

**San Mateo County Transit District (SamTrans) Board Liaison Report
Meeting of September 3, 2025**

SamTrans Board of Directors Received and Approved the Following Items

- Approval of Minutes of the Board of Directors Meeting of August 6, 2025
- Accept Statement of Revenues and Expenses for the Period Ending July 31, 2025
- Accept Quarterly Fuel Hedge Update for Fiscal Year 2025 Quarter 4
- Awarding Contracts to Corey, Canapary & Galanis and EMC Research, Inc. for On-Call Market Research and Survey Services for an Aggregate Not-To-Exceed Amount of \$2.1 Million for a Three-Year Base Term, with Up to Two Additional One-Year Option Terms

Proclamation Honoring Transit Month – Tasha Bartholomew, Director, Communications, provided the presentation that included Rider Appreciation Day (September 15, 2025), Ride Like a Leader campaign, and the Meet the Bus Event with students in East Palo Alto.

Proclamation Honoring Hispanic-Latino Heritage Month – Ms. Bartholomew provided the presentation that included the recognition of the heritage and the culture of the Latinx community between September 15 and October 15, 2025.

American Public Transportation Association (APTA) Transit Board Member (TBM) / Transit Board Administrator (TBA) Seminars Report – Director Esser reported out what he learned during some of the APTA sessions on the redirection of transit funds, Kansas City’s fare-free program, reliance on sales tax for transit funding, impacts on transit with upcoming large sporting events in California, complexity of the make-up of transit Boards, and transit-oriented development (TOD) programs located near transit stations.

Report of the Chair

Chair Gee reported about the commencement of the annual review for the General Manager and General Counsel.

Report of the General Manager/CEO | August 27, 2025

April Chan, General Manager/CEO, provided a report which included the following:

- Upcoming transit month events with Board participation: Transit Month “Ride like a Leader” campaign, and GM ride-along. She also mentioned she and Vice Chair Chuang will attend American Public Transportation Association (APTA) TRANSform Conference in Boston.
- Reported out the agency’s participation in safety exercises to prepare for hydrogen fuel cell bus incidents/accidents with Cities of San Bruno and South San Francisco
- Recognition of Millie Tolleson for being selected as “Forty Under 40 Transit Superstars” in the Industry by Mass Transit Magazine

Monthly New Headquarters Construction Status Update – Kris McGee, Managing Principal at Urban Hive Development, and Joshua Mello, Executive Officer of Planning and Development, provided the presentation that included the following information:

- Finalization of rough-in mechanical, electrical and plumbing on low floors as well as furniture order and room identification signage
- Initiation of drywall, trim, ceiling grid, and painting on upper floors
- Submission of Day 2 drawings for permit
- Mitigation of tariffs, long lead times, and coordination risks

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding moving services being \$100,000 under budget.

Millbrae Headquarters Proforma and Leasing Strategies – Mr. Mello provided the presentation that included the following information:

- Proforma development set for a 50-year look-ahead
- Funds set aside for long-term capital replacement
- Strategies for retail space leasing, based on current landlord agreements until SamTrans purchases building

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- Previous meetings with County and non-profit representatives to explore potential and requirements needed to accommodate childcare services at the new headquarter
- Discussion on potential tenants and retail space zoning – optimization of space through variety of tenants
- Maintenance of a class A type office building
- Quarterly leasing strategy updates to Board as part of new HQ updates

Community Relations Committee

Accessible Services Update – Tina Dubost, Manager, Accessible Services, stated staff participated in two emergency exercises and provided feedback.

Citizens Advisory Committee Update – Deferred.

Paratransit Advisory Council Update – Ms. Dubost stated a two-year workplan will be established at the PAC biennial retreat in October.

Monthly State of Service Report | July 2025 – Jonathan Steketee, Manager, Operations

Planning, provided the presentation that included the following information:

- Increase of 2.3 percent for weekday ridership and 2.6 percent for total monthly ridership
- 99.5 percent pre-pandemic recovery
- Reclassification of SamCoast ridership to Microtransit ridership; 37.9 percent increase for average weekday ridership and 37.7 percent for total ridership when compared to July 2024
- 5.2 percent increase for youth pass unlimited
- Two preventable accidents; 85.1 percent on-time performance (OTP); three did not operate (DNOs)
- Digital and media metrics improved almost 1,000 percent

Annual State of Service Report | Fiscal Year 2025 and Quarterly State of Service Report |

Fiscal Year 2025 Quarter 4 – Mr. Steketee provided the presentation that included the following information:

- 10.8 percent increase in Clipper usage
- 23.3 percent decrease in women operator workforce, resulting in underrepresentation
- Preventable accidents frequency remained unchanged
- 20 new battery electric buses and 10 new Hydrogen fuel cells added in Fiscal Year (FY) 2025
- 90 percent of DNOs occurred due to lack of staffing and skipping stops

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- Decrease in female workforce and efforts to increase numbers.
- Safety improvements for operators through the implementation of barriers

Finance Committee

Awarding Contracts to Corey, Canapary & Galanis and EMC Research, Inc. for On-Call Market Research and Survey Services for an Aggregate Not-To-Exceed Amount of \$2.1 Million for a Three-Year Base Term, with Up to Two Additional One-Year Option Terms – Emily Beach,

Chief Communications Officer, Kevin Yin, Director, Contracts and Procurement, and Taylor Huckaby, Deputy Chief, Communications, provided the presentation that included the following information:

- Streamlining and time/cost benefits with on-call market research to carry out surveys
- Reasons for on-call contracts that include the minimization of a lengthy public procurement and prevention of exhausting the contract authority
- 17 projects delivered from FY19-25 with 70 percent total contract capacity used (\$1.2 million)
- Solicitation process and work directives issuance

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- Contract spending is not restricted to a yearly amount; cannot spend over \$2.1 million within the five years for solely SamTrans
- Contract capacity increase from original amount by 44 percent due to unforeseen costs relating to customer experience and ridership growth surveys; pricing locked in for five years with the option to exercise two, one-year options (total of seven years in costs)
- Change in ridership due to pandemic, causing re-evaluation of parts of the Reimagine SamTrans and the approach for surveys Change in ridership due to the pandemic, causing re-evaluation of parts of Reimagine SamTrans and the approach towards surveys
- Survey data is specific to SamTrans and its riders

Legislative Committee

Legislative Update – Jessica Epstein, Director, Government and Community Affairs, provided the presentation that included the following information:

Federal

- Reduction of federal grants
- No discretionary grants for SamTrans; San Mateo County 84/101 project receiving scrutiny for costs

State

- Legislature back in session
- Signing and vetoing of bills by Governor Gavin Newsom
- SamTrans Job Order Contracting Bill to be presented to Governor after passing the Senate and Assembly

Receive Senate Bill 63 Update – Ms. Epstein provided the presentation that included the following information:

- Upcoming final amendments to Senate Bill (SB) 63
- Cap-and-Trade to be re-branded as Cap-and-Invest

Staff provided further clarification in response to the following Board comments and questions regarding the final Santa Clara Valley Transit Authority (VTA) Board decision, opt-in and opt-out conditions, and Cap-and-Invest discussions at different transit agencies.

Strategic Planning, Development, and Sustainability Committee

Ride Plus Microtransit Evaluation Key Findings – Mr. Steketee and Kate Christopherson, Planning Administrator, provided the presentation that included the following information:

- East Palo Alto decreased after free fare promotion ended but rebounded; Half Moon Bay ridership tended to be more consistent
- 88 percent of riders were satisfied with service; looking at expanding service hours and service areas (Menlo Park, Palo Alto Transit Center, Moss Beach, Montara)
- Increased connectivity and frequency for riders; Ride Plus saw a larger ridership growth than fixed-route service
- Almost half of trips have more than one rider, which 20 percent of riders use to replace solo vehicle trips; 55 percent of riders still opted for a SamTrans fixed-route trip

Staff provided further clarification in response to the following Board comments and questions regarding the following:

- Fixed-route services, microtransit services, and possible services/ridership opportunities
- Feedback received through app and onboard surveys
- Promotion of services: rider capacity, low waiting times, and maintenance of scheduled on-time performance
- App improvements and usability
- Usage of Clipper card on Ride Plus

General Counsel Report

Joan Cassman, General Counsel, stated there was no report.