

**Liaison Report (Karyl Matsumoto)  
Summary of San Mateo County Transit District's (District)  
Meeting of March 1, 2017**

Community Relations Committee and Board

Tina Dubost, Manager, Accessible Transit Services, said staff recently sent a letter to all registered paratransit customers to describe a policy change. The revised no-show/late cancel policy has been changed to be less strict. As before, no-shows or late cancels that occur for reasons beyond the customer's control are not counted.

Mike Levinson, Chair, Paratransit Coordinating Council (PCC), said the annual appreciation dinner for First Transit employees will be April 11 at 6 p.m. The PCC's regional conference was held on February 21 with approximately 50 attendees.

David Olmeda, Chief Operating Officer, Bus, presented the Mobility Management Report: Paratransit (attached) and the quarterly dashboard – October-December 2016 (attached).

Average Weekday Ridership – January 2017 Compared to January 2016

Bus: 35,720, a decrease of 10.8 percent

All modes: 148,500, a decrease of 5.9 percent

Finance Committee and Board

Accepted the Statement of Revenues and Expenses for January 2016.

Authorized the Filing and Execution of a Funding Application with the California State Department of Transportation to Receive Low Carbon Transportation Operations Program (LCTOP) Funds for the Electric Bus Procurement Project in the Amount of \$309,184. The LCTOP is one of several funding programs that are part of a broad-based State effort to invest Cap and Trade auction proceeds to reduce greenhouse gas emissions as required under California's climate action law. The funds will be allocated to the electric bus procurement project, which will purchase 10 all-electric buses. Besides the LCTOP funds, the electric bus procurement project will also be receiving Federal Transit Administration formula, Bay Area Air Quality Management District, State Proposition 1B, California Air Resource Board and District Sales Tax funds.

Authorized Receiving Transit Performance Investment (TPI) Program Funds from the Metropolitan Transportation Commission (MTC) in the Amount of \$3,459,000 to Implement the El Camino Real Traffic Signal Priority (TSP) Project. In January MTC awarded the grant to fund the El Camino Real TSP Project between the Palo Alto Caltrain Station and the Daly City Bay Area Rapid Transit Station. Once complete, the TSP Project will improve transit speeds along the El Camino Real corridor by either giving buses early green lights or extending green lights at traffic intersections. District staff conservatively assumes a travel time savings of 8.3 percent, which equates to an approximately 12.5 minute reduction in travel time for each Route ECR one-way trip.

Received an Update on the San Carlos Transit Center and Transit Village Projects (TOD Project). On June 4, 2014, the Board authorized staff to enter into a long-term land

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lease with Legacy Residential Partners, LLC for the development of the TOD Project. The TOD Project will be developed partially within the existing San Carlos Caltrain Station Parking lots, which requires that parking be moved to the south of its existing location.

Received a Presentation on the SamTrans Business Plan. The Business Plan will be an implementing document for the SamTrans Strategic Plan that builds upon the 10-year, fiscally constrained capital and operating plans included in the forthcoming SamTrans Short Range Transit Plan. When completed, the Business Plan will outline the potential range of SamTrans services that would redefine the District's role as a mobility manager for San Mateo County, develop cost, revenue and funding targets that support improved SamTrans services and ensure the agency's ongoing financial stability and provide the means for innovative expansion of services, and define an implementation plan for organizational improvements that will position the District to advance an ambitious agenda for public transit in the future. The Business Plan will develop a range of funding options for SamTrans' present and future operating and capital needs and form the basis for District participation in local, regional and State funding initiatives contemplated in 2018 and beyond.

Authorized an Amendment to the Funding Agreement with Facebook for the Dumbarton Transportation Corridor Study. The Study will identify short- and long-term objectives that focus on the ultimate vision for an enhanced multi-modal corridor. The Study is examining both mainline improvements to the State Route 84 Dumbarton Bridge and the Dumbarton Rail Corridor, as well as the arterial and highway networks that serve these facilities on both sides of the Bay.

Authorized an Amendment to the Fiscal Year 2017 Capital Budget by \$1,803,749 to increase the Budget Authority for the San Carlos Transit Center Project, the SamTrans Business Plan and the Dumbarton Transportation Corridor Study for a New Total Capital Budget of \$18,288,623. The amendment includes increasing the budget authority for the San Carlos Transit Center by \$1,245,749, the SamTrans Business Plan by \$358,000 and the Dumbarton Transportation Corridor Study by \$200,000.

Authorized Execution of the First Amendment to the Inter-Agency Cooperative Agreement to Provide Administration Services for the Dumbarton Express Bus Service (DBX). The contract extension will allow the District to continue its partnership with the regional transportation providers and oversee the DBX, which currently serves the Dumbarton Corridor between the East Bay and the Peninsula via the Dumbarton Bridge.

Approved Revisions to the District Procurement Policy to Incorporate Provisions of Assembly Bill 2030. Revisions include requiring formal competitive proposals to retain professional and non-professional services when the estimated expenditure exceeds \$150,000, authorizing the General Manager/CEO to issue contract change orders or amendments up to \$150,000 or up to 10 percent (cumulative) of the contract amount, whichever is greater, authorizing the General Manager/CEO to determine the manner

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of disposition of surplus supplies, equipment and materials whose original acquisition cost exceeds \$50,000, but is less than \$150,000, authorizing the General Manager/CEO to act for the Board for procurements under \$150,000 for (a) equipment, supplies, and materials (b) services, and (c) revenue generating contracts, and reviewing and determining bid protests concerning contracts awarded within such authority.

Authorized the Disposition of 16 Surplus Non-Revenue Support Vehicles and Minivans.

Authorized Award of Contact to Toyota Material Handling Northern California for Maintenance and Repair Work for Service Support Equipment for a Total Estimated Amount of \$192,400 for a Five-Year Term.

Authorized Award of Contract to Creative Bus Sales, Inc. for the Purchase and Delivery of 10 Paratransit Minivans and Nine Paratransit Cutaway Vehicles for a Total Cost of \$1,636,959.

Bids to Furnish and Deliver New 8D Bus Batteries. The Board continued this item to the April meeting.

Strategic Planning, Development and Sustainability Committee an Board

Authorized Enrollment in the Peninsula Clean Energy (PCE) Community Choice Energy (CCE) Program 100 Percent Renewable Electricity Service Option. By April 2017, 100 percent of the District's electricity will be supplied by PCE, the San Mateo County CCE Program, unless the District chooses to opt-out of the program back to the incumbent utility provider, Pacific Gas and Electric (PG&E). In June 2016, the Board took action to enroll in PCE at the default service offering (50 percent renewable energy) and staff began a technical evaluation of PCE as compared to PG&E based on the following criteria: supply and infrastructure reliability, rates and cost, environmental benefits, administrative procedures, and compatibility with future District operations (i.e., electric bus fleet). Based on the results of the technical evaluation, staff recommended staying enrolled in PCE with the voluntary service offering of 100 percent renewable energy. This option, with a modest financial investment, would achieve significantly higher renewable energy content and lower greenhouse gas emissions associated with the use of electricity in District operations.

Board of Directors

Held public hearings and approved Resolutions of Necessity for the following properties in support of the Peninsula Corridor Joint Powers Board's 25<sup>th</sup> Avenue Grade Separation Project.

- Property Location: 3025 S. El Camino Real, San Mateo, CA 94403  
APN: 039-360-060 and 039-360-070  
Property Owner: Bohannon Development Company

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- Property Location: 2925 S. El Camino Real, San Mateo, CA 94403  
APN: 039-360-120  
Property Owner(s): Sandra R. Weil, Trustee of the Sandra R. Weil Trust Agreement Dated April 1, 1993; Karen Weil Morris; Susan Weil Lakatos, Trustee under the Susan W. Lakatos Separate Property Trust Agreement Dated February 8, 1993; Uri Rot and Evelyn Weil Rot, Trustees under the Rot Family Trust Dated August 23, 1991, all as Tenants in Common
- Property Location: 2825 S. El Camino Real, San Mateo, CA 94403  
APN: 039-351-110  
Property Owner(s): M. & N. Schmelzer, LLC, and BFP El Camino LLC

Jim Hartnett, General Manager/CEO, reported:

- Recognized Rene Ebro as Bus Operator of the Year.
- Recognized as Daniel Jimenez as Maintenance Employee of the Year.
- Staff is still in the process of obtaining approval of a Full Funding Grant Agreement (FFGA) for the Caltrain electrification. Caltrain is the only agency in the country that has met and exceeded all requirements for the grant. No grant ranked has ever been rejected ranked as high the electrification grant has been. Staff hopes to have a clear indication when the president's budget comes out in June if the funds will be allocated. The executive director of the Federal Transit Administration has told staff that if this project is in the budget the FFGA will be signed. As of March 1 the Limited Notice to Proceed for the two contractors has expired. Staff has negotiated an extension with both contractors to June 30, but it will cost \$20 million for the extension. No more money will be allocated by the Peninsula Corridor Joint Powers Board to this project. This amount is to keep the contractors on board at their current price. Staff is going to Washington, D.C. on March 6 to speak to members of Congress and the Senate who have responsibility for allocation of funds. A meeting has been requested with Department of Transportation Secretary Elaine Chao along with an invitation to come out and look at the project.
- Maintenance department continues to exceed their benchmark goals.
- Investment in human capital continued in February with 1,200 hours of training.
- Bus contracts staff has had to relocate a temporary bus stop to Folsom and Beale streets. This is all part of the Transbay Terminal Project construction.
- The customer experience survey was launched online and will be live until March 19. The survey is riders to rate and rank service and future improvements.

The Board received a report from legal counsel on labor negotiations with Teamsters Union, Local 856 (Maintenance/Utility Supervisors; Bus Transportation Supervisors/Dispatchers/Radio Controllers; Transit Instructors; Bus Contract Inspectors) and Amalgamated Transit Union Local 1574 (Bus Operators/Mechanics/Storeskeepers/Utility Workers; Customer Service Representatives).

The next regular meeting is scheduled for Wednesday, April 5, 2017 at 2 p.m.



**samTrans**

# Mobility Management: Paratransit Service

Community Relations Committee  
March 1, 2017  
Agenda Item 6

## ADA Paratransit Service



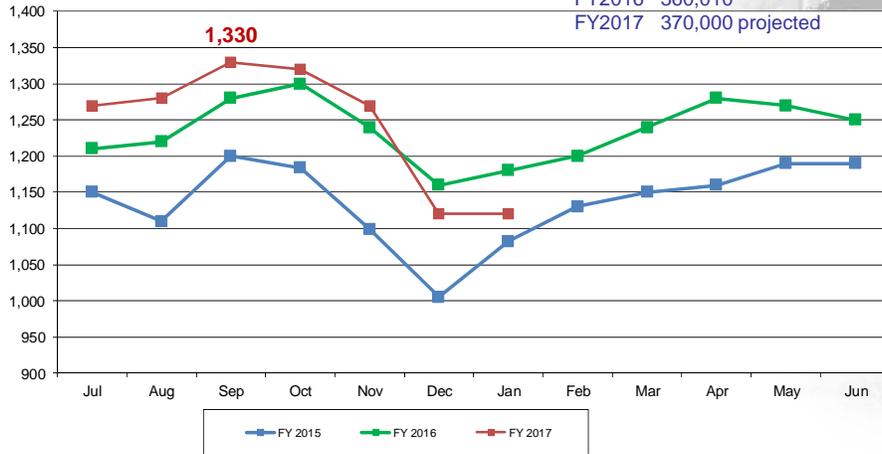
**samTrans**

- Ridership
- Operating Statistics
- Customer Destinations
- Registrants
- Vehicle Capacity
- New Vehicle Features
- Summary

# Paratransit – AWR



**Total Trips per Year**  
 FY2015 329,040  
 FY2016 360,010  
 FY2017 370,000 projected

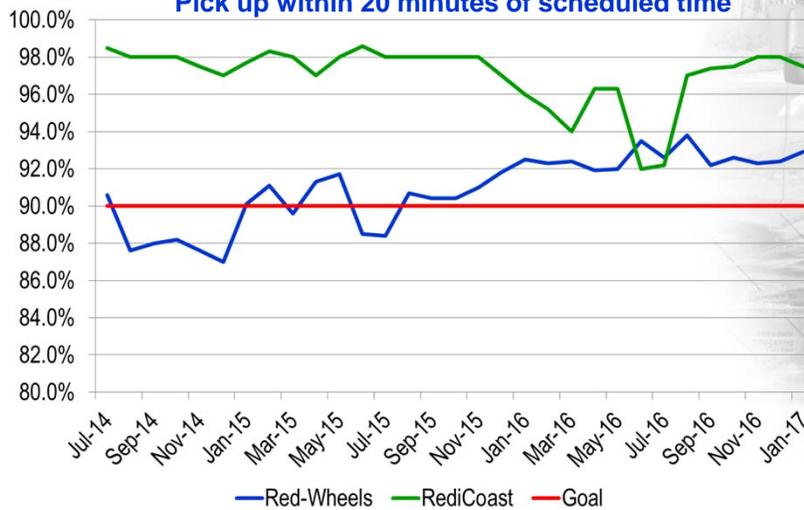


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# On-time Performance

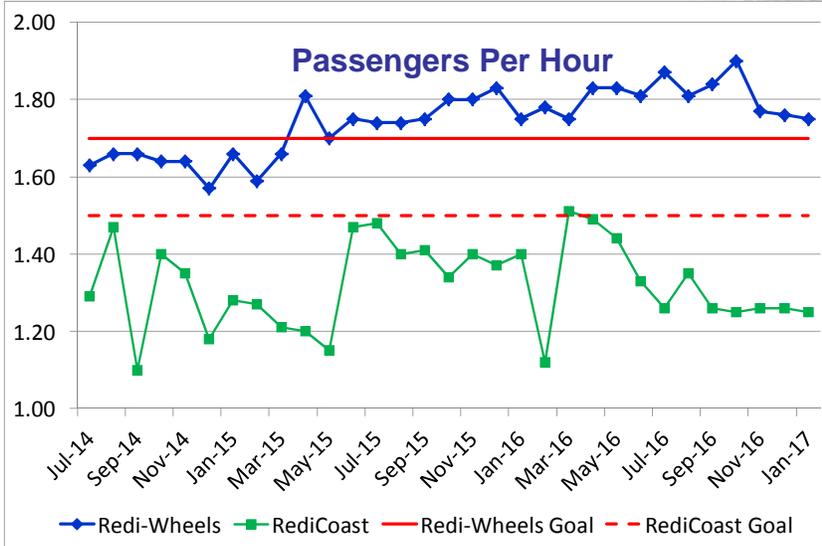


**Pick up within 20 minutes of scheduled time**



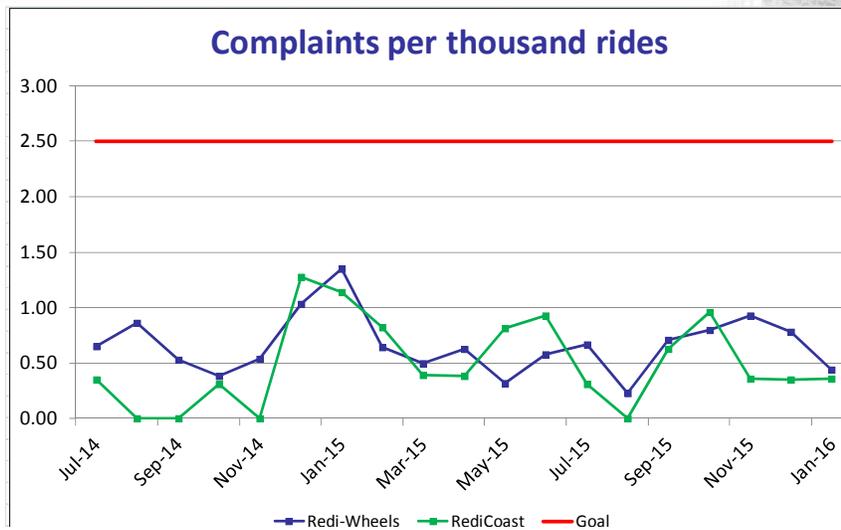
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# Productivity



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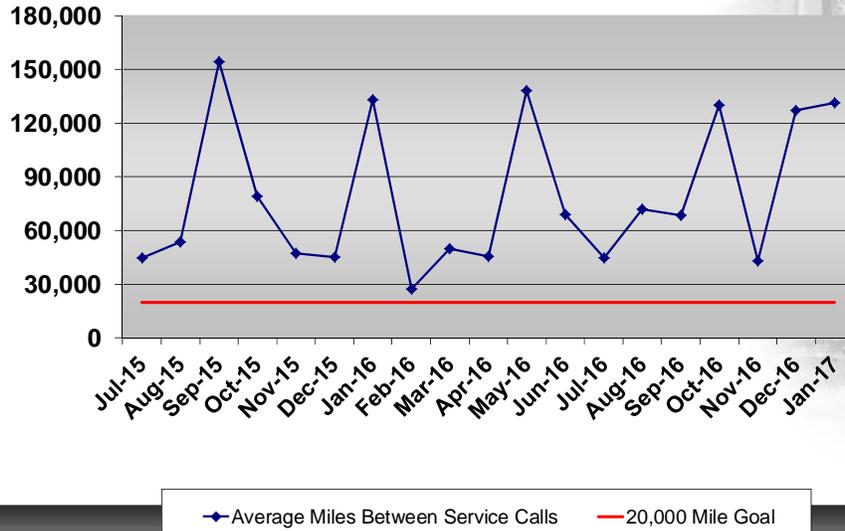
# Service Complaints



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## Fleet Reliability

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7

## Redi-Wheels Trip Denials

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<u>Date</u>	<u>Trip Requests</u>	<u>Trip Denials</u>
Nov. 2000	23,198	397
Dec. 2000	22,207	58
Feb. 2001	21,505	1
May 2001	25,080	1
Aug. 2001	25,878	1
Aug. 2004	28,963	4

Sep. 2004 – Jan. 2017

4.4 M requests

0 denials

8

## Customer Destinations

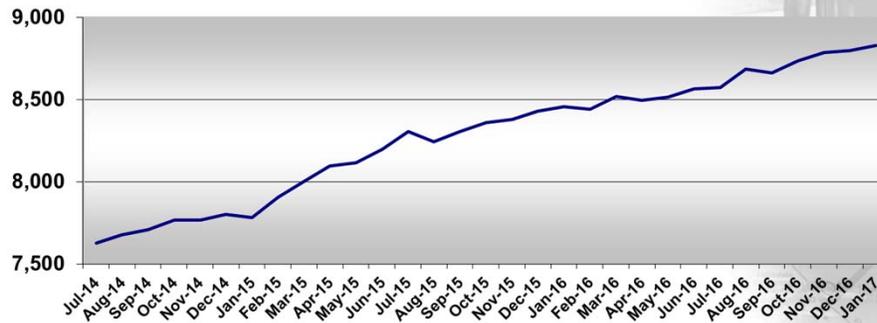
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**Adult Day Care Centers**  
**Medical appointments**  
**Dialysis centers**  
**Community College**  
**Shopping** (grocery and drug stores, malls)  
**Work**  
**Social activities** (fitness centers, restaurants, movies, cultural centers)  
**Personal business** (DMV, Social Security)  
**Family visits**

9

## Paratransit Registrants

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# Vehicle Capacity



Vehicle Capacity  
Cutaway: 9 seats, 2 or 3 mobility devices  
Minivan: 2 seats and 1 mobility device or  
1 seat and 2 mobility devices

# New Vehicle Features



Scooter Tie Down



New Seats with  
Headrest and 3 point  
seat belt



New floor material  
allows for easy cleaning

## Summary

samTrans

- Ridership increasing
- Customer satisfaction very high, complaint rate is very low
- Service quality is excellent
  - OTP
  - Vehicle reliability
  - Zero denials
- Productivity is meeting expectations
- Number of Registrants is increasing
- Paratransit service is relevant to the community
- New vehicle features

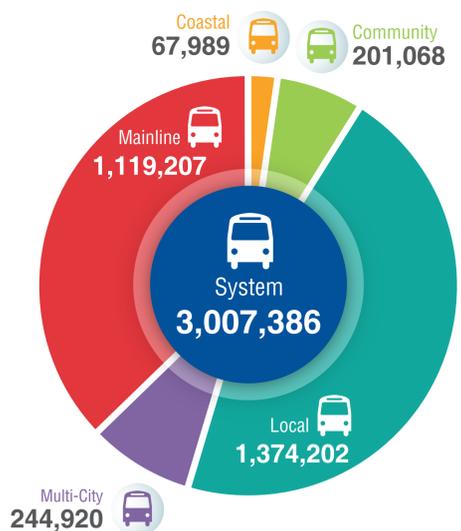
13



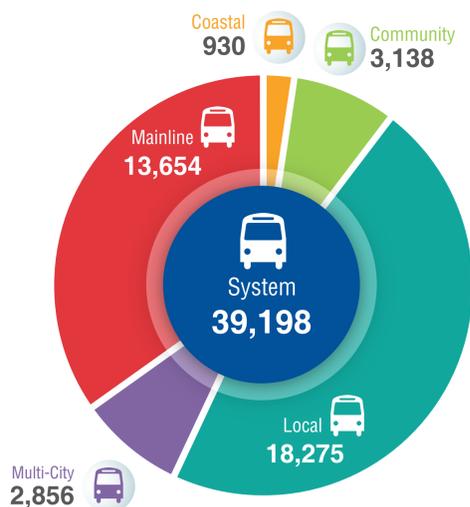
# 2016 SamTrans Service Statistics

## Quarterly Report (Oct-Dec)

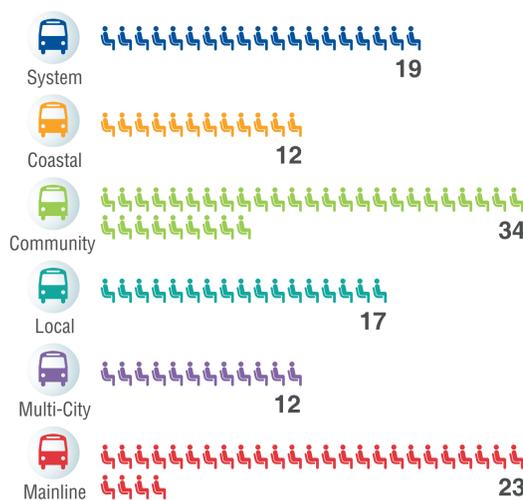
### TOTAL PASSENGERS



### AVERAGE WEEKDAY RIDERSHIP



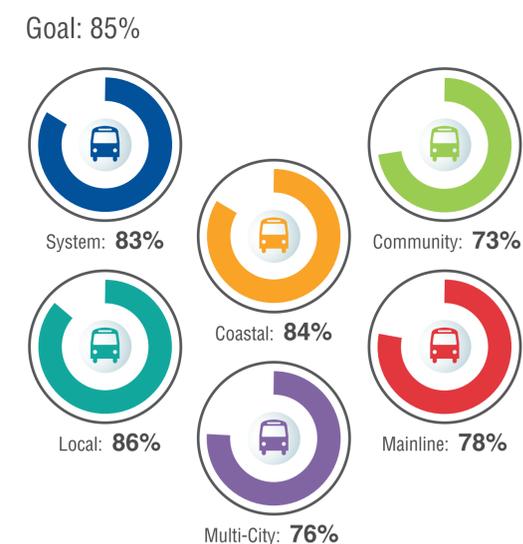
### WEEKDAY PASSENGERS/VEHICLE REVENUE HOUR



### WEEKDAY COST/PASSENGER



### WEEKDAY ON-TIME PERFORMANCE



**Coastal:** Routes serving the coast community – from Half Moon Bay to Pacifica. (Routes 16, 17, FLXP...)

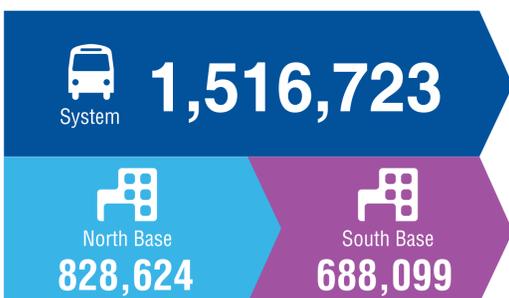
**Community:** Infrequent, community-specific routes which do not operate during off-peak hours. (Routes 11, 43, 58 etc...)

**Local:** Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods. (Routes 110, 120, 250, 280, etc...)

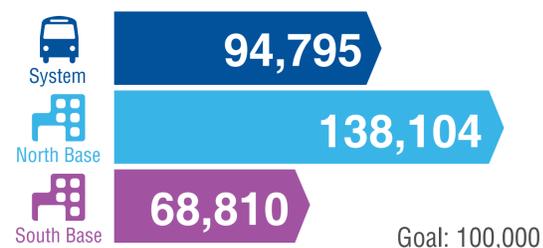
**Multi-City:** Routes serving multiple cities, including some offering express or late-night service. (Routes 295, 398, KX, etc...)

**Mainline:** Long-distance routes serving significant portions of the county, generally at higher frequency. (Routes 292 & ECR)

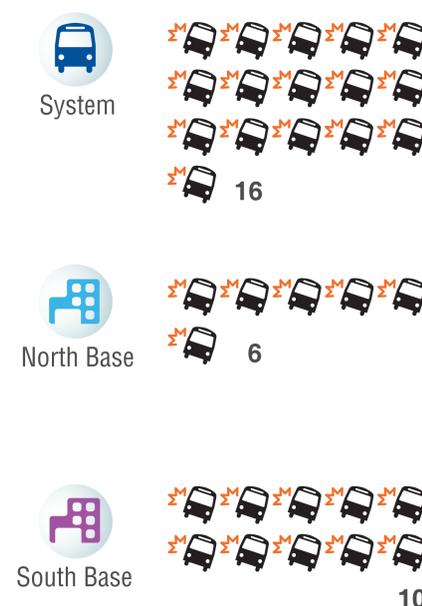
### TOTAL MILES TRAVELED



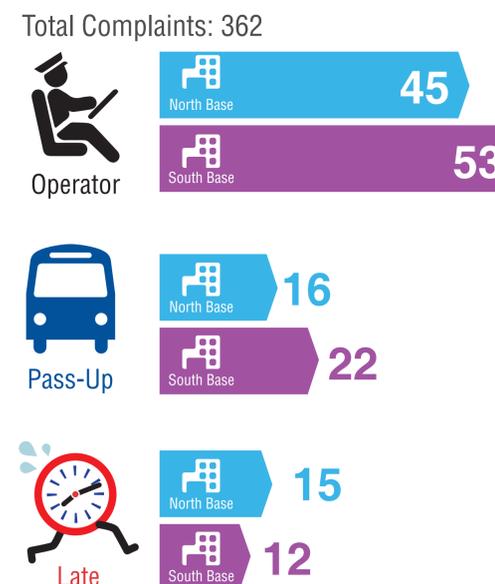
### MILES BETWEEN PREVENTABLE ACCIDENTS



### PREVENTABLE ACCIDENTS



### TOP 3 COMPLAINTS



### FAREBOX RECOVERY RATIO



### DID NOT OPERATE



### MILES BETWEEN SERVICE CALLS

