

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – March 28, 2018**

COMMITTEE MEMBERS PRESENT: J. Baker, A. Barnes, M. Buzbee (Chair), J. Galistatus, B. Gomez, A. Juarez, S. Koya, F. Liu

COMMITTEE MEMBERS ABSENT: D. Nelson, A. Jones, G. Wilson

SAMTRANS STAFF PRESENT: R. Motroni, M. Ross, J. Epstein

Chair Michelle Buzbee called the meeting to order at 6:36 pm and led the Pledge of Allegiance.

PUBLIC COMMENT - None

APPROVAL OF MINUTES FROM FEBRUARY 28, 2018 MEETING

Motion/Second: M. Buzbee/S. Koya

Ayes: J. Baker, A. Barnes, M. Buzbee (Chair), J. Galistatus, B. Gomez, A. Juarez, S. Koya

Absent: None

[Minutes were approved]

PUBLIC PRESENTATION – SMC GET US MOVING UPDATES

Presented by Jessica Epstein, Government Affairs Team

This presentation is Phase 2 of the Get Us Moving project.

Gathered Feedback from the Community

- From January through February 2018, 140,000 surveys were mailed, including 14,000 distributed by hand in four different languages. There were four town halls, 50 public presentations at city councils, business, community and civic groups as well as eight stakeholder and technical advisory group meetings. Lastly, the committee focused on TV adverts, social media and polling data.
- An impressive 14,000 surveys were completed and returned, (11,000 by mail). The response was so overwhelming, temp workers were hired to help with the data.
- The structure at the town hall meetings was to give a presentation, do a Q & A session and a group discussion. This was where the public could give us feedback in different manners on their transportation funding priorities.

Online Survey Top Priority

- Participants were given 12 options and were asked to rank their top five choices from one to five. Top priority was highway traffic, second was local congestion streets and roads, then pot holes.

Online Survey Mean Score

- Mean score was created by assigning a point value for each response (#1=5 pts, #2=4 pts, #3=3 pts, etc.) and dividing by total number of completed surveys. The consultants gave each of the 1 through 5 a different value.

- Even so, the top priorities remained the same; highway traffic, local congestion streets and roads and finally pot holes.

Response by city

- The four town halls focused on four areas in the county; Coastside, North County, Mid County and South County. There was a strong turnout at the town halls, especially at Coastside.

Scientific Poll

- A scientific pool taken from February 2 to February 15, 2018 of likely November 2018 San Mateo County voters. Interview length was about 20 minutes. Questions focused on whether one would support a ballot measure that reduces traffic congestion on Highway 280, repairs pot holes, etc.

Uninformed Support for 30-Year Half Sent Sales Tax

- In 2017, support for a ballot measure was 65% to 68%. Those were not good numbers, considering to be successful, it had to be at 2/3 (66%).
- In 2018, the committee did its outreach and the test came in at 74.1%. Even with the split sample margin of 4.3, we are well above the 66%.

Interim Support for 30-Year Half Cent Sales Tax

- This is the testing people will all the positives a ballot measure can do. The result was a 77.9% mark. This puts the ballot in a safe zone.

Informed Support for 30-Year Half Cent Sales Tax

- Testing was done on the possible negatives; cut back on government waste, government doesn't need any more money, etc.
- The result was 71.6% approval (rounded off to 72%), still above the 66% mark.

Top Tier Features (in order)

- Reduce traffic congestion on Highways 101, 280, 92, 84 and interchanges.
- Repair potholes, maintain streets and reduce local traffic.
- Provide funding for city and county pothole repair, road maintenance and local transportation projects.
- Reduce congestion on Highway 101.
- Reduce the bottleneck at the 101-92 interchange in San Mateo.
- Provide funding to every city in San Mateo County to fix potholes, repair local streets, and improve safety for pedestrians and bicyclists.
- Reduce traffic congestion by upgrading Caltrain to carry more riders with improved frequency and travel times.
- Continue transit services for working people who cannot afford a car and rely on public transit to get to and from work.

Four Town Halls - Traffic remained the #1 concern, other issues included

Central – San Mateo Library (Jan 25)

- Emphasis on going big – large infrastructure projects.
- Private sector investment (contributions or taxes).
- Better connectivity and coordination between transportation services.
- Improve 101/92 interchange.

Coast – Pacifica Community Center (Feb 1)

- Pothole repairs.
- Broad bus/shuttle service to reach all neighborhoods.
- Express buses, including to Downtown San Francisco.

Southern – Menlo Park Senior Center, Belle Haven (Feb 15)

- Dumbarton Corridor.
- Bike and pedestrian safety and convenience.

- Better and more bus service.

Northern – South San Francisco Council Chambers (Feb 22)

- North County feels left out.
- Connecting students to schools is difficult and contributes to segregation.
- Smart transit – new ideas, best practices.

Stakeholder & Technical Advisory Groups

- Stakeholder Advisory Group had over 70 organization represented and held monthly meetings to provide feedback.
- The Technical Advisory Group helped identify projects currently needed, plus \$12 billion in unfunded needs.

We are now launching Phase 2 and a new budget tool. This allows people to make both their own budget and San Mateo County budget. We plan to continue to meet with stakeholders and the community. We will gather all the information and develop a final expenditure plan to take to the Board for a potential ballot measure.

GET US MOVING PHASE 2:

- The website; www.GetUsMovingSMC.com, will go live on the first week of April.
- There are six separate categories – Highways; Repair Potholes/Reduce local congestion; Public Transit; Eliminate traffic back-ups at Caltrain crossings; Bike/Pedestrian; Dumbarton Corridor.
- For each category, people will be able to enter low or no new investment and difference percentages on the website.
- Four more town hall meetings are planned.
- New ads were recently shot and will be on both television and online.

John Baker

- *Do we have a number at which staff would recommend the Board go out in terms of support? Or are we just trying to get 66%?*
 - Jessica – The polling data got us to the point where we could do Phase 2. We already done educational outreach and I would not anticipate with continue educational outreach the numbers will go down. Because the margin of error cleared 66%, our pollster said it is in a safe zone.

Sonny Koya

- *Will there be another meeting in South San Francisco or Brisbane?*
 - Jessica – We will do a town hall in North County. Current plan is Daly City.
- *Brisbane usually feels a bit felt out, so when you do a mailing, please send it to Brisbane as well.*
 - Jessica – The town hall is for all North County. We have presented before the Brisbane City County during Phase 1 and will again for Phase 2.

Andrew Barnes

- *How much is SamTrans spending on this and where in the budget does it come from?*
 - Jessica - It can be found in staff report when the Board approved it during their March meeting.
- *What is the separation from SamTrans and this as a ballot measure seen as being political?*
 - Jessica – There is no ballot measure right now. When and if the Board puts it on the ballot, you will see a dialing back from what SamTrans does. We can talk out how it impacts SamTrans, but we cannot ask people to vote for it.
 - Margo – Jessica is correct. There is a line we do not cross. We will provide information to the public. As CAC members, you cannot get into politics.

Frank Liu

- *On Page 1, it stated 14,000 surveys were distributed by hand. Can you please elaborate how these surveys distributed and where?*
 - Jessica – We took the surveys to the town halls. Each of the stakeholders and tech advisory group members was given a large bag to take back to their communities. We also took large stacks at our city council presentations. The surveys were in four different languages (English, Spanish, Chinese and Tanglong) and were postage pre-paid.
- *Any demographic data from these conducting surveys?*
 - Jessica – We only collected demographics online, because the mailers did not have enough space. When we did get the data, it wasn't that instructive. The number one responding ethnicity was Caucasian, number two "declined to state".
- *Any data on income levels of the responders?*
 - Jessica – No, that is not something we collected.

Allie Juarez

- *In terms of responses, how do you rate this from other surveys you have done in the past?*
 - Jessica – This blows it out of the water. We would have been happy with 3% or 4% response and we got over 10%.

Jason Galisatus

- *Clearly, there is a need to reduce congestion and I see the solution going in two different directions. First is expanding roadway capacity, allowing more cars for room on the road. The other is getting cars off the road, investing in alternatives to driving in a vehicle. I wonder if you tested those different approaches and how people responded to it.*
 - Jessica – The user will see on the website under the "moderate and significant" there is a list of potential projects. They will have guidance what 15% or 25% can get you.
- *Does the agency have a preference or will they take a listening stance to what people are saying?*
 - Jessica – That is our first step. The strong agency preference is that we will not take it to the ballot with less than 40%. At the sag and tag meeting when they saw this, they were putting transit in the 50% and 60% category. The technical advisors and public works directors are all over the county and the stakeholders are from 70 different and varied organizations, so we got a lot of back-up for our public transit.
- *Where there some information from the surveys on how much it will cost?*
 - Jessica – This is what this tool (website) will do. The max you can invest is 10%. As put you put in and shift money in buckets, there will be a ticker on the top shows how close they are to the \$2 billion. After they hit a certain threshold, they will have the opportunity to take all of the remaining funding and put it in another category.
- *Would the funds that come in through via the sales tax be administered by the TA?*
 - Jessica – There is currently a discussion on how the actual structure will go.

Bob Gomez

- *I have not been able to convince anyone here it would be essential to do the survey at the VA in Menlo Park. I like to know what you think of that and how I*

can get more support of my issue. Also, you say there will be more (town halls) meetings, I have not even heard of the first ones.

- Jessica – That is unfortunate oversight and we will make sure your committee is fully apprised for dates and times of our town halls.
- *I suggest putting it in our agenda of things to come, so we are aware of it.*
 - Jessica – As soon as the town halls scheduled and finalized, I will make sure I will get it to you.

Michelle Buzbee

- *Thank you Jessica for your presentation, really great. I would love for you to come back for continuous updates, not only with Get Us Moving but also what is happening at the sag and tag meetings.*
 - Jessica – I definitely put myself on your April agenda.

SAMTRANS STAFF UPDATE (February 2018) – Margo Ross

- AWR – 36,386
- On Time Performance (OTP) – 78.69%
- Complaints – 204
- Miles Between Service Calls (MBSC) – 25,838
- Tokens – 24,017 (Adult)/ 21,324 (Youth)
- Did Not operate (DNO) - 11

Sonny Koya

- *Line item looks good and I am very encouraged the tokens are very popular.*

Allie Juarez

- *Looks like the complaints are on an upward spiral. Do you know what categories they fall into?*
 - Margo – The top three complaints are late, early and complaints about the operator.

John Baker

- *Is the SamTrans app underway?*
 - Margo – The mobile app is coming, hopefully September 1st. We will be able to trip plan as well. We are looking at offering a discount to people who use the mobile app.
- *Where did they move the Northbound stop in San Carlos?*
 - Margo – It is near Cherry Street, a bit further down.

Sonny Koya

- *First of all Margo, thank you for us helping us out with 292 and KX. You coming in made a big difference and there is improvement. I wish they had more in their budget to get more bus drivers on those routes.*
 - Margo – The trouble is being able to hire bus operators. When the economy is really good, we have difficulty hiring personnel. When the economy is really bad, we can get a Ph.D. to drive a bus.
- *I hope the staff has been given some good injection of funds for marketing this year. I am hoping they will get the funds they need from the Board.*
 - Margo – They are asking for the next FY2019 fiscal year for funds for marketing. I was able to sit down with them and go over what our needs are in Operations. They will be marketing of the new Millbrae to SFO service. We hope to do a soft launch of rapid service on the ECR in June as well.
- *The route map has a very subdued picture on the cover. It shows the backs of people going somewhere and that does not excite me at all. Those things should be taken into consideration with Marketing. Recently, we had a few*

occurrences with broken fare boxes on the 292 and I don't know if it's the electronic part, mechanical part or design defect. I am encouraging staff to look at the fare boxes and see what is causing it.

- Margo – We just inspected the San Francisco maintenance yard today, so I will bring it up.
- Sonny criticized the TA website for being hard to find the TA CAC link. Currently, if someone wants to find the TA CAC link, one must use the drop box feature. Sonny feels it has been buried and thus people may not think it is there. He can find it because he knows where to look, but others cannot.

Andrew Barnes

- *You referenced a trip planner in the app, is the reference to other networks?*
 - Margo – No, it will be SamTrans.
- *Is there any coordination? For instance, if I take SamTrans and I want to jump on BART, is there a possibility to connect to the app?*
 - Margo – We just went out for a RFP, so I don't know the details in the scope of work. I can get more information as it progresses. The shuttles will be part of it, because we operate the shuttles. It will be SamTrans, Caltrains and the shuttles.

Frank Liu

- *You mentioned during June you are looking into rapid service for ECR. Can you provide more details?*
 - Margo – This is a progress route. What we are looking at is Palo Alto to San Francisco. We would provide a stop at every city and all Caltrain stops. We did a preliminary run and knocked 40 minutes off the ECR route. The service will run every 15 minutes during peak hours. We will lose a little bit of local service from 15 minutes to 20 minutes.
- Frank recommended free transfers to those who want to transfer from Express ECR to ECR so they will not pay an extra fare. He further suggested having the Express ECR and ECR buses arrive at the same time. Margo replied that would be too hard to coordinate.
- *I heard we are thinking of linking a pilot service from Millbrae BART station to SFO, so are we creating a new route?*
 - Margo – Yes, it is a new route.
- *I suggest instead of creating a new route, add the portion of this route to the current route of 292, because it passes by the intersection of Millbrae Ave and Old Bayshore highway. Conceivably, the 292 can make a very easy detour to the BART station and I would estimate it would five minutes to the route.*
 - Margo – We looked at both ways of doing it and this one is more cost effective. We are able to have more service than the 292 currently provides.
- *Regarding 251 and 256 services into Foster City, I've talked to several residents in Foster City and they all agree these commute hours Hillsdale Blvd and Highway 92 are highly congested. Currently, service to Foster City runs once every hour, so I recommend going down to 30 minutes if possible during peak hours.*
 - Margo – Then we would have two buses stuck in traffic.
- *The strategy would be to increase service during the peak hours so people are aware of the route. If they are more aware of the route, they may later be willing take another route during non-peak hours as well.*

Jason Galisatus

- *I have a question about the recruitment process and membership of the CAC. We need to look at our attendance policy to see if they are being enforced. I wonder if we will be abiding by those attendance policies and recruiting to fill those seats for those not meeting their obligation.*
 - Margo – There is attendance policy, so I can speak to Cindy about looking at the attendance for the last three of four months and see who is not meeting those qualifications.
 - Richard – I work for Cindy and she has been working very hard getting new people for the SamTrans CAC committee.

Currently there are three vacancies for the SamTrans CAC committee.

Bob Gomez

- *When you come in from East Palo Alto into downtown Palo Alto at Middlefield Road you make a right hand turn and first light a left hand turn at Lytton Ave, I am just wondering can't we keep that open on a permit basis (route 280 and 281)?*
 - Margo – I will have staff look into it.
- *The bus drivers are not lighting up the signs inside the bus to see where the stops are coming or the time of day. They are also not keeping the windows very clean.*

CAC MEMBER COMMENTS/REQUESTS

Lack of public attendance at SamTrans CAC meetings

- Public attendance at recent SamTrans CAC meetings has been noticeably low in recent months. In some cases, like tonight's meeting, no one from the public showed up. The committee explored various ways to get the word out, get the public engaged and thus improve attendance at the meetings.
- **Michelle** – We could have the CAC meetings at other locations. (*Some members were open to the idea, while some strongly opposed.*)
- **Jason** – We can do some brain storming about how the committee can address the problem in a broad sense. Perhaps the Chair would like volunteer to develop recommendations to bring the CAC.
- **John** – Explore ways the CAC can be more relevant to the Board and get interest. We can also distribute business cards.
- **Kenny** – We can do brown bags into the community and tell them what we do. Let them know there is a CAC and exactly what we do.
- **Andrew** – If we are to go into the community, we would require a clear vision. It would need to focus on what we want to accomplish and how it would raise the profile of SamTrans, since CAC is an extension of SamTrans. There is a real benefit doing a road show and create a sense of being in the community.
- **Frank** – What we should be doing first is better marketing. I was not aware there was a CAC existed until I saw an application to join the CAC. We can put adverts on the upper corners of the bus where there are panels that have advertisements. We can also have small handouts next to the bus schedules where we can ask people to attend our meetings.
- **Jason** – We can have a marketing campaign that includes a brown bag lunch, coffee with CAC members or going to bus stops at peak hours handing out flyers with information.
- **Bob** – I belong to St. Francis Church in East Palo Alto, I know the pastor and a lot of people there. I can make an announcement on what the CAC does and if

they have any questions they can contact me. We are having town hall meeting at Bell Park in East Palo Alto. We could bring table, chairs and have some literature so people are aware of what that table is representing.

SAMTRANS ACCESSIBILITY ADVISORY COMMITTEE

- Nothing to report.

SAMTRANS BOARD - MICHELLE BUZBEE

- Get Us Moving ad hoc committee meeting was very productive.
- There are going to be some forming for a couple of ad hoc meetings; emerging transit technologies committee, the yearly GM & CEO evaluation committee, ad hoc TOD committee that deals with the Daly City park and ride and emerging issues with San Carlos Transit District depending on what happens to Dumbarton.
- Their legal counsel provided background on the purchase of the rail, rail right of way in 1991. They explained the necessity of adopting the resolution granting easement interest that would release the funding to the agency and authorize high speed rail usage.
- New transportation tool and live tracking app are in the works and suppose to come out in September.

NEXT MEETING:

The next meeting will be held April 25, 2018 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8:22 p.m.