

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – APRIL 6, 2011**

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

**COMMITTEE MEMBERS ABSENT:** M. Hall, W. Kingsford-Smith

**SAMTRANS STAFF PRESENT:** M. Espinosa, J. Johnson, N. McKenna, C. Patton, E. Proctor

Chair Peter Ratto called the meeting to order at 6:31 p.m. and led the Pledge of Allegiance.

Board Chair Karyl Matsumoto thanked the CAC for their service. She appreciates the committee vetting issues prior to the Board receiving items. CAC interviews were held last week and appointments will be made at the April 13 meeting. Chair Matsumoto said she has an open door policy and if the CAC has any concerns or comments please feel free to call her and she provided them with her home phone number.

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

The Committee (Baker/Collette) approved the minutes of March 2, 2011.

**PRESENTATION: SAMTRANS SERVICE PLAN (COMPREHENSIVE OPERATIONAL ANALYSIS)**

Manager of Planning and Research Marisa Espinosa reported:

- This Plan is an in-depth study of existing service and how to best continue serving customers given available resources.
- Staff will be going out to receive input from the public and will come back to the CAC with those comments.
- The kick-off of the project begins tonight with this presentation.
- Staff will hold public open houses in July.
- A lot of internal outreach will be done including input from bus operators.
- Community workshops will be held in September.
- Staff will be reporting to the Board at different milestones of the Plan.
- The project is scheduled to be completed by February 2012.

Andy Chow said February 2012 is a very aggressive timeframe with the amount of work to be done. He asked what technical work has been done on the Plan. Ms. Espinosa said there has only been data collection activity so far.

Mr. Chow said once the data is collected will it be ready for the first round of public comment so the public has more participation. Ms. Espinosa said yes and that is the purpose of the open houses in July so the public can see the initial findings.

Peter Loranger as if any of the shuttles in the county are fixed-route. Ms. Espinosa said some serve like a fixed-route, but this project is for the fixed-route bus routes.

David Wilcox asked who the stakeholders are. Ms. Espinosa said the CAC, the SamTrans Board of Directors, members of the public, local cities and elected officials.

Lisa Chow asked if there will be a feedback framework. Ms. Espinosa said yes, principles and specifics are in development, as well as criteria for decision making. Ms. Chow suggested Ms. Espinosa looks at the monthly minutes of the CAC to see what the committee is interested in or concerned about.

Mr. Loranger asked if this is the first plan ever done. Ms. Espinosa said a Bus Improvement Plan (BIP) was done in 1999 and staff has used that Plan for lessons learned as this current Plan is developed.

Sondra Price said the key messages that need to get out are there are finite resources and budget constraints which limit what can be done. She also said there needs to be a strong outreach to businesses, for partnerships and alliances. Ms. Espinosa said staff is looking at business and employer constituents to make sure those stakeholders are included. The approach being taken is two-fold. The current message is there are fiscal constraints, but there is opportunity to plan for future growth.

Ms. Price asked if shuttles will take a higher profile if routes are eliminated. Ms. Espinosa said that falls in the future approach.

Mr. Chow asked if this Plan will address a solution to paratransit. Ms. Espinosa said paratransit is being looked at the regional level at the Metropolitan Transportation Commission's (MTC) Transportation Sustainability Project. Mr. Chow encouraged staff to listen to the riders and implement some of their ideas to have a more efficient bus system.

Judy McKie asked if surveys will be done on the buses for this project. Ms. Espinosa said staff will be using data from a recent survey.

Chair Ratto said this is a very timely issue to start now and if Caltrain changes go into effect on July 1 there are going to be impacts to SamTrans and this needs to be considered when the Plan is being developed.

## **REPORT OF THE CHAIR**

Chair Ratto reported:

- Former CAC member Matey Matev came home for spring break and expressed appreciation that staff listened to his suggestion for later service on Route 250 at College of San Mateo.
- Certificates of appreciation were presented to outgoing members John Baker and Wayne Kingsford-Smith for their service on the CAC from 2002-2011.

Mr. Baker thanked staff and CAC for all their work and said staff generally did pretty well. He hoped staff remembers the BIP and there is more to the county than El Camino Real, there are the needs of the east and west passengers. Mr. Baker said travel time along El Camino Real needs to improve and to consider limited service. He does not want a single needy bus customer to lose a ride to support Caltrain. Caltrain needs to be supported without drawing on SamTrans funding.

### **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton reported:

- Seeing modest gains in bus ridership with a 2 percent increase in February and 5 percent increase in January.
- There was only one lost schedule in January and one lost schedule in February.

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

Mr. Wilcox asked about the SamTrans policy for boarding and alighting customers with disabilities and why don't buses kneel to make boarding and deboarding safer. Mr. Patton said the policy is to board and alight customers requiring the ramp or lift first. He said operators are instructed to use the kneeling feature for anyone who may have difficulty getting on or off the bus.

Tom Collette said he volunteers at the San Francisco International Airport and next Saturday there will be an open house at the new Terminal 2.

Ms. Price asked about the bus ad policy and the "Day of Judgment" ad on the sides of the buses in both English and Spanish. She said the ad is very offensive. Mr. Patton will speak to staff and report back to the CAC.

Mr. Chow said he is not happy with the Caltrain schedule. He said on April 10 there will be a number of bus changes for efficiencies, but what makes it more efficient. Mr. Patton said when the bus stops were moved from the Transbay Terminal an estimate in the schedule was made at the time and now changes are being made to make the route more efficient and the public's expectations are more reasonable.

Mr. Baker said he would like to remind staff to put tokens on the Clipper card.

Kim Nobles said she had a first today. She was waiting for a northbound bus at the San Carlos Caltrain station and as the bus pulled up a police car pulled up behind the bus. The officer summoned a youth off a bus and the bus left.

Ms. Chow said there is increased ridership on Route KX and the articulated bus was full. She encourages more education for the drivers on the Clipper card and passengers are not clear what they are doing and the drivers are equally clueless. She hopes staff is reaching out to passengers on the upcoming changes on April 10. Mr. Patton said all operators and contract operators were trained. The operator doesn't have the ability to know if the system is functional. They have no equipment to read the card beyond the interface at the door.

Ms. Price asked if it is possible to have Clipper representatives on Routes KX, 390 and 391.

Ms. McKie said there still seems to be a lot of confusion with tourists leaving San Francisco to go to San Francisco International Airport. She said they don't understand the fare leaving San Francisco is different then the fare they paid coming in. Mr. Patton said this has been an issue and a review is going on now to evaluate the fare structure and potentially eliminate the out of San Francisco premium.

Ms. Price said the agency needs to start talking to the San Francisco Tourist Bureau for the America's Cup in 2012. Ms. Espinosa said the agency has been in contact and working with them.

## **LIAISON REPORTS**

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

- Distributed copies of the resolution the CAC passed at their March meeting on the creation of an ad-hoc financial recovery stability committee that was presented to the Board.
- Ridership is up on all modes of transportation.
- There was a discussion on Caltrain funding.
- Bus operator and mechanic of the year were recognized.
- Jai Prasad was recognized for a 30-year safe driver award.

### **b. SamTrans Accessibility Advisory Committee - Tom Collette - no report.**

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

### **d. Peninsula Corridor Joint Powers Board - David Wilcox**

- The Board declared a fiscal emergency.

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

- There was a special meeting last night and staff shared the recommended service changes being presented at the April 7 JPB meeting.

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

## **NEXT MEETING:**

The next meeting will be held May 4, 2011, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

**ADJOURNED:** 7:56 p.m.