

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – MAY 25, 2016**

COMMITTEE MEMBERS PRESENT: J. Baker, A. Barrios, Z. Fucini, J. Gamber, A. Jones, S. Koya, C. Laughon, J. Lee, F. Liu, J. Manalo (Chair), A. Merriman, D. Nelson, G. Wilson

COMMITTEE MEMBERS ABSENT: B. Gomez, B. Hasten

SAMTRANS STAFF PRESENT: K. Cheema, T. Dumandan (MV Transportation), S. Gaffney, T. Lin, A. Ly, N. McKenna, A. Rivas, J. Pabilona, E. Rivas, J. Santos, V. Singh, B. Tietjen

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

PUBLIC COMMENT

Carlos Escapa, Foster City, said he is concerned about people's usage of Uber and taking away from potential passengers on public transit. He asked that SamTrans consider amending its mission and be the world pioneer to solving last mile. He said union representatives should be preparing the workforce of mechanics for electric buses. Mr. Escapa said he challenges the executives to develop mobile applications to let passengers know when the next bus will arrive.

APPROVAL OF THE MINUTES OF APRIL 27, 2016

Motion/Second: Baker/Koya

Ayes: Baker, Barrios, Fucini, Gamber, Jones, Koya, Laughon, Lee, Liu, Merriman, Nelson, Wilson, Manalo

Absent: Gomez, Hasten

PRESENTATION: PRELIMINARY FISCAL YEAR (FY) 2017 OPERATING BUDGET

Shannon Gaffney, Manager, Treasury, reported:

- Total revenues is \$172.4 million, an increase of \$5.5 million from FY2016
- Preliminary operating expenses are \$145.1 million
 - District-operated bus expenses increased \$5.3 million
 - Contracted service expenses increased \$1.2 million
 - Americans with Disabilities Act (ADA) program expenses increased \$1.4 million
 - Multimodal Transit Program expenses decreased \$1.1 million
- Debt service payment of \$21.6 million
- The use of \$400,000 in reserves is needed to balance the budget
- Unrestricted fund balance after FY20174 budget is \$92.5 million

Sonny Koya said he is concerned that not enough money is being obtained from outside sources and hopes that routes are not affected or cut in the future.

Ms. Gaffney said staff and the Board are very concerned about making sure this doesn't happen.

Angel Barrios asked when fares are looked at for the budget process. Ms. Gaffney said fares are looked at when building the budget, but increases are looked at every few years.

John Baker asked if the Measure A funds are appropriated specifically for Caltrain and paratransit and if there is anything left over for fixed-route service. Ms. Gaffney said the San Mateo County Transportation Authority (TA) Expenditure Plan states 8 percent is for Caltrain operating costs and 8 percent for capital costs.

Mr. Baker asked about the mobile ticketing application. Ana Rivas, Superintendent, Bus Transportation, said the marketing department is developing a Request for Proposals for a mobile ticketing application and hiring a web developer to develop a real-time application.

David Nelson asked about the Customer Service Task Force and who will handle and develop it. Ms. Rivas said she will find out and report back.

Charlotte Laughon asked what the \$18 million in consultant services for bus shelters in unincorporated San Mateo County is for. Ms. Rivas said there are no consultants working on bus shelters.

Frank Liu said he thinks the mobile application is important and needs to be developed.

Julia Lee asked why line item 63, Bicycle Coordinating Activities, was included in last year's budget but not this year's. Ms. Gaffney said she will find out.

Alicia Marie Jones said she believes the real-time information will help increase ridership.

Chair Manalo asked how much is remaining in the reserves. Ms. Gaffney said staff is projecting there will be \$92 million at the end of FY2017.

Chair Manalo asked what is being done for workforce housing. Ms. Rivas said staff is working on it and looking for opportunities in the future.

PRESENTATION: PRELIMINARY FY2017 CAPITAL BUDGET

Aandy Ly, Manager, Budgets, reported:

- Total capital budget is \$16.3 million
- Funding sources include:
 - Federal - \$5.1 million or 31 percent
 - State - \$2.2 million or 14 percent
 - Other - \$2.9 million or 18 percent
 - District sales tax - \$6.1 million or 37 percent
- Highlights of FY2017 Capital Budget
 - Revenue Vehicles Replacement: \$7.7 million
 - Revenue Vehicles Support: \$1.5 million
 - Information Technology: \$2.6 million
 - Planning and Development: \$1.2 million
 - Facilities: \$1.6 million
 - Safety and Security: \$1.5 million

Ms. Lee said she is in favor of the express bus study along El Camino Real.

Mr. Nelson said he is glad to hear about the electric bus procurement and asked if the buses will look the same. He asked if there are any government grants available for this purchase. Mr. Ly said staff is applying for Federal Transit Administration grants for this project.

Mr. Baker asked if the plugs to charge the electric buses are included in the budget. Mr. Ly said the \$7.2 million includes the buses and charging stations. He said this is a pilot program.

Mr. Baker asked why the fencing along the Dumbarton Corridor is the responsibility of SamTrans. Mr. Ly said SamTrans owns the property.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Ms. Rivas reported:

- April performance:
 - Average weekday ridership (AWR) was 41,640.
 - On-time performance (OTP) was 86.3 percent, above the goal of 85 percent.
 - Complaints were low at 123.
 - Miles between road calls was 29,186, above goal of 20,000 miles between road calls.
 - Tokens continue to be popular.
 - There were four missed schedules.
- SamTrans will have a booth at the San Mateo County Fair on June 13.
- MV Transportation recognized an operator with an "I Make a Difference Award" after receiving a compliment during the last CAC Meeting.

Mr. Nelson asked if staff had a breakdown of complaints. Ms. Rivas said they include operator, pass-ups and late buses.

Joyce Gamber asked if operator complaints are broken down in more detail such as rudeness, friendliness, etc. Ms. Rivas said no, as it is very subjective.

Annette Merriman said she noticed the Summer Youth Pass (SYP) announcement on Facebook and liked that staff is using social media.

Ms. Laughon asked if staff had a follow up on her report of Operator 7032 from last month. Tim Dumandan, General Manager, MV Transportation, said he spoke to the driver and gave him additional sensitive training. A supervisor rode on the operator's bus and will be doing a couple more checks on this driver.

Geraldine Wilson said she has noticed that on Routes 275 and ECR the operators completely ignore loud talking on cell phones. Yesterday she boarded at 20th Avenue and El Camino Real and there was a passenger on the phone who was very loud.

Ms. Rivas said it is hard for the driver to hear the loud talking in the back of the articulated buses used for Route ECR.

Ms. Wilson said on the articulated buses the disabled seats are raised and when the bus is full, people lean against these seats and could fall. This could be a safety issue. Ms. Rivas said for safety reasons the seats were raised on all articulated buses and will be removed on the new articulated buses.

Ms. Jones asked how complaints are received. Ms. Rivas said there is a system called Transit Safe that tracks the complaints and staff assigns the complaints to the appropriate base.

Ms. Jones asked if staff follows up with the customer when a complaint is made. Ms. Rivas said yes.

Ms. Jones said she made a complaint prior to joining the CAC and asked for a follow up, but she has never received a follow up call.

CAC MEMBER COMMENTS/REQUESTS

Ms. Jones said Operator 1296 on southbound Route ECR was very friendly and allowed people to sit down before moving the bus. She said Operator 876 pulls away from the stop very quickly and doesn't allow passengers to sit down. Operator 862 was 30 minutes late arriving at San Bruno Bay Area Rapid Transit and when the bus arrived there was another one immediately behind it. Ms. Jones said this is why real-time information is needed.

Ms. Wilson said some operators stop along a route and get off and don't turn the engine off. Ms. Rivas said they are not supposed to leave the engine on and if they get off the bus the operator is to inform the passengers what is happening.

Ms. Wilson said Operator 1194 on Route ECR is extremely helpful and very patient with the passengers.

Ms. Lee said she likes the idea of the SYP and asked if it would be possible to do a price reduction for those buying the pass at the end of July when the passes stop selling, but are good through August 31.

Mr. Liu asked if FLX San Carlos Route low ridership is due to poor marketing or not enough demand. He said a brochure should be created for specific routes to encourage ridership on that specific route. He said Route 59 is stopping on June 13 which serves Aragon, but Aragon is out of school on May 26. He said the first message played on San Francisco Municipal Transportation Agency buses after pulling away from a stop informs passengers to hold on. Mr. Liu asked why the fare is more to leave San Francisco. Ms. Rivas said it is not easy to arrange schedules according to a specific school as it is tied to when the drivers bid on each runbook.

Ms. Rivas said the county of San Mateo is coordinating the Connect the Coasts Transportation Plan. Staff is trying to have a presentation in September by county staff involved with the plan. Ms. Rivas said there is a transit loading factor for bus stop

amenities. For a bench the factor is the stop averages 25 or more boardings a day, and a shelter needs 100 boardings per day.

Ms. Laughon said the ridership will not be increased with these numbers and the unincorporated county is not being taken care of. Ms. Rivas said there are a lot of challenges for shelters including logistics and the need for them to be ADA accessible. If there is not enough width a shelter cannot be installed.

Ms. Merriman asked if more marketing can be done to promote ridership on the Coast. Ms. Rivas said the marketing department is promoting Route 294 by offering free fares for National Dump the Pump Day on June 16. Fares will also be free on Route ECR too.

Zachary Fucini said he has heard a lot of discussion about the development of a real-time application, but he uses a transit application that doesn't include SamTrans. Ms. Rivas said these applications are not hosted by SamTrans and are not official. The real-time application being developed will be hosted by SamTrans.

Ms. Gamber said she took a field trip yesterday and it took her 4.5 hours to go roundtrip from Redwood City to East Palo Alto. She said the University Avenue leg of the route is horrific. Ms. Rivas said staff is aware of the congestion and is working with the city to synchronize traffic lights.

Mr. Nelson suggested advertising on the actual bus stop or pole to inform people where they can go on the route. He said Route 292 has a tough time sticking to the schedule due to traffic, which sometimes causes him to wait up to an hour for Route 250 into Foster City.

Mr. Baker said the Board added the additional fares out of San Francisco in 2003 to recover some fare revenue. The bus he was on this morning had a three-bike rack. Mr. Baker said the operator of Bus 100 on southbound Route ECR was very friendly. Today he was on southbound Route KX and the operator very skillfully avoided an accident on Highway 101 and Oyster Point Boulevard with his safe driving.

Mr. Koya said when Route 292 leaves San Francisco there are traffic issues that can cause the delays and make the route late by the time it gets farther south. He congratulated staff and MV Transportation for handling of service on the day of the Bay to Breakers. Mr. Koya said he understands why some operators are hesitant on playing the recordings on the bus and wondered if the recordings for the three or four of the most common complaints received could be played randomly. He heard from a passenger on the wonderful service of Route 17.

Mr. Baker left at 8:14 p.m.

LIAISON REPORTS

a. SamTrans Board – Juslyn Manalo

- The Board designated May as "Older Americans Month."
- Winners of the student "Art Takes a Bus Ride" were announced. A bus has been wrapped with the student's artwork and will be operating on different routes throughout the county over the next year.

SamTrans CAC Meeting
May 25, 2016

- Staff provided an update on the Board meeting webcasting project. This will allow for the live streaming of the SamTrans, Caltrain and TA board meetings. There is no time estimate on when this will start. CAC meetings will not be live-streamed.
- The Board received the preliminary Fiscal Year 2017 Operating and Capital budgets. This is the same as the CAC received tonight.

b. SamTrans Accessibility Advisory Committee – vacant

NEXT MEETING:

The next meeting will be held June 29, 2016 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8:15 p.m.