas

Chair Peter Ratto called the meeting to order at 6:31 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

The Committee (Koya/Collette) approved the minutes of March 6, 2013; (Pye abstained).

**PRESENTATION – FINAL DRAFT SAMTRANS SERVICE PLAN (SSP) RECOMMENDATIONS**

Director, Planning, Doug Kim said:

- The purpose of the SSP is to look at what works, what doesn't and try new things.
- SSP framework Guiding Principles are:
  - Customers
  - Service
  - Service Markets
  - Financial Stability
  - Coordinated Planning
- All levels of the community were involved in the process including riders, the public, operators, stakeholders and 18 city councils.
- Outreach in fall 2012 yielded more than 1,200 comments.
- Major comments included: keep route the same, change the route in a different way, expand route and frequency, concern how changes to route will impact specific populations and general comments on amenities and customer service.
- Every comment was evaluated. For underperforming routes there was a major effort to meet customer needs and restore service where appropriate.
- Final draft proposal is:
  - Route 118: Peak hour service restored.
  - Route 110: Early morning trips added with schedule starting at 6 a.m.
  - Route 121: Restore mid-day service.
  - Route 251: Restore service to Beach Park.

- Route 270: Restore service east of Highway 101.
- Route 275: Add select Saturday trips to Cañada College.
- Route 280: Recommend discontinue route, but service changes are subject to East Palo Alto shuttle coordination.
- Route 281: Recommend increase frequency, but is subject to East Palo Alto shuttle coordination.
- Route 292: Off-peak and weekend service to San Francisco restored.
- Staff believes these recommendations could increase annual ridership by 370,000.
- Next steps:
  - Public hearing at Board meeting on April 3.
  - Comment period closes on April 15.
  - During April staff will revise the draft final SSP, as needed.
  - Board adoption of SSP, California Environmental Quality Act (CEQA) documents and Title VI analysis at the May 1 meeting.
  - Phased implementation of changes during fall 2013-early 2014.

#### Public Comment

Kathleen McLaughlin, Redwood City, said she just heard of these recommendations. She is concerned about Route 274 service on Saturdays. Route 274 is the only way for people to get to El Camino Real. She said there has been very little outreach to the riders on this route and customers on the west side of El Camino Real need to be informed and engaged.

Judy McKie asked how long it will take to implement the changes. Mr. Kim said staff is discussing how to phase in the changes.

Sonny Koya said he hopes staff will listen to the speaker and her concerns on Route 274. He thanked staff for restoring Route 292 service.

Kathy Gilbert said she knows the goal is efficient service, but what is the cost savings. Mr. Kim said staff doesn't know because there a lot of variables. Director, Bus Transportation, Chester Patton said the impetus of the SSP was not to save money, but to make the service more efficient and attractive.

Margaret Pye asked if there are any changes to Route KX. Mr. Kim said the recommendation is to operate between Sequoia Station and San Francisco International Airport (SFO) all day with peak hour service into San Francisco on weekdays only and hourly service to SFO on weekends only. Ms. Pye said she disagrees with these changes because she needs to get to downtown, not to 4<sup>th</sup> and King Caltrain Station.

Chair Ratto said he is concerned with terminating Route KX at SFO during off-peak hours and the cost to passengers transferring to Bay Area Rapid Transit (BART). He said maybe the service could be terminated at San Bruno BART so passengers don't have to pay the \$4 premium for boarding BART at SFO. Chair Ratto said Route 275 extension to Cañada College was added because people came to the Board and requested Saturday service be maintained.

Andy Chow said Routes 17 and 294 are still the same, but what is going to be done with overcrowding on Route 17. Mr. Kim said more trips are being added to Route 17 and staff is working on the scheduling of Route 294 so passengers can make transfers in downtown Half Moon Bay. Manager, Operations Planning Eric Harris said extra school trips can be added on Route 17 to alleviate overcrowding. Mr. Chow asked if additional vehicles will be added. Mr. Harris said additional vehicles will operate to get passengers to Pacifica on weekdays and for the additional school trips. Mr. Chow said SamTrans should identify some type of Park and Ride Lot for taking trips over the hill.

Mr. Chow asked for more explanation on Route 251 routing. Mr. Kim said the travel pattern is west in the morning and east in the afternoon.

Mr. Chow said he is okay with the recommendations for Route 270.

Kris Adler said there is a lot to be happy about with the changes. He said Route 292 was rerouted on Delaware and B Street and asked if this was part of the initial recommendation. Mr. Kim said yes.

Mr. Adler asked if there is any indication on boardings on Route 270 to support the 30-minute intervals to Sequoia Station and 60-minute intervals on the reverse. Mr. Kim said the Broadway corridor has a lot of employment centers. Mr. Harris said the initial proposal had no service east of Highway 101 and as the SSP was getting close to implementation the County contacted staff regarding service to the area because of the new jail being built.

Mr. Adler asked if Route ECR will be 15 minutes along the corridor on weekdays. Mr. Harris said weekdays are 15 minute during the day and will transition to every 20 to 30 minutes starting around 7 p.m.

Maureen Hall said great presentation and a lot of positive things happening.

Tom Collette said the people in Foster City will be very happy with the recommendation for Route 251. He is concerned with the elimination of Route 359 because Gilead is building a campus in Foster City with 8,000 employees. Mr. Kim said the recommendation for Route 359 was due to low ridership.

Peter Loranger said he is pleased with the Route 251 recommendation in Foster City. He said Route 359 replaced Route FX and was added to make up for the lost service.

Chair Ratto said when there are major service changes the public needs to attend meetings and make their voice heard. The Board listens and people need to speak up and be heard.

#### **CITIZENS ADVISORY COMMITTEE 2013 MEETING DATES**

Chair Ratto said the Board moved their meeting up to the first Wednesday of the month for the remainder of 2013. He asked if the CAC wanted to continue to meet one week before the Board and move the CAC meeting to the last Wednesday of the month or keep as is.

Mr. Loranger said the last Wednesday of the month could cause conflicts with the Thanksgiving and Christmas holidays.

Mr. Adler said he thinks it makes more sense to meet before the Board and for November and December leave as the first Wednesday.

Ms. Pye said she feels it is appropriate to move to the last Wednesday of the month.

Ms. Gilbert said she prefers to keeping on the first Wednesday.

Mr. Koya said he will go along with the majority.

Ms. McKie said she is flexible.

A motion (Ratto/ Hall) to move the CAC meetings from the first Wednesday of the month to the last Wednesday of the month, have a bye month in November and keep the December meeting on the first Wednesday of the month was approved by all. Ms. Gilbert voted no.

## **REPORT OF THE CHAIR**

### **Certificates of Appreciation of Appreciation**

Chair Ratto presented Certificates of Appreciation to Mr. Chow, Lisa Chow, Mr. Collette and Daniel Cruz. Chair Ratto said Mr. Chow and Mr. Collette served the CAC well the past nine years and will be missed.

Mr. Chow thanked everyone for tolerating him and especially Executive Officer, Customer Service and Marketing, Rita Haskin.

Mr. Collette thanked everyone for allowing him to be part of the committee and it has been very enjoyable. He said serving is an honor.

Mr. Patton said on behalf of staff he thanked Mr. Chow and Mr. Collette for their service the past nine years on the CAC.

Chair Ratto reported:

- He hopes everyone had an opportunity to attend an SSP public meeting. He attended the Brisbane meeting and it was well attended.
- He attended the Devil's Slide Tunnel Opening on Monday, March 25. Director Zoe Kersteen-Tucker spoke at the event. SamTrans buses moved all the guests from the Half Moon Bay Airport.

## **SAMTRANS STAFF UPDATE**

Mr. Patton reported:

- Last month Mr. Adler requested a bus exempt lane at El Camino Real and Jefferson. Mr. Patton said staff likes the idea and is going through internal reviews before forwarding to the California State Department of Transportation (Caltrans) for their approval.

- February statistics:
  - Average weekday ridership is 41,690, a 2.2 percent decrease.
  - On-time performance was 88 percent.
  - Complaints were low at 159.
  - Miles between road calls was 28,791.
  - Tokens remain very popular.
  - There were zero missed schedules.

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

Ms. McKie said southbound Route 292 bus stop at Delaware and First has a bench but no garbage can and requested a can be placed there.

Mr. Koya said on behalf of Route 292 riders he thanks staff for restoring service. He asked if there will be a timetable change on Route 292 before the implementation of the SSP changes. Mr. Harris said staff is working on a revised timetable with changes in running times for the June runbook. Mr. Koya said there will be a rezoning in San Mateo County and is unclear what it is and if it will affect funding. He asked if there was an update on Route 292 for the exemption at the railroad crossing at Bayshore Boulevard and Geneva Avenue.

Ms. Gilbert said she is delighted to hear operator input is being used for the SSP recommendations and encourages their input for scheduling too. She asked when the new jail will be opening and Route 270 changes implemented. Mr. Patton said the changes will be initiated when the SSP is launched and he is not sure when the facility will be open. Ms. Gilbert asked when the construction at Mission Street and John Daly Boulevard will be completed.

Ms. Pye said she was on southbound Route 390 on March 22 and the scrolling message showed service to Palo Alto Transit Center begins October 12. She asked if there could be an exemption for buses for the right turn only lane at southbound El Camino Real and Valparaiso. Recently she tried to use 511.org to plan trips to San Francisco on Route KX and only Caltrain is recommended and Route KX is not shown as an option.

Chair Ratto said Google transit doesn't recognize SamTrans. Mr. Patton said Google transit should be launched within a few weeks for SamTrans.

Mr. Adler said Google transit integration is huge and good news to hear it is coming. He thanked staff for looking into the right turn only exemption and hope things go well with Caltrans. He said at Middlefield and Chestnut in Redwood City there is no bench at the stop and the sidewalk seems wide enough for a bench.

Mr. Collette said having Route 270 go to the new jail is very important for people going to visit.

Mr. Loranger said Kaiser Hospital in Redwood City has a new bus stop and Kaiser ceded some of their land around the bus stop for Americans with Disabilities Act. He asked how cities would go about doing the same for bus stops in their cities. Mr. Patton said

people should submit a recommendation to staff for review and, if appropriate, staff would reach out to the city.

#### **LIAISON REPORTS**

**a. SamTrans Board - Peter Ratto**

- January total ridership was up 6.6 percent.
- Ridership on Route 391 into San Francisco continues to drop.
- Board approved the Title VI Standards and Policies.
- Operator and Maintenance Employees of the Year were recognized.
- Annual base safety awards were awarded.

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

- Next meeting is May 8.

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

**d. Peninsula Corridor Joint Powers Board and CAC - Andy Chow**

- Board approved the new Memorandum of Understanding with California High Speed Rail Authority to ensure a blended system is built.

**e. Senior Mobility Action Plan - vacant**

#### **NEXT MEETING:**

The next meeting will be held April 24, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 8:32 p.m.