

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

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

April 5, 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, D. Olmeda, J. Cassman, S. van Hoften, J. Brook, D. Seamans

8.a.1. Call to Order

Committee Chair Marie Chuang called the meeting to order at 2:41 pm.

8.a.2. Approval of Minutes of the Community Relations Committee Meeting of March 1, 2023

Motion/Second: Medina/Powell

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

Noes: None

Absent: None

8.a.3. Accessible Services Update

Tina Dubost, Manager, Accessible Transit Services, thanked the maintenance team for their demonstration of a new type of paratransit vehicle.

8.a.4. Paratransit Coordinating Council Update

Ben McMullan, PCC Chair, said they will be looking at Assembly Bill (AB) 817 at their next meeting and making a decision on whether or not to support it.

8.a.5 Citizens Advisory Committee Update

John Baker provided a summary of the March 29 meeting, which included a presentation on the employee recognition program for operators and maintenance staff. He wished Director Rose Guilbault well on her retirement.

Item 8.a.7 was taken before Item 8.a.6.

8.a.7 Monthly Performance Report | February 2023

Mr. Steketee summarized the report that is in the agenda packet. He said that average weekly ridership had increased over 15 percent from February of 2022. He noted that there was an increase in DNOs (Did Not Operate) on days with storms and subsequent road closures.

8.a.6 Quarterly Report | Quarter 2 Fiscal Year 2023

Jonathan Steketee, Manager, Operations Planning, provided a summary of the Quarterly Dashboard for October – December 2022. He said that DNOs were reduced by 81 percent compared to the first quarter of the year.

Director Jeff Gee asked why the Owl Service had the lowest on-time performance. Mr. Steketee said it was due to the infrequency of the service.

Director Gee asked if the use of cash to buy tickets would continue to decline upon the launch of Clipper 2.0. David Olmeda, Chief Operating Officer, Bus, said that is the hope and emphasized the importance of the public having easy access to obtaining Clipper cards.

Director Rose Guilbault asked if the complaint level was about the same. Mr. Steketee said they are now seeing fewer complaints. Mr. Olmeda said anytime there are changes in service, there tend to be increased complaints from passengers, adding that they look at complaints from quarter to quarter.

8.a.8. Adjourn

The meeting adjourned at 3:00 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.