



BOARD OF DIRECTORS 2017

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

AGENDA

April 26, 2017 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Introduction/Welcome New CAC Members
 - a. Andrew Barnes
 - b. Alexandra Juarez
 - c. Jason Galisatus
4. Public Comment
5. Approval of Meeting Minutes for March 29, 2017
6. Presentation – Marketing Update
7. Report of the Chair – Juslyn Manalo
8. SamTrans Staff Update – Margo Ross
9. CAC Member Comments/Requests
10. Liaison Reports
 - a. SamTrans Board – Juslyn Manalo
 - b. SamTrans Accessibility Advisory Committee – David Nelson
11. Next Meeting: Wednesday, May 31, 2017 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
12. Adjournment

CAC MEMBERS: J. Baker, A. Barnes, A. Barrios, M. Buzbee, Z. Fucini, J. Galisatus, B. Gomez, A. Juarez, A. Jones, S. Koya, J. Lee, F. Liu, J. Manalo (Chair), D. Nelson, G. Wilson

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6279. 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: 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; 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 (DISTRICT)
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

Draft

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – MARCH 29, 2017**

COMMITTEE MEMBERS PRESENT: J. Baker, A. Barrios, M. Buzbee, Z. Fucini, B. Gomez, A. Jones, S. Koya, J. Lee, F. Liu, D. Nelson, G. Wilson

COMMITTEE MEMBERS ABSENT: J. Manalo (Chair)

SAMTRANS STAFF PRESENT: T. Dumandan (MV Transportation), L. Kiner, N. McKenna, A. Rivas, M. Ross, B. Tietjen

Vice Chair Sonny Koya called the meeting to order at p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES OF FEBRUARY 22, 2017

Motion/Second: Baker/Barrios

Ayes: Baker, Barrios, Buzbee, Fucini, Gomez, Jones, Lee, Liu, Nelson, Koya

Absent: Manalo, Wilson

**PRESENTATION: SAN MATEO COUNTY TRANSIT DISTRICT FISCAL YEARS (FY) 2017-2026
SHORT RANGE TRANSIT PLAN (SRTP)**

Lindsey Kiner, Senior Planner, presented:

- Purpose:
 - Bi-annual plan required by the Metropolitan Transportation Commission (MTC)
 - Overview of transit system services and performance
 - 10-year time frame FY2017-FY2026
 - Basis for Regional Transportation Plan and Transportation Improvement Program
 - Required to receive State and Federal funds
- Key Changes Since December 2016:
 - MTC comments received in February 2017
 - Final SRTP reflects MTC and SamTrans Board comments and questions
 - Major changes:
 - Annual paratransit ridership growth increased from 1 percent to 5 percent
 - FY2017 audited actuals

Geraldine Wilson arrived at 6:39 p.m.

- Traffic signal priority on El Camino Real between Palo Alto Caltrain Station and Daly City Bay Area Rapid Transit Station

- Implementation for new initiatives
- Staff Recommendation to the Board:
 - Approval of SamTrans SRTP (FY2017-FY2026)
 - Next update in two years (FY2019)

Zachary Fucini said he is happy to see the mobile ticketing application is included in the SRTP.

David Nelson asked if there is a planning for a real-time application in the SRTP. Ms. Kiner said this is not discussed in the SRTP and staff is waiting on the procurement.

Mr. Nelson asked if there are any effects of ride-sharing companies on ridership. Ms. Kiner said as part of the public-private partnerships staff is looking at this and is not part of the SRTP.

John Baker said the jump in the estimated paratransit ridership is surprising. Margo Ross, Director, Bus Transportation, said the baby boomers are aging out and census information is reflecting people are staying put and not moving out of their homes.

Alicia Marie Jones said under the special needs and disadvantaged communities' services haven't been implemented. Ms. Kiner said is it was due to funding constraints.

Julia Lee said with the increase in paratransit ridership comes an increase in. Ms. Kiner said the mark was hit on the cost growth with an increase of 5 percent in ridership.

Frank Liu asked if the Highway 101 Bus Visibility Study has kicked-off. Ms. Kiner said it will kick-off in a few months and estimated to be completed in 18 months.

Angel Barrios asked how the recent ridership survey was integrated into this plan. Ms. Ross said the survey was customer based and will help to look at where riders are going.

Bob Gomez asked if this will affect routes being rerouted. Ms. Kiner said this document tells how SamTrans is doing fiscally and financially. Ms. Ross said all routes are being looked at.

Vice Chair Koya thanked staff for their hard work in compiling the SRTP.

Public Comment

Marlon Sanchez, Redwood City, said he has been riding SamTrans since 1980. He said he is concerned the system is underutilized. He said the culture needs to be changed. Staff needs to go to elementary, middle and high schools to encourage students to ride and this will build a culture for people to ride in their adulthood. He encourages SamTrans hire more female drivers.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Ms. Ross reported:

- February performance:
 - Average weekday ridership was 37,150.
 - On-time performance (OTP) was 84.2 percent, below the goal of 85 percent.
 - There were 129 complaints.
 - Miles between road calls was 26,104, above the goal of 20,000 miles between road calls.
 - Tokens continue to be popular with 23,371 adults and 22,765 youth.
 - There were 129 missed schedules.

Ms. Jones asked what the cause for the high number of missed schedules was. Ms. Ross said shortage of operators. She said that a new class of 10 operators is starting April to help with this problem.

CAC MEMBER COMMENTS/REQUESTS

Geraldine Wilson said she has noticed a decrease in distractions with phone usage and music playing.

Mr. Fucini said this is his last meeting on the CAC and he will be attending Cal Poly in San Luis Obispo in the fall.

Mr. Nelson said SamTrans is slow on keeping up with the times in applications. Ms. Ross said in the last six months this has really moved. There has been a lot of turnover in key departments and they are starting to be filled. There is starting to be more cross-departmental work and in the next six months more changes will occur.

Mr. Nelson asked what is being done to reach out to the community and ask them what changes they would like to see in routes. Ms. Ross said people should submit their suggestions through the Customer Service Center or the website. She said the survey was done so staff can see where people are riding and what adjustments need to be made. Ms. Ross said she recently met with management at the San Francisco International Airport to discuss routes for their employees.

Mr. Nelson asked if there are comment cards on the bus. Ms. Ross said they should be on the buses by the schedules, but will confirm.

Ms. Jones said Operator 901 on Route ECR was very helpful to a passenger who needed assistance on getting off at their correct stop. She said on March 16 her bus was a no show so she submitted a comment through the website.

Ms. Lee asked when the Summer Youth Pass will be start. Ms. Ross said June 1.

Mr. Liu said Operator 946 on Route 56 is very good. He said the destination sign for 5th Avenue and El Camino Real for Route 250 should be listed as downtown San Mateo.

Ms. Barrios asked what the process is for follow-up on committee comments. Ms. Ross said she sends them to her staff for action.

Bob Gomez asked if there is any update for lighting in shelters in East Palo Alto. Ms. Ross said staff is looking at the issue and deciding what is the best way to go.

Mr. Gomez said he will be going to the city and asking them about picking up the garbage around the shelter.

Vice Chair Koya said the Brisbane bus shelter was replaced and thanked Ashish John, Manager, Bus Contracts, for his assistance in getting it done.

LIAISON REPORTS

- **SamTrans Board – Sonny Koya**

- The Board received presentations on the San Carlos Transit Center and Transit Village Projects and the SamTrans Business Plan.
- Authorized enrollment in the Peninsula Clean Energy Community Choice Energy Program 100 Percent Renewable Electricity Service option.

- **SamTrans Accessibility Advisory Committee – David Nelson**

- Staff is developing a new paratransit ticket, like a Day Pass, and will be sold in packets of 10. Each ticket will be \$1 per ticket.
- There needs to be more input from the committees on processes and decisions and not after staff has decided the process.

Ms. Ross said it is better to have the staff experts do the work and provide the information to the committees to provide feedback. She said it is more productive for staff to do the work as they know the ins and outs of State and Federal guidelines.

NEXT MEETING:

The next meeting will be held April 26, 2017 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:45 p.m.