

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – AUGUST 28, 2013**

COMMITTEE MEMBERS PRESENT: K. Gilbert, M. Hall, K. Heatley, S. Koya, B. Lock, P. Loranger, J. McKie, H. Plischke, M. Pye, P. Ratto (Chair)

COMMITTEE MEMBERS ABSENT: T. Miller

SAMTRANS STAFF PRESENT: M. Eshleman, R. Haskin, A. John, N. McKenna, C. Patton, E. Silvas, B. Tietjen

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 (Koya/McKie) approved the minutes of July 31, 2013 (Hall/Gilbert abstained).

ACCESSING SAMTRANS TIMETABLES

Rita Haskin, Executive Officer, Customer Service and Marketing, said schedules are available in various forms:

- Paper schedules are available onboard buses, city halls, libraries, recreation and senior centers, community colleges, Bay Area Rapid Transit (BART) stations, and the San Francisco International Airport.
- Some bus stops have the Predictive Arrival/Departure System (PADS) and/or Guide-a-Rides.
- Quick Response (QR) Codes are on the oversize system maps located in the green shelters and on the back of the pocket system map.
- Customer Service Center (CSC) is open 365 days from 7 a.m. to 7 p.m. on weekdays and 8 a.m. to 5 p.m. on weekends and holidays.
- SamTrans.com, 511 and 511.org., and Google maps websites.
- There are applications for smart phones. The applications are built with data that SamTrans provides and is available to developers upon signing an agreement.
- No idea what the future holds and will look at all ideas to provide the best information to the customers.

Judy McKie said it is great there are so many ways people can obtain schedule information.

Bill Lock asked if the PADS will be expanded to more stops. Ms. Haskin said currently it is at the bus bays at BART stations, Redwood City Transit Center and Top of the Hill Daly City. It will be expanded to the Palo Alto Transit Center soon.

Mr. Lock asked how many calls are answered by an Interactive Voice Reponse (IVR) system. Ms. Haskin said there is no IVR system and all calls are answered by CSC operators.

Kathy Gilbert she said she has not seen any schedules at San Francisco State. Ms. Haskin said she will have staff assess to see if there is a need for them there. She said they are at the three community colleges in the county. Ms. Gilbert asked if staff can be reduced since the calls into the CSC have dropped. Ms. Haskin said it has been done through attrition.

Sonny Koya said distribution of information has come a long way since he started riding in the 1980s. Mr. Koya asked if schedules are at hospitals. Ms. Haskin said yes and also at hotels in Burlingame where Route 292 serves. Mr. Koya asked if Guide-a-Rides are necessary at all stops with information easily accesible. Ms. Haskin said there are 52 locations with Guide-a-Rides.

Katie Heatley asked if the CSC has an AT&T language line. Ms. Haskin said yes and also some CSC operators speak Spanish and Mandarin.

Ms. Heatley asked if anyone has come up with a senior friendly version timetable. Ms. Haskin said a consultant did review them a few years ago and staff was told SamTrans timetables were very good.

Ms. Heatley asked if 511 has live operators. Ms. Haskin said no it is all IVR.

Heinz Plischke asked where the timetables are printed. Ms. Haskin said they are printed by Fong Brothers in Brisbane and Essence Printing in South San Francisco. The printing is done by a competitive bid.

Peter Loranger asked what the dimensions of the Guide-a-Rides are. Ms. Haskin said the schedules are printed on 11x17 paper.

Mr. Loranger said in Hillsdale it would be nice to have a schematic at the stops showing where all the buses stop in the area.

Chair Ratto said Colma BART station has a schematic of where each bus stops. He said a lot of the new bus shelters in San Francisco have predicative arrival but it is being covered over because people have smart phones and not looking at the real time.

REPORT OF THE CHAIR

Chair Ratto reported:

- The current "It's all About the People" ad campaign features Mr. Koya, Ms. Pye, Tryn Miller and himself.

- On Friday, August 16 an event was held for the launch of the weekday Route ECR. Speakers included SamTrans Board Chair Carole Groom and Vice Chair Jeff Gee. The event received a lot of media coverage.

SAMTRANS STAFF UPDATE

Chester Patton, Director, Bus Transportation reported:

- July statistics:
 - Ridership was 36,390, a 1.6 percent increase.
 - On-time performance was 83 percent.
 - Complaints were low at 157.
 - Miles between road calls remains high at 40,357.
 - Token use remains high.
 - One schedule was missed in July.

Mr. Patton reported on follow-up items from the July meeting:

- Ms. McKie reported a bush obstructing the bus sign on Saratoga by Starbucks. This has been resolved and the stop is now visible.
- A pothole reported by Ms. Pye at El Camino Real and Oakwood in Redwood City has been repaired.
- A supervisor has gone out and assessed Ms. McKie's request for a second bench at 1st and B streets in San Mateo. The supervisor is in agreement for the need of a second bench and a work order has been submitted.

Mr. Patton said it is too early to have conclusive ridership numbers on the weekday Route ECR, but the service is very popular and receiving a lot of positive comments from customers and operators. On-time performance has been 82 and 83 percent, but will be pushing for 85 percent or better.

Mr. Koya said he has seen a sizeable increase in ridership on Route 292 and this could be because of the elimination of Route 391 service into San Francisco.

CAC MEMBER COMMENTS/REQUESTS

Mr. Loranger said he visited Iceland and they have a three-part brochure for tourists which show the top 10 tourists spots and what buses stop at each location.

Mr. Plischke said Route KX should be renamed "airport" because of the number of people who use the route to travel to the airport. Ms. Haskin said starting in January not all trips will go to the airport and looking at ridership the airport was not in the top 10 for boardings.

Ms. Pye said she was at the Palo Alto Transit Center and noticed the bus stop did not have Route ECR covered over Route 391.

Ms. Heatley asked if the cleaning and maintenance of bus stops is contracted out. She said the northbound stop on El Camino Real Real across from Sequoia High School is always dirty and full of trash. Ms. Haskin said the shelters are cleaned twice a week and steamed cleaned last month.

Mr. Koya said the riders on Route KX are thankful it is still operating, but are apprehensive of the changes in January. He said when the new Route 292 timetable is done he asked if additional buses could be factored in. He asked if during the peak hours articulated buses could be used because of the increased ridership.

Mr. Koya said some people are wondering when Route 292 will be reviewed again. Michael Eshleman, Planner, said changes are made three times a year and at this time staff doesn't see any changes to Route 292 in the near future.

Mr. Koya said people have asked if SamTrans samples the behavior of people on the buses. On very early morning runs on Route 292 people have complained about the same group of passengers who have been bothersome to other passengers. Mr. Patton said the bus is a public space. The best thing to do is to tell the driver and it is their responsibility to maintain order and report any customer issues.

Mr. Patton said the future of any route depends on the financial capacity of the San Mateo County Transit District. No route comes with any guarantee and at any time a route can be evaluated to see if it is being properly resourced.

Ms. Gilbert commended staff for the new Bayshore Shuttle and the yearly pass for businesses and residences.

Mr. Lock said he rides Route 292 about three times a week and does see an increase when he rides. On Airport Boulevard in South San Francisco there is a green shelter with garbage piling up.

Ms. McKie said the trash bin installed at Delaware and 1st avenues is quite often overflowing. She has noticed the door that houses the trash receptacle is often left open and whoever is emptying trash is not closing the door. Ms. McKie thanked staff for looking into her recommendations.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- At the August meeting the Board received presentations on fixed-route bus service, update on the SamTrans Service Plan, update on El Camino Real Rapid Transit Phasing Study, and update on Making the Last Mile Connection Pilot Program.
- New rolling stock will be delivered early September.

b. SamTrans Accessibility Advisory Committee – Judy McKie – no report

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

d. Peninsula Corridor Joint Powers Board -vacant

e. Peninsula Corridor Joint Powers Board CAC - vacant

f. Senior Mobility Action Plan - vacant

NEXT MEETING:

The next meeting will be held September 25, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:49 p.m.