



SamTrans Citizens Advisory Committee (CAC)
1250 San Carlos Avenue, San Carlos, CA 94070, Bacciocco Auditorium, 2nd Floor

AGENDA

December 3, 2008 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comments
4. Approval of Meeting Minutes for November 5, 2008
5. Update on Bus Procurement
6. Presentation on SamTrans Supervisor Academy
7. Report of the Chair
8. Report from the Nominating Committee - Ken Feldstein and David Milton
 - a. Election of 2009 Officers
9. SamTrans Staff Update
10. CAC Member Comments/Requests
11. Liaison Reports
 - a. SamTrans Board – Wayne Kingsford-Smith
 - b. SamTrans Accessibility Advisory Committee –Tom Collette
 - c. Caltrain Accessibility Advisory Committee – Peter Loranger
 - d. Peninsula Corridor Joint Powers Board – David Wilcox
 - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow
 - f. Senior Mobility Action Plan – Ken Feldstein
12. Next Meeting: Wednesday, January 7, 2009 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
13. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: J. Baker, A. Chow, K. Chu, T. Collette, K. Feldstein, M. Hall, P. Hitchcock
W. Kingsford-Smith (Chair), P. Loranger, D. Milton (Vice-Chair), K. Nobles, P. Ratto, D. Wilcox

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223. Assisted listening devices are available upon request. Agendas are available on the SamTrans Website at www.samtrans.com.

Date and Time of Boards and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: Second Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: First Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

Location of Meeting

The SamTrans Administrative Building is located at 1250 San Carlos Ave., San Carlos, which is one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes: 260, 295, 390, 391, KX.

Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

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Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – NOVEMBER 5, 2008**

COMMITTEE MEMBERS PRESENT: A. Chow, K. Chu, T. Collette, K. Feldstein, M. Hall, P. Hitchcock, W. Kingsford-Smith (Chair), P. Loranger, D. Milton (Vice-Chair), K. Nobles, P. Ratto, D. Wilcox

COMMITTEE MEMBERS ABSENT: J. Baker

SAMTRANS STAFF PRESENT: P. Boland, C. Harvey, M. Knuckles, T. McIntyre, N. McKenna, C. Patton, E. Proctor

Chair Wayne Kingsford-Smith called the meeting to order at 6:30 p.m.

PUBLIC COMMENT:

None

APPROVAL OF THE MINUTES:

The Committee (Wilcox/Milton) approved the minutes of October 1, 2008 with correction by David Wilcox. He stated he would not be able to attend the October 2 Joint Powers Board meeting.

Ken Feldstein arrived at 6:31 p.m.

REPORT OF THE CHAIR

Chair Kingsford-Smith appointed David Milton and Ken Feldstein to the nominating committee for 2009 Chair and Vice-Chair. The election will occur at the December meeting.

SAMTRANS STAFF UPDATE

Chester Patton, Director of Bus Transportation, said tonight will be Marketing Manager Pat Boland's last meeting and Public Information Specialist Mary Knuckles will be attending.

Mr. Boland reported the following:

- Distributed a ridership report by route, by month and also a token usage report.
- Tokens have gone up dramatically for the past few years and continue to rise for both adult and youth.
- The marketing department partnered with the Peninsula Congestion Relief Alliance for a commuter campaign, which included a pledge drive to take transit the week of October 27. Staff celebrated Halloween with the Trick or Transit event by distributing thank you bags at various Caltrain and SamTrans locations.

- Ms. Knuckles is working on a holiday bus, and in a tentative agreement with Hillsdale Shopping Center, to do a wrapped bus to promote the Hillsdale Shopping Center this holiday season.
- The Holiday Train is scheduled to run on December 6 and 7. This year the emphasis is on bringing toys.

Kim Nobles asked about special holiday service to Serramonte Shopping Center. Mr. Boland said, yes, there will be special service.

Ken Feldstein thanked Mr. Boland for his service and excellent job he did for the CAC.

Chair Kingsford-Smith thanked Mr. Boland for his efforts.

SAMTRANS STRATEGIC PLAN UPDATE

Todd McIntyre, Manager Special Projects, provided an update on the Strategic Plan.

- The SamTrans Board will receive this presentation at the November 12 meeting and adopt the Plan in December.
- Once the Plan is adopted it will be integrated into the District's work program and annual budget.
- The key parts of the Plan are the vision, different focus areas, goals, initiatives and performance indicators.
- The process began in the spring when staff discussed the process and expectations. During the summer focus group teams were formed; developed goals, initiatives and performance indicators and held listening sessions with employees. In the fall internal meetings were held with staff at Central and at both bases and a public town hall meeting. Staff is now in the process of taking comments on the draft Plan and final adoption.
- The current vision is "San Mateo County Transit District is a leader in providing mobility alternatives that are relevant and desirable." The new vision is "The District is a mobility leader, providing transportation choices and a sustainable future that meets the needs of our diverse communities."
- The key focus areas are financial integrity, multimodal services, transportation and land use, customers, business practices and employees.
- Financial integrity looks at the structural deficit, reinvention of services and funding sources.
- Multimodal services look at enhancing multimodal network; reinventing rubber-tire services; compatibility between the SamTrans, Caltrain and Transportation Authority Strategic Plans.
- Transportation and land use looks at livable communities; joint investments and linking transportation and land use planning.
- The customer sector looks at ways to improve transparency; maximize customer satisfaction and continue to attract riders.
- Business practices looks at ways to improve processes, teamwork, and sustainability. The District wants to attract and retain quality employees, continue excellent performance and employee professional development.
- The full Plan was posted on the SamTrans Website today.

Mr. Feldstein asked about the financial stability and integrity and how the Lehman fiasco is going to affect the District.

Mr. McIntyre said the purpose of the Strategic Plan is to set a course and to look at the organization as a whole. The purpose is for staff to take a step back and look at all the moving pieces and where they all fit together and what is the cash flow. The District is trying to get out of the habit of plugging the holes on an annual basis with one-time revenues and reserves and move into a much longer term outlook and make sure that we are still able to provide the service to keep our compensation packages competitive so we retain great employees.

Mr. McIntyre said the goals are to give overall policy direction and the initiatives are meant to be ways to get there and accomplish these goals. There is enough flexibility for some of the unforeseen circumstances.

Kim Nobles said the Plan needs to be brought to street level. As a customer who has ridden the service for the last ten years she pays attention to the other riders and the transition of how things have changed over the years. There is an irony that the fuel costs are causing smaller buses and more crowded buses on El Camino Real. There is a trend among riders to carry more items on board, more strollers and more disabled people are feeling comfortable using transit which is causing more crowding on the buses. She said as a customer she would like to see the smaller buses run more frequently or the articulated buses to carry more people.

Mr. McIntyre said one of the initiatives is a comprehensive operational analysis to look at where the service is and where it isn't and have the needs of riders changed.

David Milton asked if the District is getting larger buses.

Mr. Patton said the older sub-fleet buses are being replaced. The smaller buses are targeted for neighborhoods and as far as the corridor is concerned he is not aware of any desire to put smaller vehicles on El Camino Real.

David Wilcox said the buses are getting smaller on the El Camino Real and there are a lot more low floor buses running on El Camino Real.

Chief Operating Officer Chuck Harvey said nothing has changed and the same number of articulated buses are running on El Camino Real. Mr. Harvey said fewer buses run on the weekends and no articulates are used. He may have to look at this if the problem of overcrowding continues.

Chair Kingsford-Smith thanked Mr. McIntyre for a great presentation.

PROPOSED POLICY FOR TRANSPORTING ELECTRIC PERSONAL ASSISTIVE MOBILITY DEVICES (EPAMD)

Mr. Patton said the District was obliged to do a study on Segways to allow them on buses.

Mr. Patton made the following points.

- In 2005 the Department of Transportation (DOT) guidance document defined these vehicles as mobility assistant devices, similar to wheelchairs which forced transit agencies to think of them in a different way.
- There are a number of agencies that already allow Segways on their transit systems.

- A joint task force was formed 18 months ago to look at this issue and come up with recommendations. A joint policy team included staff from rail operations, bus operations, risk management, accessible services and legal counsel.
- The DOT didn't say the Segway was a wheelchair, but a mobility aid when used by a person with a disability.
- Users of the mobility aid must be permitted to use a ramp or lift to board a transit vehicle. The only exception is if it is a direct threat to the safety of others.
- Data was assembled on best practices. The devices were taken on various vehicles to see how they would be secured and if they would be safe onboard.
- Staff tested boarding and alighting methods on buses with lifts, ramps, the paratransit buses and vans and the two types of rail cars that Caltrain uses.
- The policy covers Segways and any other similar devices, which are referred to as Electric Personal Assistive Mobility Device (EPAMD).
- The proposed policy shall be limited to persons with disabilities who use the device as a mobility aid on SamTrans and Caltrain.
- Caltrain users must be certified to ensure safe operation in station environments.
- SamTrans customers will be verified in the same way the need for service animals is verified.

Mr. Wilcox asked if people have to wear a badge showing they have been certified. Mr. Patton said the law states no proof of certification is required.

- Only certified ADA clients may bring these devices on the bus or van.
- The Segway is permitted on the bus if a wheelchair position is vacant.
- Customer must bring the device on and off the bus without operator assistance, but the operator secures the EPAMD.

Mr. Wilcox said the Segway will take up two spots on the bus, one for the device and one for the passenger to sit. He asked if there will be an additional charge.

Mr. Patton said there is no plan to charge additional to bring the device on board.

- In order to comply with the DOT guidelines policies were tailored to SamTrans and Caltrain.

Mr. Feldstein asked how many seats will be taken.

Mr. Patton said the placement of the Segway on the buses will be in the wheelchair station and there is space for two wheelchairs.

Mr. Feldstein asked if staff sees any challenges with this policy.

Mr. Patton said the drivers do not have discretion. This is a matter of following the law.

- This policy will be presented to the Board for adoption at the November meeting.

Peter Loranger asked if the process of loading the Segway has been timed versus the time it takes for a wheelchair.

Mr. Patton said it has and it is about the same time.

Mr. Loranger asked about federal laws and if there is a license affixed to the device. Mr. Patton said there will be something like that for Caltrain, but couldn't find any justification for the bus side.

A motion (Nobles/Feldstein) to recommend Board approval of this policy was approved by roll call. Mr. Wilcox abstained from voting.

SAMTRANS FARE INCREASE

Mr. Patton said the CAC's participation in the fare increase review process is greatly appreciated. Several important observations were made and brought to the attention of staff and the Board of Directors. Staff carefully reviewed and debated each proposal in light of customer impacts and the District's financial situation. The intent of these proposals is clearly understood and appreciated. The CAC has done its job and done it well, representing the riding public.

After presentations to the CAC, Paratransit Coordinating Council, three community meetings and a public hearing, staff will be taking the fare increase proposal before the Board of Directors to request approval on November 12 with an effective date of February 1, 2009. Staff will be asking that the ADA agency-sponsored trip increases be deferred until July 1, 2009, in consideration of the fiscal year funding cycle for these entities.

Mr. Patton said this fare increase is crucial, not only because of the volatility and unpredictability of fuel prices, but also because of an on-going structural deficit that threatens this agency's economic sustainability.

Areas of concern identified by the CAC include the pricing of 10 adult token packages, pricing of day passes, inequity in express bus passes as compared to Caltrain passes. It was recommended that the entire Codified Tariff come under comprehensive review.

The CAC recommendation to reduce the token pricing resulted in a reduction from the original proposal from \$14.50 to \$14. It is staff's conclusion that further reduction would result in too steep a discount, and run counter to the critical mission of mitigating the structural deficit.

Staff agrees the pricing of day passes is a critical item and are eager to implement day passes. However, implementation is dependent upon installation of the new fareboxes in late 2009 and no conclusions have yet been reached as to the pricing. When staff has a recommendation the CAC will be asked to review it.

In regards to the inequity in express bus pass prices, if the costs are lowered the service could be in jeopardy. This revenue is needed to pay for operating costs. In addition, SamTrans and Caltrain are two different modes, with different destinations, different travel assumptions, different subsidies, different passenger capacity, different access characteristics and costs and different funding mechanisms. They simply do not easily lend themselves to comparison. For instance, SamTrans has less than 20 percent farebox recovery while Caltrain has close to 45 percent. This subsidy differential alone demonstrates why there is individual mode pricing.

Mr. Patton said that staff agrees a comprehensive review of the codified tariff is a good idea, but at the appropriate time. A good time to do this is when day passes are priced and scheduled for implementation next year.

Mr. Feldstein asked if staff is recommending that tokens will be \$14 instead of \$14.50.
Mr. Patton said, yes that is correct.

Mr. Milton asked if any mention of Translink should be mentioned in the fare increase and is there an update on timing when Translink will be phased in.

Mr. Harvey said there are continuing delays with Translink with the Metropolitan Transportation Commission (MTC) and trying to get a soft launch date established on Caltrain. Caltrain goes before SamTrans and it hasn't been launched yet. Mr. Harvey said his assumption is the SamTrans launch date will be delayed. It is possible that the MTC will ask to soft launch on SamTrans about the same time as the new fareboxes are installed. Translink will not be integrated into the new fareboxes. It will be a stand alone unit. Fareboxes being purchased have all the electronics to read magnetic cards.

Chair Kingsford-Smith said he is glad to see Eligible Discount fares are not being raised. He also asked why football service is still listed.

Mr. Patton said staff doesn't know what the future holds for the service and it is there in case things change and SamTrans is able to run the service again.

CAC MEMBER COMMENTS/REQUESTS

Mr. Feldstein said Director Jerry Hill was elected to the assembly and congratulations to him. He also asked if staff will have the 2009 stickers for the ID cards at the December meeting.

Mr. Wilcox asked what the outcome was on the fight that occurred on Route 390 or 391 one evening a couple of weeks ago.

Mr. Patton said this happens occasionally and people are appropriately dealt with. Mr. Harvey said it is very rare that staff gets feedback from law enforcement.

Mr. Feldstein said on December 1 the Foster City Connection Shuttle will be adding an additional bus. This means, along with SamTrans, bus service will operate every 30 minutes through Foster City from 9 a.m. – 3 p.m. There will be a ribbon cutting on the second Thursday of December.

Chair Kingsford-Smith asked what the policy is for drivers pulling away from a stop before passengers are sitting down.

Mr. Patton said the bus can not move until everyone is behind the yellow standee line. There is no requirement for everyone to sit before the bus moves. The drivers are instructed that for the elderly and disabled they are to wait until those passengers are seated. If anyone observes anything differently please let Mr. Patton know.

LIASON REPORTS

a. SamTrans Board – Wayne Kingsford-Smith

Chair Kingsford-Smith reported at the October SamTrans Board meeting:

- A public hearing was held for the fare increase with only one public speaker.
- Ridership is up on all modes of service; August average weekday ridership on SamTrans was up 4.5 percent.
- Awarded a contract to the Gillig Corporation for the purchase and delivery of 132 heavy-duty buses.

b. SamTrans Accessibility Advisory Committee – Tom Collette - This was his first meeting and it was a joint one between SamTrans and Caltrain's Accessibility Committees. Items discussed were the Segway policy; lights in the Palo Alto tunnel and there was a comment that the SamTrans shelters should be a foot wider. The next meeting is December 18.

c. Caltrain Accessibility Advisory Committee – Peter Loranger – he was unable to attend the meeting.

d. Peninsula Corridor Joint Powers Board – David Wilcox – he did not attend the meeting.

e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow – no report.

f. Senior Mobility Action Plan – Ken Feldstein –

- A van-sharing committee task force was formed to get the cities, recreation departments, non-profits and churches to share vans and bring down the cost and have better service. The committee will meet the first Tuesday of each month at 3 p.m. at Central. Chair Kingsford-Smith asked if the Senior Mobility Guide will be updated. Mr. Feldstein said, yes, the committee will be working on updating the Guide.

NEXT MEETING:

Chair Kingsford-Smith said the December meeting will begin at 6 p.m. with a holiday reception.

The next meeting will be held December 4, 2008, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

ADJOURNED: 7:50 p.m.