



BOARD OF DIRECTORS 2011

KARYL MATSUMOTO, CHAIR  
JERRY DEAL, VICE CHAIR  
JEFF GEE  
CAROLE GROOM  
ROSE GUILBAULT  
SHIRLEY HARRIS  
ZOE KERSTEEN-TUCKER  
ARTHUR L. LLOYD  
ADRIENNE TISSIER

MICHAEL J. SCANLON  
GENERAL MANAGER/CEO

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

## AGENDA

**December 7, 2011 - Wednesday**

**6:30 PM**

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for November 2, 2011
5. Presentation: Shuttles – Mike Stevenson
6. Report of the Chair
7. SamTrans Staff Update
8. CAC Member Comments/Requests
9. Liaison Reports
  - a. SamTrans Board – Peter Ratto
  - b. SamTrans Accessibility Advisory Committee –Tom Collette
  - c. Caltrain Accessibility Advisory Committee – Peter Loranger
  - d. Peninsula Corridor Joint Powers Board – vacant
  - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow
  - f. Senior Mobility Action Plan – David Wilcox
10. Next Meeting: Wednesday, January 4, 2012 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
11. Adjournment

*All items on this agenda are subject to action*

**CAC MEMBERS:** A. Chow (Vice-Chair), L. Chow, T. Collette, D. Cruz, S. Curry, M. Hall, S. Koya, P. Loranger, J. McKie, K. Nobles, S. Price, P. Ratto (Chair), 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](http://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.

### Accessibility for Individuals with Disabilities

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Nancy McKenna at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to [cacsecretary@samtrans.com](mailto:cacsecretary@samtrans.com); or by phone at 650.508.6279, or TDD 650.508.6448.

### 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 2, 2011**

**COMMITTEE MEMBERS PRESENT:** A. Chow, L. Chow, T. Collette, D. Cruz, S. Curry, M. Hall, S. Koya, P. Loranger, J. McKie, K. Nobles, S. Price, P. Ratto (Chair), D. Wilcox

**COMMITTEE MEMBERS ABSENT:** None

**SAMTRANS STAFF PRESENT:** K. Cheema, L. Dong, J. Johnson, N. McKenna, E. Proctor

Chair Peter Ratto called the meeting to order at 6:30 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

The Committee (Nobles/McKie) approved the minutes of October 5, 2011; (A. Chow abstained).

**PRESENTATION: SAMTRANS SERVICE PLAN (SSP) – SERVICE EVALUATION**

Deputy Project Manager Lauren Dong reported:

- The project is an in-depth study of the transit system to identify service strengths, areas for improvement, suggestions to improve efficiency and increase ridership.
- The Board has adopted the SSP Guiding Principles, staff has conducted a market analysis and service evaluation and developed service framework and criteria.
- The Guiding Principles are grounded in the five focus areas of the Strategic Plan.
- The Guiding Principles emphasize service, customers, service markets, financial stability and integrated planning.
- Key Findings:
  - El Camino Real serves as the core spine of the network and provides more than half of SamTrans ridership along the corridor.
  - The core markets are Daly City, South San Francisco, San Mateo, parts of Foster City, Redwood City and East Palo Alto.
  - Average systemwide weekday boardings are 51,320 and 45 percent are on Routes 120, 292, 390 and 391.
  - Sixty-five percent of routes are below the system average for both financial effectiveness and productivity.
  - Community routes show they have complex route alignments, schedules which are costly to develop, and are less efficient to deliver compared to other routes.
  - Cost per passenger boarding metric shows Routes 397, 359 and 38 are the most expensive to operate and Routes 390, 391, 120 are the least expensive to run. Routes 397 and 17 receive funding from outside sources and serve a specific purpose for the system.

- The purpose of project criteria is to apply the Guiding Principles to the project results, help identify trade-offs between different service scenarios, build on quantitative Information for improved efficiency and financial effectiveness and to balance results of the data with what is necessary to meet community needs.
- The median yearly income of a SamTrans rider is \$36,600 and 64 percent do not have access to a car.
- From the five Guiding Principles, staff refined them to three:
  1. Service productivity looks at route frequency, design and service quality.
  2. Market matching includes maintaining existing ridership, capturing new riders and route types.
  3. Financial stability includes capital investment, funding and new service models.
- Next steps include six public workshops beginning on November 7 where the service scenarios will be presented, a third public comment period in the winter of 2012 and staff will be developing a final SSP.

Sondra Price asked if the cost per passenger boardings is per week, per day or per month. Ms. Dong said it is taking the ridership of the route and the amount Sam Trans needs to put in per passenger in order to provide the service based on ridership.

Ms. Price asked about the three project criteria characteristics and if there is going to be integration between the three. Ms. Dong said yes.

Lisa Chow asked if staff has done any modeling and are headways factored into the cost per passenger boarding. Ms. Dong said different routes have different headways and the routes have been normalized to all be equal.

Sonny Koya said community routes may not generate much revenue, but are very important to the customers and hope they will not be victim of service cuts. Ms. Dong said the data shows how the routes are performing and what staff will be looking at is how to make them more efficient.

Andy Chow asked what data will be presented at the meetings next week that has not been presented here. Ms. Dong said it will be a mix of what was shown today and tailored to the riding public. There will not be any additional data presented.

Mr. Chow asked what staff expects the public's response to be at these workshops since there is no product to comment on. Ms. Dong said one of the main goals is to gain direction from the public. Three scenarios will be presented on how to move SamTrans to the future and hope to gain an insight on the customer's priorities.

Chair Ratto asked if interlining is factored into the cost per passenger boarding. Ms. Dong said it is a mix.

Mr. Koya asked about the funding for the community routes. Ms. Dong said it is the same funding for all routes, except as previously discussed for Routes 397 and 17.

## **REPORT OF THE CHAIR**

Chair Ratto announced that past CAC member Wayne Kingsford-Smith passed away last week.

## **SAMTRANS STAFF UPDATE**

Manager of Training Jeff Johnson reported:

- SamTrans will operate a Sunday schedule in 2012 on New Year's Day, Fourth of July, Thanksgiving Day, Memorial Day, Labor Day and Christmas Day. Non-school day schedules will operate on Martin Luther King Jr., President's Day and Veterans Day.
- A Saturday schedule will be operated on December 26, 2011 and January 2, 2012.
- New bus operator training class is in session. This is the fourth week of the 10 week training program.
- In September miles between service calls were 22,417, over the goal of 19,500.
- Average weekday ridership for September was 41,000, which is down 4.7 percent from September 2010.
- On-time performance for September is 85 percent.

## **CAC MEMBER COMMENTS/REQUESTS**

Judy McKie said the Route 292 bus stop sign at Saratoga and Yates going north past Delaware by the Starbucks is up very high on a light post and pointing toward the building and not toward the street.

Mr. Koya said Route 292 is running very well. The northbound adjustment in the morning is working out great.

Daniel Cruz said he was on Route 295, bus 505, that ends in Redwood City and the driver feels timing of the route is an issue.

Ms. Price asked if the combined Route 390/391 schedule is on the bus as she has not seen it. The past week there have been a lot of delays with people feeding dollar bills into the farebox and in some cases the driver tries to help and some drivers don't do anything. She asked what the protocol is for drivers handling money. Mr. Johnson said the driver is expected to manage the dwell time at each stop. They are to offer verbal guidance without handling the customer's money.

Mr. Chow said the driver should help the passenger feed the money into the farebox if there is a problem. When the Day Pass is introduced will information be collected on to how often they are used and when and where they are being used? Mr. Johnson said the planning department will collect the information from the farebox.

Kim Nobles said her dentist wanted her to express his appreciation to the bus operators for their patience and kindness they have shown to visually impaired passengers.

Ms. Chow said she took Route 292 and could not find the bus stop at Hillsdale. She went to the website and could not find any information on the stop. She recommended Google maps be used to show the intersection of bus stop locations.

Tom Collette said he just returned from England last night. He said persons over 60 are given free bus transportation.

David Wilcox said he took photos of bus stops that are disgusting. The stop at First and B streets in San Mateo had vomit all over the seat and sidewalk and was there for over two weeks. He mentioned it to a local business who cleaned it up. The Sequoia Station in Redwood City looks terrible. The sidewalks are filthy and they need to be looked at. In the last four to six weeks he has taken Route KX in the late afternoon and the problem seems to be when the buses leave the Transbay Terminal it takes about 10 minutes to go two blocks because the traffic going on the Bay Bridge is a problem.

## **LIAISON REPORTS**

### **a. SamTrans Board - Peter Ratto**

- The Codified Tariff was adopted which included the approval of the Day Pass.
- June, July and August multimodal riderships were presented.
- Fiscal Year (FY) 2011 mobility management report was given in October and there were only 61 schedules missed in FY2011 out of 431,000.
- High ridership on Caltrain is impacting the on-time performance.
- October was proclaimed as Disabilities Awareness Month.
- The Board and staff honored Omar Ohmad by walking in his memory in the American Heart Association annual Heart Walk.

### **b. SamTrans Accessibility Advisory Committee - Tom Collette**

- Meeting on November 17 and on November 19 there will be training for mobility ambassadors.

### **c. Caltrain Accessibility Advisory Committee - Peter Loranger – no meeting.**

### **d. Peninsula Corridor Joint Powers Board - vacant.**

### **e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee - Andy Chow**

- Received an update on the new signaling system contract that was awarded.

### **f. Senior Mobility Action Plan - David Wilcox – no meeting.**

## **NEXT MEETING:**

The next meeting will be held December 7, 2011, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.