

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – MAY 2, 2012**

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

COMMITTEE MEMBERS ABSENT: S. Curry, K. Gilbert

SAMTRANS STAFF PRESENT: W. Draper, S. El-Khatib, R. Haskin, P. Lee, N. McKenna, C. Patton, E. Proctor, T. Dumandan (MV Transportation)

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

INTRODUCTION/WELCOME OF NEW CAC MEMBERS

Kris Adler, Redwood City, said he works in Sunnyvale as a Software Engineer. He has lived in San Mateo County for almost two years. He uses Routes 390 and KX as well as Caltrain.

Margaret Pye, San Carlos, said she is the chair of the San Carlos Transportation and Circulation Commission. She works in Palo Alto and takes Routes 390 and KX. She always travels with her bike and hopes to share her bike experiences with the CAC.

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES

The Committee (Koya/Price) approved the minutes of April 4, 2012; (Ratto abstained).

PRESENTATION – COLLABORATION BETWEEN SAMTRANS AND SCHOOLS

Executive Officer Customer Service and Marketing Rita Haskin said this presentation was given to school administrators as a way to collaborate and share information.

- SamTrans overview:
 - Started in 1976.
 - Youth ridership increased after Proposition 13.
 - Nearly 12 million annual customers, 42,000 weekday riders and youth account for 25 percent of riders.
- Operating information:
 - SamTrans operates 48 routes with 1,612 weekday bus trips and 1,452 on non-school days.
 - There are over 400 bus operators and 300 buses.
 - SamTrans has an 18 percent farebox recovery.
- Challenges and constraints are:
 - Limited resources.
 - Competing interests.
 - Time to develop schedules (three runbooks a year: January, June and August).

- School bus versus public transit.
- The Ask (staff's wish list) :
 - Standard schedules and bell times.
 - Advance information on school schedules.
 - Improved local auto traffic control.
 - Someone to meet the bus.
 - Provide information about bus and Clipper to parents.
 - Advance notification for group trips.
 - Consider SamTrans for grants and foundations.
- Here to help:
 - Schedule adjustments when possible.
 - Staff available if there are problems.
- Homework for attendees:
 - Review and share the guide.
 - Designate a contact person.
 - Provide bell times and school calendar.

Peter Loranger asked how most students pay their fares. Ms. Haskin said some schools still have paper passes (free and reduced lunch program), some students pay with cash or tokens, some have a Clipper Card and some purchase a Day Pass.

Mr. Loranger asked if fare evasion is a problem. Ms. Haskin said no because they have to get past the bus operator.

Mr. Loranger asked if every student has a seat. Ms. Haskin said buses are designed to accommodate standees. On a 40-foot bus there could be 40 people sitting and another 20 standing.

Tom Collette said there are 22 school districts in the county do any have their own bus system. Ms. Haskin said there are a few, San Mateo Union High School and Sequoia.

Kim Nobles said she was once refused entry on a bus with students. Ms. Haskin said SamTrans buses serve schools, but are open to the general public.

Andy Chow said transit buses are very different from school buses. He asked if there is consideration of having a semester pass for schools. Ms. Haskin said no because they have been strongly advised to not introduce any new paper passes.

Mr. Chow asked what the process is for parents to obtain a Clipper Card for their child and add value. Ms. Haskin said a one page application must be completed and brought here to our offices and a card is issued. Value can be added here, at Walgreens or parents can sign-up for auto-load.

Mr. Chow said for communities like Half Moon Bay, is there an effort being made to sign-up children on Clipper Card. Ms. Haskin said parents can mail in the application with age

verification. Embedded in each youth Clipper Card is the birthdate so once the child turns 18 the card goes to an adult Clipper Card. Staff is looking for an outlet in Half Moon Bay.

Lisa Chow said next time this presentation is done staff may want to discuss the overall experience on the bus. Pride starts in the education and learning to be considerate to other passengers.

Mr. Collette asked if Half Moon Bay has school buses. Ms. Haskin said a lot of the students take Route 17 and as the ridership has grown so have the buses.

Kris Adler asked if student's identification cards could be embedded with a Clipper chip. Ms. Haskin said it is a possibility however the number of students using transit in each of the schools isn't huge. The Clipper cards cost about \$3 each because they are Smart Cards so someone would have to pick up that cost. Staff knows some families will never get a Clipper Card because of the demographics within the county and those who are riding the bus may be undocumented and are fearful of any government agency.

REPORT OF THE CHAIR

Chair Ratto reported:

- Thanked Vice Chair Sondra Price for chairing last month's meeting. He was stuck in New Orleans due to the tornados in the Midwest. New Orleans has historical streetcars with the same GFI fareboxes as SamTrans.
- Presented Certificates of Appreciation to David Wilcox and Ms. Nobles. Ms. Nobles thanked everyone for the opportunity to work with them.

SAMTRANS STAFF UPDATE

Director of Bus Transportation Chester Patton thanked Mr. Wilcox and Ms. Nobles for their service. Mr. Patton reported:

- March performance:
 - Average weekday ridership was 43,170, down 5.7 percent.
 - On-time performance was over standard of 85 percent at 86.2 percent.
 - Complaints were very low at 112.
 - Miles between road calls were over 25,000.
 - Tokens are still a popular fare media.
 - Six schedules were lost in March.
- At the February meeting Mr. Chow commented on an experience he had on Route 295 at 37th Avenue by the San Mateo Medical Center. The bus operator deployed the lift at the bus stop and the lift got stuck. Mr. Patton said he went and looked at the sidewalk and thinks it was just the placement of the lift or the ramp that caused it to get stuck because the sidewalk is pretty standard. Staff did refer the lack of the curb cut to San Mateo Public Works and they have put a curb cut at this location.

Superintendent, Bus Transportation Ed Proctor reported:

- Saundra Curry gave a compliment to a bus operator on Route 390 and a Letter of Commendation was given to the operator.
- Edgewater and Hillsdale where the bench was slanted now has a new shelter.

- The shelters on Route 250 stop at Shoreview Shopping Center are owned by the city and staff has asked them to install an additional garbage can.
- Staff is having a bench installed on Route 251 at Hillsdale and Shell boulevards.
- The sidewalk isn't wide enough to make any improvements on East Humboldt for the Route 250 stop.

Manager of Bus Contracts Paul Lee explained the timeline for the Contracted Urban Bus Procurement for Routes KX and 292. Staff issued the Request for Proposal on April 19, proposals are due in June and expect to award the contract at the September SamTrans Board meeting.

Ms. Haskin said SamTrans has a Facebook page at [Facebook.com/SamTrans](https://www.facebook.com/SamTrans). People can also follow SamTrans on Twitter.

Mr. Patton said the June presentation will be on a modified service called ECR which will be a modification of Routes 390/391 on the weekends. Those routes are being combined effective August 26. This new service will start in Palo Alto and terminate in Daly City on 20 minute headways. Ideas like this have been proposed by the CAC before and staff is happy to do the pilot project on the weekends and if successful and customers like it may expand to weekday service.

CAC MEMBER COMMENTS/REQUESTS

Ms. Chow commended staff for all the actions they have taken and the feedback the CAC provides is not just welcomed by staff but acted on.

Mr. Collette thanked staff for the presentation tonight. He wished Ms. Nobles good luck on her new venture and is going to miss Mr. Wilcox.

Ms. Price gave best wishes to Ms. Nobles and Mr. Wilcox. Thanked staff for being so responsive to the CAC comments and requests.

Mr. Chow thanked staff for addressing the issue he brought up last month.

Mr. Adler thanked the CAC for the warm welcome and enjoyed his first meeting.

Daniel Cruz thanked staff for providing feedback. He said the northbound stop at 37th Avenue and El Camino Real doesn't have a bench. Also, the driver he rode with tonight said there has been an issue with the swiping of the passes that once they have a slight crease or bend the fareboxes can't read the magnetic stripe.

Ms. Pye thanked everyone for the warm welcome and she is pleased to be here. She said she almost never rides SamTrans without her bike and she has never had trouble getting her bike on the bus.

Sonny Koya thanked Mr. Lee for the update on the upcoming contracted service timeline and how it would impact riders. He asked what the hours for 800 customer service are. Mr. Patton said weekdays from 7 a.m. to 7 p.m. and on weekends from 8 a.m. to 5 p.m. Mr. Koya said he rode Route KX to the airport and connected to Route 292 to San Carlos and all the buses were on

time. He was speaking to a passenger from Florida who told him that SamTrans is so wonderful he will not use a taxi. He frequently notices other transit systems drivers using cell phones and he is happy to say he hasn't seen a SamTrans driver in over a year using a phone. He continues to enjoy the timeliness of the buses.

Judy McKie said some people who have to stand can't reach the bar and not all buses have loops to hold on to. She asked if more loops could be added. Mr. Patton said there are hand holds at the back of the seats and he will look into the straps and see what the policy is and maybe get more installed on the buses.

Chair Ratto thanked both Ms. Nobles and Mr. Wilcox for their service. He said there seems to be more articulated buses running on the weekends.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- The Board approved the appointment of the CAC members.
- Presentation was given on fixed-route service.
- Recently a CAC member raised the issue of exterior advertising to a Board member regarding SamTrans allowing advertisements for automobiles as it is in competition with the bus. The answer is the auto is not direct competition and fills a need in the overall infrastructure in San Mateo County. There are no tobacco, alcohol or political ads allowed on the buses.
- A pilot Car Share Program, in partnership with ZipCar, started on May 2 at Sequoia Station in Redwood City.
- Received a presentation from the Golden Gate National Recreation Area on accessing the Coastsides by transit.

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

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

d. Peninsula Corridor Joint Powers Board - Andy Chow

- Annual ridership counts were presented
- On May 3 the Board will vote on the Memorandum of Understanding regarding the Early Investment Proposal on the blended system.

e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee - Andy Chow- no report.

f. Senior Mobility Action Plan - vacant

NEXT MEETING:

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

Adjourned at 7:52 p.m.