

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

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – MAY 29, 2013**

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

COMMITTEE MEMBERS ABSENT: T. Miller

SAMTRANS STAFF PRESENT: L. Bhuller, E. Dumandan (MV Transportation), M. Eshelman, A. John, C. Karambir, N. McKenna, C. Patton, A. Rivas, E. Rivas, E. Silvas

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

PUBLIC COMMENT

Dan Fitzsimmons, South San Francisco, said he would like to see Route 295 expanded to Cordilleras facility. He said he knows the system recently did some changes and hopes Route 295 could be considered the next time changes are looked at.

Chair Ratto said the letter will be forwarded to staff. He said the changes to Route 295 were adopted at the May Board meeting. He said a number of changes were made to Route 295 based on input from riders and the input received.

APPROVAL OF THE MINUTES

The Committee (Koya/Plischke) approved the minutes of April 24, 2013 (Gilbert abstained).

PROPOSED FISCAL YEAR 2014 OPERATING BUDGET

Ladi Bhuller, Manager, Budgets, said:

- Projected Fiscal Year (FY) 2014 revenues are \$153 million, a decrease of \$5.7 million.
- FY2014 operating expenses are \$124.2 million, an increase of \$400,000.
- The debt requirement for FY2014 is \$24.5 million.
- To balance the FY2014 budget, \$1 million in reserves is being used, a \$7.9 million decrease from FY2013.

Katie Heatley asked what the farebox recovery is for fixed-route and paratransit, the operating cost per hour for fixed-route, and cost per trip for paratransit. Chester Patton, Director, Bus Transportation, said fixed-route farebox ratio is 17 percent and the cost per trip on paratransit is around \$42. Ms. Heatley asked what the farebox recovery is for paratransit. Mr. Patton said it is about 6 percent.

Kathy Gilbert asked if staff expects the \$1 million surplus in sales tax will continue to increase through the year. Ms. Bhuller said typically staff is conservative on sales tax projections for the budget and left it at the FY2013 level.

Ms. Gilbert asked where the surplus sales tax funds go. Ms. Bhuller said it goes to operations.

Ms. Gilbert said the 18 percent increase for PeopleSoft seems high and asked how long it will continue to be a budget factor. Ms. Bhuller said these costs are to support PeopleSoft once it is implemented. Mr. Patton said this is for expertise support for PeopleSoft instead of having in-house staff support the system.

Bill Lock asked if sales tax is at FY2013 budget or actuals plus forecast. Ms. Bhuller said it is the revised FY2013 budget. Mr. Lock asked if FY2014 sales tax is better than projected would it offset the use of reserves. Ms. Bhuller said yes.

Sonny Koya said the contracted service is \$17.5 million and includes \$15 million for MV Transportation. He asked if the \$15 million is the same as last year or an increase, and if it includes a wage increase for drivers. Ms. Bhuller said there is a slight increase in vehicle revenue hours and projected revenue hours. Mr. Patton said there is a contractor employer wage increase.

Ms. Heatley asked if the District has to participate in the Metropolitan Transportation Commission (MTC) Sustainability Study and come up with a base year and projected goal based on reduced costs, and if so, is this the base year and what is the goal? Mr. Patton said it is not incorporated in this budget. He said staff is involved in the study in many different ways. Mr. Patton said for many years, full-time employees were used and now transitioning to use part-time employees to the fullest extent as permitted by the labor contract, which is 17 percent of the operators. Mr. Patton said at a future date staff will present the MTC Sustainability Study.

Ms. Gilbert asked if passenger fares include Caltrain fares. Ms. Bhuller said no. Ms. Gilbert asked what Caltrain passenger fares are. Ms. Bhuller said \$66 million is projected for FY2014.

Kris Adler asked what the formula is for the Caltrain partner contributions. Ms. Bhuller said it is originating stations.

Mr. Adler asked if there is any projected impact on benefits for employees because of the healthcare reform changes in 2014. Ms. Bhuller said included in benefit costs are contracted increases with the healthcare provider.

A motion (Ratto/Pye) to support the FY2014 Operating Budget was unanimous.

REPORT OF THE CHAIR

Chair Ratto reported:

- Attended event at SPUR, "California High-speed Rail Goes Local." An award was presented to Congresswoman Nancy Pelosi. There was a panel discussion on the Caltrain extension to the new Transbay Terminal.
- A 16-person delegation from San Francisco went to Mexico City to look at the Bus Rapid Transit System.
- New York City opened the City Bike Network in Manhattan and parts of Brooklyn. There are a total of 6,000 bikes and 300 stations, and a yearly bike pass costs \$95.

SAMTRANS STAFF UPDATE

Mr. Patton said to follow-up on Ms. Heatley's earlier questions on paratransit costs, the paratransit cost per trip in FY2012 was \$43.85 and \$40.12 in FY2011. The farebox ratio is just 5.8 percent for FY2012.

Nancy McKenna, Assistant District Secretary, said the marketing department is doing a bus awareness advertising campaign and is looking for people to be on the ad cards. If any CAC member is interested in being part of the campaign please let Ms. McKenna know.

Mr. Patton reported:

- Luggage will now be allowed on Route KX.
- An Operational Notice was issued to SamTrans operators and contractor operators on bicycle safety reminding them to share the road with bicyclists.
- April statistics:
 - Ridership increased 1 percent in April 2013 over April 2012.
 - On-time performance (OTP) was 89 percent.
 - Complaints were low at 162.
 - Miles between road calls remains high at 30,000.
 - Token use remains high.
 - Three schedules were missed in April.
- Weekday Route ECR will be implemented in August and staff expects this to have a huge impact on customer service and OTP.

Mr. Koya asked when the new hybrid buses are coming and how many there will be. Elliot Rivas, Superintendent, Bus Maintenance, said the pilot bus will be built in September and the remaining 24 by December.

Mr. Lock asked what the goal is for OTP. Mr. Patton said 85 percent for fixed-route, 90 percent for Redi-Wheels, and 100 percent for RediCoast service.

Asish John, Manager, Bus Contracts, was introduced as Paul Lee's replacement, who is retiring in June.

Mr. Lock asked what the metric is for complaints. Mr. Patton said it is calculated against 100,000 complaints received.

Mr. Lock asked what the target is for miles between road calls. Mr. Patton said it is 20,000.

Ms. Gilbert congratulated staff on the excellent stats. She asked about the summer stress on staffing. Mr. Patton said there is a different service pattern in the summer and it reduces staffing needs by 20 operators. He said this is the lowest end of the staffing cycle. Twenty-eight new operators are starting on May 31 and will be ready to go by the August runbook.

Mr. Adler gave kudos to staff for getting the luggage restriction removed from Route KX. He said in the past he has pushed the airport service from San Francisco and asked if there is there any thought to put any space on the bus for luggage. Mr. Patton said no luggage racks will be installed.

Ms. Heatley asked what it would take to get fixed-route OTP to 90 percent. Mr. Patton said the comparison with paratransit is not a 1-1 comparison. Paratransit can be 20 minutes late and it is considered on-time. The fixed-route OTP is very good for a bus service the size of SamTrans and it would be hard to find a fixed-route operation of this size that comes anywhere near this. Mr. Patton said the weekend Route ECR has a 90 percent OTP.

Mr. Patton said implementation of Route ECR is huge. There will be 15 minute headways during the week and 20 minute headways on the weekends. In August school route numbers will also be changed. The balance of the SamTrans Service Plan (SSP) changes will be launched in January 2014.

CAC MEMBER COMMENTS/REQUESTS

Heinze Plischke said there are four routes that go to the airport and asked if one route could be renamed "Airporter."

Margaret Pye thanked staff for the bicycle safety reminder to the operators. She has taken the Marguerite Shuttle and SamTrans bike racks are much better, more user friendly and well maintained.

Mr. Adler said he liked the suggestion of naming one of the airport bus routes "Airporter."

Mr. Lock said bus stop signage on Mission Street between Third and Fourth streets in San Francisco is not visible. He said he has tried to take Route 122 from Daly City Bay Area Rapid Transit (BART) between 8 p.m. and 10 p.m. and asked if the schedule could be synchronized with BART schedules. He said BART arrives about one to two minutes after the bus departs.

Mr. Koya said kudos to staff for adequate signage for Bay to Breakers on the buses and bus stops.

Mr. Koya said the overall timeliness of Route 292 is very good, even though there have been new drivers. Mr. Koya said when Routes 292 drivers get into San Francisco they

have to turn onto 9th Street and this area is very congested and slows down travel time. He would like to provide the person doing the timetable some input on how to avoid this issue and improve timing issues. He said with the upcoming route changes he hopes staff is planning on doing extensive outreach to passengers. Mr. Patton said there is a specific component for outreach on the SSP implementation and a key focus of the campaign is the loss of Route 391 into San Francisco.

Mr. Koya asked when signage is changed in San Francisco if the sign at southbound 2nd and Mission streets could be replaced.

Mr. Koya said he has been paying attention to the announcements on the bus, but the voice is not strong enough to get passengers' attention and gets drowned out by traffic and bus noise. At the same time it would be a good to increase the volume of the announcements on eating, drinking, and cell phone use on the bus.

Mr. Koya said people not paying their fares continue to be a problem. He recently saw two people wearing uniforms from other transit agencies just board the bus without paying a fare.

Mr. Koya said drivers should have standard answers for frequently asked questions from passengers.

Mr. Koya said riders on Route 292 are still expressing their happiness for keeping the route.

Judy McKie said she has spoken to several people who have taken the weekend Route ECR and everyone is pleased with the service.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- May was designated as "Older Americans Month."
- Art Takes a Bus Ride contest winners were announced.
- March ridership was 4.4 percent for all modes.
- Presentations were given on the FY2014 Capital Budget, FY2014 Operating Budget, Business Optimization Program, and final SSP recommendations.

b. SamTrans Accessibility Advisory Committee - Judy McKie - no report

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 June 26, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:46 p.m.