

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

**CITIZENS ADVISORY COMMITTEE (CAC)  
MINUTES OF MEETING – JULY 26, 2017**

**COMMITTEE MEMBERS PRESENT:** J. Baker, A. Barnes, M. Buzbee, J. Galisatus, B. Gomez, A. Jones, A. Juarez, S. Koya, F. Liu, D. Nelson, G. Wilson

**COMMITTEE MEMBERS ABSENT:** J. Manalo (Chair)

**SAMTRANS STAFF PRESENT:** A. John, N. McKenna, M. Ross, B. Tietjen, M. Tolleson

Vice Chair Sonny Koya called the meeting to order at 6:32 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES OF JUNE 28, 2017**

Motion/Second: Buzbee/Nelson

Ayes: Baker, Barnes, Buzbee, Gomez, Jones, Juarez, Koya, Nelson, Wilson

Absent: Baker, Jones, Liu, Manalo

Abstain: Galisatus

Frank Liu arrived at 6:33 p.m.

**PRESENTATION: YOUTH MOBILITY PLAN**

Millie Tolleson, Consultant and Michelle Buzbee, Program Coordinator, Youth Leadership Institute (YLI), presented:

- The Plan focuses on mobility for middle school, high school and college age students for both school and non-school trips.
- Recommended initiatives are:
  - Create a youth mobility coordinator position
  - Integrate youth sensitivity training into existing bus driver training
  - Establish a Transit Youth Ambassador Program
  - Launch a pilot expansion of the Way2Go Program to include colleges
  - Increase social media engagement with youth and parents
  - Enable purchase of youth fares on mobile ticketing application
  - Launch a Clipper Card awareness campaign
  - Increase visibility of school route on-time performance
- Next steps:
  - Finalize Plan for Board adoption at the August meeting
  - Implement
  - Strengthen ties with community and schools

John Baker arrived at 6:45 p.m.

Bob Gomez asked if there will be advertisements on buses, television or radio. Ms. Tolleson said yes and also awareness of the Clipper Card. Margo Ross, Director, Bus Transportation, said Route 78 is being implemented and staff is going to the school on registration day and will have applications for Clipper Cards.

Alicia Marie Jones arrived at 6:46 p.m.

Jason Galisatus said he read the entire plan. He said 72 percent of youth were getting to the bus stop by walking or bike riding and safety access to bus stops came up as an issue or a barrier to ridership. Ms. Buzbee said the youth she works with are concerned about a stop in Half Moon Bay that is a turnout on the highway.

Mr. Galisatus asked what progress has been made on service to Cañada College. Ms. Ross said there was some discussion on expanding service to Cañada College.

Mr. Galisatus commended the Board for approving funding for the youth coordinator position.

Geraldine Wilson commended staff for a very in-depth report. She asked how the youth in the southern county are involved. Ms. Tolleson said when the Youth Ambassador Program is started representation will be from the entire county.

Allie Juarez asked how results will be measured. Ms. Tolleson said this is going to be a strategic document and specific departments will do their own measurements.

John Baker said he is glad to see the increased emphasis on the Clipper Card.

Andrew Barnes asked how the YLI recommendations were incorporated into the Plan. Ms. Tolleson said the YLI recommendations were from the outreach in Half Moon Bay and South San Francisco.

Mr. Barnes asked what was meant by the comment of feeling safer while riding the bus. Ms. Buzbee said youth would like more shelters, bus stop benches or poles. Ms. Tolleson said sensitivity training is already being done for new operators.

Alicia Marie Jones said she grew up in South San Francisco and appreciates the sensitivity training. She said the bullying has increased the last few years and glad to see steps are being taken by the operators with this issue. Ms. Jones said the bus locations are safe, but once the youth get on the bus during school time is when the issue occurs.

Frank Liu asked if there is information for Route 56. Ms. Tolleson said the Plan is being updated because a number of routes were eliminated.

Mr. Liu said articulated buses should be used on the more crowded school routes. He said the Wi-Fi outlets are very important and would increase ridership.

David Nelson asked how ambassadors will be recruited. Ms. Tolleson said the youth mobility coordinator and will reach out to YLI.

Mr. Nelson asked if the ambassadors will be paid or given an incentive. Ms. Tolleson the ambassadors will receive free transportation on SamTrans, possibly a stipend and possibly community service hours for students.

Mr. Nelson said parents may not want their children waiting at bus stops that aren't at a safe location. He said having a less technology focus might encourage long-term riders.

Vice Chair Koya said the CAC has always recommended more be done for the youth and the Plan is excellent.

### **REPORT OF THE CHAIR**

No report.

### **SAMTRANS STAFF UPDATE**

Ms. Ross reported:

- June performance:
  - Average weekday ridership was 34,596.
  - On-time performance (OTP) was 81.1 percent, below the goal of 85 percent.
  - There were 100 complaints.
  - Miles between road calls was 24,617, above the goal of 20,000 miles between road calls.
  - Tokens continue to be popular with 24,090 adults and 15,361 youth.
  - There were 13 missed schedules.

Mr. Barnes asked what the most common complaint is. Ms. Ross said a late bus and operator rudeness.

Ms. Ross said there was a rumor about Route 292 being eliminated and it is completely false.

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

Ms. Buzbee said a bus operator should be commended for allowing a person to ride the bus even though they didn't have enough fare.

Mr. Nelson asked the status of the mobile application. Ms. Ross said staff hopes to have it launched within six months.

Mr. Nelson wanted to compliment the Customer Service Center for being so helpful and being so patient.

Mr. Liu said a key weakness of express routes is they parallel Caltrain or Bay Area Rapid Transit (BART) service along El Camino Real. He said it would be good to get real time departures on Google Maps.

Ms. Jones said with the spike in crime on BART she hasn't taken SamTrans. Ms. Ross said when BART ridership declines it does affect ridership on SamTrans.

Mr. Barnes said on August 2 the Board will receive an update on the Dumbarton Bridge Study.

Mr. Baker said once the real-time application is launched there will be a lot less confused people.

Ms. Wilson thanked staff for installing the shelter at Arroyo Drive and El Camino Real in San Carlos. Ms. Wilson said the automated message about phone usage on the bus is working.

Mr. Gomez said Route ECR doesn't seem to be as clean as they used to be with dirty windows and papers on the floor. He said he would like the bus to be able to make a u-turn at the Veterans Administration Hospital in Menlo Park. Ms. Ross said one of the bus superintendents went and surveyed the location and didn't recommend this change. She feels confident of his decision since he used to be a bus operator and bus instructor.

Vice Chair Koya said Route 292 has recently been a little stinky.

#### **LIAISON REPORTS**

- **SamTrans Board – Sonny Koya**
  - Received the 2017 Customer Experience Survey Results. As a reminder, the CAC received the presentation at their June meeting.
  - Received an update on the Metropolitan Transportation Commission Transit Sustainability Project.
  - Held public hearings and considered resolutions of necessity for a number of small parcels needed for electrification.
  - Authorized Elimination of Routes 11, 43 and 89 effective August 6 and approved the Title VI Equity Analysis
- **SamTrans Accessibility Advisory Committee – David Nelson** – no report

#### **NEXT MEETING:**

The next meeting will be held August 30, 2017 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.