

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

March 27, 2019

MEMBERS PRESENT: M. Adler, S. Appenrodt, A. Barnes (Vice Chair), I. Chan, J. Galisatus, B. Gomez, A. Juarez, S. Koya (Chair), N. Lacsamana, M. Lewis, R. Pico

MEMBERS ABSENT: J. Baker

STAFF PRESENT: M. Ross, J. Epstein, D. Shockley, Christiane Kwok, Josue Castellanos, D. Seamans, J. Brook

CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Sonny Koya called the meeting to order at 6:30 pm and requested that Bob Gomez lead the Pledge of Allegiance.

ROLL CALL

CAC Secretary Jean Brook called the roll. A quorum was present.

PUBLIC COMMENT

None.

APPROVAL OF MEETING MINUTES FROM FEBRUARY 27, 2019

Motion/Second: Galisatus/Gomez

Ayes: Adler, Appenrodt, Barnes, Chan, Galisatus, Gomez, Juarez, Koya, Lacsamana, Lewis, Pico

Absent: Baker

PRESENTATION: FARE STUDY UPDATE

Daniel Shockley, Senior Planner, gave a presentation with an update on the SamTrans fare study. He discussed aligning the codified tariff with the recently adopted fare policy.

Michelle Lewis said she was enthusiastic for the routes coming out of San Francisco. Nancy Lacsamana she said as a Route 292 rider, she was enthusiastic about this service and suggested having service from San Francisco to the airport.

Iris Chan asked if cash customers can obtain transfers. Mr. Shockley said no, but they can buy a day pass, which will be reduced from \$5.50 to \$4.50.

Mary Adler asked if riders can pay before boarding the bus, which would save time. Mr. Shockley said the app serves the same purpose.

Vice Chair Andrew Barnes asked why the adult fare was not raised to \$2.50 from \$2.25. Mr. Shockley said their research showed that riders would suffer a potential financial

burden. Vice Chair Barnes asked what the microtransit fare would be. Mr. Shockley said it was the same as the regular adult fare.

Jason Galisatus asked if the passage of Measure W was a reason for not increasing the fare. Mr. Shockley said that it was. Mr. Galisatus asked what drove the 2 percent increase in ridership. Mr. Shockley said he believed that the largest driver is the addition of transfers, thus riders are making more trips. Mr. Galisatus said he supported the cost benefit from discontinuing coin tokens. He asked about the taxi voucher program; Margo Ross, Director of Bus Transportation, said that that was Chief Operating Officer/Bus David Olmeda's project.

Allie Juarez asked about express bus fares. Mr. Shockley said that the proposed express bus fare is \$4.50 cash and \$4.00 on the Clipper card. He said there would also be a monthly pass and an upgrade charge.

Steve Appenrodt said he was happy that fares were not being raised.

Richard Pico said he was glad that tokens are going away and also said he hopes that cash will no longer be a payment option. Ms. Ross said that cash was not going to go away.

Mr. Gomez asked about the eligible discount fare, which Mr. Shockley said would remain at \$1.10.

Chair Koya asked if SamTrans would advertise the end of coin tokens. Ms. Ross said that she would confirm that coin tokens could be exchanged for paper tokens.

Mr. Galisatus asked if the system average of \$7.43 per person is net, i.e., the subsidy plus the fare fare. Ms. Ross and Mr. Shockley said that it might be more in the neighborhood of \$11.43.

Ms. Lacsamana asked when the last adult fare increase happened; Mr. Shockley said in 2016.

Vice Chair Barnes asked about how the fare subsidy is calculated. Ms. Ross said that she would email the CAC accurate cost figures. Vice Chair Barnes concluded that the base running cost plus subsidy equals the cost of getting a person from point A to point B.

SAMTRANS STAFF UPDATE

Margo Ross, Director of Bus Transportation, showed the group a new school fact sheet that provided instruction for students on how to ride the bus. She said that based on her view of the numbers, Routes 49 and 24 will continue for next year. She said that ridership surveys should be distributed soon to all the schools regarding Fall 2019.

Ms. Ross reported the February 2019 SamTrans performance statistics.

AWR	OTP	Complaints	MBSC	Tokens		DNO
				<i>Adult</i>	<i>Youth</i>	
27,711	78.89%	165	28,810	24,017	21,324	9

Mr. Gomez asked what the savings would be if coin tokens are eliminated. Ms. Ross said \$300,000 annually in administrative costs.

Chair Koya said he liked the students' fact sheet and asked about having a similar fact sheet on bus etiquette for adult riders.

Eligibility of Partial Term Members to Reapply to CAC

Ms. Ross noted that partial term members whose CAC terms were wrapping up could reapply without having to re-interview.

CAC MEMBER COMMENTS/REQUESTS

Mr. Gomez said that new apartment development happening in East Palo Alto may affect bus service.

Ms. Juarez asked about having a SamTrans newsletter to inform riders about fare changes and public hearings. Ms. Ross said that SamTrans would provide plenty of notice to the public. She said that the websites and Customer Service are very helpful.

Mr. Galisatus said that the Redwood City Council has been informed about the bus service surveys being sent to the schools. He said he appreciates the opportunity to gather as a group and have robust conversations.

Vice Chair Barnes asked who processes the school survey responses at SamTrans. He said he was interested in talking to his child's school, Hillview Middle School in Menlo Park. He asked who at SamTrans processes the completed surveys. Ms. Ross noted that it was the Operations Planning Department and Christina Contreras, Youth Mobility Coordinator. She said based on the responses, they look at possibly restructuring routes.

Ms. Adler asked about other service options in Pacifica besides the microtransit pilot. Ms. Ross said they were in the very early stages of exploring routes from the Coastsides to San Francisco.

Ms. Chan asked if SamTrans schedules coordinate with Caltrain schedules. She requested that materials be translated into other languages besides just Spanish, such as Chinese or Hindi.

Ms. Lacsamana noted an accident that had recently occurred involving a SamTrans bus at Bayshore and Valley in Brisbane.

Ms. Lewis asked if the canned courtesy message could also be played in Spanish. She described a recent situation where a homeless rider left his belongings on the floor of the bus creating a tripping hazard. Ms. Ross said that operators need to make judgment calls about such incidents. Ms. Lewis asked for more signage about rider courtesy.

Ms. Juarez agreed that the canned message should be in Spanish.

Chair Koya described an etiquette problem on Route 292. He said that the effective date printed on bus schedules should be more noticeable.

LIAISON REPORTS

SamTrans Board of Directors

Chair Koya reported that Jim Hartnett, General Manager/CEO, presented awards to the Employees of the Year and Safe Operators.

Community Engagement Committee

Ms. Lacsamana reported meeting with Vice Chair Barnes and Mr. Galisatus. Mr. Galisatus said he reached out to Chair Carole Groom. He said the Committee would meet again on April 2.

NEXT MEETING

Chair Koya announced that the next meeting will be held April 24, 2019 at 6:30 pm, 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, CA. Ms. Ross said that she would not be available to attend the next meeting but that Ana Rivas, Superintendent of Bus Transportation, would be there.

ADJOURNMENT

The meeting adjourned at 7:37 pm.