

**San Mateo County Transit District (District)
1250 San Carlos Avenue, San Carlos, California**

**Minutes of Community Relations Committee Meeting /
Committee of the Whole**

July 6, 2022

Committee Members Present: R. Guilbault (Committee Chair), M. Fraser, R. Medina

Committee Members Absent: None

Other Board Members Present Constituting Committee of the Whole: J. Gee, C. Groom, D. Pine, J. Powell, P. Ratto, C. Stone

Other Board Members Absent: None

Staff Present: C. Mau, J. Cassman, D. Olmeda, A. Chan, J. Brook, K. Scribner, D. Seamans

8.a.1 Call to Order

Committee Chair Rose Guilbault called the meeting to order at 2:16 pm.

8.a.2 Approval of Minutes of Committee Meeting of June 1, 2022

Motion/Second: Powell/Gee

Ayes: Fraser, Gee, Groom, Guilbault, Medina, Pine, Powell, Ratto, Stone

Noes: None

Absent: None

8.a.3 Accessible Services Update

Tina Dubost, Manager, Accessible Transit Services, thanked the PCC for attending a meeting with the recruiter to provide their input regarding selecting a new General Manager/CEO. She noted that they held a SamTrans and Caltrain Accessibility Advisory Committee meeting last month that included presentations on Reimagine SamTrans and the ECR (El Camino Real) Speed and Reliability Study.

8.a.4 Paratransit Coordinating Council Update

Ben McMullan, PCC Chair, said PCC representatives met with staff regarding the Trapeze paratransit scheduling software and developed a letter of support. He said the PCC conference was a great success. He said they had some items for the Blue Ribbon Task Force.

8.a.5 Citizens Advisory Committee Update

Committee Chair Guilbault said the report was available on the website.

8.a.6 Quarterly Dashboard Report - January-March 2022

David Olmeda, Chief Operating Officer, Bus, presented the report and said that the District has met and exceeded its goal of preventable accidents.

Director Jeff Gee asked how many DNOs (Did Not Operate) are related to COVID. Mr. Olmeda said they did not have that specific breakdown, but added that they work with their contractor, MV Transportation, to ensure they have adequate personnel to operate the routes. Carter Mau, Acting General Manager/CEO, said that most DNOs currently are COVID-related, for SamTrans and for the transit industry in general. Director Gee suggested looking at how SamTrans operates as an organization.

Vice Chair Josh Powell noted that there was a driver shortage before the pandemic and asked what has changed in this regard since then. Mr. Mau noted staff's efforts to recruit more applicants and said they were offering additional bonuses to training graduates and after a year of service. He said he meets weekly with a task force consisting of the District's Operations team, Planning team, and People and Culture Group (Human Resources). He added that the real impact of the low staffing levels will likely show up in the August runbook when school service begins.

Director Charles Stone asked if there was a risk that they would not be able to deliver school service. Mr. Mau said that they are prioritizing school service. Director Stone suggested that the Board conduct a study session on that topic.

Committee Chair Guilbault asked if there is any agency that is having success in finding and retaining operators. Mr. Mau said that Nate Kramer, Executive Officer, People and Culture Group, is in constant contact with SamTrans' sister transit agencies. He said they are working with community colleges to develop an academy for transit-related jobs, including mechanics and operators.

Director Gee asked if it would be helpful for the Board to weigh in on operation priorities when the new runbook comes out in August. Mr. Mau said the District's priorities are school service, El Camino Real service, and routes that serve the most vulnerable populations.

Christy Wegener, Director of Planning, said they are confident with their service priority framework that they can deliver service for August based on recent Reimagine SamTrans changes.

8.a.7 Monthly Performance Report | May 2022

Ana Rivas, Director of Bus Transportation, said the report was in the packet and provided a brief summary.

Committee Chair Guilbault asked about the statistic showing that Caltrain ridership has gone up by 185.4 percent for May. Mr. Olmeda clarified that Caltrain had lost close to 90 percent of its riders from the pandemic, so any improvement moving forward from such a loss will reflect a high percentage of gain. Mr. Mau said Caltrain is still around 25 percent below their pre-pandemic ridership.

Director Powell thanked staff for including information from pre-pandemic starting in 2019.

8.a.8 Adjourn

The meeting adjourned at 2:46 pm.

An audio/video recording of this meeting is available online at www.samtrans.com. Questions may be referred to the District Secretary's office by phone at 650-508-6242 or by email to board@samtrans.com.