

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – OCTOBER 28, 2015**

COMMITTEE MEMBERS PRESENT: J. Baker (Chair), B. Gomez, B. Hasten, K. Heatley, S. Koya, J. Manalo, A. Merriman, J. McKie

COMMITTEE MEMBERS ABSENT: C. Laughon, B. Lock, H. Plischke

SAMTRANS STAFF PRESENT: K. Cheema, D. Esse, A. John, T. Lin, N. McKenna, C. Patton, R. Rios, A. Rivas, A. Sayong (MV Transportation)

Chair John Baker called the meeting to order at 6:31 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES OF SEPTEMBER 30, 2015

Motion/Second: Merriman/Koya

Ayes: Gomez, Hasten, Koya, Manalo, Merriman, Baker

Absent: Laughon, Lock, Plischke

Abstain: Heatley, McKie

PRESENTATION: CUSTOMER COMPLAINT PROCESS

Rona Rios, Manager, Customer Service, reported:

- The Customer Service Center (CSC) is part of the Communications Division.
- The CSC supports SamTrans and Caltrain customers.
- An average of 15,000 calls and 500 consumer reports are received each month.
- About 75 percent of calls received are for SamTrans and account for 50 percent of consumer reports.
- The CSC is open weekdays from 7 a.m. to 7 p.m. weekdays and 8 a.m. to 5 p.m. on weekends and holidays.
- Purpose of consumer reports:
 - Enables staff to track customer concerns, suggestions, compliments and requests for service.
 - Enables staff to identify issues, make improvements and track progress on a regular and ongoing basis.
- In calendar year 2015, 1,601 reports have been received via phone, 778 via e-mail and 51 were either mailed or hand delivered.
- People are now submitting comments via on Facebook and Twitter.
- Complaints are low for Fiscal Year 2015 averaging less than 20 per 100,000 customers.
- The CSC is responsible for putting the complaint/compliment into TransitSafe, refer the issue to the appropriate department, contact customer with a response, close out the report, and track trends.

- Timeline for a complaint:
 - Day 1 – report received
 - Day 2 – send out for investigation
 - Day 2 to 8 - investigation and documentation
 - Day 9 – contact customer with response
 - Day 10 – close out complaint
- An automatic reply is given to the customer with a file number when submitting a complaint/compliment via the website.

Judy McKie asked what languages are spoken at the CSC. Ms. Rios said there are Spanish speaking representatives. An American Telephone and Telegraph language line is used and accommodates over 300 languages.

Sonny Koya asked if the 800 number is the best number to call. Ms. Rios said yes.

Mr. Koya asked how e-mail works. Ms. Rios said on the website there is a contact tab with a form to complete and when the customer hits the send button it goes directly to the CSC.

Mr. Koya asked why there is no ad card inside the bus with how to call SamTrans with any questions or concerns. Ms. Rios said that is something she will speak to the marketing department about.

Mr. Koya said kudos to the staff in the department.

Katie Heatley asked if the CAC ever receives a list of what type of complaints received especially those by the senior population. She asked how someone would formulate an Americans with Disability Act (ADA) complaint. Ms. Rios said a summary is provided monthly to management by top issues. In September the top three issues were operators, pass-ups and late buses. Ms. Rios said she then breaks the complaints down by base too. The ADA reports are handled by Accessible Transit Services staff and are resolved very quickly by that staff.

Ms. Heatley asked if SamTrans has secret riders. Ms. Rios said no. Chester Patton, Director, Bus Transportation, said they have used staff from MV Transportation who is not known to the operators when issues or an operator needs to be verified. He said there is audio and video on all fixed-route buses.

Barbara Hasten asked if the operator of the month is picked from the number of compliments they receive. Mr. Patton said that is done by a peer nomination process.

Ms. Hasten asked if a lot of complaints were received when Route KX schedule was changed in 2014. Ms. Rios said she doesn't know off the top of her head.

Bob Gomez asked if many complaints are received from school children or their parents. He said the bus operators on the East Palo Alto routes are very good. He said ridership has increased in East Palo Alto and would like to get more done in the community.

Public Comment

Andy Chow, Redwood City, asked what the volume of security complaints such as vandalism or sexual harassment is, if a Talk to You (TTY) phone line is still used, and what the percentage is for the use of the line. Mr. Chow asked if comments are received via text by passengers sitting on a bus.

Ms. Rios said there is a TTY phone line in the call center. No complaints have been received via text. For the month of September there were three police activity complaints.

Mr. Gomez asked what operators do if they are having a problem with a passenger on the bus. Mr. Patton said anything out of the ordinary generates a call to the radio control center followed by a report to the superintendent.

Chair Baker said there are other services that are probably used more than TTY line. He suggested maybe posting the 1-800-SAF-RAIL number inside the bus.

REPORT OF THE CHAIR

Chair Baker said he took Route 120 last night and missed his stop. He asked how long the construction will last at Serramonte Shopping Center. Karambir Cheema, Superintendent, Bus Transportation, said an additional seven months.

SAMTRANS STAFF UPDATE

Mr. Patton reported:

- September performance:
 - Average weekday ridership was 47,921, down 0.8 percent.
 - On-time performance was 83.6 percent, below goal of 85 percent.
 - Complaints were high at 212.
 - Miles between road calls was 26,773.
 - Tokens continue to be popular.
 - There was one missed schedule.
- Bus service on Route 294 was increased to hourly service for the Half Moon Bay Pumpkin Festival. There was a 179 percent increase with over 500 passenger trips.
- Detailed weekday ridership analysis for Route 17 was distributed as well as a breakdown on transactions and revenue by each fare media.

Mr. Gomez asked if there are going to be any changes in service to Levi's Stadium for the Super Bowl. Mr. Cheema said SamTrans will be supporting the event, but he doesn't have exact details yet.

CAC MEMBER COMMENTS/REQUESTS

Ms. McKie said the southbound bus stop at California Drive and Oak Drive for Route 292 used to have a nice metal sign, but now there has been a paper sign for quite some time now. She said southbound Route ECR stop at Howard Avenue and El Camino Real has two glass panels missing and garbage on the ground.

Mr. Koya said at the last meeting Chair Baker brought up the idea of adding a second Clipper reader at the back door. He said he spoke to his fellow passengers on Route 292 and there currently is no boarding issue and adding a second reader could be a problem.

Mr. Koya said people are half-sitting on the locked disabled seats in the front of the articulated buses. He suggested verbiage be put near the seats informing passengers to not sit or lean on these seats.

Mr. Koya said at the park and ride at Linden Avenue and Airport Boulevard in South San Francisco there has been ongoing construction work by Pacifica Gas and Electric and most of the parking has been compromised.

Ms. Heatley asked for data on how frequent an operator assists a wheelchair passenger getting on the bus. Mr. Patton said every time and the operator also secures the wheelchair.

Ms. Heatley asked how many complaints are received concerning an operator refusing to assist. Mr. Patton said he is not sure and will have to check.

Ms. Heatley said she is hearing that operators are telling customers they should be in paratransit. Mr. Patton said customers should call in these complaints so staff can verify what happened by viewing the video and audio record.

Annette Merriman thanked staff for the increased service for the Pumpkin Festival. People were very grateful. She thanked staff for the specific analysis on Route 17. Ms. Merriman said she attended the Connect the Coastside meeting and it was very positive and good alternatives are being proposed.

Ms. Hasten said she has noticed drivers are very helpful with wheelchair passengers. She said when she got off Route ECR the Route KX was immediately behind.

Mr. Gomez asked the status of the extra bicycle rack on the front of the bus. He asked if there is a map to get a schedule and map of all schedules, a listing of all shelters, benches and lighting. Mr. Gomez said he will provide staff with a list of two operators who do an outstanding job and go out of their way to assist passengers.

Mr. Patton said he will follow-up and find the status of the bike racks. He said the data is available on amenities, but will have to see if it is in a friendly format.

Chair Baker asked if an operator receives a complaint and staff finds it has no merit if it goes against them. Mr. Patton said no.

Chair Baker said Ms. Heatley's comments about people being told to take paratransit is unacceptable and these people should be encouraged to take fixed-route.

LIAISON REPORTS

a. SamTrans Board - John Baker

- The Board held a public hearing on the proposed fare increase.
- A presentation was given on paratransit. There have been zero denials in 11 years.
- On November 7 there will be a bus bridge for Caltrain work between the Burlingame Caltrain Station and Hayward Park Caltrain Station .

b. SamTrans Accessibility Advisory Committee – Judy McKie

- Two gentlemen on the committee have the very heavy wheelchairs and are having an issue with the ramps on the new hybrid buses. Staff went out with the members and they didn't seem to have an issue.

c. Caltrain Accessibility Advisory Committee - Vacant

d. Peninsula Corridor Joint Powers Board (JPB) – Bill Lock – no report

e. Peninsula Corridor Joint Powers Board CAC – Vacant

f. Senior Mobility Action Plan – Vacant

NEXT MEETING:

The next meeting will be held December 2, 2015 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:44 p.m.