



BOARD OF DIRECTORS 2012

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GENERAL MANAGER/CEO

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

AGENDA

February 1, 2012 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for January 4, 2012
5. Presentation: Interior Bus Maintenance Cleaning Process – Jerie Moeller
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, March 7, 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, L. Chow, T. Collette, D. Cruz, S. Curry, M. Hall, S. Koya, P. Loranger, J. McKie, K. Nobles, S. Price (Vice-Chair), 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.

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; 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 – JANUARY 4, 2012**

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

COMMITTEE MEMBERS ABSENT: S. Curry, M. Hall, P. Loranger

SAMTRANS STAFF PRESENT: K. Cheema, R. Haskin, N. McKenna, C. Patton, E. Proctor

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

PUBLIC COMMENT

None

REPORT FROM THE NOMINATING COMMITTEE – ELECTION OF 2012 OFFICERS

David Wilcox said the nominating committee of Kim Nobles, Sonny Koya and himself met and are nominating Peter Ratto for chair and Sondra Price for vice chair.

Ms. Nobles said Andy Chow was asked to return as vice chair but he declined.

A motion (Wilcox/Collette) to re-elect Mr. Ratto as chair for 2012 was approved unanimously.

A motion (Wilcox/Koya) to elect Ms. Price as vice chair for 2012 was approved unanimously.

APPROVAL OF THE MINUTES

Mr. Chow said on page 3 the second paragraph from the bottom the route should be KX.

The Committee (Nobles/Wilcox) approved the amended minutes of December 7, 2011 (Price abstained).

PRESENTATION: UPDATE ON TRANSITION FROM PAPER MONTHLY PASSES TO CLIPPER

Executive Officer Customer Service and Marketing Rita Haskin reported:

- Goal is to transition approximately 7,000 monthly pass customers to Clipper by January 2012.
- Outreach to customers included onboard notices, monthly passes, news releases, information on the SamTrans website and advertisements. Additional media outreach included Facebook and Twitter.

Lisa Chow arrived at 6:38

- Outreach began in early 2011.

- Outreach and venues included senior centers, schools, malls, street fairs, district headquarters, transit centers bus stops and bus rides. There were a total of 80 events.
- Onboard information included a take one in both English and Spanish, Rider's Digest newsletter, electronic message sign and an adcard.
- The information was on the September and December monthly pass.
- The Metropolitan Transportation Commission (MTC) paid for newspaper advertisements in Spanish and Chinese.
- As of last week 3,135 applications have been received and this week over 100 applications have been received.

Mr. Wilcox asked how a person obtains a disability Clipper Card. Ms. Haskin said it goes through the same process as the Regional Transit Connection (RTC) discount card.

Tom Collette asked if a person has to come to District office to get a RTC discount card. Ms. Haskin said a person can go to any transit district office and apply and then the card is mailed.

Mr. Chow asked if there has been any improvement in the retail outlets especially on the coastside. Ms. Haskin said staff stressed they wanted as many vendors as possible, especially in areas where there were paper ticket sales. One area that falls short is South San Francisco and Half Moon Bay. A business has to want to sell Clipper and one of the incentives is the merchant gets 1 percent of sales.

Mr. Chow asked if there has been an increase in people using Day Passes and the change card. Ms. Haskin said none of that data is available yet, but wouldn't anticipate an increase in use of the change card because a lot of customers don't want to part with more cash than they have.

Sonny Koya said he is glad there are more vendors besides Walgreens. He said a driver made a comment there was confusion with the Day Pass. Ms. Haskin said the Day Pass is not available yet on Clipper. The Day Pass is only available for the youth, seniors, eligible discount and adult local. If a passenger has an adult local and wants to take Route KX to San Francisco and boards at San Francisco International Airport the bus operator will go through and ask if the passengers are Clipper or paid cash because if you pay cash you will receive a Route KX receipt. The Day Pass only gives a local credit so the difference must be paid to go into San Francisco.

REPORT OF THE CHAIR

Chair Ratto reported the tax exempt transit commuter benefit was cut in half and the tax exempt transit parking was increased and this may cause people to go back into their cars.

SAMTRANS STAFF UPDATE

Director of Bus Transportation Chester Patton reported there are some negative metrics for November. Ridership is down 6 percent from last year, on-time performance is 78 percent and complaints are high at 236.

Ms. Price said she was waiting for a southbound Route 390 or Route 391 scheduled to arrive at 5:10 p.m. in San Carlos. At 5:45 p.m. no southbound bus had arrived so she called customer service and was asked if she wanted to report a late bus. Mr. Patton said the customer service

representative was trying to classify the complaint and doesn't rely on customers for the on-time performance.

Mr. Wilcox said he was caught in the same delay and then three buses showed up right behind each other.

CAC MEMBER COMMENTS/REQUESTS

Lisa Chow said the bus stop at Arroyo and El Camino Real is in front of a parking space.

Mr. Patton said there are many bus stops like this and the bus would double park.

Mr. Wilcox said Route 295 seems to be arriving at non-timed stops earlier.

Ms. Price said on page three of the December minutes there is a comment about homeless parked on Old County Road in Brisbane and would like clarification on this item because there is a percentage of people who sleep in their cars.

Ms. Nobles said she doesn't like the combined Route 390/391 schedule.

Mr. Wilcox said he would like to see Route 391 eliminated and have 15 minute headways for Route 390.

Chair Ratto said he likes the combined Route 390/391 scheduled and it seems very popular with riders. There seems to be a lot of bunching in service on El Camino Real especially on Saturday.

Mr. Chow said the last time he was at the top of the hill in Daly City there was work being done on the sidewalk and hopes it means better bus stop facilities. This stop for Route 391 is also used for Muni Route 14. He said he took Route 295 and a passenger was picked up needing the wheelchair ramp. The way the bus stop is the ramp got stuck because there is no real sidewalk and the ramp got stuck. This stop should be improved and be more Americans with Disabilities Act accessible.

Mr. Wilcox asked why Route 295 stops on 37th Avenue and not in front of the hospital and stop at 38th Avenue. Mr. Patton said the neighborhood did not want SamTrans on that street or Edison Avenue.

Daniel Cruz said the driver he had tonight was confused about the Day Pass. The Clipper card isn't working for people getting on in San Francisco, but works on the Peninsula. The bus stop at Saratoga and Hillsdale Boulevard has a bench, but there needs to be a garbage can.

Mr. Koya said it was his comment about the homeless people parking in Brisbane and there are no families or children, but one person in the vehicle. The reason he brought it up last month was because of safety. He rides Route 292 from Brisbane to downtown San Francisco and has noticed passengers not paying their fare and thinks the driver doesn't want to risk anything so doesn't say anything. He said one person dropped a penny and the driver said something but the passenger sat down. There are some people who board the buses that have badges other than those from SamTrans and are allowed to ride free. A few people feel that SamTrans knows which routes will be dropped even before holding the SamTrans Service Plan meetings and want SamTrans to study scenarios before eliminating Routes 390 or 391.

Judy McKie said quite a few homeless people ride the bus and stay in shelters which are not very clean. She knows the buses are kept clean but what type of sanitation is done for the buses if these homeless people are carrying lice, fleas or bed bugs. Mr. Patton said the maintenance department uses environmentally and industrially safe products to disinfect the bus and ensures there are no biological hazards.

Mr. Chow said the vinyl seats are much easier to keep clean, but the new cloth seats are not as easy.

Ms. Price would like to have a presentation from the maintenance and cleaning protocol of the buses at a future meeting.

Mr. Collette asked how often the bus shelters cleaned. Mr. Patton said they are cleaned on a regular basis.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- Received presentations on fixed-route service and transition to Clipper.
- Bus ridership is trending down.
- SamTrans Leadership Academy will graduate 11 in January and eight mechanics achieved promotions.
- Superintendent Bus Maintenance, Elliot Rivas graduated from the American Public Transportation Association's Leadership Program and Manager Programming and Monitoring, Melanie Choy is in the current class.
- All articulate coaches have been rebranded and repainted.
- Sixty-eight bus shelters have been installed.
- October ridership was down 0.4 percent.

b. SamTrans Accessibility Advisory Committee - Tom Collette

- Next meeting is January 19.

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

- Presentation on end of year performance.

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

NEXT MEETING:

The next meeting will be held February 1, 2012, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:44 p.m.