

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – FEBRUARY 6, 2013**

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

COMMITTEE MEMBERS ABSENT: L. Chow, D. Cruz

SAMTRANS STAFF PRESENT: A. Chan, K. Cheema, W. Draper, T. Dumandan (MV Transportation), M. Eshleman, E. Harris, D. Kim, N. McKenna, C. Patton, A. Rivas

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

PUBLIC COMMENT

None

REPORT FROM THE NOMINATING COMMITTEE – KOYA/MILLER/PYE

Sonny Koya said the Nominating Committee met and recommends Peter Ratto for chair.

A motion (Koya/Pye) to close the nominations and nominate Chair Ratto for chair was unanimous; (Ratto abstained).

Mr. Koya said the Committee is recommending Kris Adler for vice chair.

Motion (Koya/Pye) to close the nominations and nominate Mr. Adler for vice chair was unanimous; (Adler abstained).

APPROVAL OF THE MINUTES

The Committee (McKie/Collette) approved the minutes of December 5, 2012.

PRESENTATION – SAMTRANS SERVICE PLAN UPDATE

Executive Officer, Planning and Development April Chan said:

- Title VI ensures public services, including transportation, are provided in a non-discriminatory manner. It requires opportunities for public participation in decision making without regard to race, color, or national origin, including populations with limited English proficiency.
- Title VI applies to SamTrans because the San Mateo County Transit District (District) is eligible for and receives Federal assistance for its transit and other programs.

- The Federal Transit Administration (FTA) monitors transit providers for Title VI compliance. Non-compliance with Title VI can result in Federal funding to be conditioned or withheld.
- New Title VI requirements:
 - Conduct an updated survey of passengers to collect customer demographic and travel pattern data at least every five years.
 - Develop a formal Public Participation Plan.
 - Report racial breakdown of membership of District-appointed membership advisory committees.
 - Adopt a policy on major service changes.
 - Adopt policies on disparate impact and disproportionate burden for specific populations.
- The Board needs to adopt system-wide service standards and policies and monitor compliance with standards and policies. Staff must present service monitoring results to the Board at least every three years.
- A Major Service Change Policy is done to determine threshold when equity analysis for service changes is needed and the Disparate Impact or Disproportionate Burden Policies determine threshold when fare or service changes would have a disparate impact on race, color, national origin or disproportion burden on low-income populations.
- Equity analyses is required for major service changes and all fare changes to determine whether an adverse impact is present prior to board adoption by using demographic data from passenger surveys.
- FTA's role is to review Title VI Programs, investigate Title VI complaints and perform Title VI audits.

Andy Chow arrived at 6:42 p.m.

Ms. Chan provided an update on the SamTrans Service Plan (SSP):

- A draft SSP was released in August 2012. Staff conducted outreach and received public comments between September and October 2012, and during November through December 2012, staff reviewed comments to determine what changes to recommend for the final draft plan.
- Transit operators implementing major service changes after April 1, 2013 must conduct a service equity analysis in accordance with the new FTA requirements.
- The proposed SSP changes are considered major service changes and are proposed to be implemented after April 1.
- Title VI Major Service Change, Disparate Impact and Disproportionate Burden policies should be in place before staff finalizes the SSP recommendations. Staff will conduct a service equity analysis on the proposed SSP changes in accordance with the new requirements and policies.
- The new proposed Title VI schedule is:
 - The Board was informed of the New Title VI requirements at the January meeting.
 - Staff will review the proposed Title VI policies with the Board at the February meeting.
 - Public outreach on the proposed Title VI policies will take place during February and March.

- Staff will ask for Board approval of the Title VI policies at the March meeting.
- The new proposed SSP schedule is:
 - Staff will release the final draft SSP recommendations in March and call for a public hearing on the SSP to be held at the April Board meeting.
 - Public outreach on the final draft SSP during March and April.
 - Conduct public hearing at the April meeting.
 - Board adoption of SSP, Title VI Equity Analysis and Environmental Assessment at the May meeting.

Mr. Koya asked if there will be a narrative of all the meetings with dates, times, location and purpose with more explanation for riders that is in wording easy for passengers to understand. People on Route 292 are still wondering if there will be a bus after June. He said staff needs to explain what is going to happen at the meetings in their marketing materials. Mr. Koya said about three meetings ago he suggested staff do a feasibility study before any proposal is done and now the new Title VI requirement is making staff do the same thing. Ms. Chan said there will be Take Ones on the buses informing passengers there will be a number of meetings happening and a little bit about what Title VI is, and the information is also being put on the website. Once the final draft SSP recommendations are completed, there will be another set of public meetings in March, and information will also be on the website and buses informing the public of these meetings.

Director, Bus Transportation Chester Patton said Title VI has new Federal requirements. A policy has not been produced yet. There will be a policy for SamTrans with thresholds and service changes that trigger these processes, and that will be a lot more concrete and easier to comment on and understand.

Kathy Gilbert asked when the new FTA requirements started. Ms. Chan said they started a while back but the final written requirements were not released until late fall 2012. Legal counsel then had to review them and brief staff.

Ms. Gilbert asked if the FTA triennial audit will still happen at the same time as the next one or three years hence. Ms. Chan said FTA could conduct their normal audit or just on Title VI. She said the audit covers many things.

Margaret Pye asked what staff's definition of equity analysis is. Ms. Chan said it is how the policy is defined. Staff needs to do the equity analysis to see if it triggers Title VI. The analysis can't be done until there is a policy.

Ms. Pye asked if the CAC will be part of the input for the Public Participation Policy. Ms. Chan said staff needs to submit a Title VI Program to the FTA every three years. Staff will be working on the policies that are part of the Title VI plan and the Public Participation Plan is another piece.

Andy Chow asked if there are similar policies related to equity prior to this new mandate. Ms. Chan said the major change for Title VI is it now requires staff to go out

to the public and ask for their comments and incorporate them into the policy before submitting to the FTA.

Mr. Koya said it will be a formidable task to retroactively bring the SSP into compliance.

Mr. Adler asked if these changes were created through the FTA or Congressional action. Ms. Chan said she is not sure but the Bay Area Rapid Transit Airport Extension Project received a lot of attention.

Mr. Adler said the Title VI is confusing and people attending the meetings will be more focused on the SSP and not Title VI.

Tom Collette asked how long the Take One has been on the buses. Mr. Patton said the date on the publication is January 25. Mr. Collette said he hopes there will be translators for the major languages at the meetings.

Tryn Miller asked what Title VI is. Ms. Chan said Title VI is a Federal protection from discrimination based upon race, national origin or color.

Mr. Koya said there should be a two year moratorium on the SSP to fully evaluate the FTA requirements.

Mr. Chow said the SSP doesn't have to be tabled for two years. The schedule is aggressive, but not insurmountable. He said he has confidence in staff to work things through.

Ms. Gilbert asked when the demographic information will be done on the public and if that has to precede the policy. Planner, Michael Eshleman said an onboard passenger survey was done in October.

Judy McKie said most communication on the bus is in English and Spanish, and asked about other languages. Ms. Chan said research shows most passengers speak English or Spanish.

Public Comment

Claudia Crook, Brisbane, thanked staff for the presentation and the timeline. She feels the process seems a bit rushed with the Title VI and SSP. One of her concerns is an equity study which will be done during the time the final draft is going to the Board. She asked how the surveys are conducted on buses because she never saw one. She said as far as communication, it should be in more languages. There are a lot of Asian cultures that ride Route 292 and flyers should be in the language with the high ridership on the route. She asked if the meeting information will be on the visual message boards on the buses and if any meetings will be in South San Francisco or Brisbane because one of the changes is to Route 292 which serves that area.

Patricia Niederhufer, Foster City, said she relies on Route 251. She attended the January Board meeting and submitted a petition from riders on Route 251 asking for no changes. There is a plan to eliminate service to the eastern part of the route. The

eastern part of Foster City has three large neighborhoods, an elementary school, day care, shopping center and medical and dental offices. By eliminating the eastern part, of the route it will eliminate service to the senior center in Foster City.

REPORT OF THE CHAIR

Chair Ratto said he might occasionally call upon members to attend community meetings in their cities that are transportation related. He recently asked Ms. Miller to participate in a meeting in San Bruno for the San Bruno Transportation Corridor.

SAMTRANS STAFF UPDATE

Director of Bus Transportation Chester Patton reported:

- CAC recruitment began on February 4 and closes March 1. The application is on the website and back table.
- December performance:
 - Average weekday ridership was 38,230, a 3.7 percent decrease.
 - On-time performance was 88.7 percent.
 - Complaints were low at 191 for the month.
 - Miles between road calls was high at 35,500.
 - Tokens continue to be popular.
 - There were nine missed schedules for the month.

CAC MEMBER COMMENTS/REQUESTS

Ms. Miller asked what the status is of the bus stop at Hillsdale Shopping Center for Routes 390/391 that has been under construction for over a month. She asked if it is possible to put a bench at the stop for Route 140 at Sneath Lane and Monterey in San Bruno.

Peter Loranger said the Route 251 service cuts are by his house and he was not aware of them and they are outrageous.

Mr. Collette said he met Ms. Neiderhufer on the bus and he is totally against Route 251 being eliminated or cut. Foster City needs the service for people to get in and out.

Maureen Hall said she was at Seton Hospital about a month ago and the schedules are very outdated in the lobby.

Mr. Adler said the 511.org site from a smart phone has an access to allow the use of schedule information. The information by Redwood City is accurate, but the real-time information around Menlo Park and Palo Alto seems to mirror schedule departure time. He was happy to hear the audio announcements for the January service changes and it is a good way to catch everyone's attention. On El Camino Real in Redwood City, past the Woodside Bridge, there is a right-turn-only lane where El Camino goes from three lanes to two lanes, the buses have to make a stop by Target, then continue in the far right lane, change lanes into the middle lane, then pull over to make a stop. He asked if there could be a right-turn-only lane exemption or legal way to allow buses to stay in the lane over a painted section to make it easier on the driver.

Mr. Chow said he has been in Hong Kong for the last few months. He terms out in April and has been on the CAC for nine years and hopes his replacement is as passionate as he has been on transportation.

Ms. Pye said she observes her surroundings and when she gets on Route 390 she knows where she is going. She said the scrolling destination information inside the bus could be misleading. The Marguerite Shuttle has changed its schedule to match the arrival of Route 390 at Palo Alto and the driver will wait up to three minutes for the bus and passengers. Ms. Pye said she was on Route 390 at pre-dawn and there was a passenger waiting at a bus stop in Atherton where there are no streetlights and the driver almost passed her up. She suggested a promotional giveaway of a flashing light for these types of instances.

Ms. Gilbert asked when the new Gillig buses will be arriving. Mr. Patton said the last quarter of 2012. Ms. Gilbert said the San Francisco Municipal Transportation Agency is having community meetings on M Line service changes and the flyer is in English, Spanish, Chinese and Russian.

Mr. Koya said he didn't hear any adverse comments about the Route 292 timetable modified in January. The drivers have been paying attention to being on time. Riders on Route 292 are very hopeful the service in and out of San Francisco will remain intact. He said the racks on the buses need to be checked and stocked so there is ample supply of material especially with the upcoming public meetings. He suggested staff board the buses and pass out leaflets and answer questions on the upcoming meetings and changes. He asked if there could be translations of the information on the website. Mr. Koya said the news of the 30 hybrid buses is very encouraging. He thanked Assistant District Secretary Nancy McKenna and Mr. Patton for answering e-mails and being patient with his questions. Mr. Koya said a bus on Route 292 has old Employee of the Year bus card inside the bus.

Ms. McKie said the bus stop at Oak Grove and California Drive in Burlingame is often blocked by delivery trucks. Also, the bus stop sign is bent. Mr. Patton said staff will go out to the stop and survey the area and see what can be done.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- The January mobility management report was on fixed-route bus service. Ridership on Route ECR is up. Fare revenue is trending up.
- November multimodal ridership up 4.8 percent for all modes.
- The Board received presentations on FTA Title VI and the Metropolitan Transportation Commission Transit Sustainability Project.

b. SamTrans Accessibility Advisory Committee - Tom Collette

- The Committee met on January 14 and discussed what is done with old shelters when they are replaced and bench replacement. Redi-Wheels is 90 percent on-time.
- He will need a person to replace him when he is termed out in April.
- The next meeting is in March.

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

NEXT MEETING:

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

Adjourned at 8:27 p.m.