

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – APRIL 27, 2016**

COMMITTEE MEMBERS PRESENT: J. Baker, A. Barrios, Z. Fucini, J. Gamber, B. Hasten, A. Jones, S. Koya, C. Laughon, J. Lee, F. Liu, J. Manalo (Chair), A. Merriman, D. Nelson, G. Wilson

COMMITTEE MEMBERS ABSENT: B. Gomez

SAMTRANS STAFF PRESENT: K. Cheema, C. Derwing, A. John, C. Lee (Hanson Bridgett), N. McKenna, J. Pabilona, A. Rivas, E. Rivas, A. Sayong (MV Transportation), J. Santos

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

Chair Manalo welcomed the new members.

ELECTION OF VICE CHAIR

Sonny Koya was elected vice chair.

Motion/Second: Manalo/Merriman

Ayes: Barrios, Fucini, Gamber, Hasten, Jones, Koya, Laughon, Lee, Liu, Merriman, Nelson, Wilson, Manalo

Absent: Baker, Gomez

PUBLIC COMMENT

Director Peter Ratto welcomed the new members. He said he hasn't seen this much turnover in years. Director Ratto thanked everyone for volunteering and taking their time to be on the CAC.

Laura Carapella, South San Francisco, said she has been riding for over 10 years and takes Route 292 into San Francisco. She is very happy with the service. The route stops at many locations that Bay Area Rapid Transit and Caltrain do not service.

Ms. Carapella said Operator 7008 on Route 292 at 7:10 a.m. out of South San Francisco is great. She thanked Mr. Koya for keeping riders informed on Route 292.

APPROVAL OF THE MINUTES OF MARCH 30, 2016

Motion/Second: Koya/Hasten

Ayes: Barrios, Fucini, Gamber, Hasten, Jones, Koya, Laughon, Lee, Liu, Merriman, Nelson, Wilson, Manalo

Absent: Baker, Gomez

John Baker arrived at 6:40 p.m.

PRESENTATION: BROWN ACT TRAINING

Caroline Lee, Legal Counsel, Hanson Bridgett, reported:

- Who's Who and Why: Committee membership expresses views of passengers – good and bad.
- A meeting is a majority of members.
- What is not a Meeting
 - Conferences, other agencies' meetings that are open to the public
 - No caucusing or discussion among members about business within the body's subject matter jurisdiction.
 - Exceptions for scheduled/agendized sessions/discussions.
- Closed Session will never happen at a CAC meeting
- Danger Zone: Quorums Outside of Noticed Meetings
- Frequently Asked Questions
 - Can I call in? As long as a quorum is at the jurisdiction location and the location must be accessible and open to the public and an agenda posted at each location.
 - Items not on agenda should not be discussed.
 - Can I respond to that? Brief comments can be given by a CAC member or staff, but it is best to agendize the item for a future meeting.
 - What if there is less than a quorum? If no quorum it is recommended to not meet.

Mr. Koya said e-mails shouldn't be forwarded either. Ms. Lee said that is correct.

Angel Barrios asked what a quorum is for the CAC. Ms. Lee said eight members.

Mr. Baker asked if eight CAC members have a Twitter account and make a comment on the same topic but are not interacting, if that is a violation. Ms. Lee said this could raise some deliberation between CAC members and would be best to avoid this situation.

David Nelson asked if the CAC can send e-mails to the entire committee.

Nancy McKenna, Assistant District Secretary, said if anyone wants something distributed to the entire committee they should send it to her for distribution.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Karambir Cheema, Superintendent, Bus Transportation, reported:

- Congratulated Chair Manalo and Mr. Koya on their chair and vice chair appointments.
- Welcomed the new members.
- March performance:
 - Average weekday ridership (AWR) was 41,750.
 - On-time performance (OTP) was 86.37 percent, meeting the goal of 85 percent.
 - Complaints were low at 155.

- Miles between road calls was 30,991, above goal of 20,000 miles between road calls.
- Tokens continue to be popular.
- There were 15 missed schedules. This is primarily due to congestion on University Avenue in Palo Alto.

Mr. Nelson asked what the complaints are. Mr. Cheema said there is a breakdown of the complaints and he will have Ms. McKenna send them to the CAC.

Mr. Nelson asked what tokens are. Mr. Cheema said they are a discounted fare media.

Mr. Nelson asked what a missed schedule is. Mr. Cheema said is when a bus doesn't operate the entire schedule.

Mr. Baker asked if school runs are included in AWR. Ms. Cheema said yes.

Mr. Baker said he is glad the schedules are being adjusted for the next runbook, especially those in East Palo Alto. He asked if staff could summarize the changes in the June runbook.

Mr. Koya said overall AWR is excellent. The slight decline is due to spring break. He said he is glad to see that tokens are so strong.

Julia Lee asked what constitutes on time. Mr. Cheema said zero to five minutes late is considered on time. Anything over five minutes is considered late.

Annette Merriman said buses cannot also leave early.

CAC MEMBER COMMENTS/REQUESTS

Barbara Hasten said she was speaking to someone on the bus out of San Francisco and they said they want more service on Route KX. She said people don't hear or see any advertisements to encourage people to take SamTrans. If service and frequency was increased on Route 295 on weekends and evenings this would help increase ridership.

Charlotte Laughon said the Coast has no service at night. She said on April 19 at 10 a.m., at the Linda Mar Park and Ride lot in Pacifica, Operator 7032 on Route 110 got off the bus and confronted someone in the bus shelter. There is a stop for Route 112 by the trailer park in Pacifica that has no bus stop signs. Ms. Laughon said she was on bus 450 on April 19 and it smelled like urine and was horrible. She said she has been fighting for over two years to get bus shelters on the Coast and nothing has been done. She would like to receive an update.

Ms. Merriman said SamTrans is participating in Connect the Coastside. This is an issue the county is working on for more service, shelters, and various transportation issues. This was all addressed at a recent meeting. She is happy to see SamTrans is working with the county on this project.

Frank Liu said he agrees with Ms. Hasten that service needs to be increased on

Route 295 and increased advertising would increase ridership. He was very disheartened to see the Route KX cut in 2014.

Joyce Gamber said she is hearing a common thread of increased service needed. There are three stops in San Carlos that don't even have benches. The stop by the Target in Redwood City is not covered and either passengers get wet or stand in the hot sun. She said covered bus shelters need to be installed.

Zachary Fucini said he doesn't think increased service hours will increase ridership.

Mr. Baker welcomed all the new members. The CAC are the eyes and ears for the District and he encouraged all new members to ride the bus and report the good and the bad.

Ms. Barrios said she is excited to be on the CAC. She is the Executive Director for the Early Head Start Program in San Mateo County. A lot of the families in the program rely on SamTrans. When attendance is affected one of the top reasons is transportation. Ms. Barrios said she hopes to be the voice to those who feel they don't have one.

Mr. Koya welcomed the new members. He said no one does public transportation as good as SamTrans. The staff is great. MV Transportation is the contractor and operates Route 292 and they are outstanding. Mr. Koya thanked Director Ratto for taking the time to come to the meeting tonight.

Mr. Koya said the Bay to Breakers event is in May. In 2014 and 2015 SamTrans did an outstanding job letting passengers know of the detours. He hopes there are no surprises for Route 292 in the June runbook. He said at Mission and 2nd streets there is an official Route 292 bus stop, but San Francisco has not allowed a sign to be posted. The only time there is an issue is when there is a new operator. Mr. Cheema said this has been an ongoing issue with the San Francisco Municipal Transportation Agency, but staff will contact them again and see what can be done.

Mr. Koya said there needs to be more physical advertising. He suggested having a booth at the San Mateo County Fair. He recommends having a booth at the South San Francisco, Brisbane and Daly City farmers' markets. Mr. Cheema said SamTrans participates at the San Mateo County Fair with a booth and a bus is staged by the booth.

LIAISON REPORTS

- a. SamTrans Board – Juslyn Manalo – no report**
- b. SamTrans Accessibility Advisory Committee – vacant**

NEXT MEETING:

The next meeting will be held May 25, 2016 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:43 p.m.