

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – JANUARY 5, 2011**

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

COMMITTEE MEMBERS ABSENT: L. Chow, M. Hall, W. Kingsford-Smith, P. Loranger

SAMTRANS STAFF PRESENT: K. Green, E. Harris, N. McKenna, C. Patton, E. Proctor

Chair Peter Ratto called the meeting to order at 6:35 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES

The Committee (Baker/Nobles) approved the minutes of December 1, 2010; (Sondra Price abstained).

PRESENTATION: HILLSDALE BUS STOP RELOCATION

Manager Operations Planning Eric Harris reported:

- Hillsdale Shopping Center is being redeveloped and the westbound stops adjacent to the current Mervyns stop are being relocated.
- The new stop will be completed in February 2011 and will be west of the current location on Hillsdale Boulevard.
- The best option, in the short term, for Routes 251, 262, 295 and Foster City Red Line is the southbound stop at El Camino Real at 31st Avenue. This is the current stop used by Routes 390, 391 and 294.
- Route 250 will use the new stop.
- Long range plans include transit development on northbound El Camino Real and Bay Meadows development.

David Wilcox asked if the parking structure behind Mervyns was ever considered as a bus stop for all buses.

John Baker asked what kind of signage and notification is going to be in place at the current stop. Mr. Harris said staff is working with marketing staff and get the information out about two weeks before the relocation.

Andy Chow asked if the current stops will be restored after construction. Mr. Harris said no.

Kim Nobles asked if there is going to be any impact on the current schedules. Mr. Harris said no.

Sondra Price said trip times won't change, but walking times may. Mr. Harris said those transferring from Route 250 to another route could be affected. Mr. Harris said the timetables are not set for transfers.

Tom Collette said bus transfers for the entire Hillsdale area are very confusing and difficult.

Chair Ratto said this is a busy area and the change improves the current situation.

Mr. Chow said he is concerned about pedestrian safety when transferring from Routes 390 and 391 at 31st Avenue and El Camino Real.

Mr. Collette said it would be nice if a big hub could be built like Redwood City with a pedestrian bridge over El Camino Real to Hillsdale. Mr. Harris will make sure the CAC gets copies of the plan for the Hillsdale Caltrain Station.

Mr. Wilcox asked that this material be forwarded to Mobility Ambassador Coordinator Jean Conger.

REPORT OF THE CHAIR

Chair Ratto said he met with Director of Bus Transportation Chester Patton prior to the meeting. He said there are currently three vacancies and two additional members will be termed out in April. Chair Ratto said it would be great to get members from the north county since this area represents one-third of SamTrans ridership. He suggested a Brown Act refresher course for the CAC after new members have been selected. Chair Ratto said if the committee has any concerns or presentation requests please let him know.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- Clipper soft launch on SamTrans occurred on December 22. There was good teamwork between staff, the Metropolitan Transportation Commission, equipment installers and the maintenance department. There has been a 1 percent failure rate with about 100 tags per day. The hard launch will be in February.

Mr. Wilcox said there is no way to attach the Clipper card to a chain. Ms. Nobles demonstrated that she carries her card in a SamTrans plastic sleeve holder. Assistant District Secretary Nancy McKenna will send Mr. Wilcox a sleeve holder.

Mr. Baker asked why the public wasn't notified of the delay on Clipper. Mr. Patton said the launch was delayed because there were software issues and staff wasn't confident the system would work properly. Mr. Patton said no notice was put out because it was a soft launch.

Mr. Chow asked if SamTrans will survey passengers to ask their reasons for using Clipper and what they transitioned from. Mr. Patton said he didn't know. Mr. Chow said tokens should be available on Clipper. Mr. Patton said there is the ability to have virtual tokens with a Clipper card, however there is a portion of demographic riders who need the physical tokens and it would be a disservice to remove tokens at this time. Mr. Chow asked how Clipper works with Route KX. Mr. Patton said customers are asked to tag-off when they exit the bus so the premium fare is charged.

- Performance statistics for November 2010:
 - November 2010 ridership is down approximately 7 percent from November 2009.
 - On-time performance is 84.1 percent, which is below the goal of 85 percent.
 - Complaints are unusually low at 170.
 - Fleet reliability is 32,000 between road calls.

Ms. Price asked what caused the big jump in fleet reliability between November 2009 and November 2010. Mr. Chester said it is hard to explain, but a large factor is the new buses are in service.

Mr. Wilcox asked if there is any effort to sort out complaints by ethnicity. Mr. Patton said staff is not interested in the ethnicity of the complaint, just the complaint.

CAC MEMBER COMMENTS/REQUESTS

Judy McKie said there is confusion for riders on the fare charged out of San Francisco compared to the fare they paid northbound. She said drivers are not always sympathetic and are direct in demanding the proper fare. Ms. McKie said drivers don't allow people to ride without proper fare leaving San Francisco, but they are more liberal on other routes. She said drivers should explain the fare to passengers.

Mr. Baker said the fare schedule is on the farebox and an automated announcement plays northbound to state the southbound fares are higher.

Ms. Nobles said Routes 390 and 391 should carry the AC Transit schedules for those passengers who transfer at Hillsdale Shopping Center. Mr. Patton will check and respond back to the committee next month.

Mr. Baker said the predictive arrival signs are in place at the Millbrae Intermodal Station and asked when they are going live. Mr. Patton said they are scheduled to be turned on in late February.

Mr. Baker said he was riding Route 122 through Broadmoor Village and an automated announcement came on informing passengers they were entering a speed restricted zone of 20 miles per hour and wondered if this was for the driver or to inform the passengers why the bus slowed down. Mr. Patton said a complaint was received from a resident that their house was shaking when the bus went by. Staff went out and stood in the house as the bus went by and noticed the vibration. Mr. Patton said by reducing the speed limit by five miles an hour to 20 miles an hour, staff was able to satisfy the resident's concern.

Mr. Chow said last week there was a fatality involving a SamTrans bus in Palo Alto. He feels very sad for both the victim's family and the driver and asked if there was anything that could be shared with the committee on the accident. Mr. Patton said, on December 30, a bus operator on Route 281 was making a left turn from Webster Avenue onto University Avenue and struck a 52 year old female who was crossing the street in or near the crosswalk. He said the bus operator was not engaged in any obviously unsafe or distracting activities while making the turn. Mr. Patton said SamTrans has a remarkable safety record. The investigation is ongoing and the driver has been removed from service.

Mr. Chow was riding Route KX and drivers didn't know that Santa Clara Valley Transportation Authority transfers require fare upgrade. He recommended modifying the Hillsdale announcement to include clarifying the fare upgrade for travel to San Francisco. Mr. Patton said he would look into the announcement and it may need to be changed.

Ms. Nobles said, in the confusion among riders about the fares leaving San Francisco, maybe there needs to be some marketing outreach about these fares.

Chair Ratto said kudos to staff for extending Route 250 to El Camino Real in San Mateo, as of the last runbook change. Chair Ratto said the head signs seem to be more descriptive and this is a help to customers.

Mr. Collette said he works at the airport and he would like to promote SamTrans more for travelers than using BART.

Mr. Wilcox said the drivers on Route KX, especially leaving San Francisco, are not friendly. He takes Route 295 a lot and waited at 100 San Mateo Drive for the bus, but found out the route was changed and two stops were eliminated, including this one, and no notice was given to the passengers. Mr. Harris said Route 295 was rerouted and staff is aware the bus signs were not updated.

LIAISON REPORTS

a. SamTrans Board - John Baker

- Presentations were given on the shuttle program and Clipper.
- Clipper will be delayed on Route 17.
- Director Zoe Kersteen-Tucker was reappointed representing the Coastsides.

b. SamTrans Accessibility Advisory Committee - Tom Collette - no meeting.

c. Caltrain Accessibility Advisory Committee - Peter Loranger - absent.

d. Peninsula Corridor Joint Powers Board - David Wilcox

- Bikers continue to complain about bumps.
- Ridership was up, on-time performance was down and revenue is running above budget.

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

- A presentation was given on the Brown Act.

f. Senior Mobility Action Plan - vacant

NEXT MEETING:

The next meeting will be held February 2, 2011, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

ADJOURNED: 7:50 p.m.