

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – MARCH 29, 2017**

COMMITTEE MEMBERS PRESENT: J. Baker, A. Barrios, M. Buzbee, Z. Fucini, B. Gomez, A. Jones, S. Koya, J. Lee, F. Liu, D. Nelson, G. Wilson

COMMITTEE MEMBERS ABSENT: J. Manalo (Chair)

SAMTRANS STAFF PRESENT: T. Dumandan (MV Transportation), L. Kiner, N. McKenna, A. Rivas, M. Ross, B. Tietjen

Vice Chair Sonny Koya 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 22, 2017

Motion/Second: Baker/Barrios

Ayes: Baker, Barrios, Buzbee, Fucini, Gomez, Jones, Lee, Liu, Nelson, Koya

Absent: Manalo, Wilson

**PRESENTATION: SAN MATEO COUNTY TRANSIT DISTRICT FISCAL YEARS (FY) 2017-2026
SHORT RANGE TRANSIT PLAN (SRTP)**

Lindsey Kiner, Senior Planner, presented:

- Purpose:
 - Bi-annual plan required by the Metropolitan Transportation Commission (MTC)
 - Overview of transit system services and performance
 - 10-year time frame FY2017-FY2026
 - Basis for Regional Transportation Plan and Transportation Improvement Program
 - Required to receive State and Federal funds
- Key Changes Since December 2016:
 - MTC comments received in February 2017
 - Final SRTP reflects MTC and SamTrans Board comments and questions
 - Major changes:
 - Annual paratransit ridership growth increased from 1 percent to 5 percent
 - FY2017 audited actuals

Geraldine Wilson arrived at 6:39 p.m.

- Traffic signal priority on El Camino Real between Palo Alto Caltrain Station and Daly City Bay Area Rapid Transit Station

- Implementation for new initiatives
- Staff Recommendation to the Board:
 - Approval of SamTrans SRTP (FY2017-FY2026)
 - Next update in two years (FY2019)

Zachary Fucini said he is happy to see the mobile ticketing application is included in the SRTP.

David Nelson asked if there is a planning for a real-time application in the SRTP. Ms. Kiner said this is not discussed in the SRTP and staff is waiting on the procurement.

Mr. Nelson asked if there are any effects of ride-sharing companies on ridership. Ms. Kiner said as part of the public-private partnerships staff is looking at this and is not part of the SRTP.

John Baker said the jump in the estimated paratransit ridership is surprising. Margo Ross, Director, Bus Transportation, said the baby boomers are aging out and census information is reflecting people are staying put and not moving out of their homes.

Alicia Marie Jones said under the special needs and disadvantaged communities' services haven't been implemented. Ms. Kiner said it was due to funding constraints.

Julia Lee said with the increase in paratransit ridership comes an increase in. Ms. Kiner said the mark was hit on the cost growth with an increase of 5 percent in ridership.

Frank Liu asked if the Highway101 Bus Visibility Study has kicked-off. Ms. Kiner said it will kick-off in a few months and estimated to be completed in 18 months.

Angel Barrios asked how the recent ridership survey was integrated into this plan. Ms. Ross said the survey was customer based and will help to look at where riders are going.

Bob Gomez asked if this will affect routes being rerouted. Ms. Kiner said this document tells how SamTrans is doing fiscally and financially. Ms. Ross said all routes are being looked at.

Vice Chair Koya thanked staff for their hard work in compiling the SRTP.

Public Comment

Marlon Sanchez, Redwood City, said he has been riding SamTrans since 1980. He said he is concerned the system is underutilized. He said the culture needs to be changed. Staff needs to go to elementary, middle and high schools to encourage students to ride and this will build a culture for people to ride in their adulthood. He encourages SamTrans hire more female drivers.

REPORT OF THE CHAIR

No report.

SAMTRANS STAFF UPDATE

Ms. Ross reported:

- February performance:
 - Average weekday ridership was 37,150.
 - On-time performance (OTP) was 84.2 percent, below the goal of 85 percent.
 - There were 129 complaints.
 - Miles between road calls was 26,104, above the goal of 20,000 miles between road calls.
 - Tokens continue to be popular with 23,371 adults and 22,765 youth.
 - There were 129 missed schedules.

Ms. Jones asked what the cause for the high number of missed schedules was. Ms. Ross said shortage of operators. She said that a new class of 10 operators is starting April to help with this problem.

CAC MEMBER COMMENTS/REQUESTS

Geraldine Wilson said she has noticed a decrease in distractions with phone usage and music playing.

Mr. Fucini said this is his last meeting on the CAC and he will be attending Cal Poly in San Luis Obispo in the fall.

Mr. Nelson said SamTrans is slow on keeping up with the times in applications. Ms. Ross said in the last six months this has really moved. There has been a lot of turnover in key departments and they are starting to be filled. There is starting to be more cross-departmental work and in the next six months more changes will occur.

Mr. Nelson asked what is being done to reach out to the community and ask them what changes they would like to see in routes. Ms. Ross said people should submit their suggestions through the Customer Service Center or the website. She said the survey was done so staff can see where people are riding and what adjustments need to be made. Ms. Ross said she recently met with management at the San Francisco International Airport to discuss routes for their employees.

Mr. Nelson asked if there are comment cards on the bus. Ms. Ross said they should be on the buses by the schedules, but will confirm.

Ms. Jones said Operator 901 on Route ECR was very helpful to a passenger who needed assistance on getting off at their correct stop. She said on March 16 her bus was a no show so she submitted a comment through the website.

Ms. Lee asked when the Summer Youth Pass will be start. Ms. Ross said June 1.

Mr. Liu said Operator 946 on Route 56 is very good. He said the destination sign for 5th Avenue and El Camino Real for Route 250 should be listed as downtown San Mateo.

Ms. Barrios asked what the process is for follow-up on committee comments. Ms. Ross said she sends them to her staff for action.

Bob Gomez asked if there is any update for lighting in shelters in East Palo Alto. Ms. Ross said staff is looking at the issue and deciding what is the best way to go.

Mr. Gomez said he will be going to the city and asking them about picking up the garbage around the shelter.

Vice Chair Koya said the Brisbane bus shelter was replaced and thanked Ashish John, Manager, Bus Contracts, for his assistance in getting it done.

LIAISON REPORTS

- **SamTrans Board – Sonny Koya**
 - The Board received presentations on the San Carlos Transit Center and Transit Village Projects and the SamTrans Business Plan.
 - Authorized enrollment in the Peninsula Clean Energy Community Choice Energy Program 100 Percent Renewable Electricity Service option.
- **SamTrans Accessibility Advisory Committee – David Nelson**
 - Staff is developing a new paratransit ticket, like a Day Pass, and will be sold in packets of 10. Each ticket will be \$1 per ticket.
 - There needs to be more input from the committees on processes and decisions and not after staff has decided the process.

Ms. Ross said it is better to have the staff experts do the work and provide the information to the committees to provide feedback. She said it is more productive for staff to do the work as they know the ins and outs of State and Federal guidelines.

NEXT MEETING:

The next meeting will be held April 26, 2017 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:45 p.m.