

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

**CITIZENS ADVISORY COMMITTEE (CAC)  
MINUTES OF MEETING – April 25, 2018**

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

**COMMITTEE MEMBERS ABSENT:** A. Jones, A. Juarez

**SAMTRANS STAFF PRESENT:** M. Ross

Chair Michelle Buzbee called the meeting to order at 6:36 pm and led the Pledge of Allegiance.

**PUBLIC COMMENT**

None.

**APPROVAL OF MINUTES FROM MARCH 28, 2018 MEETING**

*Motion/Second: J. Baker/S .Koya*

*Ayes: J. Baker, A. Barnes, M. Buzbee (Chair), J. Galistatus. B. Gomez, A. Juarez, S. Koya*

*Abstain: None*

*Nays: None*

*[MINUTES WERE APPROVED]*

**PUBLIC PRESENTATION – SENIOR MOBILITY PLAN**

Presented by David Pape, Planning and Project Manager.

- Senior Mobility Action Plan
  - First Plan developed in 2006.
  - Identified strategies to support senior mobility.
  - Plan was used to secure grant funding to plan and implement strategies.
  - Resulting programs: Senior Mobility Guide; Mobility Ambassadors and Veterans Mobility Corps.
- Current Mobility Plan
  - Updated the 2006 Senior Mobility Action Plan.
  - Improve mobility of older adults, people with disabilities, and veterans with disabilities.
  - Update the seven mobility strategies and present 10 potential programs that address the mobility needs.
- Progress to Date
  - Planning kicked off in September 2016. There were three stakeholder workshops. The first focused on developing goals and evaluation. Second stakeholder meeting worked on share outreach and analysis results. The third discussed rank strategies and programs.
- Mobility Plan Goals
  - Plan to innovative transportation services that can be implemented and operated by SamTrans or other partners.
  - Identify viable alternatives to paratransit.
  - Form new partnerships with nonprofit and for-profit organizations.
- Evaluation Criteria
  - Effectiveness at serving older adults, people with disabilities, and veterans with disabilities.
  - Ability to reduce dependence on Redi-Wheels.
  - Potential for sustainable, long term partnerships.

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- Cost effectiveness.
- Feasibility.
- Provide Countrywide Mobility Management
- Program 1: Mobility Management Centers – Phone & Website – Progress/Summer 2018
  - Currently developing mobility management function that will provide information and assistance through call-a-center and website.
- Program 2: Improve Coordination and Information Sharing
  - Increase level of information and improve coordination between SamTrans and organizations serving older adults, people with disabilities and veterans.
- Program 3: Taxi Fare Subsidy Pilot & Strategies for Increasing Wheelchair-Accessible Taxis – In Progress/Service anticipated Fall/Spring 2019
  - Awarded grant to develop a pilot voucher less taxi program to operate in Redwood City, San Carlos and North Fair Oaks. It will serve older adults and people with disabilities.
- Program 4: Subsidized Ride Sourcing Program with Telephone Booking
  - Initiated discussions on potential partnership with Transportation Network Companies, or rideshare companies, as an option for providing subsidized same-day rides to older adults and people with disabilities.
- Program 5: Flexible-Route Community Transit Service
  - Explore alternative service delivery models to transitional fixed-route service and new technologies to provide community transportations trips within communities and connections to regional transit.
  - Possible alternatives service delivery models could include deviated-fixed route service similar to FLX Pacifica.
- Program 6: Expand Community-Based Transportation Services
  - Expand existing community-based transportation services and support nonprofits in starting new services.
  - Community-based transportation is operated by community organizations rather than public agencies and typically uses volunteers to provide on-demand services usually booked a day in advance.
- Program 7: Improve and Increase Awareness of Mobility Ambassador and Veteran's Mobility Corps Programs
  - Develop a marketing campaign and enhancements to increase awareness of the Mobility Ambassador and Veteran's Mobility Corp travel training programs.
- Program 8: Continue and Improve Coordination with Local Driver Safety Instruction and Safe Driver Information
  - Continue coordination with AARP Driver Safety Program and SHP Older Driver Traffic Safety Seminar to promote driving alternative and expand information shared through Senior Mobility Guide and mobility management center website.
  - Explore potential projects and partnerships to raise community awareness and increase senior driver training opportunities.
- Program 9: Walking Groups
  - Encourage older adults to stay active and healthy through walking by supporting the creation of walking groups.
- Program 10: Safe Routes to Transit for Older Adults & People with Disabilities
  - Developed a draft on how to work with a city and other partners to identify and prioritize improvements to pathways. The plan is to enable older adults and people with disabilities to better access transit stops.

#### SUMMARY

- Ongoing Programs:
  - Mobility Ambassadors and Veteran's Mobility Corps.

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- Senior Mobility Guide and Website.
- Funded and under development:
  - Mobility Management Center Phone & Website (#1).
  - Taxi Fare Subsidy Pilot (#3).
  - Coordination with Aging & Adult Services Information & Assistance Programs.
- Next Steps
  - Evaluate programs against criteria.
  - Recommend short and long-term programs.
  - Implement recommendations.
  - Draft Mobility Plan.
  - Final Mobility Plan – Summer 2018.

John Baker:

- *I appreciate the effort to steer those who can be steered away from RediWheels. My wish is that the Planner will work with operations, so they get training on working with older adults.*

Sonny Koya:

- *This is a unique thing on its own and you people are doing an excellent job. You are going to have this information on the website, however seniors should also have the info on paper.*
  - David – We will continue to have the senior mobility guide on paper and we update it every year.
- *We used to have a similar program in San Carlos, the flex buses which we had to discontinue because it wasn't feasible. I hope these won't die on the vine.*
  - Should we implement these, we will evaluate.

Andrew Barnes:

- *The Mobility Plan Goals are to identify valuable alternative paratransit and reduce dependence on RediWheels. Can you use some context and why is that important?*
  - David – There are increasing numbers of seniors in the county and that will continue with the Baby Boomers. RediWheels and paratransit are costly and will increase with demand. This is why we need alternatives.

Geraldine Wilson

- *There are many non-profit organizations in the county that work with adults with disabilities. If you can send the information to those agencies that would be helpful.*
  - David – One of our main strategies is increase coordination to make sure such agencies get the information.

Frank Liu

- *No comments.*

Jason Galisatus

- *The really high levels of satisfaction are great. I wonder on those who were not satisfied and the reasons.*
  - Margo – It was timeliness, allowing the seniors to know when the service was going to be there and same day service. The staff does a really good job on notifying and knowing where the seniors are. The dissatisfaction rate was very low.

Bob Gomez

- *Our drivers are very good and courteous. If there are to be presentations at the senior centers that would be helpful.*

## **PUBLIC PRESENTATION – BUSINESS PLAN**

Presented by Christy Wegener, Director of Planning

- There are three core principles to the plan; Sustain and enhance services for the transit-dependent, Expand and innovate mobility service; and Promote programs that relieve traffic congestion.
- Update

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- Breakout of initiatives into three categories: Currently Underway; Planned, Future Funding Required and Future Initiative.

#### SUSTAIN AND ENHANCE SERVICES FOR THE TRANSIT-DEPENDENT

- Initiative #1: Completion/Implementation of the Senior Mobility Plan
  - Currently underway; completion in Summer 2018.
  - Strategies: Pilot Taxi Voucher Program; Mobility Manager; One-click Website.
  - Performance Metrics: Increase ridership, travel training utilization and customer awareness. Decrease paratransit ridership and cost per passenger.
- Initiative #2: Implementation of the Youth Mobility Plan
  - Currently underway; Plan finalized in August 2017.
  - Youth Mobility Coordinator hired January 2018; Outreach to schools, newsletter, events.
  - Performance Metrics: Increase youth ridership, customer awareness, attendance at events.
- Initiative #3: Bus Stop Improvements
  - Planned: Future Funding Required.
  - Comprehensive analysis of signage and wayfinding; Framework to identify bus stop access issues and prioritize improvements.
  - Performance Metrics: Increase customer awareness and improved bus stops. Decrease complaints.
- Initiative #4: Expand Way2Go Pass to Colleges
  - Planned; Future Funding Required.
  - Recommendation from Youth Mobility Plan.
  - Fare Study will analyze current Way2Go pricing.
  - Staff has begun conversations with College of San Mateo.
  - Performance Metrics: Increase number of colleges with Way2Go pass and utilization of the pass.

#### EXPAND AND INNOVATE MOBILITY SERVICES

- Initiative #5: US David ITS Partnership
  - Currently Underway; Agreement signed April 2018.
  - Two tasks:
    - Paratransit Efficiency Assessment: Examine current business model (booking, dispatch, etc.).
    - Micro Transit Feasibility Study: Identify model to fulfill needs (agency-operated vs. private partnership).
    - Performance Measures: Increase micro transit ridership and decreased cost per paratransit.
- Initiative #6: Mobile Ticketing and Real Time Application
  - Currently Underway.
  - Contract awarded April 2018; Application launch in September 2018:
    - Real time trip planning
    - Mobile tickets
  - Performance Measures: Increase in number of mobile tickets bought and customer feedback. Decrease in call center call volume.
- Initiative #7 Microtransit Pilot
  - Planned; Future Funding Required.
  - Launch expected in fall 2018 and subject to Board approval of funding.
  - Performance Measures: Increase in number of rides taken on Microtransit pilot.
  - Decrease in cost per passenger.
- Initiative #8: Wi-Fi on Buses
  - Planned with future bus procurements.

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- Currently testing proof of concept.
- Newest 55-articulated buses and 10-battery electric buses will have Wi-Fi.
- Performance Measures: Increase in number of buses with Wi-Fi, number of passengers with access to Wi-Fi and Wi-Fi utilization by passengers.
- Initiative #9: Modernize the SamTrans Website
  - Planned; Future Funding Required.
  - Website developer hired to manage development of new website.
  - Performance Measures: Increase in number of website visits and decrease in call center call volume.
- Initiative #10: Electrocutation of Bus Fleet and Infrastructure
  - Underway and Planned; Future Funding Required.
  - 10-40' battery electric Proterra buses to arrive in later 2018/early 2019.
  - Opportunity for additional electric buses with express bus service and bus replacement in 2021.
  - Performance Measures: Increase in number of vehicle miles via electric buses and decrease in energy/fuel costs.
- Initiative #11: Transportation Network Company (TNC) Pilot
  - Planned: Future Funding Required.
  - Exploring opportunities in FY19.
  - Targeting incorporation into Taxicab Voucher Pilot and/or Mobile Ticketing Application.
  - Performance Measures: Increase in number of first/last mile trips taken on TNCs.
  - Decrease in cost per passenger.

#### PROMOTE PROGRAMS THAT RELIEVE TRAFFIC CONGESTION

- Initiative #12: Express Bus Services
  - Planned; Future Funding Required.
  - Express Bus Study will be complete in fall 2018.
  - Recommendations for a network of express bus services to operate with and without the managed lanes.
  - Performance Measures: Increase in number of rides taken on express bus. Decrease in VMT reduction.
- Initiative #13: Dumbarton Corridor Improvements
  - Underway.
  - Dumbarton Study finalized in 2017: currently pursuing public private.
  - Partnership to advance recommendations in the study.
  - Performance Measures: Determine feasibility of partnership, advance recommendations and initiate service.

#### EXPAND AND INNOVATE MOBILITY SERVICES

- Initiative #14: Complete and Implement the Coastside Study
  - Planned; Future Funding Required.
  - Draft Coastside Study completed; Final study for approval in Summer 2018.
  - Some recommendations implemented already.
  - Performance Measures: Increase ridership in Route 118 and utilization of Linda MA P&R.

#### PROMOTE PROGRAMS THAT RELIEVE TRAFFIC CONGESTION

- Initiative #15: Rapid ECR Service
  - Currently Underway.
  - Pilot ECR Rapid Service rollout summer 2018.
  - ECR transit Signal Priority (TSP) project underway; operational by 2021.
  - Performance Measures: Increase in number of trips taken on ECR and ECR Rapid, OTP and run-time savings post TSP.
- Initiative #16: Countywide Shuttle Study

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- Future Initiative.
- Opportunity to evaluate shuttle performance and network; coordination with Commute.org.
- High-level service concepts to simplify shuttle operations in the county.
- Performance Measures: Increase in number of trips taken of shuttles, number of shuttle routes, integration into route network and VMT reduction.

Next Steps are to get comments/feedback from the Board in May, finalize study in June and seek Board approval in July.

John Baker:

- *Has there been much consideration in continuing to look for alternative fuels?*
  - Margo – We have a Facilities Director who is aware of the PG&E grants as well as how to build the facilities and the cost.

Sonny Koya:

- *When is the next SamTrans Service Plan (SSP) going to be launched?*
  - Christy – We are doing a short range transit plan this year and that will be drafted by the end of the calendar year. It is a five year look at ahead.
- *I hope the Wi-Fi does not consume a lot of money resources, because it is not cheap.*
  - Christy – Wi-Fi per router is \$40 a bus per month. We can always look for advertising to offset the cost.
- *There should be a notice on the bus letting passengers know when the Wi-Fi is not working, so people do not bother the bus driver. It's a safety issue for me.*

Andrew Barnes:

- *At a micro level, please let me know a little about the resource allocation and how it happens internally. This is effectively a "Would Like to Do" list.*
  - Christy – Some of it is like the UC Davis partnership. If the Board elects to put a sales tax ballot on the November budget, they could be candidate projects. We also submitted a grant to TRICP for some of the express routes. Some are less costly than others and some are staff time.
- *Have you attached an amount?*
  - Christy – There are dollars associated with these projects. I inherited this and some of the costs were solid and some were not. Express routes depending on what frequency you run and the number of routes can be \$18 million annually in just operating. Improvements at Linda Mar are like \$650,000.

Geraldine Wilson

- *On #3, (Bus Access Improvement), can you talk a bit more on what will be done?*
  - Christy – We are looking to help cities identify and improve the bus stops. Whether it is putting in bus pads or new developer coming in to better connect sidewalks.
- *Talk a little bit more on the ECR bus that will be coming in two months?*
  - Christy – There will be limited stops (12 on the line) and would run on top of the local service. It will only run in peak times every 20 minutes from Dally City to Redwood City.

Frank Liu

- *About #11, can you elaborate how this collaboration with Uber and Lyft is going to work?*
  - Christy – We would potentially enter an agreement with one or more transportation network companies. You have an option of taxi cab or whoever is the TMC provider and get a public coupon code for the application if you use the TMC. The discount would be taken off the top of your trip. We are currently looking to use this in San Carlos, Redwood City and North Fair Oaks.
- *On #12, do we have preliminary results on this?*
  - Christy - We started with 14 routes and reduced it to 10. After going through some initial ridership modeling, six routes look viable. Plans are to bring it to the Board in July. There a

compliment of route, like Foster City to San Francisco, San Carlos to San Francisco, Redwood to San Francisco.

- All these routes you mentioned sound like the same ones we use to have and a lot were removed in 2010. My question is what has changed since now?
  - Christy – Reduced travel time for the passengers and a cheaper alternative to CalTrain.
- For #14, Coastside Express service (from Coastside to San Francisco), we used to have a DX route. Is this a way to maybe re-introducing the route?
  - Margo – It may not look like the DX. Some of the express routes from the coast, I do not think they will be like the routes deleted in 2009 and 2010.

Jason Galisatus

- On the ECR, how does the signal priority work?
  - Christy – We are looking at GPS based technology, so the bus will be communicating towards the signal on whether it is late or not. The bus would say it is 10 minutes late and signal the traffic controller and the controller would determine where the signal is in the cycle. If the bus is late, a request is made. Once the signal knows where the bus is, it can extend the green light for three to five seconds.
- On item #16, what shuttles are we talking about?
  - Christy – It is kind of everything. The whole completed of the shuttle network.

Bob Gomez

- The presentation was nice, no questions.

#### **PUBLIC COMMENT**

Andy Chow said many TNC bus drivers are being paid less than minimum wage and have to pay to lease vehicle from another company. Mr. Chow expressed concern of having SamTrans riders on those buses with "unprofessional drivers". Mr. Chow said some bus drivers do side jobs for other companies like Uber and Lyft, and are working 14 to 15 hours a day.

Margo Ross, Director of Bus Transportation responded that Title 13 asks drivers if they are secondary employed and cannot work the hours Mr. Chow claimed. Furthermore, bus drivers cannot drive more than 10 hours per day.

#### **SAMTRANS CAC COMMITTEE SELECTIONS (informational)**

The committee discussed the possibility of forming a subcommittee to see how they can be better engaged in the community. Majority of committee members agreed there should be a subcommittee. There plans to be a vote on having a subcommittee on the next agenda.

#### **CAC RETREAT (informational)**

The committee also talked about having a CAC retreat. Most committee members agreed a retreat would be an opportunity to get to know each other better. There was general agreement that it would be best to have the retreat once the new members join the committee.

#### **SAMTRANS STAFF UPDATE - SamTrans Performance Statistics for March 2018**

Average Weekday Ridership – 36,084

On-Time Performance – 79.55%

Complaints – 179

MBSC – 27,062

Tokens – 26,025 (Adult)/25,612 (Youth)

Did Not Operate – 2

NOTE: Service from Millbrae to SFO has started. It will leave Millbrae, go onto Highway 101 and hit the terminals at SFO.

#### **CAC MEMBER COMMENTS/REQUESTS**

John Baker:

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- Baker asked when does the new run book come out and was told June 24<sup>th</sup>.

Sonny Koya:

- *I want to compliment Margo on getting the XK and 292 back to running. There has been a lot of improvement. We started the second quarter with a lot of compliments from the riders. I want to acknowledge three people Tim Dumandan and Harjindar Dhillon from MV and SamTrans' Enrique Silvas, for their outstanding work in getting the KX and 292 running normal.*
- *Also, I'm glad the issue with the fare boxes' malfunctioning is being addressed.*

Andrew Barnes:

- *I'm curious for the procedure justification of cutting off Bob Gomez earlier. Is that the purview of the Chairperson or how does that work?*
- *Margo - I don't think the CAC members are limited to two minutes. They are allowed to speak their piece. When we have the new members on board, Richard (Motron) and I will work on Robert's Rules for everyone. We will either send a link or brochures, so it will clear some of the procedure matters up. They can email their remarks to me or Richard.*

Michelle Buzbee

- *I want to take accountability and full responsibility how I cut off Mr. Gomez early this meeting. I think there is a better way I could handle that. I want all of us respectful of the space we take up.*
- *Youth Leadership Institute and the Transpiration Equity Allied Movement are holding a series of transportation forums to engage the community needs and come up with solutions. These forums are bi-lingual in Spanish and English and open to the public.*
- *Ms. Buzbee recently went to the Coastside forum in Half Moon Bay the previous day. Issues discussed included constraints coast riders faced daily and service improvements.*

Geraldine Wilson

- *Last Friday, I waited 45 minutes at 20<sup>th</sup> and El Camino Real in San Mateo for an ECR bus. I notice the late days are Mondays and Fridays, so I wonder if that was due to a shortage of bus drivers?*
- *Margo – No. I was speaking to the Chief Operations Officer and there is a lot of construction out there, plus traffic has increased 10-fold. Mondays and Fridays are the most congested days. Mondays everyone getting to work and Fridays they want to get home.*

Frank Liu

- *Last month, I asked about having free transfers from local ECR to Rapid ECR. Do you have any comment or feedback on it?*
- *Margo – I like to see that to.*
- *Could we possibly name this route the EX?*
- *Margo – No, because the X is for express. We thought of "Limited", but we wanted people to have the word "rapid" in their minds.*
- *Why do buses charge extra while leaving San Francisco?*
- *Margo – It's in a charter where coming out of San Francisco we have to charge more. We are looking into going to San Francisco and picking up at the bus stops. We want to get rid of the coming out surcharge.*
- *On the Millbrae service, so you have any ideas on the frequencies?*
- *Margo – My staff had seen a couple reiterations. I think it is every 30 minutes and runs during the week and on Saturdays and Sundays.*



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Jason Galisatus

- *People are crossing counties all the time and there is a demand that transit agencies think regional and work with each other. To the extent we are improving collaboration with our counterpart in other counties is a great thing.*

Bob Gomez

- *Santa Clara will not let us into their territory.*

#### **LIASON REPORTS**

SamTrans Board - Michelle Buzbee reported on the following:

- There was no Get Us Moving (GUM) San Mateo community ad hoc report due to the director not being present.
- GM Jim Harnett recognized a few employees including Bill Edwards who was issued a proclamation for his decades of service to the Peninsula.

SamTrans Accessibility Advisory Committee

- No report.

#### **NEXT MEETING:**

The next meeting will be held May 30, 2018 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, CA.

#### **ADJOURNMENT**

The meeting adjourned at 9:04 p.m.