

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

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

November 6, 2024

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

Committee Members Absent: None

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

Other Board Members Absent: D. Canepa

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

9.a.1. Call to Order

Committee Chair Brooks Esser called the meeting to order at 2:30 pm.

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

Motion/Second: Chuang/Gee

Ayes: Chuang, Esser, Fraser, Gee, Mueller, Powell, Ratto

Noes: None

Absent: Canepa, Medina

9.a.3. Accessible Services Update

Tina Dubost, Manager, Accessible Services, said staff recently met with the travel training contractor to learn about the new accessibility features on Caltrain. Ms. Dubost stated staff plans to do the same with SamTrans in the future.

9.a.4 Citizens Advisory Committee Update

There was no report.

Due to technical difficulties, Item 9.a.5 was taken after Item 9.a.7.

9.a.5. Paratransit Advisory Council Update

Ms. Dubost stated the Paratransit Advisory Count (PAC) will be voting to appoint a new member next week.

9.a.6. Annual State of the Service Report | Fiscal Year 2024

Millie Tolleson, Director, Planning, provided the presentation covering the performance statistics for the past fiscal year. Ms. Tolleson stated the District met its goal for the number of miles between service calls and noted the delivery of zero-emission buses and the APTA (American Public Transportation Association) award received as the major highlights.

The Directors inquired about bus camera systems and operator safety shields. David Olmeda, Chief Operating Officer, Bus, explained the barriers installed during the pandemic were temporary shields and permanent shields would be installed. Mr. Olmeda stated buses must be modified at the structural level and staff will be returning to the Board to ask for contract authorization to retrofit the articulated and electric bus fleet; he added that all newly ordered vehicles will have the operator barriers. Mr. Olmeda stated camera systems and silent alarm improvement efforts are ongoing, all operators received de-escalation training during onboarding, and staff will look into refresher training.

Public Comment:

Adina Levin, Seamless Bay Area and Bay Area Cross Disability Allies Coalition, commented on ridership increase particularly on the frequent service and school routes.

Yan Wang commented that Route EPX does not replace Route 398 because Route EPX does not stop in the City of San Mateo, and she rides Route FCX as a result.

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

Ms. Tolleson noted the report was in the packet. Ms. Tolleson stated there was a 10.1 percent increase systemwide compared to September 2023 and Youth Unlimited usage increase by 22.1 percent. She said there was a high number of DNOs (Did Not Operate) coinciding with a high volume of operator sick calls in early September.

Public Comment:

Marlon Jonathan Herrera-Sanchez spoke in support of the SamTrans transportation system and requested Director David Canepa and the San Mateo County Housing Commission look into HUD (Department of Housing and Urban Development) providing housing vouchers to bus operators.

9.a.6. Adjourn

The meeting adjourned at 3:08 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.