

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – MARCH 25, 2015**

COMMITTEE MEMBERS PRESENT: J. Baker, N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, P. Loranger, J. McKie, T. Miller, H. Plischke, M. Pye (Chair)

COMMITTEE MEMBERS ABSENT: J. Manalo

SAMTRANS STAFF PRESENT : S. El-Khatib, M. Eshleman, N. McKenna, C. Patton, A. Rivas, E. Silvas, J. Murphy (MV Transportation)

Chair Margaret Pye called the meeting to order at 6:31 p.m. and Tryn Miller led the Pledge of Allegiance.

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES OF FEBRUARY 25, 2015

Motion/Second: Baker/Gilbert

Ayes: Baker, Ballator, Gilbert, Gomez, Heatley, Koya, Laughon, Lock, Loranger, McKie, Miller, Plischke, Pye

Absent: Manalo

PRESENTATION: SAMTRANS SERVICE PLAN (SSP) PROGRESS UPDATE

Michael Eshleman, Senior Planner, presented:

- Three month summary:
 - Total ridership up 0.2 percent.
 - Average weekday ridership (AWR) flat.
 - Passengers per service hour down 4 percent.
 - Operating cost per passenger up 4.2 percent.
 - On-time performance (OTP) up 4.2 percent.
- Annual summary:
 - Total ridership up 2.8 percent.
 - Average weekday ridership up 2.4 percent.
- On-time performance for February was 85.1 percent.
- Fifteen minute service along key corridors account for 2,100 new riders.
- Pilot services:
 - Key element of the SSP.
 - Pacifica Route FLX is operating effectively with 16 passengers per hour.
 - San Carlos Route FLX is struggling with 1.7 passengers per hour.
- New steps:
 - January service changes improved reliability and enhanced system efficiency.

- o Systemwide analysis is in progress of what's working, what isn't, and what changes should be proposed to address shortcomings and build on successes.

Bob Gomez asked what staff thinks the issue is with San Carlos Route FLX. Mr. Eshleman said staff is not sure if there is a problem or if it just does not meet the needs of the riders in the city. Staff is working closely with the city of San Carlos.

Peter Loranger asked why San Carlos was chosen for the pilot and if there have been any other pilots with this same problem. Mr. Eshleman said San Carlos was chosen because people aren't riding the route in the city and staff thought this might correct the problem.

Heinz Plischke asked how on-time performance is checked. Mr. Eshleman said the buses are equipped with a Global Positioning System (GPS) and each time a time point is crossed it is captured.

Ms. Miller asked if anything can be done with the San Carlos Route FLX service. Mr. Eshleman said staff has captured where people travel and are also speaking to the city of San Carlos.

John Baker said tweaking the San Carlos Route FLX into Redwood Shores or even to Carlmont Shopping Center may help increase ridership. He said if ridership doesn't increase he would like to see the money put elsewhere.

Kathy Gilbert said when she was in the business they looked at employment centers and schools, as well as asking people where they would like the route to travel. Mr. Eshleman said a community survey or non-rider survey may be very beneficial.

Ms. Gilbert said there needs to be public education of the route.

Nada Ballator asked if staff has thought of running the shuttle all day as a trial. She said she doesn't see much information on the service and maybe there needs to be some advertising in the local papers.

Katie Heatley said the Route FLX should go to Redwood Shores as there are non-profits over there and this way people wouldn't have to use Redi-Wheels and would save costs at the same time.

Charlotte Laughon asked what the start and stop times are of the Route FLX. Mr. Eshleman said it is 7 a.m. to 7 p.m.

Bill Lock asked if there is any thought of increasing frequency of Route ECR. Mr. Eshleman said staff is discussing that, but there are limited resources. He said the length of the route makes it the most expensive to increase.

Sonny Koya said he appreciates staff increasing frequency on Routes 130 and 131. He said staff can contact him if they want input on the routes. Mr. Koya said there has

been a strong increase in ridership on Route 292 and that is a very positive sign. He said there needs to be more survey cards on the buses.

Judy McKie asked how data is collected. Mr. Eshleman said by GPS and the automatic passenger counter on the bus. The farebox collects fare media data.

Chair Pye asked who in the city of San Carlos staff is working with. Mr. Eshleman said the city manager's office, planning department and public works department.

Chair Pye said she is glad staff isn't giving up on San Carlos Route FLX and is looking for alternatives. She said there is an untapped resource in the hills of San Carlos. She suggested staff go to the planning commission and transportation commission meetings and present the San Carlos Route FLX information.

Chair Pye asked if staff has considered splitting Route ECR into a north and south route. Mr. Eshleman said it was studied on how to best split with resources, but it may cause people to transfer and have equity issues.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Chester Patton, Director, Bus Transportation, reported:

- February performance:
 - AWR was 43,660, up 5.5 percent.
 - OTP was 85.5 percent.
 - Complaints were low at 147.
 - Miles between road calls was 25,188.
 - Tokens continue to be popular.
 - There were three missed schedules.

Ms. Ballator asked what runbook changes are. Mr. Patton said they are service schedule changes that occur three times a year.

Ms. Gilbert asked if there are any safety statistics that can be provided. Mr. Patton said he can bring some information on the safety record at a future meeting. He said the accidents that do occur are very minor. Mr. Patton said the bases strive for 100,000 miles between accidents.

Ms. Miller asked what fleet reliability is. Mr. Patton said it is the combination of OTP and service reliability.

Mr. Plischke said he often sees smaller buses and articulated buses on different routes. He asked how it is decided what bus to use on a route. Mr. Patton said the articulated buses are used on heavy routes, particularly Route ECR.

CAC MEMBER COMMENTS/REQUESTS

Ms. Miller said she was very impressed with the bus today and it was right on time.

Mr. Baker said a good spot to split Route ECR would be at the Millbrae bus bay. He said earlier this month he was a victim of a missed schedule. He got off Caltrain at Millbrae and had to wait an hour for Route ECR due to a bus being in an accident.

Ms. Ballator said she really likes the *Transit Fun Guide* and finds it very informative. She took the service survey and it covered a lot of useful points. She isn't sure how many people will take the survey, and asked if staff has thought of offering those that complete the survey the opportunity to win a Day Pass or some other thing.

Ms. Laughon asked if Mr. Patton has received any feedback after their fieldtrip on the Coast looking at bus stops and shelters. Mr. Patton said he has placed an inquiry with legal counsel on improvements on stops that remain inaccessible and what Americans with Disabilities Act concerns would be triggered. He also has to meet internally to assemble an engineering team who will have to find time in their schedule to review the stops and prioritize these tasks. Mr. Patton said the work will get done. His chain-of-command and Board of Directors are watching these developments with great interest. Mr. Patton will keep Ms. Laughon and the CAC closely advised on developments.

Mr. Lock said Operator 1075 on Route 292 took time to explain fares to passengers coming out of San Francisco. Operator 1150 on Route ECR took the time to wait for passengers who were running to the bus.

Mr. Koya said in the last month there have been no bags on bikes on the bus racks. He said he hopes more Take Ones are put on the bus as the survey is very important to receive input from riders. Mr. Koya said he frequently sees lack of etiquette on the bus with people eating, cell phone use and young people not giving their seats up for elderly, disabled or mothers with young children.

Ms. McKie said she is still seeing a lack of Route 292 or Route ECR schedules on the bus. She thought when the bus came to a stop and the door opened there was an audio announcement on the bus.

Chair Pye said she is a big token supporter and asked where people can purchase them. Mr. Patton said Safeway, by mail, and here at the District.

Chair Pye said on El Camino Real in Menlo Park there is a right turn only lane except buses, but southbound it says right turn only, but doesn't have the bus exemption right next to the bike lane.

Mr. Patton said Jim Hartnett was appointed the new General Manager/ CEO effective March 31. Mr. Hartnett was a former SamTrans Board member.

LIAISON REPORTS

a. SamTrans Board – Kathy Gilbert

- Peter Ratto was sworn in.
- Presentation on shuttles.

b. SamTrans Accessibility Advisory Committee – Judy McKie

- Presentation on senior safety and the California Highway Patrol Safe Driver Seminars.

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

d. Peninsula Corridor Joint Powers Board – Bill Lock

- Presentations on Sustainability Program and Disparity Study.

e. Peninsula Corridor Joint Powers Board CAC - vacant

f. Senior Mobility Action Plan - vacant

NEXT MEETING:

The next meeting will be held April 29, 2015, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8 p.m.