

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – JANUARY 2, 2008**

COMMITTEE MEMBERS PRESENT: Tom Ames, Andy Chow, Kristina Chu, Tom Collette, Ken Feldstein, Maureen Hall, Pam Hitchcock, Molly Kennedy, Wayne Kingsford-Smith, David Milton, Kim Nobles, Peter Ratto, David Wilcox

COMMITTEE MEMBERS ABSENT: John Baker

SAMTRANS STAFF PRESENT: Chuck Harvey, Nancy McKenna, Chester Patton, Ed Proctor

Chair Wayne Kingsford-Smith called the meeting to order at 6:32 p.m.

Chester Patton introduced David Wilcox as the newly appointed CAC member. Mr. Wilcox is a long time county resident and very familiar with our services as well as the paratransit services. The entire committee introduced themselves.

PUBLIC COMMENT: None

APPROVAL OF THE MINUTES:

Pam Hitchcock said that the minutes do not reflect that David Milton was voted as the Vice-Chair and this needs to be noted.

The Committee (Kennedy/Feldstein) approved the minutes of December 5, 2007 with the correction noted above.

PRESENTATION – NEW FAREBOXES

Chuck Harvey, Chief Operating Officer made a presentation on the new fareboxes. Mr. Harvey made the following key points:

- Existing system is 20 years old and at end of useful life.
- Existing system is a big cash box and can not issue day passes or transfers.
- 60 percent of collected revenue is processed through the farebox.
- There is a significant back office component involved with the current fareboxes.
- Developing a Request for Proposal (RFP) for the project.
- Project is estimated to cost between \$8-9 million.
- Typical lead time for this type of project is 12-18 months.
- RFP process permits consideration of more than price, including best value, long term support, quality and greater due diligence.
- Hope to be out to bid by summer and award contract by end of year with new fareboxes by next year.

Committee comments:

David Milton asked if these fareboxes will be compatible with Translink. Mr. Harvey said that due to the complexity and technology of the Translink system it would remain as a stand-alone for now.

Ken Feldstein asked if staff would pilot a few buses. Mr. Harvey said this type of project would be a “change over blitz”, however, the advanced features would be turned on incrementally, and the new system would have no interface with the Orbital system now used for passenger counting.

Andy Chow asked if staff has looked at AC Transit’s farebox system and 30 day passes which could go from the middle of each month. Mr. Harvey said the system will be similar to what AC Transit has, but as far as the 31 day pass this is a policy decision that staff would have to look at. The first challenge is how to price a day pass and still be revenue neutral.

Pam Hitchcock asked what training will be offered to passengers. Mr. Harvey said nothing, but possibly a take-one for the use of a day pass and the bus operators would be well-trained to answer questions.

Chair Kingsford-Smith thanked Mr. Harvey for the presentation.

REPORT OF THE CHAIR – WAYNE KINGSFORD-SMITH

Chair Kingsford-Smith asked Mr. Patton to provide some background on previous subcommittees and their recommendations. Mr. Patton said that in past years there were subcommittees to discuss service on the El Camino, quality assurance, bus shelters and connectivity. Mr. Patton said that one of the biggest suggestions from the CAC was the use of day passes. A lot of the recommendations have been integrated into long-range plans. Some examples are:

- A guide for new riders on how to ride the bus is on the SamTrans Web.
- Key destination guide is on the Web.
- Recommendation for signal prioritization, which is underway with Caltrans and UC Berkeley.
- The issue of connectivity was a concern because of the ease of getting from bus to bus which is what is happening in Menlo Park and Palo Alto by accepting the VTA passes in those two cities.
- The usage of predictive arrival technology for buses at Daly City BART, Serramonte and Sequoia Station. The District now has a contract for advertising on the new bus shelters being installed.

Mr. Feldstein said he and Ms. Hitchcock did a report on the El Camino Real Corridor being redesigned to reinvent SamTrans. Mr. Patton said that the new staff in the Planning Department have many years of experience and are hard at work looking at efficiencies for the system.

Kim Nobles said the bottom line is to increase ridership and revenue. How do we get people who don’t live in the corridor to use transit. Ms. Nobles said that not enough transit oriented developments can be built within the next ten years to make that big of a difference.

Mr. Feldstein said with the fuel prices rising more people will want to ride public transportation. We need to get other communities/cities involved with shuttle programs.

Molly Kennedy said that meetings are more productive by having a presentation at each meeting with a good discussion. Everyone is very busy and with subcommittees it will involve more work and the committee has been valuable by what has been done over the past two years.

Mr. Feldstein said that when he was Chair and went to the Board with the idea of subcommittees they were very interested. These subcommittees are very productive, but time consuming.

Andy Chow said that the previous issues were validated, but it takes a long time. The committee has to wait things out.

Ms. Hitchcock said there was not adequate discussion of the subcommittee reports and were submitted directly to staff.

Tom Collette said that he is concerned about all the paper that would be generated from the reports that the subcommittees would create. He would like to see the subcommittee present a PowerPoint presentation at the meeting.

Chair Kingsford-Smith said the committee should think about this and come back next month with ideas. Mr. Feldstein asked if Mr. Patton could provide copies of the 2005 subcommittee findings and the FTA recommendations to the committee.

SAMTRANS STAFF UPDATE

Chester Patton, Director Bus Transportation reported the following:

- For the period of November 2007 vs. November 2006 ridership has gone up, seeing modest ridership gains each month.
- On-time performance is 87 percent in November, goal is 85 percent.
- Complaints have come down a bit since school started.
- Miles between road calls remains high, which is above our goal.
- Tokens are still very popular media.
- Only six schedules missed in November.

Ms. Nobles asked if tokens could be broken down between adult and youth. Mr. Patton will ask Pat Boland, Marketing Manager, to provide this information.

Ms. Kennedy asked with the big storm coming this weekend, do staff do anything different. Mr. Patton said the maintenance department does nothing different. Mr. Patton said the safety record is much better in winter weather. Drivers are instructed that safety is first and there will probably be late buses.

Mr. Feldstein asked if extra buses will run to not have late buses. Mr. Patton said extra buses are strategically placed throughout the system in case they are needed for recovery.

Mr. Wilcox left the meeting at 7:30 p.m.

MEMBERS COMMENTS

David Milton asked about the possible uses of the REX buses. Mr. Patton said the 11 REX buses are not being used. They will either be sold to another agency or put into service. This type of equipment is only designed for an express type of service. This is in the queue for the Planning Department to see how these buses can be used. Mr. Milton asked if these buses are readily marketable. Mr. Patton said they are marketable, just need to find the right agency. These buses are ideal for express services.

Mr. Feldstein agreed they should be put into express service. He also stated that northbound on the KX at 37th Avenue in San Mateo there was no announcement that this stop is for General Hospital.

Mr. Chow asked about the restriction of luggage on the KX. The primary motivator for this restriction is gone. Should this restriction be lifted? Mr. Patton will bring this to staff.

Peter Ratto would like to know how 49er ridership did compared to last year. Mr. Patton said that each game ridership went down a bit. Compared to 2002 we carried about one-third the number of passengers. This service is not as popular as it use to be. Mr. Ratto took the service from San Mateo and the service was great and wonders why anyone would drive.

Ms. Hitchcock spoke about the marketing and information provided on the inside of the buses. She said there are old ad cards, i.e., Summer Youth Pass, which should not even be on the bus. Ms. Hitchcock said it is easier to read the ad cards when they are not all lined up with space between them.

Mr. Feldstein said he was recently on a bus that didn't have the schedule for the route he was riding.

LIASON REPORTS

a. SamTrans Board – Wayne Kingsford-Smith

Chair Kingsford-Smith reported that at the December SamTrans Board meeting they appointed Dave Wilcox to the CAC, approved a contract for federal legislative advocacy services, authorized staff to use the competitive negotiation process for the new fare box system and had a presentation on the SamTrans Short Range Transit Plan and Caltrain performance.

b. ADA Technical Advisory Committee – Molly Kennedy - Nothing

c. Peninsula Corridor Joint Powers Board – Andy Chow - Nothing

d. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow – Nothing

e. Senior Mobility Action Plan – Ken Feldstein

Mr. Feldstein reported that the committee met several weeks ago and there are New Freedom Funds available from MTC. There is a subcommittee of MTC meeting next month and Adrienne Tissier is chairing this committee.

NEXT MEETING:

The next meeting will be held February 6, 2008, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

ADJOURNED:

The meeting was adjourned at 7:55 p.m.