

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

**CITIZENS ADVISORY COMMITTEE (CAC)  
MINUTES OF MEETING – DECEMBER 2, 2015**

**COMMITTEE MEMBERS PRESENT:** J. Baker (Chair), B. Gomez, B. Hasten, K. Heatley, S. Koya, C. Laughon, B. Lock, J. Manalo, A. Merriman, H. Plischke, J. McKie

**SAMTRANS STAFF PRESENT:** C. Derwing, S. El-Khatib, A. John, T. Lin, N. McKenna, A. Rivas, E. Rivas, A. Sayong (MV Transportation), D. Sorrel, P. Thompson

Prior to the meeting a reception was held and Directors Shirley Harris, Karyl Matsumoto, and Peter Ratto, and Martha Martinez, Executive Officer, District Secretary/Executive Administration attended the event.

Chair John Baker called the meeting to order at 6:36 p.m. and led the Pledge of Allegiance.

**PUBLIC COMMENT**

Shirley Harris, Chair, District Board of Directors, thanked each member for their services, opinions and feedback. She said the CAC does a wonderful job for the Board informing them of what is working and what isn't. Director Harris said the Board holds the CAC to the highest esteem. She wished the CAC a Happy Holiday.

Chair Baker thanked the Board members for attending tonight.

**APPROVAL OF THE MINUTES OF OCTOBER 28, 2015**

Motion/Second: Koya/Merriman

Ayes: Gomez, Hasten, Heatley, Koya, Lock, McKie, Merriman, Plischke, Baker

Absent: Manalo

Abstain: Laughon

**PRESENTATION: PARATRANSIT CUSTOMER SURVEY RESULTS**

Patrick Thompson, Market Research Specialist, reported:

- Purpose
  - Obtain ridership characteristics of Redi-Wheels and RediCoast customers
  - Assess key customer satisfaction components
  - Collect other information such as whether they ride fixed-route, how information is obtained, cell phone and internet usage
  - Ask about overall experience as well as recent trip
- Methodology
  - Telephone survey of Redi-Wheels and RediCoast customers
  - Conducted by EMC Research
  - 500 completed surveys
    - 464 in English, 29 in Spanish, six in Cantonese and five in Tagalog
    - 439 were completed by the customers and 61 were completed by the customers' caregivers or family

- Rider characteristics:
  - Most likely to be white women
  - Older
  - Low income
- One-third have been riding more than four years.
- A majority ride at least once a week.
- The top reason for using paratransit is a mobility impairment.
- Customers were extremely satisfied with the overall trip.
- 81 percent of customers perceived the driver to be on time.
- Overall 66 percent of riders use a mobility aid.
- The overall rating for wheelchair passengers on the drivers' ability to secure the wheelchair and operate the wheelchair lift was high.
- Majority of customers use cash to pay their fare.
- Main purpose of trip is for a medical appointment other than dialysis or rehabilitation.
- Only 39 percent have internet access and only 30 percent have access to e-mail.
- 72 percent have a cell phone.
- Next steps:
  - Improve customer communications and outreach such as being clearer about the 20-minute pick-up window
  - Use results for trend analysis
  - Conduct survey every three years

Barbara Hasten asked if people were asked if they use fixed-route, paratransit, or both. Mr. Thompson said both were asked and only 39 percent use fixed-route.

Heinz Plischke asked how many buses there are. Ana Rivas, Superintendent, Bus Transportation, said she did not know, but would get an answer.

Bob Gomez asked if the survey was just for San Mateo County. Mr. Thompson said yes and the breakdown of responses is North County at 41 percent, Central County at 27 percent, South County at 20 percent and the Coastside at 12 percent.

Bill Lock asked if 56 percent of customers are presumably regular customers why the on-time performance (OTP) is not better. He asked if the routes and destinations are the same if things can be better planned since they are regular trips. Ms. Rivas said OTP is affected by several factors including traffic conditions, weather, etc.

Mr. Lock asked how the OTP is verified. Ms. Rivas said the vehicles have global positioning systems (GPS).

Ms. Heatley said it would be interesting to break down the categories of eligibility and status. She said the aging population is high and there are not a lot of alternatives for senior transportation. Ms. Heatley said there is no controlling the on-time as the previous passenger may have caused the delay. She said a passenger of this type may be having a bad day and the driver may need to move slowly and gingerly with them.

Charlotte Laughon asked what the ridership is on the Coast. Mr. Thompson said he can pull information on ridership and send it to the CAC.

Sonny Koya said about three years ago it was brought up that the paratransit service was not at the right level and asked if the metric has been reached. Ms. Rivas said the metrics are always exceeded for the different categories.

Mr. Thompson said the full survey results are on the SamTrans website if anyone is interested in looking deeper into them.

Judy McKie asked when a client calls in if the database shows the client needs a ramp. Ms. Rivas said as part of the eligibility the customer puts down if they use a wheelchair or has any special needs. A client's eligibility is renewed every three years and the client's information is updated accordingly.

Chair Baker asked about the languages the survey was conducted in. Mr. Thompson said the people contacted for the survey were from the database. Ms. Heatley said under Americans with Disabilities Act you are not allowed to ask specific questions like age, gender, etc.

#### Public Comment

Andy Chow, Redwood City, said SamTrans uses taxi providers for some of the services and asked if the survey separates out Redi-Wheels and RediCoast from taxis. Ms. Rivas said the survey took into account all users.

#### **REPORT OF THE CHAIR**

Chair Baker reported:

- Appointed Mr. Koya and Ms. Heatley for the selection of 2016 officers. They will report back at the January meeting.
- At the November Board meeting the fare increase was approved. He said he was a little disappointed that the final proposal was not made public until the meeting.
- The 2016 meeting calendar is available. No meetings have been cancelled, but the CAC can decide at a later date if they want to cancel a meeting.

#### **SAMTRANS STAFF UPDATE**

Ms. Rivas reported:

- October performance:
  - Average weekday ridership was 46,819, down 1.1 percent.
  - OTP was 83.4 percent, below the goal of 85 percent.
  - Complaints were low at 156.
  - Miles between road calls was 26,194.
  - Tokens continue to be popular.
  - There were 18 missed schedules.

Follow-up items:

- Service on Route 294 is being doubled on weekends. It will now be hourly instead of every two hours. This change will be effective January 11.

- Ms. McKie reported at the last meeting the metal bus sign was missing at California and Oak drives in Burlingame. It has been replaced.
- Two panels were reported missing from the shelter at El Camino Real and Howard Avenue. There is tree work going on adjacent to the shelter and once this work is complete facilities will schedule the work to replace the panels. Staff is checking with the California State Department of Transportation for status on the work.
- There was a request for a report concerning fixed-route wheelchair-related complaints. In the last 12 months 195 accessibility-related comments for SamTrans bus service (directly operated and contracted) were received. The most frequent category of complaint was operator. Not all complaints were determined to be valid. The breakdown of the 195 are 104 related to operator, 25 related to pass-ups, 11 service requests and 10 compliments. The operator category includes issues such as operator rudeness, not lowering the lift, not coming to a complete stop, and not waiting for the customer to be seated before departing from the stop. One person filed 27 comments.
- There was a request for an update on the three-bike racks on buses. Staff is looking to procure the bike racks and will let the CAC know when the first one is installed. The project will be split into two years. The cost per bike rack is approximately \$1,200 per bus. Installation will begin first on the articulated buses.
- There was a request for a map that indicates the amenities at stops. Staff doesn't have the capability to generate a GPS map with amenities.

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

Ms. McKie said she would like to see more grab straps on the older buses especially in the senior area.

Mr. Koya said he hopes tokens are not eliminated. Ms. Rivas said that staff is aware of the popularity and there are no plans in the immediate future to stop using them.

Mr. Koya said Pacific Gas and Electric has finished their project so the commuter parking is now available on Airport Boulevard and Linden Avenue. He said the two bus stops in Brisbane on Airport Boulevard and Old County Road and at Tunnel Avenue are being targeted with graffiti and etching in the glass. He hopes there will be funds in 2016 to replace them. Mr. Koya thanked staff for paying attention to his requests and the Board who has been attentive to the CAC's request, including routes 292 and KX into San Francisco.

Ms. Laughon asked if there has been any progress on shelters and more service on the Coastside. Ms. Rivas said Chester Patton, Director, Bus Transportation, spent a day with her looking at locations and provided a detailed report to the CAC. It is now with the planning department, but installing shelters is very costly and funds need to be found to install them.

Ms. Laughon said she was on Route 17, Bus 2109 and Route 112, Bus 409 and there were no routes 17 or 110 timetables on either bus. She said there are never any Route 17 timetables on buses.

Ms. Heatley asked if the CAC could review the bus stop improvement plan and if there is a better way to provide points of view so their views are taken into consideration. She asked what kind and how much service is provided in the Redwood Shores area.

Ms. Merriman asked when the increase in service for Route 294 starts. Ms. Rivas said January 11.

Mr. Lock asked if there is any update on Mr. Koya's request to move the bus stop at Bayshore near the Grocery Outlet. Ms. Rivas said she will forward the request to staff.

Mr. Lock said more passengers are being picked up at San Francisco International Airport going northbound and the amount of luggage can present a safety hazard. Ms. Rivas said there is a policy that passengers are allowed to bring a piece of luggage that they can hold. Mr. Lock said he is observing people bringing their luggage on the bus and leaving it at the front of the bus and sitting in the back.

Ms. Hasten asked why southbound Route 295 doesn't go up Hillsdale Boulevard and make a left at 37<sup>th</sup> Avenue instead of the current route which involves travelling down a lot of narrow streets to the hospital. Ms. Rivas said staff from different departments determined the best route to travel, including safety.

Ms. Hasten said Route 295 doesn't operate after 7 p.m. and this is very inconvenient.

Juslyn Manalo arrived at 7:30 p.m.

Mr. Gomez asked if there can be more shelters installed in East Palo Alto. Ms. Rivas said if there is a particular request he should let staff know the location. There is a lot that goes into having a shelter installed.

Mr. Koya would like to acknowledge the good work of MV Transportation and their staff for operating Route 292.

Ms. Laughon said she has been fighting for shelters on the Coast for over a year and there is not one shelter in the unincorporated Coast. Ms. Rivas said she knows Mr. Patton went with Ms. Laughon to look at locations and a presentation was given at the July 29 CAC meeting on the costs involved in installing and maintaining the shelters.

Juslyn Manalo asked if there can be free passes for seniors maybe through a private-public partnership to subsidize the fare. She asked if other cities are able to provide this type of pass why SamTrans can't.

Chair Baker thanked staff and MV Transportation for their hard work.

## **LIAISON REPORTS**

### **a. SamTrans Board - John Baker**

- Board received presentations on the paratransit survey results, social media activity and Caltrain.
- The Caltrain Holiday Train is this weekend, December 5 and 6.

### **b. SamTrans Accessibility Advisory Committee – Judy McKie**

- Discussed the January fare increase and how it will affect people with disabilities and low-income customers.
- A gentleman was in a heavy-duty wheelchair and having an issue with loading. Staff has looked and are not sure what is causing the problem, but it may be the weight of the wheelchair.

### **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 January 27, 2016 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 7:52 p.m.