

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – APRIL 30, 2014**

**COMMITTEE MEMBERS PRESENT:** N. Ballator, K. Gilbert, B. Gomez, K. Heatley, S. Koya, C. Laughon, B. Lock, J. McKie, T. Miller, H. Osborne, H. Plischke, M. Pye, P. Ratto (Chair)

**COMMITTEE MEMBERS ABSENT:** P. Loranger, J. Manalo

**SAMTRANS STAFF PRESENT:** W. Draper, S. Erickson, R. Haskin, A. John, N. McKenna, C. Patton, A. Rivas, E. Rivas

Chair Peter Ratto called the meeting to order at 6:34 p.m. and led the Pledge of Allegiance.

**INTRODUCTION/WELCOME NEW CAC MEMBER**

Nada Ballator, Redwood City, said she is interested in transportation for seniors who no longer drive.

Bob Gomez, East Palo Alto, said he said he does not drive and only takes the bus.

Charlotte Laughon, Montara, said she is interested in helping those who live on the Coastside connect to other modes such as Bay Area Rapid Transit (BART).

Holly Osborne, San Carlos, said she is 100 percent public transportation dependent. She said she decided to apply because she had a safety issue on the bus, saw the application online, and decided to put her efforts to good use.

The remainder of the CAC introduced themselves.

**PUBLIC COMMENT**

Gloria Cruz, Brisbane, said she is concerned with Route 292. She would like to know the future of the route and if the old timetable will be back. Samantha Erickson, Senior Planner, said minor changes are being made in the June runbook changes.

**APPROVAL OF THE MINUTES**

The Committee (Koya/McKie) unanimously approved the minutes of February 26, 2014.

**CLIPPER FARE PAYMENT PROGRAM UPDATE**

Rita Haskin, Executive Officer, Customer Service and Marketing said:

- This is a Metropolitan Transportation Commission (MTC) led project.
- SamTrans went live in 2010 and SamTrans discontinued most paper passes in 2012.
- Approximately 700,000 people use Clipper in the region.
- What has been learned:
  - Must have good customer experience and meet customer expectations
  - Need to have flexible design

- Access to more venues for getting and loading card
- Require faster loading for online and phone
- Realize card isn't answer for everyone
- Must be a cost-effective system
- Foundation for the future:
  - Collaborative relationship between transit agencies and MTC
  - Three committees are focused on future system:
    - Long-range planning
    - Steering
    - Executive
  - Established a vision and mission
- The vision is to be a customer-focused, cost-effective fare payment system that supports seamless transit travel in the San Francisco Bay Area.
- The mission is in partnership, provide a convenient, flexible and efficient regional fare payment system.
- The current contract with Cubic expires in 2019.
- Path forward:
  - Peer agency reviews
  - Fare coordination efforts
  - Define system performance
  - Governance recommendations

Tryn Miller said she likes using the Clipper Card. She asked what MTC does. Ms. Haskin said it is a metropolitan planning organization that helps coordinate the planning between agencies. She said some of the State and Federal funds flow into MTC to allocate out to the transit agencies.

Mr. Gomez asked who still receives paper passes. Ms. Haskin said staff works with the County Social Service Agency who purchase tickets from the San Mateo County Transit District (District).

Margaret Pye said she has visitors coming from out of town and asked if it is easy to get Clipper Cards for them. Ms. Haskin said the cards can be purchased and loaded at Walgreens or here at the District office. Ms. Pye said she is very pleased with her Clipper Card. She asked about auto load for the Clipper Card. Ms. Haskin said it is like FasTrak where the customer can setup their account for auto load.

Ms. Osborne said one of the deterrents of the Clipper Card is not having locations to load money. She said at the transit centers, e.g. Palo Alto Transit Center, it would be good to have Clipper machines to load money onto a card.

Kathy Gilbert asked if there is a 24-hour customer service center. Ms. Haskin doesn't think the center is open 24 hours and said it would be great if the customer service center here at the District could have access to customer Clipper cards.

Ms. Gilbert asked if the cost of fare collection has decreased. Ms. Haskin said staff is running those numbers now and looking at them as a region.

Katie Heatley said Clipper forgot about the non-profits. She said she has to send trained staff to 39 senior centers to get people on Clipper. She said Clipper is an awful system.

Ms. Haskin said there are a lot of restrictions and one of the biggest costs is revenue collection. Ms. Heatley said all sectors of the community need to be served.

Ms. Ballator said she likes using Clipper.

Ms. Laughon asked what the issue is for loading Clipper cards in Half Moon Bay. Ms. Haskin said Cubic is responsible for finding vendors to be a Clipper outlet and has been unsuccessful.

Ms. Laughon asked if there is a cost to the business for setup. Ms. Haskin said she doesn't know, it is handled by Cubic.

Bill Lock said he has forgotten more than once to tag off of Caltrain with his Clipper Card. He said as a rider it speeds up the loading process. He asked if SamTrans is dissatisfied with the current vendor. Ms. Haskin said no, but can do better in the future. She said it is nice and simple for SamTrans. Ms. Haskin said the monthly ticket on Clipper speeds up boarding.

Mr. Lock asked if staff is happy with Cubic and the system. Ms. Haskin said yes and there are very few maintenance issues.

Mr. Lock asked if Cubic will be the new vendor. Ms. Haskin said it will be a competitive bid process.

Sonny Koya said he has not used Clipper, but knows a lot of people who do use it on SamTrans. He said people have a problem with the Clipper customer service center. Ms. Haskin said if people have an issue with the Clipper customer service center they can always call the SamTrans customer service center.

Mr. Koya said people who are 100 percent SamTrans riders miss the monthly pass. Ms. Haskin said people who have a paper monthly pass still have to swipe it at the fare box.

Mr. Koya said tokens are easy to use and people are happy with the Day Pass. He said in the long run he doesn't think the Clipper Card would be the best option for collecting fares. Mr. Koya said he would like to see a committee explore other ways of collecting fare. Ms. Haskin said she leads the fare coordination committee and it is going to take regional coordination and collaboration.

Judy McKie asked if it will be hard to get all the transit agencies to come together on the future Clipper Card. Ms. Haskin said the transit agencies have been working together for a year and everyone is on the same level.

Chair Ratto said he fits the perfect demographic as he has everything auto load. He said tokens are popular and are a great value. He said Clipper is not perfect, but does have some benefits.

#### **REPORT OF THE CHAIR**

Chair Ratto said a Certificate of Appreciation for former CAC member Maureen Hall will be mailed to her.

### **SAMTRANS STAFF UPDATE**

Chester Patton, Director, Bus Transportation reported:

- March performance:
  - Average weekday ridership was 43,440, an increase of 2.2 percent.
  - On-time performance (OTP) was 82 percent.
  - Complaints were low at 184.
  - Miles between road calls was 22,000.
  - Tokens continue to be very popular.
  - There were nine missed schedules.

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

Ms. Miller said today she saw an operator taking a very long break and wondered how long breaks are. Mr. Patton said it depends on the run and varies from ten minutes to two or more hours.

Ms. Miller asked if operators know landmarks along the peninsula. Mr. Patton said bus operators will know many locations, especially on the routes they operate.

Ms. Miller said she is thankful for the bus being punctual and allowing her to arrive at her destinations and appointments on time.

Mr. Gomez said he is very gung ho about courtesy, especially for seniors. He said the drivers have been very nice and courteous and don't move the bus until seniors are sitting down.

Heinze Plischke said the car wash at 37<sup>th</sup> Avenue and El Camino Real is trying to expand and wondered what will occur to the bus stop at this location.

Ms. Pye said twice recently on Route ECR a passenger asked the operator if they stopped at a certain location along the route and the operator didn't know.

Ms. Pye asked if a bus stop sign is on private property who is responsible for the foliage blocking the sign. Mr. Patton said usually signs are not on private property, but if it is staff will work with city staff.

Ms. Pye said next Thursday, May 8, is Bike to Work Day. Mr. Patton said he will issue a notice to bus operators.

Ms. Osborne said she boards northbound Route ECR at Palo Alto during rush hour. She asked why articulated bus are not operated at that time. Mr. Patton said staff tries to assign the proper size bus for the amount of passengers. He will look into the issue and report back at the next meeting.

Ms. Osborne said she has been very happy with the Route ECR changes.

Ms. Gilbert said more schedules are needed on Route 122 and Colma BART. Ms. Haskin said paper timetables are at a much higher volume than before. Staff does go to the BART stations frequently and the buses are loaded by the operators.

Ms. Ballator said she appreciates the time and care drivers take with wheelchair customers.

Ms. Laughon said she would like to speak with Ms. Haskin regarding the contact for Cubic on the Coastsid.

Mr. Lock said the northbound Route 292 is quicker. The southbound trip is very slow and during noon to 2 p.m. there is no traffic. He said the driver is going very slow and the riders are getting antsy. Mr. Lock said the connection for Route 292 at Airport Boulevard and Linden Avenue comes one or two minutes after Route 132 has departed and this is after the bus has sat at Old Bayshore in Brisbane.

Mr. Koya said he is happy to see the CAC has representation south of Pacifica. He said he is glad to see lighting installed at the shelter at Geneva Avenue and Guadalupe Parkway. Mr. Koya said the bus shelters on both sides of Bayshore Boulevard and Old County Road are very old. He asked if the bus shelters will be replaced with the new ones. Mr. Koya said he has been told by three riders the southbound Route KX runs late and causes crowding as shorter buses are being used. Mr. Patton said staff will look at the performance of the route.

Ms. McKie said the southbound Route 292 stop at Delaware Street and First Avenue is a lot cleaner. She asked if there is a possibility of a trash bin and bench for the northbound stop at that location. Mr. Patton said he will look into and email Ms. McKie.

Chair Ratto asked if the transition to all the old to new stop signs has been completed. Ana Rivas, Superintendent, Bus Transportation, said signs are being installed in the south county now.

## **LIAISON REPORTS**

### **a. SamTrans Board - Peter Ratto**

- Received a presentation on Caltrain.
- Director Art Lloyd retired after being on the Board for 28 years.

### **b. SamTrans Accessibility Advisory Committee – Judy McKie**

- Met on March 3 and received a presentation on the new hybrid buses and the accessibility features.
- There was a discussion the signage on the new bus stop signs could be larger.

### **c. Caltrain Accessibility Advisory Committee - Peter Loranger – absent**

### **d. Peninsula Corridor Joint Powers Board - vacant**

### **e. Peninsula Corridor Joint Powers Board CAC - vacant**

### **f. Senior Mobility Action Plan - vacant**

## **NEXT MEETING:**

The next meeting will be held May 28, 2014, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

Adjourned at 8:43 p.m.