

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

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

COMMITTEE MEMBERS PRESENT: Andy Chow, Kristina Chu, Tom Collette, Ken Feldstein, Maureen Hall, Wayne Kingsford-Smith (Chair), David Milton (Vice-Chair), Kim Nobles, Peter Ratto, David Wilcox

COMMITTEE MEMBERS ABSENT: Tom Ames, John Baker, Pam Hitchcock, Molly Kennedy

SAMTRANS STAFF PRESENT: Pat Boland, Karen Darby-Moore, Chuck Harvey, Jeff Johnson, Ron Jordan, Roy Kingon, Nancy McKenna, Chester Patton, Ed Proctor

Chair Wayne Kingsford-Smith called the meeting to order at 6:34 p.m.

PUBLIC COMMENT:

None

APPROVAL OF THE MINUTES:

Andy Chow said that on page three, the fourth paragraph, of the March 5 minutes 99 percent land lease should be 99 years.

The Committee (Milton/Ratto) approved the minutes of March 5, 2008 with the above correction.

PRESENTATION –PEDESTRIAN SAFETY CAMPAIGN

Ron Jordan, Instructor, North Base, made the following key points:

- Video safety displays located at dispatch at both north and south base remind the bus operators of safety first.
- “Seat Drops” to remind of pedestrian awareness are put on the operators seats each week.
- Each time an operator pulls out of the base they receive an audio safety message.

Ken Feldstein arrived at 6:44 p.m.

- The operators use the bus simulator to create different scenarios.
- During the operator training the instructors reinforce bike customers, customer in wheelchairs, intersections, turning movements and bus stops.
- Drivers are given gate greetings as they leave the base and supervisors go out to Caltrain, BART stations and various shopping stations to remind the drivers to be safe.

Kim Nobles said that she tries to make eye contact with the operator before crossing the street.

Chester Patton, Director of Bus Transportation, said that part of the safety campaign is to educate the passengers about removing bikes and not to chase a bus.

Pat Boland, Marketing Manager, said the District is very adamant about rail safety, but staff has never done anything on the bus side, and maybe it is time to do that. Mr. Boland said that the bus drivers are much better drivers than anyone of us. Mr. Boland will take back to staff to discuss.

Andy Chow said he was riding Route 390 from Daly City to Redwood City and at the Colma BART stop and an elderly gentleman was chasing the bus and by South San Francisco an elderly woman was getting off the bus at the back door and the bus was not at the curb and she had to exit onto the street. Mr. Chow also said that on El Camino Real at Millbrae Avenue the driver was making a left turn on Millbrae Avenue and a driver was on the left of the bus making a left turn and speeding up to pass up the bus.

Mr. Jordan said the operator was correct in being in the outside left lane and was following the correct driving procedures.

Ken Feldstein complimented the drivers on the FX.

Peter Ratto said SamTrans operators are better trained and better drivers than many other agencies.

Chair Kingsford-Smith thanked Mr. Jordan for an informative presentation.

REPORT OF THE CHAIR

Chair Kingsford-Smith said that at the last meeting there were seven people that were interested in sub-committees.

Mr. Feldstein said that two topics he would like to explore are quality assurance and connectivity.

David Milton is requesting that a DVD on Muni's quality assurance be played at the next meeting.

Mr. Feldstein said the bus bay signs at Millbrae BART are not correct. He also said that the El Camino Real corridor should be looked at.

Mr. Patton said there have been server problems with the bus bay signs and this is being corrected.

Mr. Patton said that staff is going through the previous recommendations and at the June meeting will present the specific recommendations/comments to the committee. Mr. Patton said that staff will also provide a status update on the El Camino Real Corridor redesign.

Mr. Feldstein asked if the committee came up with additional recommendations before the June presentation would those be answered or presented.

Mr. Patton said that they would be put in the cue and answered at a later date. Staff's concern is providing feedback to the committee on the previous sub-committee recommendations before new ideas are presented.

Ms. Nobles said that one way to increase ridership is to identify problems for staff that they might not see. The bus shelter is one example. If the bus shelters are clean people will want to ride the system.

Mr. Feldstein complimented staff on the cleanliness of the buses.

Mr. Milton said that connectivity is critical to increase ridership. Mr. Milton asked if there is a reason staff doesn't do outreach to other agencies to improve transferability between agencies or is it a political issue.

Mr. Patton said it is not a political issue. Mr. Patton said this is a worthy goal, but anyone that thinks that any bus will connect to another bus or train is not reasonable.

Mr. Milton said this would be one exploratory area that should be considered.

Mr. Feldstein said last night that the AC Transit M Route was full leaving Foster City going over the San Mateo Bridge and feels there should be some type of transfer or fare for San Mateo County riders.

Chuck Harvey, Chief Operating Officer, said that it is very complex and AC Transit will not allow our passes. Mr. Harvey said that when the Regional Measure 2 passed, one of the components of RM2 funding was to require the region to conduct an integrated fare policy study. MTC has hired a consultant and this will be done. Mr. Harvey said that SamTrans is the most liberal on accepting different fare media.

Mr. Milton shared an article on the rollout of Translink that was on Wikipedia that says the roll out of Translink has been much slower than that of similar cards due to bureaucratic infighting.

Mr. Harvey said it is one person's opinion and the real issue with the roll out of Translink is a technical issue, the software and hardware do not work. Mr. Harvey said that the Translink system does not provide for any discount for BART riders, where Caltrain discounts its monthly passes.

Public Comment

Mike Carter, Belmont, said that in the past he has used SamTrans for all his errands and found that the best way to get from Hillsdale to Bridgepointe is using AC Transit and has not had any problems using his SamTrans monthly pass. There is no indication on any of SamTrans literature that a SamTrans pass is good on AC Transit.

Mr. Feldstein said that he uses his CAC pass to ride AC Transit.

Mr. Harvey said that staff will research this issue of AC Transit accepting SamTrans passes and the Codified Tariff.

Mr. Milton asked when Translink will be introduced for SamTrans. Mr. Harvey said he can not commit to 2009 as other agencies need to roll out before SamTrans.

Mr. Carter will forward the letter he has about the AC Transit interagency agreement to Mr. Harvey.

Chair Kingsford-Smith said that the sub-committee decision should wait until June to see what recommendations staff has.

SAMTRANS STAFF UPDATE

Mr. Patton reported the following:

- Distributed the February monthly on-time performance report which shows we are just over 89 percent.
- Ridership month-to-month for February 2008 vs. 2007 is up 6.4 percent.
- Pam Hitchcock reported at the last meeting the PX was making KX announcements and this issue was corrected the next day.
- Ms. Hitchcock also advised staff that customers were confusing the RX with the KX and drivers are now announcing the route to the passengers in San Francisco.

Mr. Feldstein asked what happened in February for the increase in fleet and Mr. Harvey said there were fewer road calls.

Mr. Boland reported the following:

- After the 1989 earthquake inter-agency acceptance of fares was very informal. Mr. Boland will bring the codified tariff to the May meeting.
- Latino promotion is in progress within San Mateo County. The campaign included a mailer and co-op television ad with AC Transit, Caltrain, BART, VTA and Golden Gate Transit.

Andy Chow said that he saw the Hispanic commercial.

- Bay to Breakers is next month and SamTrans will provide service.
- The next Transit Camp may be held here at SamTrans. Transit Camp is a group that provides information to get the information out to riders.

Chair Kingsford-Smith asked when the Transit Camp will be held. Mr. Boland said that he believes in September.

Chair Kingsford-Smith asked about the new look of the schedules. Mr. Boland said that Route 390 will be out next week.

Ms. Nobles said there was a “green insert” in the Daily and SamTrans had an ad about losing 20 pounds a day.

Mr. Boland said this is an APTA promotion.

Ms. Nobles said that on the SamTrans Weekend guide it states to take Route 295 to the Hometown Days event May 16-18 in San Carlos, but Route 295 does not run on the weekends.

Mr. Feldstein called Customer Service asking for route information and was given Route 390 and then Route 391 separately instead of just listing them all together. There should be one schedule for Routes 390 and 391.

MEMBERS COMMENTS

Mr. Feldstein informed the committee that he has pancreatic cancer and will be having surgery next Tuesday. Mr. Feldstein said it has been caught in time and asking for the committees’ prayers.

Chair Kingsford-Smith offered Mr. Feldstein the committee’s support.

LIASON REPORTS

a. SamTrans Board – Wayne Kingsford-Smith

Chair Kingsford-Smith reported the following from the March SamTrans Board meeting:

- Performance report on Paratransit and ridership is up on this mode.
- Bus ridership was down 3.8 percent for January due to rain.
- Presented the operator and maintenance employees of the year awards.

b. ADA Technical Advisory Committee – Molly Kennedy - Absent

c. Peninsula Corridor Joint Powers Board – Andy Chow - None

d. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow

- Pat Boland presented key findings from the recent Caltrain survey.

e. Senior Mobility Action Plan – Ken Feldstein

- Bob Doty will be presenting a Caltrain 2025 report tomorrow at the TA Board meeting

Tom Collette reminded everyone that there is an election next Tuesday to replace Congressman Tom Lantos and everyone needs to vote.

NEXT MEETING:

The next meeting will be held May 7, 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.