

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

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

October 9, 2024

Committee Members Present: B. Esser (Chair), R. Mueller

Committee Members Absent: P. Ratto

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

Other Board Members Absent: None

Staff Present: A. Chan, K. Jordan Steiner, S. van Hoften, D. Santoro, J. Brook, M. Tseng

9.a.1. Call to Order

Committee Chair Brooks Esser called the meeting to order at 3:09 pm.

9.a.2. Approval of Minutes of the Community Relations Committee Meeting of September 4, 2024

Motion/Second: Chuang/Canepa

Ayes: Canepa, Chuang, Esser, Fraser, Gee, Medina, Mueller, Powell

Noes: None

Absent: Ratto

9.a.3. Accessible Services Update

Tina Dubost, Manager, Accessible Services, stated the program coordinator for senior and veteran services is educating seniors and veterans about paratransit services. Ms. Dubost stated the program coordinator and mobility ambassadors will conduct a bus trip for interested persons to frequently requested destinations such as the airport. She thanked the Board for Rider Appreciation Day.

9.a.4 Citizens Advisory Committee Update

John Baker provided a report on the meeting of September 25 which included a presentation on accessibility.

Mr. Baker expressed his support of the regional transit measure and agencies working cooperatively rather than in opposition to one another.

9.a.5. Paratransit Advisory Council Update

Ben McMullan, PAC Chair, stated the PAC had gained two new members and they are still in the process of recruiting.

9.a.6. Quarterly State of the Service Report | Quarter 4 Fiscal Year 2024

Kate Christopherson, Planning Administrator, Operations Planning, reviewed trends from the April through June quarter. Ms. Christopherson stated on-time performance was under the 85 percent goal systemwide but increased 4.6 percent year over year. She noted the team is working to reduce the number of preventable accidents per 100,000 fleet miles and DNOs (Did Not Operate) decreased by 54 percent year over year.

9.a.7. Monthly State of the Service Report | August 2024

Ms. Christopherson provided the latest performance statistics and employees of the month. She stated the average weekday ridership across all four modes increased by 10.5 percent over the past year and total fixed-route bus ridership recovery reached 97.7 percent of pre-pandemic bus total ridership. She stated the agency had 0.82 service calls which meets the goal of having one or fewer service calls per 25,000 miles.

9.a.6. Adjourn

The meeting adjourned at 3:20 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 650-551-6108 or by email to board@samtrans.com.