



BOARD OF DIRECTORS 2014

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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

**September 24, 2014 - Wednesday**

**6:30 PM**

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for August 27, 2014
5. Presentation – Sustainability Program – Michelle Senatore
6. Report of the Chair
7. SamTrans Staff Update – Chester Patton
8. CAC Member Comments/Requests
9. Liaison Reports
  - a. SamTrans Board – Peter Ratto
  - b. SamTrans Accessibility Advisory Committee – Judy McKie
  - c. Caltrain Accessibility Advisory Committee – Peter Loranger
  - d. Peninsula Corridor Joint Powers Board – Bill Lock
  - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – vacant
  - f. Senior Mobility Action Plan – vacant
10. Next Meeting: Wednesday, October 29, 2014 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:** N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, P. Loranger, J. Manalo, J. McKie, T. Miller, H. Plischke, M. Pye, P. Ratto (Chair)

## 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: First Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: Last Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

### Location of Meeting

The San Mateo County Transit District Administrative Building is located at 1250 San Carlos Avenue, San Carlos, one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes ECR, 260, 295 and 398. [Map link](#) Additional transit information can be obtained by calling 1-800-660-4287 or 511.

### 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 TTY 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 – AUGUST 27, 2014**

**COMMITTEE MEMBERS PRESENT:** N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, P. Loranger, J. Manalo, J. McKie, T. Miller, H. Plischke, P. Ratto (Chair)

**COMMITTEE MEMBERS ABSENT:** M. Pye

**SAMTRANS STAFF PRESENT:** K. Cheema, M. Eshleman, A. John, T. Lin, N. McKenna, C. Patton, A. Rivas, E. Rivas, A. Sayong (MV Transportation), D. Triolo

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 OF JULY 30, 2014**

Motion/Second: Gilbert/Plischke

Ayes: Ballator, Gilbert, Gomez, Heatley, Koya, Laughon, Lock, Loranger, Manalo, McKie, Miller, Plischke, Ratto

Absent: Pye

**PRESENTATION: OVERVIEW OF TRANSIT POLICE PROTECTIVE SERVICES PROVIDED TO BUS TRANSPORTATION**

Dave Triolo, Chief, Protective Services, presented:

- Scope of police services:
  - Respond to emergency calls for service for assaultive, disruptive or disorderly conduct; incidents of fare evasions or property theft; vehicle and pedestrian collisions; and boarding and alighting falls and medical events.
  - Conduct random patrols of bus routes to check bus stops, kiosks and board coaches; enforce bus zone regulations; enforce traffic law violations; and deter terrorist activities.
  - Perform investigations of crimes and allegations of criminal conduct; collisions involving buses and Redi-Wheels; and threats received by customer service or employees.
  - Conduct collaborative outreach with allied agencies to problem solve and meet with school administrators to minimize onboard disruptions.
- Approximately 2,500 calls are received each year for SamTrans. Calls range from arrests, citations, reports, and injury investigations.

Judy McKie asked how many patrol officers there are. Mr. Triolo said there are 15.

Sonny Koya asked if Mr. Triolo is a sheriff. Mr. Triolo said no he is a San Mateo County Transit District (District) employee, but was formerly with the sheriff's office.

Mr. Koya asked how service into San Francisco is policed. He said he has been riding since 1982 and has never seen transit police on the bus. Mr. Triolo said the transit police support both Caltrain and SamTrans and the average response time is 26 minutes, which is actually good. Every time the transit police are dispatched the local authority is dispatched as well. The transit police coverage area is from San Francisco to Gilroy.

Mr. Koya asked if it is possible for the transit police to make an appearance on some of the San Francisco buses. Mr. Triolo said he expects the transit police to go to the transit center in San Francisco, but there is agency etiquette that the transit police don't patrol San Francisco streets.

Mr. Koya said to make it easier the transit police could concentrate from Geneva Avenue in Brisbane to South San Francisco. Mr. Triolo said he doesn't want to take an officer out of the car and put him on a bus.

Bill Lock asked how the transit police are able to cover all three counties with limited resources. Mr. Triolo said no chief will say there are enough officers. A number of calls received are also assisted by allied partners.

Mr. Lock asked if his officers are authorized to make arrests. Mr. Triolo said yes they are full police officers.

Mr. Lock said during non-coverage time what is the response time. Mr. Triolo said he doesn't know since the transit police are dependent on local jurisdiction.

Charlotte Laughon asked how many terrorist threats are received each year. Mr. Triolo said none have been received, however counter-terrorism is used to deter school shootings or threats.

Ms. Laughon asked how many arrests are made each year pertaining to terrorism. Mr. Triolo said year-to-date there have been nine incidents, including bomb threats and suspicious objects.

Ms. Laughon asked about the canine usage. Mr. Triolo said the canines are not cross-trained and are either trained in explosives, narcotics, or cadaver.

Ms. Laughon said she is concerned about the militarization of the police and asked what kind of equipment the transit police use. Mr. Triolo said this is his 35-year as a police officer working in lots of communities. Every transit police officer is hand-picked and has to apply to work at the District and must go through an oral board interview. The team of transit police was built on customer service and professionalism. He has a high ethical standard for the transit police. They are all armed with impact weapons, laser and chemical agents and each patrol car is equipped with riot guns and assault rifles.

Nada Ballator said if the transit police response time is 26 minutes is local response time faster. Mr. Triolo said yes because of geographical, but it is all relevant to locale.

Ms. Ballator asked how the transit police are notified. Mr. Triolo said there is a dispatch radio and a silent alarm button that alerts the transit police. The message goes to the dispatch centers at the bases and then the information is forwarded to the transit police.

Ms. Ballator asked why the transit police wear sheriffs uniforms. Mr. Triolo said they are attached to the sheriff's department, but contracted to the District.

Katie Heatley asked what training do the transit police receive for people with mental illness. Mr. Triolo said all are critical incident trained with an additional 40 hours presented by mental health professionals.

Ms. Heatley said one of her clients was harassed on a bus and the driver didn't do anything but open the door and let her off. Mr. Triolo said if the incident was reported with date, time and place staff can look at the video on the bus and specifically monitor that specific bus. A report can be made anonymously.

Tryn Miller said she thinks bus security is very important. She asked what collaborative outreach is done. Mr. Triolo said the transit police work with schools and many different groups, including graffiti abatement, mental health, and the probation department. This allows the transit police to work with these other organizations to try and avoid a problem before it happens.

Kathy Gilbert asked what the fine is for parking in a bus zone. Mr. Triolo thinks it starts around \$38.

Ms. Gilbert asked if there are any statistics for assaults on drivers. Mr. Triolo said he doesn't have the number, but it does happen, but not like the numbers seen at an inter-city transit agency.

Ms. Gilbert asked what the diversity is of the transit police. Mr. Triolo said the commander is female, a deputy is female, and there are Hispanic, Asian, and white. It is a very diverse group.

Juslyn Manalo asked what type of injury investigations are there. Mr. Triolo said either vehicle collisions with injuries or passengers who slip or fall on the vehicle.

Ms. Manalo asked if comstat is used. Mr. Triolo said no because it is a statistically based enforcement program and requires analysts.

Heinz Plischke asked how many transit police there are, where are they located, and how many patrol cars. Mr. Triolo said the transit police are located this building, there is a total staff of 15 including himself, of which there are 11 transit officers. He said there is one motorcycle, three unmarked cars and eight marked units.

Bob Gomez asked what kind of training the officers go through. Mr. Triolo said the State sets the training. There is 920 hours of training then the officers go into a field training program for four months. The officers also get an additional 24 hours of SamTrans orientation training. Mr. Triolo said there are no rookies on the transit police.

Mr. Gomez asked if there is continual training. Mr. Triolo said depending on the rank there is at least 24 hours of training each year.

Mr. Gomez asked what the firearm qualification is. Mr. Triolo said the initial training is 80 hours with different scenario training. He said there are two deputies who are Special Weapons and Tactics certified.

Chair Ratto asked if the sheriff's department is tapped for additional officers when there are special events that require extra security. Mr. Triolo said yes.

### **REPORT OF THE CHAIR**

Chair Ratto said he went on the tour of the Gillig factory and saw the entire production line for the buses.

### **SAMTRANS STAFF UPDATE**

Chester Patton, Director, Bus Transportation, reported:

- July performance:
  - Average weekday ridership was 37,760, an increase of 3.8 percent.
  - On-time performance (OTP) was 85.5 percent.
  - Complaints were low at 127.
  - Miles between road calls was 23,869.
  - Tokens continue to be very popular.
  - There were 10 missed schedules.

### **CAC MEMBER COMMENTS/REQUESTS**

Mr. Gomez said at University and Woodland avenues there are a lot of bushes and is dangerous especially at night.

Ms. Mandalo asked about youth ridership. Mr. Patton said the results were presented at the July meeting, but will e-mail the information to her.

Ms. Heatley asked if there is an update on Clipper and timing. Mr. Patton said he will see if Rita Haskin, Executive Officer, Customer Service and Marketing, wants to present an update soon.

Ms. Laughon said she brought in a picture of the bus shelter on the Third Avenue exit on Highway 101 in San Mateo that has no advertising. She asked why this can't be on the coast. Mr. Patton will ask staff and respond next month.

Mr. Lock said he has noticed the back of the bus is always away from the curb and it makes it a reach for the passenger getting off the bus to step onto the curb. Mr. Patton said if a passenger needs to be closer to the curb they should exit from the front door.

Mr. Koya thanked Michael Eshleman, Planner, for the changes to the Route 292 schedule. They are very appreciated by him and all the riders. Mr. Koya said the printed Route 292 schedules are scarce and more supply is needed on the buses.

Ms. McKie said the southbound Route 292 stop at Delaware Street and First Avenue in San Mateo seems a lot cleaner.

Mr. Gomez said he took Route ECR tonight and operator 705 did not stop or pull over for an emergency vehicle.

#### **LIAISON REPORTS**

**a. SamTrans Board - Peter Ratto**

- Presentation was given on fixed-route bus service.
- Performance is up on many routes.

**b. SamTrans Accessibility Advisory Committee – Judy McKie – no meeting**

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

**d. Peninsula Corridor Joint Powers Board – Bill Lock**

- Marian Lee was appointed to the Transbay Joint Powers Board.
- Presentation was given on Caltrain Strategic Plan.
- Public comment on bicycles and the number of bumps occurring.

**e. Peninsula Corridor Joint Powers Board CAC - vacant**

**f. Senior Mobility Action Plan - vacant**

#### **NEXT MEETING:**

The next meeting will be held September 24, 2014, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 8:10 p.m.