

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – DECEMBER 5, 2012**

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

**COMMITTEE MEMBERS ABSENT:** A. Chow, S. Curry

**SAMTRANS STAFF PRESENT:** T. Dumandan (MV Transportation), M. Eshelman, A. Hughes, P. Lee, N. McKenna, C. Patton, E. Proctor

Prior to the meeting a holiday reception was held and Directors Shirley Harris and Art Lloyd, Deputy CEO Chuck Harvey and General Manager/CEO Michael Scanlon attended.

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 (Price/McKie) approved the minutes of November 7, 2012; (Collette abstained).

**PRESENTATION – SAMTRANS SERVICE PLAN UPDATE**

Project Manager Aidan Hughes said:

- The purpose of the SamTrans Service Plan (SSP) is to give riders more of what works, less of what does not work and try new things.
- Staff involved the community in locally-focused conversations and utilized community organization partnerships to create additional awareness.
- All levels of the community were engaged from city councils, stakeholders, SamTrans riders and the public.

Lisa Chow arrived at 6:40 p.m.

- Public events held between September and October 2012 included:
  - Nine public meetings
  - Sixteen city council meetings
  - Three community college tabling events
  - Three senior fair events
  - Multiple operator base visits
- At the public meetings staff encouraged people to complete surveys to get a better understanding of who the riders are. The survey asked routes ridden, race or ethnic identification, gender and total annual income.

- Over 1,000 comments were received and staff is in the process of reviewing them now. Comments were received on all routes, but over 200 comments were received for Route 292.
- Next steps include:
  - Revise the draft SSP for presentation to the Board and release to the public in January 2013.
  - A public comment period for the revised SSP will be held from January through February 2013.
  - Call for a public hearing at January 2013 Board meeting for the February Board meeting.
  - Finalize SSP for Board adoption in March 2013.

Judy McKie said she rides Route 292 and Arleta in San Francisco is not a safe area to drop passengers off.

Sonny Koya said passengers on Route 292 are asking the route be preserved. In the middle of the day if the buses are not utilized to their fullest then maybe those times can be modified, but a continuous service needs to operate all day. The passengers do not like the Arleta drop-off location in San Francisco.

Kathy Gilbert said she went by Arleta and said there is a Muni light rail platform stop there and it would be a safe location for transferring to San Francisco.

Margaret Pye said she did not see the demographic survey at the meeting she attended. She said she sent in comments from the SamTrans website and asked how she can be assured staff read them. Mr. Hughes said staff cannot replicate everyone's comments in a document, but on a route-by-route basis will be noting the number of comments, the nature of the comments and staff's response. He said staff will also provide a list of people who provided comments.

Tryn Miller said Route 390 and 391 are great and she takes Route 141.

Sondra Price said when she looks at the survey sampling the ridership is a Latino woman between the ages of 18-64 who makes less than \$25,000 a year. She said there are a lot of service workers who use Route 292 and asked if any thought has been given to using a regular size bus for this route because it appears the most vulnerable will be impacted. Mr. Hughes said comments were not just about inconvenience, but affordability, safety and community need.

Peter Loranger asked how the public comments were received at the meeting, by a raise of hands or comment cards. Mr. Hughes said staff went route-by-route for the area where the meeting was held and wrote comments down. Comment cards were also available at the meetings to submit to staff.

Mr. Loranger asked how operator outreach worked. Mr. Hughes said staff went to the bases and asked them for their views on the routes they drive. Operators also went into more detail as to whether a turn could be made and if routes were getting ridership on certain parts of the route.

Mr. Loranger said of the 1,000 comments where did the majority come from.  
Mr. Hughes said the website and email.

Chair Ratto said after Route 292 the next highest was Route 121 and asked if those comments were in regards to the two school trips being eliminated.  
Mr. Hughes said yes.

Chair Ratto encouraged the CAC to use the website when submitting comments as that is what the people that the CAC represent.

### **REPORT OF THE CHAIR**

Chair Ratto passed around a box of candy and read a card from Director Karyl Matsumoto thanking the CAC for their service.

### **Certificate of Appreciation to Outgoing CAC Member Sondra Price**

Chair Ratto presented a Certificate of Appreciation to Ms. Price for her four years on the CAC. Ms. Price thanked everyone and said the CAC has been a great opportunity. She said she has moved and resigned from the CAC because she feels she is not meeting the charge of her job as a member of the CAC.

### **Appointment of Nominating Committee**

Chair Ratto said he has appointed Mr. Koya, Ms. Miller and Ms. Pye to the Nominating Committee for 2013 officers.

Chair Ratto reported:

- Andy Chow is in Hong Kong and sends his greetings.
- San Francisco Muni is celebrating 100 years of service.
- The Holiday Train returned December 1 and 2 and is the largest single source of toys for the Salvation Army.

### **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton reported:

- October performance:
  - Average weekday ridership was 45,020.
  - On-time performance was 86 percent.
  - Complaints were high at 248 for the month.
  - Miles between road calls was over 30,000.
  - Tokens continue to be popular.
  - There were two missed schedules for the month.
- Follow-up items from last month:
  - The bench is back on the sidewalk at El Camino Real and Oak Grove in Burlingame.
  - Permanent signs have not been installed at Aragon High School and a work order has been reissued.
  - Staff is still working with Daly City for official signage on the decommissioned railroad tracks at Bayshore Boulevard and Geneva Avenue.

- o A semi-seat at El Camino Real and Arroyo in San Carlos is not practical due to necessary Americans with Disabilities Act clearances. The bench is new at this location and staff did move the large concrete trash can away from the bench. Staff will be embarking on a campaign to move trash cans away from all benches at bus stops.

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

Daniel Cruz said he was speaking to a driver who said he is seeing an increase in discount fare cards in South San Francisco. Mr. Patton said this could be old fare media from the shelters.

Lisa Chow said she used the Google search for bus routes and it worked very well. She said she likes the idea of moving the trash cans so passengers have a better experience and embrace public transportation.

Mr. Loranger asked how benches get installed. Mr. Patton said all requests are evaluated based upon stop, ridership and infrastructure. He said benches are easier to install than a shelter.

Mr. Patton said a semi-seat needs as much space or more as a bench for an accessible pathway.

Tom Collette thanked Assistant District Secretary Nancy McKenna for arranging the holiday party tonight.

Kris Adler said Executive Officer, Customer Service and Marketing, Rita Haskin followed up with him on his real-time application concerns on his phone. He said he realized he was looking at a schedule countdown and mobile applications are not yet available.

Ms. Miller said there was bus bunching on El Camino Real tonight. She likes the SamTrans service and sees a lot of people at the farebox looking for correct change and this is increasing dwell time.

Ms. Pye said she is pleased to be on the Nominating Committee. She said moving the garbage can at Arroyo and El Camino Real was her comment and it is gratifying to get such a rapid response from staff. She said she uses the website feedback form quite a bit but it would be nice to get an acknowledgment back confirming the email was sent. Ms. Pye said she arrived at San Francisco International Airport and used her laptop to get on 511.org and couldn't find information on real time arrival. She said Route 390 at 6:09 p.m. is on time every day, but still has problems with Routes 390 and KX at 4:46 p.m. leaving simultaneously.

Kathy Gilbert said she was on Route 122 and there were no timetables and she asked the driver what time the southbound bus will operate in approximately 2 hours and he couldn't tell her. Mr. Patton said the operator could have contacted the dispatcher for the schedule information.

Mr. Koya said people in Brisbane would like to thank staff for getting the commuter parking lot cleaned up. He asked when the next *Rider's Digest* is being issued.

Mr. Koya said riders on Route 292 are hopeful a better plan will be proposed without cuts.

Ms. McKie said an operator issued a senior day pass and then gave a change card. The passenger said she was only going two blocks and wanted her money back. Mr. Patton said once the transaction is done the operator can't reverse it. The only recourse is to call customer service.

#### **LIAISON REPORTS**

- a. **SamTrans Board - Peter Ratto** – did not attend the November meeting.
- b. **SamTrans Accessibility Advisory Committee - Tom Collette** – next meeting January 14.
- c. **Caltrain Accessibility Advisory Committee - Peter Loranger** – no report
- d. **Peninsula Corridor Joint Powers Board - Andy Chow** – no report
- e. **Senior Mobility Action Plan - vacant**

#### **NEXT MEETING:**

The next meeting will be held January 2, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 7:50 p.m.