

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – MARCH 30, 2016**

COMMITTEE MEMBERS PRESENT: J. Baker, B. Gomez, B. Hasten, S. Koya, B. Lock (Chair), J. McKie, H. Plischke

COMMITTEE MEMBERS ABSENT: K. Heatley, C. Laughon, J. Manalo, A. Merriman

SAMTRANS STAFF PRESENT: K. Cheema, A. John, D. Kim, T. Lin, N. McKenna, A. Rivas, E. Rivas, A. Sayong (MV Transportation), J. Santos

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

PUBLIC COMMENT

None

APPROVAL OF THE MINUTES OF FEBRUARY 24, 2016

Motion/Second: Koya/Gomez

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

Absent: Heatley, Laughon, Manalo, Merriman

PRESENTATION: STRATEGIC PLAN UPDATE

Doug Kim, Director, Planning, reported:

- Three priorities of the Plan
 1. Become a more effective organization
 2. Expand mobility options
 3. Strengthen fiscal health
- The Plan has five goals in five years
 1. Increase Ridership 15 percent
 - 2.9 percent annual growth
 - Actual growth of 1 percent in year 1 (January-November 2015)
 - Commenced Mobility Management Plan to address:
 - Shuttle operations
 - Youth transportation
 - Paratransit
 2. Increase Revenue 20 Percent
 - Based on ridership growth
 - 15 percent ridership growth plus one fare update before 2019 equals 20 percent plus revenue growth
 - November 2015 Board approved fare increases in 2016 and 2019
 - Farebox revenue growth goals dependent on ridership increases
 3. Reduce Annual Debt Service by \$1.5 Million
 - March 2015 the Board approved debt refinancing structure and closed financial transaction

- Reduces annual debt service average \$3 million between 2016-2019 and \$5 million from 2020-2023
- 4. Improve Organizational Performance
 - Awaiting re-organization
 - Employee survey to provide state of organization in 2015 and 2016 and the \$50,000 is included in the Fiscal Year (FY) 2016 budget
 - Communications Plan will begin and the \$50,000 cost is included in the FY2016 budget
- 5. Manage Workforce Change
 - Awaiting agency re-organization
 - New positions in human resources to increase recruitment capacity, develop business continuity plan for agency and departments
 - Investigate workforce housing options, including pursuing grants to address workforce housing programs
- Input from November 2015 Board retreat
 - Engage private sector to improve transportation
 - Improve system ease of use for patrons, including technology
 - Financial flexibility, "no scarcity mentality"
 - Fill workforce vacancies
 - Workforce housing
- Next steps
 - Consider Board input from retreat

Judy McKie said Routes ECR and 292 are great routes and have really improved. The only issue is the bus schedules don't coincide with the train schedule at Hillsdale.

John Baker said the Hillsdale transfer has been a problem for quite some time. He said a big problem is keeping the SamTrans dollars used for Caltrain.

Barbara Hasten said there was an article in the *San Francisco Chronicle* about Lyft. In 2014 Route KX was discontinued. It operated hourly service and now it is only operated during limited hours. This is a good service that was cut causing more congestion on the freeways. The Route KX should be brought back to the way it was to reduce congestion on Highway 101. Mr. Kim said staff will be doing a study looking at Highway 101 and express bus service. He said staff needs to look for equity and affordability for people who want to take express services.

Heinz Plischke asked if the workforce housing is for employees and their families. Mr. Kim said all options are being looked at.

Bob Gomez asked how staff is trying to increase youth ridership. Mr. Kim said youth live and travel differently than adults. Ridership from middle school through college and ways to appeal to them in different types of services will be looked at.

Mr. Gomez asked what is meant by engaging the private sector. Mr. Kim said there are a lot of providers that can help with last mile concerns. Mr. Kim said SamTrans is working with East Palo Alto to backfill service on shuttles being eliminated in that city.

Sonny Koya said the three main lines are Routes ECR, 292 and KX and he is hoping these three remain as main lines for a long time. Route 292 is running its best right now. He said Route KX frequency needs to be increased and there should be a special study on this route. A questionnaire should be developed for riders to complete. Mr. Kim said he is asking for budget this year to do a top to bottom study of all routes.

Mr. Koya said people in South San Francisco like the free shuttle, but the money to operate it is only for two more years. Those who can take advantage of the shuttle do. He asked if the future needs of the city South San Francisco routes that were eliminated could be looked at and possibly be brought back.

Mr. Koya said he hopes with the attrition issue the District doesn't end up with short-term employees and have constant employee turnover. He is concerned with last-mile service and doesn't want it to go to Uber or Lyft and then the District would lose Federal funds. Mr. Koya said he is very happy with the performance of MV Transportation and staff at SamTrans.

Mr. Gomez asked if SamTrans has work fairs to recruit employees or give those who have been incarcerated a second chance. He thanked staff for installing the three bike racks on the buses.

Chair Lock said the economic profile of bus riders is very different than those on Caltrain. Fare increases are going to hurt ridership growth. Ridership will not increase unless new routes are put in place. There used to be a route from Pacifica to downtown San Francisco that may have had its flaws, but it served a certain population. He asked if more funds from Cap and Trade are going to be used to expand service. Mr. Kim said all things are being looked at.

Chair Lock asked if Bus Rapid Transit on El Camino Real is being looked at. Mr. Kim said it was looked at but SamTrans doesn't have the ridership or density for this service.

Chair Lock said until a way can be found to get riders from their starting point to end point the 15 percent increase in ridership will not happen.

REPORT OF THE CHAIR

- SamTrans announced Eli Kay as the new Chief Financial Officer.
- Thanked staff for sending the detailed memo on Cap and Trade.

SAMTRANS STAFF UPDATE

Ana Rivas, Acting Director, Bus Transportation, reported:

- February performance:
 - Average weekday ridership was 42,360.
 - On-time performance was 84.9 percent, meeting the goal of 85 percent.
 - Complaints were low at 160.
 - Miles between road calls was 26,496, above goal of 20,000 miles between road calls.
 - Tokens continue to be popular.
 - There were 10 missed.

Ms. Hasten said a passenger was having an issue with their fare not being accepted in the farebox and after a few minutes the operator told the passenger to just sit down. She asked why the operator doesn't just take the money and turn it in. Ms. Rivas said operators are instructed to not handle money and they are to call in and have a supervisor meet the bus to look at the fare box.

CAC MEMBER COMMENTS/REQUESTS

Ms. McKie said last month she reported the door was off a garbage container on southbound El Camino Real at Oak Grove in Burlingame and it is still not been repaired.

Mr. Koya said people continue to put their personal items on the seat and don't move their items as the bus becomes full. He said there should be some type of announcement on bus etiquette.

Mr. Baker said he rode the South San Francisco shuttle for the first time. He rode the Route KX tonight to the meeting and the operator did a great job.

Ms. Hasten said she takes Route ECR during the midday from San Bruno and the bus is quite empty and there is no need to have an articulated bus at that time of day. She said quite often the front seats for seniors and disabled are pushed up and people are just standing there. She said they need to be fixed especially for seniors and disabled and those with carts.

Chair Lock said he took 21 rides on SamTrans last week. All buses were clean and got him to his destinations on time. He took three trips northbound on Route 292 around 7:30 a.m. and one time was articulated and twice was a 40-foot. Ms. Rivas said the operator may be doing a different route at the end of their run that doesn't allow for an articulated bus in the area.

LIAISON REPORTS

a. SamTrans Board – Bill Lock

- Operator and maintenance employees of the year were recognized.
- All bids were rejected for bench replacements at bus stops.

b. SamTrans Accessibility Advisory Committee – Judy McKie – no meeting

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

NEXT MEETING:

The next meeting will be held April 27, 2016 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:44 p.m.