

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – DECEMBER 4, 2013**

COMMITTEE MEMBERS PRESENT: K. Gilbert, M. Hall, K. Heatley, S. Koya, P. Loranger, J. McKie, T. Miller, H. Plischke, M. Pye, P. Ratto (Chair)

COMMITTEE MEMBERS ABSENT: B. Lock

SAMTRANS STAFF PRESENT: T. Dumandan (MV Transportation), S. El-Khatib, E. Harris, C. Harvey, N. McKenna, C. Patton, E. Rivas, E. Silvas

Chair Peter Ratto called the meeting to order at 6:34 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

Director Matsumoto thanked the CAC for all their hard work and helping the Board review items before they come to them.

APPROVAL OF THE MINUTES

The Committee (Koya/McKie) approved the minutes of September 25, 2013.

The Committee (Koya/Heatley) approved the minutes of October 30, 2013 (McKie abstained).

SAMTRANS SERVICE PLAN IMPLEMENTATION (SSP) UPDATE

Eric Harris, Manager, Operations Planning, said:

- The second phase of implementation includes weekly meetings of multi-disciplinary team with more than 200 tasks.
- Weekday Route ECR is now outperforming former Routes 390 and 391.
- Weekend Route ECR ridership continues to grow.
- Phase 2 includes:
 - Increase service along key corridors
 - Adjust alignments to better serve communities
 - Eliminate or curtail underperforming routes
 - Introduce pilot services in San Carlos and Pacifica
- The Day Pass is going to be reduced with the January changes because the SSP will require more passengers to transfer more often.
- The number of routes will increase in January.
- Since the SSP adoption the following adjustments have been made:
 - East Palo Alto routes will run more frequently and Route 280 will stay intact
 - Route ECR service into Millbrae Bay Area Rapid Transit (BART) Station has been removed and service will resume into San Bruno BART
 - Many new routes were created from existing routes for simplification

- Staff is finalizing run times and route schedules, updating headsigns, preparing customer communications and publications, training operators and customer service staff.
- All bus stop signs will be removed and replaced with new signs that have stop identification numbers.
- Pre-launch awareness include:
 - Website updated
 - Inform partner agencies
 - Notices placed at affected bus stops
 - Provide onboard notices
- SSP performance measures relate to three primary goals:
 - Stabilize and grow ridership
 - Improve service quality
 - Improve system efficiency

Kathy Gilbert asked what the revenue impact will be with the reduction in the Day Pass. Mr. Harris said there will not be much impact.

Katie Heatley asked if there is an analysis on seniors and people with disabilities with the route changes. Mr. Harris said there are fare category data they can analyze. When a route is changed the demographics and ridership by category are looked at. Chester Patton, Director, Bus Transportation, said there are fare categories on the farebox and staff can capture and look at historical data. Mr. Patton said Mr. Harris's department has been very sensitive to customer comments and that is why Route ECR has been changed to go back into the San Bruno BART Station.

Heinz Plischke said the new bus stop signs shows the city name next to the route, but the city needs to be larger and asked why this wasn't considered. Mr. Patton said all suggestions were considered, but the extra white space on the sign makes it easier to read.

Margaret Pye asked when the changes will happen. Mr. Harris said Sunday, January 26.

Ms. Pye said there is a similar situation happening in Redwood City like at the Millbrae BART Station with three stops in very close proximity to each other. She said there is a stop at Sequoia Station and El Camino Real, the Redwood City Transit Center and Winklebeck Street and El Camino Real. She asked if staff has considered eliminating one of these stops. Mr. Harris said staff will assess these stops.

Ms. Pye said the southbound Route ECR bus stop at Oak should be moved south of the intersection so once people board the bus can proceed without waiting at the light. Mr. Harvey said staff will look at moving the stop.

Tryn Miller thanked Mr. Harris for a great presentation. She asked if the routes will be linked to 511.org. Mr. Harris said once all the information is final it will be sent to them.

Ms. Miller asked when will the new bus stop signs be installed. Mr. Harris said in mid-January. Mr. Harvey said about 75 percent will be installed by the second phase of the SSP and then the remaining ones will be installed.

Chair Ratto said he likes assigning unique route numbers to deviations and not having Route ECR go into the Millbrae BART Station is a great idea.

APPROVAL OF MOVING THE MEETINGS TO THE LAST WEDNESDAY OF THE MONTH

Chair Ratto said the Board now meets the first Wednesday of the month and suggested the CAC keep their meetings the last Wednesday except for December when the meeting will be on the first Wednesday of the month. This change to the last Wednesday of the month will allow the CAC to receive information prior to the Board.

A motion (Pye/Koya) to move the CAC meetings to the last Wednesday of the month was approved unanimously.

REPORT OF THE CHAIR

Appointment of Nominating Committee

Chair Ratto said he is appointing Mr. Koya, Ms. McKie and Mr. Plischke to the 2014 chair and vice chair nominating committee.

Chair Ratto said the Caltrain Holiday Train is this weekend, December 7 and 8. This event is the largest single source of toys for the Salvation Army and the United States Marine Corps Reserves Toys for Tots.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- October performance:
 - Average weekday ridership was 46,070, a 2.5 percent increase.
 - On-time performance (OTP) was 79.1 percent.
 - Complaints were low at 189.
 - Miles between road calls was 40,847.
 - Tokens continue to be very popular.
 - There were six missed schedules.

Ms. Heatley asked who the typical token user is. Mr. Patton said it works well for economically disadvantaged customers and for families with children.

Ms. Heatley asked if there is a report on who purchases tokens and where they are used. Mr. Patton said he will look to see if this information is available.

Ms. Gilbert asked what is considered on-time. Mr. Patton said there is no tolerance for being early, but up to four minutes and 59 seconds within arrival time is considered on-time.

Mr. Koya said he is encouraged by the increase in ridership. He has noticed there are more people riding Route 292 from Brisbane. Mr. Koya said there is construction on Bayshore Boulevard and a lot of activities at the Moscone Center that is affecting the OTP.

CAC MEMBER COMMENTS/REQUESTS

Judy McKie said a lot of times the drivers on Route 292 stop at the San Francisco International Airport and take a break and leave passengers on the bus without informing the riders. Mr. Patton said this should not be regularly happening and Tim Dumandan, General Manager, MV Transportation will look into it.

Mr. Koya said yesterday a couple of people approached him about the loss of services for Routes 130 and 132. He said one person said there was no connectivity between Airport Boulevard and the South San Francisco Ferry using SamTrans. Mr. Patton said there is a shuttle and he will look into it.

Mr. Koya said the tracks have been removed and the roadway paved at Geneva Avenue and Bayshore Boulevard. Buses no longer have to stop at the crossing.

Mr. Koya said he attended the public workshop for the Bus Rapid Transit Project planning study in South San Francisco and there was a large attendance.

Ms. Gilbert commended staff for putting bus schedules at the Student Union Hall at San Francisco State University. She said the headsign on Route 122 now includes San Francisco State.

Ms. Heatley said there is a lack of understanding that anyone can get on the shuttles. She said there needs to be markings on the shuttles letting people know anyone can ride them. Mr. Harvey said all the shuttle information is being input into Google Transit.

Ms. Pye said she takes the 5:47 a.m. southbound Route ECR from San Carlos and by the time the bus gets to Redwood City it is five minutes ahead of schedule because there is no traffic and sits there for five minutes before continuing on the schedule.

Ms. Miller said she is impressed with Route ECR and the bus operators. She said yesterday the buses were bunched. Mr. Patton said the frequency of bus bunching should be much less than what was seen on El Camino Real with Routes 390 and 391. When a bus catches up with the leader, the leader is placed on drop off only to recover the schedule and increase the separation distance.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- Presentations were given on Caltrain and the SSP.
- Revenue is up and expenses are down for October.

b. SamTrans Accessibility Advisory Committee – Judy McKie

- Meeting was held on November 4 and the Committee discussed:
 - Route ECR and the positive effects it has.
 - The Clipper Card is a success, but seniors don't want to come to San Carlos to obtain their card. The Committee feels there should be more outreach to senior centers.

Ms. Heatley said in Santa Clara County mult-lingual social workers and volunteers go to all 39 senior centers to help people fill out the Clipper Card applications and submit them to the Santa Clara Valley Transportation Authority on behalf of the customers.

SamTrans CAC Meeting
December 4, 2013

- c. **Caltrain Accessibility Advisory Committee - Peter Loranger** – no report
- d. **Peninsula Corridor Joint Powers Board** -vacant
- e. **Peninsula Corridor Joint Powers Board CAC** - vacant
- f. **Senior Mobility Action Plan** - vacant

NEXT MEETING:

The next meeting will be held January 29, 2014, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:53 p.m.