

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

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

February 1, 2023

Committee Members Present: M. Chuang (Committee Chair), R. Mueller, P. Ratto

Committee Members Absent: None

Other Board Members Present Constituting Committee of the Whole: D. Canepa, M. Fraser, J. Gee, R. Guilbault, R. Medina, J. Powell

Other Board Members Absent: None

Staff Present: A. Chan, J. Cassman, S. van Hoften, J. Brook, M. Tseng, D. Seamans

10.a.1. Call to Order

Committee Chair Marie Chuang called the meeting to order at 2:45 pm.

10.a.2. Approval of Minutes of the Community Relations Committee Meeting of January 4, 2023

Motion/Second: Guilbault/Gee

Ayes: Canepa, Chuang, Fraser, Gee, Guilbault, Medina, Mueller, Powell, Ratto

Noes: None

Absent: None

10.a.3. Accessible Services Update

Tina Dubost, Manager, Accessible Transit Services, said they provided a presentation previewing the upcoming microtransit service at a Coastside transportation meeting at the end of January.

10.a.4. Paratransit Coordinating Council Update

Ben McMullan, PCC Chair, said the PCC would have a table at the Transition to Independence Fair on February 4 at El Camino High School in South San Francisco. He said they looked forward to meeting in person starting in March.

10.a.5 Citizens Advisory Committee Update

Meredith Park provided a summary of the January 25 meeting, which included a presentation on the 2022 Title VI Program.

10.a.6 Quarterly Report | Quarter 1 Fiscal Year 2023

David Olmeda, Chief Operating Officer/Bus, noted that the updated dashboard reflected a multi-year assessment, evaluation, and outreach on the District's reimagined services. He introduced Kate Christopherson, Senior Planner, who provided an overview of the dashboard that included comparisons between quarters instead of year to year. She noted that most riders are still using frequent and local routes.

Director Jeff Gee asked what the DNO (Did Not Operate) trendline looks like. Mr. Olmeda said they have had zero DNOs so far.

Director Rose Guilbault said riders may predominantly be using cash because Clipper is user-unfriendly. Ms. Chan said that SamTrans would be looking at some initiatives in the future about how their demographic could more easily use Clipper. She noted that the body of Clipper users is slowly growing. Millie Tolleson, Director of Planning, said they are working with MTC (Metropolitan Transportation Commission) to expand the number and proximity of Clipper vendors around the County and provide open payment options to purchase fares without using cash.

Committee Member Peter Ratto noted that there has been only a single Clipper outlet on the Coastsides where users can load their cards. He said that he would like to see more reporting on the open payment system helping to push the use of Clipper.

Public Comment:

Roland said that there were two million riders for 1.4 million revenue miles and the average ride is two-thirds of a mile. He asked for more granularity and for SamTrans to determine how many of their riders use a smartphone where they could load a Clipper card.

Mikail Khaishgi suggested having fare capping for riders who buy day passes with a Clipper card.

10.a.7 Monthly Performance Report | December 2022

Ana Rivas, Director of Bus Transportation, noted that the report was in the agenda packet and recognized the employees of the month. She noted that the average weekday ridership across all modes including bus, paratransit, and shuttles had increased by over 24 percent compared to December 2021.

Vice Chair Marina Fraser congratulated Operations on their creative response to address service delays during the recent storms.

Committee Chair Chuang congratulated staff on their outstanding work.

10.a.8. Adjourn

The meeting adjourned at 3:10 pm.

An audio/video recording of this meeting is available online at <https://www.samtrans.com/about-samtrans/video-board-directors-cac-and-measure-w-coc>. Questions may be referred to the District Secretary's office by phone at 650-508-6242 or by email to board@samtrans.com.