

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – AUGUST 31, 2016**

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

COMMITTEE MEMBERS ABSENT: J. Baker, B. Hasten, D. Nelson

SAMTRANS STAFF PRESENT: K. Cheema, H. Dhillon (MV Transportation), A. Lam, N. McKenna, V. O'Brien (Transit Police), A. Rivas, E. Silvas, M. Simon, B. Tietjen

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

PUBLIC COMMENT

Irene Wu, Brisbane, said plastic, not fabric, seats should be installed when new buses are ordered. She uses Route 292 and hopes no changes are made to the route. Ms. Wu said one morning there was a passenger who became verbally abusive towards her with racial slurs. She said this is not the first time this passenger has been on the bus and threatening other passengers.

APPROVAL OF THE MINUTES OF JULY 27, 2016

Motion/Second: Koya/Gamber

Ayes: Fucini, Gamber, Gomez, Jones, Koya, Lee, Liu, Merriman, Wilson, Manalo

Opposed: Laughon

Abstain: Barrios

Absent: Baker, Hasten, Nelson

PRESENTATION: TRANSIT POLICE OVERVIEW – MARK SIMON AND LT. VICKIE O'BRIEN

Mark Simon, Chief of Staff and Lt. Vickie O'Brien, Transit Police, reported:

- The Transit Police is a sought after assignment within the San Mateo County Sheriff's Office.
- Lt. Vickie O'Brien has been with the sheriff's department for 29 years. She was the first female canine handler in the department, has worked in the jail, patrol in various cities, D.A.R.E. Officer for local schools, in charge of internal affairs and promoted to lieutenant in 2001.

Lt. O'Brien reported:

- The Transit Police are contracted with the SamTrans and the Peninsula Corridor Joint Powers Board (JPB).
- The Transit Police work in all three counties, San Francisco, San Mateo and Santa Clara.
- The team consists of 10 deputies, one detective, two sergeants, one community services specialist and a legal office specialist.

- She hand picks the deputies assigned to the Transit Police and customer service is very important to her.
- Once assigned to the Transit Police the deputies receive a tremendous amount of training to learn how to work with the buses and trains. The officers go through Critical Incident Training.
- Their mission is to protect lives, save lives and protect the property.
- About 800 calls a month are received.
- The Transit Police rely on outside agencies for assistance due to the large coverage area.
- No call goes untaken and is either handled by the Transit Police or a local agency.

Angel Barrios asked an appropriate response what would be for the public comment earlier. Lt. O'Brien said you can't predict what is going to happen. The bus operator should call dispatch to have Transit Police meet the bus.

Joyce Gamber said the Transit Police are outstanding and she feels safe walking through the Sequoia Station. Lt. O'Brien said Redwood City Police started a program two years ago to make Sequoia Station better and safer. Redwood City is one of the busiest stations and Transit Police have a great working relationship with the Redwood City Police. The Transit Police work from 5 a.m. to 1 a.m. and outside agencies handle calls after hours.

Sonny Koya said he personally thanks every Transit Police officer for all they do to keep passengers safe. He asked if there are any restrictions in operating in San Francisco County. Lt. O'Brien said the JPB gave the Transit Police the jurisdiction to operate in all three counties.

Mr. Koya said when mischief happens on Routes 292 or KX in San Francisco the operator is to send a signal to Transit Police. Lt. O'Brien said that is correct and if the Transit Police are not close to San Francisco then San Francisco Police will handle.

Mr. Koya asked if 1-800-SAF-Rail is the correct number to call if there is an issue. Lt. O'Brien said yes.

Mr. Koya asked if there is a way to text or email directly to Transit Police. Lt. O'Brien said it is not recommended to text or email, but if it is an emergency people should call 911.

Mr. Koya said it would be good if the Transit Police would board a bus and ride for just a stop or two and then get off just to show their presence. Lt. O'Brien said she would be happy to have a deputy ride the bus.

Charlotte Laughon asked what type of training the Transit Police go through. Lt. O'Brien said all deputies go through 40 hours of Critical Incident Training. She does most of the notifications of a death to the family. Lt. O'Brien said after an incident she debriefs with the deputies to see if they are physical and mentally okay. Once or twice a year she brings a psychologist in to meet with the deputies. She is very protective of her deputies and micro manages them after an incident to make sure they are okay. She

tells her deputies they can't hold back and need to talk about anything that is bothering them after an incident.

Ms. Laughon asked how she deals with it. Lt. O'Brien said she deals with it and has had to deal with it having recently lost her husband.

Frank Liu said he is very appreciative of all that the Transit Police do.

Lt. O'Brien said the Transit Police can't predict what people are going to do. If the CAC sees something that is not good feel free to contact the Transit Police otherwise the problem cannot be corrected.

Geraldine Wilson said she witnessed an incident and the Redwood City police met the bus at the next stop and handled the problem immediately. She rides Route ECR and the loud cell phone usage is a real annoyance. Mr. Simon said the bus operator has a number of responsibilities and it is always a judgment call on whether to play the announcement. He said if you have the specific bus number and operator number staff will speak directly with the operator.

Julia Lee asked if local police jurisdictions circulate at bus stops along with Transit Police. Lt. O'Brien said yes. The initial coverage comes from Transit Police and then the local agency.

Ms. Lee asked how many of the calls are dispatched to other agencies. Lt. O'Brien said about 25 percent.

Ms. Lee asked if during the winter the deputies could patrol the elevators more at grade separated Caltrain stations. Lt. O'Brien said they do and try to get the homeless into shelters.

Alicia Marie Jones said having a text option in the future would be great and she would take advantage of it. Lt. O'Brien said the threat of calling the police would make a person stop. She said if you feel scared make the call when you get to a safe location or off the bus and the video can be pulled from the bus. Mr. Simon said staff will take into consideration the texting option and look to see if it is possible.

Lt. O'Brien said 1-877-723-7245 goes directly to the Transit Police dispatch center.

Bob Gomez said when there is a conflict and the Transit Police and another law enforcement agency are at the scene who has the last word. Lt. O'Brien said the Transit Police do, but do allow any outside agency to assist if they can be first on the scene.

Lt. O'Brien said if any CAC member would like to do a ride along with a deputy let her know.

Chair Manalo thanked Lt. O'Brien for her service.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Karambir Cheema, Superintendent, Bus Transportation, reported:

- The bus Rodeo was on August 28 and Jim Hartnett, General Manager/CEO, Directors Jeff Gee and Chair Zoe Kersteen-Tucker participated by driving a bus through the course.
- July performance:
 - Average weekday ridership was 34,650, but there was two fewer weekdays this year.
 - On-time performance was 85.7 percent, above the goal of 85 percent.
 - Complaints were low at 120. There were 56 operator complaints, 22 pass up complaints, 12 late or no-shows bus complaints and 18 miscellaneous complaints.
 - Miles between road calls was 32,892, above goal of 20,000 miles between road calls.
 - Tokens continue to be popular.
 - There were 49 missed schedules.

Chair Manalo thanked Mr. Cheema for the breakdown on the complaints.

Mr. Gomez said he is concerned with Route 81 and doesn't see many people using the route. Ana Rivas, Acting Director, Bus Transportation, said Route 81 had maximum capacity today.

Ms. Jones asked if there is a reason for low missed schedules last September compared to the high number in July. Mr. Cheema said there is no correlation it just depends on traffic.

Mr. Cheema said there is an automated announcement on the buses about cell phone usage and will make sure it is used more.

Mr. Liu said Route 59 serving Aragon High School is standing room only in the morning and afternoon. He said the new Route 56 serving Aragon is also doing very well. Mr. Liu asked if there is any information on the Summer Youth Pass. Nancy McKenna, Assistant District Secretary, said a total of 1,018 passes were sold, a 12.6 percent increase. These numbers don't include the direct school sales which will be available in September.

Ms. Laughon said Routes 110, 112, 17 and 118 do not play any announcements.

Ms. Merriman said she saw a lot of great advertising for the Clipper Card and is interested if there is any youth ridership numbers for Route 18. Enrique Silvas, Associate Operations Contract Administrator, said ridership is ramping up and the schedule is still being adjusted.

Ms. Gamber said she is a little concerned about the uptick in the missed schedules and asked if this has to do with construction in Redwood City. Mr. Cheema said it is a little, but mostly due to construction and traffic on University Avenue.

Mr. Fucini said token numbers should increase with school starting and he has seen an increase of students taking the bus.

CAC MEMBER COMMENTS/REQUESTS

Ms. Barrios asked if the meeting structure could be looked at and time limits on certain topics. It shouldn't take 45 minutes of comments after a presentation.

Mr. Fucini asked what the rule is on smoking at bus stops. He said in the past month he has arrived at a stop and a person was smoking. Mr. Cheema said smoking is not allowed and there are signs at the shelters. He said if there are stops with no signs let him know.

Mr. Fucini said he attended the Roadeo and was happy the CAC was invited.

Ms. Gamber said she is in agreement with Ms. Barrios and there needs to be more structure in the meetings. She would like to praise Operator 1253 for assisting a passenger off the bus. She rides with someone on Route ECR who would like to praise an operator who has a stack of brand new \$1 bills and trades them with the passengers if their money doesn't go into the farebox. Mr. Cheema said operators are instructed to stay away from handling money.

Mr. Koya said CAC comments could be before the staff update so staff can provide answers all at once. Route 292 continues to run without any issues. Mr. Koya said no changes need to be made to Route 292 in the January runbook, but if Route KX could be adjusted to 45 minute headways instead of an hour it would be great.

Chair Manalo said possibly a time limit can be imposed on each item and if a CAC member has a lengthy comment it can be forwarded to staff.

Ms. Merriman thanked staff for having the bus sign fixed by the Half Moon Bay Airport and for getting the extra bus route for the kids.

Ms. Laughon asked if there is an update on shelters on the Coastsides. Mr. Cheema said the information on the three possible locations looked at was passed on to the Chief Operating Officer and to the facilities department. He met with the Deputy Director of Facilities and will take time to install. The location at the Montara Post Office needs a permit by the contractor, a bus pad has to be installed and then placement of the shelter.

Ms. Laughon said she has never seen smoking signs at the shelters in Pacifica. Mr. Cheema said they are supposed to be checked monthly.

Ms. Laughon asked why operators don't report issues of signs. Mr. Cheema said some do and some don't. Operators do report if glass is broken.

Ms. Laughon asked if something can be done to have people stop feeding the pigeons at the Bay Area Rapid Transit (BART) stations near the Route 110, 112, and 118 stops.

Mr. Cheema said staff has reported this issue at the Colma and Daly City BART stations to BART.

Mr. Liu asked if there is going to be a new system map with the new runbook since there are four new routes. He asked if SamTrans ever considered operating a FLEX system based on riders calling in. Mr. Cheema said FLEX service can deviate a bit, but Santa Clara Valley Transportation Authority has a dial-a-ride service and it is entirely different.

Mr. Liu asked if it would be economically viable to have a dial-a-ride in certain areas.

Ms. Wilson said Operator 1131 on August 24 ECR Daly City stopped three times between 20th Avenue in San Mateo and San Bruno without any notification to the passengers. On August 23 around 11:40 a.m. Operator 862 on Route ECR stopped three times and said nothing to passengers. Mr. Cheema said the issue can be the operator is running early and cannot leave a stop ahead of the departure time.

Ms. Lee said advertising should be better for passengers transferring from Caltrain to SamTrans.

Ms. Jones asked how early buses are allowed to leave a stop. Mr. Cheema said buses are not allowed to leave early.

Mr. Gomez thanked management for the benches in East Palo Alto. He is going to speak to city council to help keep the bus stops clean. He said bus service in East Palo Alto is excellent and the operators are professional. Mr. Gomez wanted to recognize Operators 830 and 1295 or their outstanding service.

Chair Manalo said the area around Brunswick Street and Templeton Street where buses are laying over seems to be a safety issue. Mr. Cheema said the city is the one that provided this area for bus layovers.

LIAISON REPORTS

a. SamTrans Board – Juslyn Manalo

- Proclaimed July 1, 2016 as the SamTrans 40th Anniversary
- Presented Chuck Harvey, Deputy CEO, with a Resolution of Appreciation on his retirement
- Authorized Amendment to the District's Investment Policy

b. SamTrans Accessibility Advisory Committee – vacant

NEXT MEETING:

The next meeting will be held September 28, 2016 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8:25 p.m.