

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – JUNE 26, 2013**

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

**COMMITTEE MEMBERS ABSENT:** K. Gilbert, M. Hall

**SAMTRANS STAFF PRESENT:** A. Chan, E. Dumandan (MV Transportation), S. El-Khatib, E. Harris, N. McKenna, C. Patton, A. Rivas, E. Rivas, E. Silvas, B. Tietjen

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

**PUBLIC COMMENT**

None

**APPROVAL OF THE MINUTES**

The Committee (Heatley/Koya) approved the minutes of May 29, 2013.

**MTC TRANSIT SUSTAINABILITY PROJECT (TSP): STRATEGIC PLAN**

April Chan, Executive Officer, Planning and Development said:

- The purpose of the TSP is to improve financial performance, productivity and attract more riders.
- The Metropolitan Transportation Commission (MTC) established performance requirements for seven operators: AC Transit, Bay Area Rapid Transit, Caltrain, Golden Gate Transit, San Francisco Municipal Transportation Agency (SFMTA), SamTrans, and the Santa Clara Valley Transportation Authority (VTA).
- Each operator must achieve a 5 percent real reduction in cost per revenue hour, cost per passenger or cost per passenger mile by 2017; thereafter, growth is limited to Consumer Price Index.
- Each operator's board must adopt a Strategic Plan by March 31, 2013 and report back on an annual basis to the MTC starting in Fiscal Year (FY) 2014.
- The baseline year is established at the highest reported cost between FY2008 and FY2011. A 5 percent reduction is calculated from the highest reported cost.
- Strategies for fixed-route service include:
  - Leverage part-time operators to offset cost
  - Favorable contract terms
  - SamTrans Service Plan (SSP) implementation
  - Use of more fuel-efficient vehicles, including hybrids, to reduce operating costs
  - Revise fare policy to attract more riders
  - Target marketing

- For paratransit, the purpose would be to reduce costs rather than increase ridership.
- Strategies for paratransit include:
  - Continue to implement Senior Mobility Action Plan recommendations
  - Consider volunteer driver program
  - Explore alternative service delivery models
  - Reduce paratransit service area to what is legally mandated
- Annual monitoring programs includes:
  - Submittal of progress on achieving targets
  - By FY2018 MTC will review overall progress
  - By FY2019 MTC will link funding to achievement of goals

Judy McKie asked how much funding could be lost if SamTrans is not in compliance. Ms. Chan said SamTrans receives over \$30 million a year from MTC and they could withhold either operating or capital funds.

Sonny Koya said it is nice having full-time operators and when there are part-time operators there is usually a problem with the service.

Bill Lock asked if the numbers are fully allocated. Ms. Chan said the numbers are National Transit Database (NTD) numbers that are reported to the Federal government and reflect actual costs.

Mr. Lock asked what the percentage of cost savings staff is looking for. Ms. Chan said staff is trying to reduce cost and increase ridership.

Kris Adler asked if the 2017 targets are in 2011 dollars. Ms. Chan said yes.

Mr. Adler asked if the hybrid fuel savings are more than increased maintenance costs. Chester Patton, Director, Bus Transportation, said David Olmeda, Director, Maintenance, will address this at the July meeting.

Katie Heatley asked if revenues are included in gross costs per hour. Ms. Chan said she would look into this and provide an answer to Nancy McKenna, Assistant District Secretary, to send to the CAC.

Ms. Heatley said the costs per hour for fixed-routes looks comparable to national standards, but the paratransit cost per trip is elevated. She said she sat on the MTC Transit Sustainability Study for paratransit.

Ms. Heatley said more hybrids are being operated for paratransit at other locations and this would lower costs.

Margaret Pye said it is hard not to look at MTC as an adversary. She said efficiency is wonderful, but staff needs to be careful not to cut areas that will affect the service quality. She said there is a lot of security in this building and reducing it may be a way to cut costs.

Heinz Plischke asked if inflation is included in the 5 percent. Ms. Chan said no.

Peter Loranger asked if paratransit ridership is stable each year. Mr. Patton said it is pretty stable at 1,000 trips per day.

Mr. Loranger asked if ridership would go down if paratransit served the legally mandated service area only. Ms. Chan said yes.

### **REPORT OF THE CHAIR**

A Certificate of Appreciation was presented to outgoing member, Kris Adler, who is relocating to Austin, Texas.

Mr. Adler said he appreciated his time on the CAC and was looking forward to being chair next year. He appreciates the CAC comments and staff's efforts to make the committee feel important and said they are making a difference. Mr. Adler said it was great to be part of the SSP process.

Chair Ratto reported AC Transit will be putting 65 new low-floor Gillig buses into service soon and SFMTA has added hybrid buses to their fleet.

### **SAMTRANS STAFF UPDATE**

Mr. Patton thanked Mr. Adler for his service on the CAC and said he is a big loss to the CAC.

Eric Harris, Manager, Operations Planning, said late-night service has been added to Route 120. Route 120 ridership is up 1.4 percent on weekdays, up 15.6 percent on Saturdays and up 6.9 percent on Sundays. On-time performance (OTP) for Sunday, June 23 was 96 percent.

Ms. Pye asked where Route 120 operates. Mr. Harris said the route operates every 10-15 minutes between Colma BART and Daly City BART.

Mr. Patton reported:

- May statistics:
  - Ridership is 43,000, 2 percent decline.
  - OTP was 89 percent.
  - Complaints were low at 184.
  - Miles between road calls remains high at 25,500.
  - Token use remains high.
  - Six schedules were missed in May.

Mr. Patton said he wanted to respond to Mr. Koya's earlier comment/concern regarding part-time operators. They get the same training and pay as full-time operators and are required to meet the SamTrans standards. Currently there are 14 part-time operators, there will be 30 in August, 45 in January 2014 and 50 in August 2014.

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

Ms. Miller said she tried to catch Route 140 at 12:25 p.m. going towards San Bruno BART and the bus left right as she was getting to the bus stop. She asked if the operators have to leave immediately or can they wait until the passenger gets to the stop. Mr. Patton said many operators do wait for passengers hurrying to the bus and apologized for this operator not waiting.

Ms. Miller said she likes Route ECR on the weekend and there are many friendly and professional operators driving this route.

Ms. Miller said Routes 390 and 391 are still bunching on the El Camino Real. Mr. Patton said this will only be a problem for seven more weeks because Route ECR will start operating on weekdays in August.

Mr. Loranger asked what the liaison seat for the Senior Mobility Action Plan entails. Chair Ratto said the committee was formed several years ago and currently does not meet now that the Plan has been adopted.

Mr. Plischke asked if Route 250 in San Mateo is being changed or cancelled. Mr. Harris said Route 250 will be split into two routes. The service on Humboldt Street and Bayshore Boulevard will become the Route 252 and the service that operates on Norfolk Street and Hillsdale Boulevard will be Route 250. This will allow for more direct service into San Mateo.

Mr. Plischke asked if there will be material distributed on this change. Mr. Harris said this is part of the January service changes and material will be distributed later this year.

Ms. Pye said Route ECR operators are very friendly. She said there is an operator that has purchased flashlights for the regular passengers to flash so the driver sees them waiting at the shelters in the dark.

Ms. Heatley asked if a report can be given on One Bay Area Grant, what happened in San Mateo County, and if any of the projects will improve transit.

Mr. Adler said last year he took Route 390 to a San Jose Earthquakes game at Stanford Stadium and there were major delays. A game is this weekend and starts at 7:30 p.m. with fireworks following the game. He recommended if anyone is planning on going to the game to get off at Palo Alto shopping center and walk to the stadium instead of going to the Palo Alto Transit Center.

Mr. Lock said he is very happy with the adjustments on Route 120. He asked about the status of the Route 140 extension. Mr. Harris said those changes will be part of the January changes.

Mr. Koya said at the last meeting there was a public comment on Route 295 and asked if staff did anything with the comment received. Mr. Harris said Route 295 is proposed to operate between San Mateo Caltrain and San Carlos Caltrain with some trips

extended to the Cordilleras Center. There were two requests for service to facilities in Menlo Park so a version of Route 85 will operate on a few limited trips to this area.

Mr. Koya said Route 292 is running smoothly with a new timetable in place. An important feature on the previous timetable was a time point for 7<sup>th</sup> Street and Mission Street that has been removed and Potrero Avenue and 24<sup>th</sup> Street has been added. Mr. Harris said the 7<sup>th</sup> Street and Mission Street time point will probably be added back in the August or January timetable.

Mr. Koya said Route 292 used to leave Brisbane on Old County Road at 7:19 a.m. but now the timetable has been tweaked and now departs at 7:21 a.m. He suggested the old time be put reinstated as this new time has passengers arriving later in San Francisco.

Mr. Koya said the stop at Bayshore Boulevard and Guadalupe Canyon Parkway has no light and during the winter and at night the bus passes passengers waiting at the stop as they cannot be seen.

Ms. McKie said a lady tried to board Route 292 at the San Francisco International Airport and the bus driver denied her boarding because she had two suitcases and told her to take Route KX. Mr. Patton said the operator has discretion. There is an onboard policy that customers can bring on what the passenger can handle on their lap or right in front of them; however, referring the customer to the KX was incorrect

## **LIAISON REPORTS**

### **a. SamTrans Board - Peter Ratto**

- June 20 was National Dump the Pump Day.
- April bus ridership was up 0.8 percent.
- A presentation was given on Caltrain.
- FY2014 operating and capital budgets were adopted.
- Chair Carole Groom sent Letters of Appreciation to outgoing CAC members Andy Chow and Tom Collette.
- Safe worker awards were presented.

### **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 July 31, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 8:00 p.m.