

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

Draft

**CITIZENS ADVISORY COMMITTEE (CAC)
MINUTES OF MEETING – SEPTEMBER 27, 2017**

COMMITTEE MEMBERS PRESENT: M. Buzbee, J. Baker, A. Barnes, B. Gomez, A. Juarez, S. Koya, F. Liu, G. Wilson, J. Manalo (Chair)

COMMITTEE MEMBERS ABSENT: J. Galisatus, A. Jones, D. Nelson

SAMTRANS STAFF PRESENT: C. Gumpal, M. Ross

Chair Juslyn Manalo called the meeting to order at 6:31 pm and led the Pledge of Allegiance.

PUBLIC COMMENT

Michelle Lewis, Daly City, complimented Route 292 service and thanked the Committee.

Committee Member Mr. Bob Gomez arrived at 6:33 PM.

APPROVAL OF THE MINUTES OF AUGUST 30, 2017

Motion/Second: Baker/Buzbee

Ayes: Buzbee, Baker, Barnes, Gomez, Juarez, Koya, Liu, Wilson, Manalo

Absent: Galisatus, Jones, Nelson

PRESENTATION: NEW ROUTES 78 AND 399

Ms. Margo Ross, Director, Bus Transportation, said Route 78 serves Woodside High School and Cañada College. This route was created in partnership with the Woodside High School District parents and ridership is doing well. SamTrans is proposing not to give school routes double-digit route numbers, but extensions of its core routes. The bus route will be given a vernacular deviation number of the route so, it is easier for SamTrans to monitor and easier to adjust schedules when necessary. Ms. Ross said there was a case where Route 89 school service had completely changed. The school bell times rang during a time kids were not going to be riding the bus and SamTrans had to initiate Title VI because it had its own route number. She said this format will change and they will reorganize the way routes are given.

Ms. Ross said SamTrans Route 399 serves San Francisco International Airport (SFO), Daly City and connects with the San Francisco Municipal Transportation Authority (SFMTA) Route 14 (Owl Service) ending its run late at night. SamTrans anticipates people will become aware of this new service and interest people that work at SFO and the United Airlines terminal.

Ms. Ross said Route 61 serves schools in San Carlos and SamTrans is recreating the same platform in other areas to serve the community.

Chair Juslyn Manalo asked what ridership statistics are available regarding Route 399.

Ms. Ross said Route 399 is not doing as well as hoped. Route 399 started the beginning of August and the average weekly ridership was nine and the total was set for 214. Route 399 will run for another six months in anticipation the numbers will increase.

Ms. Ross provided statistical information on to Route 78 that began mid-August. Ridership was set for 66, but the actual ridership was 20.

Ms. Ross reported the SamTrans Marketing department is running a campaign. She will be reaching out to the Marketing department to request another campaign at SFO to get the word out to employers.

Committee Member John Baker repeated his comments from last month that from the west side of Daly City, there has not been direct service to the airport and it has been 13 to 14 years since Route 193 was eliminated. He does hope Route 399 succeeds and he has seen the large signs promoting Route 399 and recommends creating a variation in the day time.

Mr. Baker asked if Route 78 is limited (2 buses in the morning and 2 in the afternoon). He wanted to know if the bus driver went to another assignment after. Ms. Ross explained this route is not a school service route, but does support the school routes. After this route is completed, the bus operator is either sent off to another assignment and often goes back to the yard.

Committee Member Sonny Koya said although SamTrans is not getting the ridership now, he encourages SamTrans to do more marketing. He liked what was currently being done to promote the service and to continue this outreach. Mr. Koya said that from his experience riding Route 292, a lot of people who work at night usually ride the buses in the evening to the airport and there is no service in the early morning for these people to get home. Ms. Ross said she understands and if this service is productive and worth keeping, then more morning services can be added.

Mr. Koya said he has witnessed that on late night buses, there is always a person who gets on the bus, only to stay warm, and he hoped this does not continue and he considers this an issue. Ms. Ross said these individuals have paid their fare to get on and ride the bus. For the most part they are harmless. She said this is the nature of the beast and this is where they are comfortable and get warm or where they cool down when it is hot.

Committee Member Frank Liu asked if Route 78 takes high school students from Woodside High School to Cañada College after school. Ms. Ross responded no, it takes them to school and is part of the regular route.

Mr. Liu said he saw some of the Instagram stories that San Francisco posted for Route 399 and believes the campaign can be improved. Mr. Liu recommends covering a

broad range of locations served instead of just showing videos and pictures of the bus at SFO. He noticed a little bit of trash in the bus photo which is not the most welcoming thing for people who might be considering taking this new route. More attention to detail should be a focus in a media campaign.

REPORT OF THE CHAIR

Chair Manalo reported she has been posting the Route 399 advertisement in social media to help promote the new service. Chair Manalo announced she will be resigning. She has been a member since 2014 and it has been a pleasure working with such amazing diverse group from all over the county. Chair Manalo said she has seen the Committee change over the course of time and her last meeting will be in October and thanked everyone and will miss them.

SAMTRANS STAFF UPDATE

Ms. Ross reported the following update for the month of August 2017:

- Average weekly ridership 36,201
- On Time Performance - 80.36 percent
- 151 complaints were generated
- 24,068 miles between service calls
- 26,583 adult tokens were usage
- 18,075 youth tokens usage
- Five Do Not Operates for the month of August

Ms. Ross reported the August 2017 report was distributed. She pointed out the On-Time Performance goal is 85 percent and the reason there was a decrease is that the ECR has been reprogrammed to 15 minutes off either end of the bus route and this reduced the time points by 6 points (out of 14). Ms. Ross reported it is a matter of the operators adjusting their schedule and figuring out the timing because they run constant or sometimes slow therefore; we see another decrease in On-Time Performance. Once times are regulated by the operators the On-Time Performance will increase ridership and she said the reason for losing ridership is because the ECR is so slow.

Mr. Baker stated this has been an issue for the last 15 years and one of the things talked about in the past is skip service or limit service. He said that one of the things affecting us is there is more traffic and change in the economy. Mr. Baker asked if one of the goals with reducing the time points down to 6 between one time point to another is it to achieve the best speed possible between those two time points. Ms. Ross responded yes, her goal is to retime the ECR.

Committee Member Geraldine Wilson said she has experienced slow traffic because of the building and construction on El Camino Real especially, when you get around this area and further north. Ms. Ross said SamTrans is doing their best to work around the slow traffic issues due to construction.

Mr. Liu asked what is considered a good time point. Ms. Ross responded a good time point is something usually at major intersections where a bus must stop and wait 5 minutes before continuing their route. She said the time point is used as a way of slowing the operation down, speeding the operation up and monitoring our service.

Mr. Liu asked what the time- point goal is for SamTrans to reduce to. Ms. Ross said she wanted to take it down to 6, but it was brought down to 8. She said SamTrans is going to look at it again and maybe look at the Caltrain stations and major intersections which would provide a different scenario because SamTrans would also like to pick up the train riders. Ms. Ross said she was not sure what her goal is.

CAC MEMBER COMMENTS/REQUESTS

Committee Member Buzbee asked the CAC if they were aware that SamTrans is leading an upcoming measure that voters will vote on November 2018 and she was concerned it has not been brought up to the CAC. Ms. Ross said the Stakeholders Advisory Board will be reporting to Chair Manalo and she can report to the CAC. Committee Member Koya also said he received an email related to the measure and other CAC members acknowledged receiving the notice.

Ms. Buzbee said the proposed measure involves a ½ cent sales tax which SamTrans can use to invest in future transportation projects. She said there is about 2 months to generate and encourage people that this is a good thing to vote on, even though the CAC cannot tell them how to vote. Ms. Buzbee added it is a long and extensive process to make sure that communities are heard and it is important to know where we stand and what's going to be our commitment. She said her commitment is being a part of this process by attending the Stakeholder Advisory Group meetings. The young people she works with are also involved in this process. The organization she works at is going to be at the table and they are looking to be involved in looking to see what other commitments look like in this process.

Mr. Koya and Chair Manalo appreciated and thanked Ms. Buzbee for the update and for being a great support for the young community.

Mr. Liu stated SamTrans should focus more on advertising for the faster ECR as it is generating revenue for SamTrans. He also asked for clarification in regards to Title VI because it is his understanding a route cannot be removed due to gender, race, etc. Ms. Ross responded certain types of routes can be removed without requiring a Title VI analysis.

Mr. Liu said there are some positive and negative aspects in renaming these routes. The negative aspect is it will be harder for some of the students who ride the bus to accommodate to the route. He said if we can get students introduced to other routes by using "trippers" in the long run, it could be beneficial.

Mr. Liu commented that Route 56 currently runs from Aragon High School to serve the San Mateo Highlands Community and he noticed that the Route 56 passes by College of San Mateo, but it does not stop there. He recommends Route 56 stop at College of San Mateo so riders are able to transfer to others routes such as the 250, the 260 and 294. Some high school students take college courses and by adding this one stop could potentially increase ridership.

Ms. Wilson said she had to work today and had to go to College of San Mateo and did not realize that the Route 260 schedule during school time runs every hour so she either

had to take an earlier route and not finish what she needed to do or stay later. She wants to know if anything is being done about changing the schedule. She noticed there were a lot of students on the buses as well and running every hour is not quite sufficient.

Ms. Ross responded they base their timing assignments on ridership. She said they try to accommodate the student traffic and she is assuming because of this time frame the ridership is not high enough therefore; buses are run every hour.

Mr. Baker asked when the expenditure plan is being assembled for the proposed new sales tax going on the ballot in November 2018. He wants to make sure it is placed on the agenda so the Committee can have some direct input. Ms. Ross said she would make sure it is brought to them.

Mr. Gomez said he has been speaking with the Palo Alto City Council about keeping the bus stops area clean within the city. He said they have been doing a good job and hopes they continue the maintenance on a monthly basis.

Mr. Gomez also said car drivers are making a U-turn in front of Building 334 which is a military hospital. Mr. Gomez said he needed someone to listen and make things happen. He recommended giving access to make a U-Turn before Building 334 as opposed at Building 334. Mr. Gomez said he is also receiving complaints from military people trying to obtain access to the hospital. There has been a situation where one is trying to get onto the SamTrans bus and they cannot move because they are afraid of hitting a military bus. He said he is concerned about this U-Turn and strongly recommends removing it from this area and moving the U-Turn elsewhere (before the hospital). Ms. Ross stated this was not going to change and said she always listens.

Mr. Gomez said he has received some positive feedback on the bus routes and bus operators. The bus routes are running on schedule and the bus operators are very courteous.

Mr. Koya said there was a KX survey and is not aware of how strong the participation, but people would like to know if the frequency of service of the KX Route will be increased in the future. Ms. Ross said SamTrans is looking at the KX survey results and will present something within the next year and that SamTrans is looking at all the routes.

Mr. Koya said he is very grateful to Mr. Tim Dumandan and Mr. Dhillon because he has frequently sent them input regarding everything and anything that can be improved on and they jump into action. He said he was very happy with their hard work and diligence and wanted to acknowledge them.

Mr. Koya said he noticed there is very heavy competition in San Francisco and it is becoming a real problem. Mr. Koya said he does not want the same to happen in San Mateo County and erode our local community services. Mr. Koya recommended incorporating some rules where competitors cannot replicate routes with existing local bus services. He said where there is money, people will compete.

Chair Manalo reported she is happy to see that there is continued service for the Half Moon Bay Pumpkin Festival.

LIAISON REPORTS

SamTrans Board

Chair Manalo reported the SamTrans Board met on September 2017 authorized and adopted the following: 1) Reaffirmation of the District Investment Policy and the Paratransit Trust Fund Investment Policy 2) Reauthorized Investment of Monies with a Local Agency Investment Fund 3) Authorize Execution of a Grant Agreement with the County of San Mateo to Receive \$265,000 for Public Outreach and Engagement Activities and Form 2018 Transportation Revenue Opportunities. The next SamTrans board meeting will occur on October 4, 2017.

SamTrans Accessibility Advisory Committee
No Report.

NEXT MEETING:

The next meeting will be held October 25, 2017 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 7:24 p.m.