

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

**CITIZENS ADVISORY COMMITTEE  
MINUTES OF MEETING – JANUARY 6, 2010**

**COMMITTEE MEMBERS PRESENT:** J. Baker (Chair), A. Chow, K. Feldstein, M. Hall, P. Hitchcock, W. Kingsford-Smith, K. Kott, P. Loranger, M. Matev, K. Nobles, S. Price, P. Ratto, D. Wilcox

**COMMITTEE MEMBERS ABSENT:** T. Collette, D. Milton

**SAMTRANS STAFF PRESENT:** R. Cook, K. Green, N. McKenna, C. Patton, E. Proctor

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

**PUBLIC COMMENT**

None.

**APPROVAL OF THE MINUTES**

The Committee (Ratto/Wilcox) approved the minutes of December 2, 2009 (Nobles, Hitchcock abstained).

**PRESENTATION: SHUTTLE PROGRAM**

Associate Operations Contract Administrator Richard Cook made the following points:

- There are 31 Caltrain shuttle routes, operating in three counties and serving 19 stations.
- There are eight BART shuttles.
- On-time performance is 99 percent.
- Some of the shuttle partners are Genentech, Pacific Shores, Stanford University, Oracle and Applied Biosystems.
- The District has partnerships with the Bay Area Air Quality Management District (BAAQMD), City/County Association of Governments (C/CAG), the Peninsula Traffic Congestion Relief Alliance (Alliance) and the San Mateo County Transportation Authority (TA).
- The cost of the shuttle program for Fiscal Year 2010 is \$6 million.
- The SamTrans/BART shuttle is funded 52.1 percent by employer, 18.8 percent by SamTrans and 29.1 percent by AB 434.
- The Caltrain shuttles are funded 23.8 percent by employer, 34.3 percent by Caltrain and 41.9 percent by AB 434.
- The Belmont/Hillsdale and Broadway/Millbrae shuttles are funded 21.8 percent by employer and 78.2 percent by the TA.
- Average weekday Caltrain shuttle ridership is about 6,000 and 2,000 on the BART shuttles.
- The four community shuttles are the Brisbane/Bayshore, East Palo Alto, Broadway/Millbrae and Belmont/Hillsdale.

- The shuttle program provides a vital link for patrons between Caltrain, BART and businesses.
- Funding from multiple sources has enabled the shuttle program to leverage grant funds to expand services.
- The shuttle program could be expanded into more community based shuttles using new Measure A funds, provided partnerships and matching funds can be identified.

Peter Loranger asked how staff handles requests for new shuttles. Mr. Cook said staff first looks to see if the company can be fit into an existing program or route.

Ken Feldstein arrived at 6:40 p.m.

Mr. Loranger asked if the shuttles are primarily for employees. Mr. Cook said the majority of the shuttles are for employees to get from the train to work.

Mr. Loranger said in Foster City there are employed shuttles which were not being utilized on the return trip. Mr. Cook said the reverse commute has been a big disappointment whenever staff has tried it. He said some shuttles are designed to go both ways.

Kim Nobles asked if the Harbor Boulevard/Quarry Road shuttle still exists. Mr. Cook said this shuttle was part of the San Carlos shuttle program.

Mr. Feldstein asked if there is a way to promote the reverse commute shuttles for pick up at a parking lot. Mr. Cook said to make a reverse commute shuttle work there needs to be housing near the businesses.

Katherine Kott asked if the shuttles can be accessed through 511.org. Mr. Cook said yes, but the SamTrans, Caltrain and Alliance Web sites are the main places people go for information.

Pam Hitchcock asked how many riders are on the Broadway/Millbrae shuttle. Mr. Cook said the average is 86 people on 10 shuttles and 69 riders on the Belmont/Hillsdale shuttle.

Peter Ratto asked if the Genentech shuttle, serving the Millbrae Intermodal Station, receives public funds. Mr. Cook said SamTrans and Caltrain give a small grant for serving the Millbrae Intermodal Station.

Mr. Loranger asked if the area is unique to the use of shuttles and did the need for shuttles rise because of Caltrain. Mr. Cook said the District has the largest shuttle program of this type in the state.

Andy Chow asked if the District manages the Caltrain shuttles in Santa Clara County. Mr. Cook said shuttles that connect directly to Caltrain that are not run by the Santa Clara Valley Transportation Authority (VTA) are operated by the District.

Chair Baker said he took the Pacific Shores shuttle for two years. He asked if the shuttles are open to the public who are not commuters. Mr. Cook said he has not heard of anyone being turned away.

## **REPORT OF THE CHAIR**

Chair Baker made the following report:

- The SamTrans Web site still has last year's CAC chair and vice chair.
- He said he has not ridden on a new bus, but would like to hear from other members on their experience.
- The role of the CAC is to directly give input to the Board and one of his goals is to bring a proposal or concern to the Board each month, not just a summary of the CAC meeting.
- A proposal was distributed to the CAC for discussion at next month's meeting. The proposal is for the CAC to have a non-voting member on the Board to be effective 2011. This proposal would be presented in the form of a resolution to the Board at the April meeting.

## **SAMTRANS STAFF UPDATE**

Director of Bus Transportation Chester Patton made the following report:

- The service reduction implementation has gone well.
- Staffs' concerns about overloading on Route KX have not come to pass. There are many full seated loads with only a few standees and staff continues to watch schedule adherence and loads.
- Route 359, which substitutes for the former Route FX, is seeing over 120 trips per day.
- The Linda Mar operation in Pacifica is going smoothly.

Ms. Nobles said at 3:46 p.m. this afternoon at Hillsdale southbound Route 390 had a standing load and six passengers were left behind. She said this was not an articulated bus. Mr. Patton said this is very valuable information and he will have staff survey the route and see if an articulated bus can be put on this schedule. He will report back at the February meeting.

Mr. Wilcox said he was on this bus and there seems to be more low floor buses used on El Camino Real.

Mr. Chow said Route 390 is impacted more than Route KX with the service reductions. He said the overloads are moving to Route 390. He said weekend service is a problem now because previously there were 15 minute segments along El Camino Real and now it is 40 minutes. VTA is still running buses every 15 minutes. He said a 40 minute wait is not acceptable for our passengers.

Mr. Wilcox asked if Mr. Chow's concerns could be addressed and have Routes 390 and 391 combined, run every 15 minutes and eliminate Route 391.

## **CAC MEMBER COMMENTS/REQUESTS**

Mr. Feldstein said at one time there was discussion of putting Routes 390 and 391 on one schedule for convenience. He said there should be some tweaking of Routes 390 and 391 schedules so there is equal waiting time for both routes.

Mr. Wilcox said the problem with Routes 390 and 391 is scheduling.

Sondra Price said on December 20, when the new service reductions went into affect, she called the Customer Service Center at 6 p.m. and received a recording that the hours had changed and the call center was closed. She said the call center should have been opened for longer hours the first week of the service changes.

Ms. Kott asked how often passenger counts are taken. Mr. Patton said periodic marketing surveys are done, but are not part of regular passenger data collection. The operators take passenger counts on every person that steps on the bus. Mr. Patton said staff has comprehensive data on every route.

Wayne Kingsford-Smith asked how accurate the passenger system count is because he sees drivers not punching every boarding. Mr. Patton said the data is 100 percent accurate, but depends upon the diligence and accuracy of the individual bus driver. These counts are cross-validated with the automatic passenger counter equipped on buses.

Mr. Ratto said he noticed a lot more TransLink terminals on the buses. Mr. Patton said staff hopes to launch this summer.

Matey Matev said the first day of new service on Route 359 was pretty full. He said staff did a perfect job of removing old signs and providing information on the service changes. Mr. Matev said the shelter window at Hillsdale for Routes 260 and 295 is broken, but not completely out, and is very dangerous. He said on December 20 at 10:45 a.m. Route 292 from San Francisco was a no show.

Mr. Chow asked if there was an update on the rerouting of Route 292 in San Francisco. Mr. Patton said he will follow up with staff.

Mr. Wilcox said on December 31 Route 295 scheduled to leave San Carlos at 2:54 p.m. going to Menlo Park never showed up at Arroyo.

## **LIAISON REPORTS**

### **a. SamTrans Board – Wayne Kingsford-Smith**

Chair Kingsford-Smith reported on the December meeting:

- A presentation was given on paratransit service.
- Ridership for October 2009 is down 7 percent.
- The Board approved the Short-Range Transit Plan (SRTP) for Fiscal Year 2009-2018.
- A nominating committee was appointed for 2010 chair and vice chair.

### **b. SamTrans Accessibility Advisory Committee – Tom Collette-absent.**

### **c. Caltrain Accessibility Advisory Committee – Peter Loranger –no meeting.**

### **d. Peninsula Corridor Joint Powers Board – David Wilcox**

- The suicide issue is still a big problem. Deputy CEO Chuck Harvey did an excellent job of explaining why trains can not be slowed down in certain areas.
- Director Jim Hartnett is termed out.
- Many people are still complaining about bicycle capacity.

- e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow**
  - Staff gave a presentation on the Holiday Train.
- f. Senior Mobility Action Plan – Ken Feldstein – no report.**

**NEXT MEETING:**

The next meeting will be held February 3, 2010, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2<sup>nd</sup> Floor, San Carlos, California 94070.

**ADJOURNED:** 7:53 p.m.