

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

**Citizens Advisory Committee (CAC)
Special Meeting Minutes**

June 14, 2022

Members Present (Via Teleconference): M. Adler, J. Baker, B. Gomez, N. Lacsamana, M. Lewis, A. Madrid (Vice Chair), M. Park (Chair)

Members Absent: S. Appenrodt, C. Carey, A. Juarez, S. Johnston, D. Seibert

Staff Present: A. Rivas, J. Cassman, J. Brook

1. Call to Order

Vice Chair Meredith Park called the meeting to order at 5:01 pm.

2. Discussion with Representative from Executive Search Firm Krauthamer & Associates as Part of Initial Public Outreach for Upcoming Recruitment of SamTrans General Manager/CEO

Gregg Moser, Principal, Krauthamer & Associates, said that the Board had informed him that the CAC was an important stakeholder in the recruitment process for a new general manager (GM)/CEO. He asked the members what sorts of skills and attributes they would look for in the candidate, what they would like to see at SamTrans under their leadership, and how challenges or positives at SamTrans should be addressed in the future.

John Baker said he would like the new GM/CEO to acknowledge the CAC's role as representatives of those who ride the bus every day. He also said he would like to see the new leader ride transit a few times a month to experience issues such as the economic disparity within the County and the challenges with connectivity between routes.

Nancy Lacsamana said she believed that the GM/CEO should be out talking to both riders and drivers, and visiting the maintenance bases. She emphasized the importance of the GM/CEO having a positive relationship with operators because retention has become so critical. She said transparency is key regarding proposals about service changes if the CAC is going to fairly represent SamTrans.

Mary Adler said the District should have several dedicated bus lanes on El Camino Real since it is the main thoroughfare on the Peninsula.

Alex Madrid said he thought that the new manager should have experience with taking the bus and also using the paratransit service.

Bob Gomez said there should be more cooperation between SamTrans and local communities. He said that he would like to see management acknowledge and follow up on suggestions from the community and provide consistent feedback.

Michelle Lewis said that leadership should be based on empathy and focus on how the riders and drivers feel.

Meredith Park noted her recent graduation from a transportation management master's program where she had studied the leadership attributes of Bob Kiley, who headed three major transportation agencies over a span of four decades and believed in managing by knowing the people, riders, and employees.

Mr. Moser said that there appears to be a common goal and vision about what all the stakeholders are trying to accomplish with the recruitment. He said it appeared that the common theme that had arisen in feedback from management and the Board included the terms "transparency," "humanity," and "empathy." He acknowledged that those words would be part of his future conversations with potential candidates when he talks about what SamTrans' riders and employees are seeking. He also acknowledged that members' concerns about attracting and retaining drivers who feel valued.

3. Adjourn

The meeting adjourned at 5:20 pm.