

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

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

August 31, 2022

Members Present (Via Teleconference): M. Adler, J. Baker, C. Carey, B. Gomez, A. Juarez, N. Lacsamana, M. Lewis, A. Madrid (Vice Chair), S. Johnston, M. Park (Chair), D. Seibert

Members Absent: S. Appenrodt

Staff Present: A. Rivas, T. Dubost, J. Steketee, M. Louie, J. Horng, K. Christopherson, D. Olmeda, J. Brook

1. Call to Order/Pledge of Allegiance

Chair Meredith Park called the meeting to order at 6:31 pm and led the Pledge of Allegiance.

2. Roll Call

CAC Secretary Jean Brook called the roll and noted that a quorum was present.

3. Public Comment for Items Not on the Agenda

There were no comments.

4. Approval of Meeting Minutes from July 27, 2022

Motion/Second: Baker/Adler

Ayes: Adler, Baker, Cary, Gomez, Juarez, Johnston, Lacsamana, Lewis, Madrid, Park, Seibert

Noes: None

Absent: Appenrodt

5. Presentation: Operator Restroom Access Improvement

Jonathan Steketee, Manager, Operations Planning, introduced Planning Analysts Michelle Louie, Justin Horng, and Kate Christopherson, who provided the presentation.

John Baker asked regarding longer routes with a long time between endpoints how to accommodate in-run needs. He suggested having a portable restroom at the San Bruno BART (Bay Area Rapid Transit) station. Ms. Rivas said there is a policy in place to request a mid-run stop. Mr. Steketee said they are investigating where they can put additional portables for mid-run breaks and provide a list to operators.

Vice Chair Alex Madrid asked if staff checked out the designated restroom facilities. Ms. Louis said that staff and consultants are doing comprehensive site assessments for all the locations.

Bob Gomez asked if new operators have resources for reporting incidents while they are in the field. Ms. Rivas said the operators know to contact Radio Control, who will then contact either dispatch or the transit police. Mr. Gomez asked how to contact the operator and Ms. Rivas said he should call Customer Service to relay a question or comment about an operator.

Chair Park asked if SamTrans partnered with other agencies on developing an app to locate available restrooms. Mr. Steketeer said they are meeting with AC (Alameda County) Transit in an attempt to leverage and share existing resources. Chris Carey commended the team on their efforts to help out the operators.

Mary Adler said having a lack of clean restrooms could be a barrier to entry for prospective operators. Ms. Rivas acknowledged that restroom usage is one of the most important things that operators consider in doing their job over the course of their shift.

Mr. Gomez asked if operators were allowed to carry firearms, and Ms. Rivas said they were not and that they are instructed to contact Radio Control in the event of an emergency.

6. Report of the Chair

Chair Park thanked Vice Chair Madrid for chairing the July meeting while she was on vacation.

7. SamTrans Staff Update

Ana Rivas, Director of Bus Transportation, reviewed the highlights of the staff report.

Vice Chair Madrid asked how passenger falls are handled. Ms. Rivas said they review the video footage of any accident and complete an accident report and determine whether the accident was preventable or not. She said further training is provided to operators in the case of preventable accidents.

Mr. Baker congratulated Ms. Rivas and staff on the reduced number of DNOs (Did Not Operate).

Ms. Adler asked if school-related routes had returned to pre-pandemic levels. Mr. Steketeer said they are waiting until all the schools are back in session to make a determination.

Denise Seibert said that during the morning rush, she has noticed that some of the newer operators leave before all passengers are seated. Ms. Rivas said she should contact Customer Service. Nancy Lacsamana suggested saying something to the driver directly.

8. CAC Member Comments/Requests

Mr. Baker thanked his Route 130 drivers for getting him across town quickly on the mid-morning route.

Allie Juarez thanked the operators on Route ECR and 292. She expressed appreciation for the bus banners honoring individual operators.

Ms. Lacsamana commended a Route 292 operator.

Ms. Seibert asked what determines where to locate a bus bench. Ms. Rivas said there are a variety of criteria, including ADA (Americans with Disabilities Act) compliance. Mr. Steketee said they are currently working on a bus stop improvement plan study, to be presented to the CAC in the future.

Chair Park thanked the Board for passing the Youth Unlimited plan.

The members agreed to have a hybrid meeting for the November 30 meeting and holiday reception.

She asked for suggestions on presentations for future meetings. Vice Chair Madrid suggested having another session on the ADA sensitivity training provided to bus operators. Ms. Lacsamana suggested an early spring tour of the maintenance bases. Ms. Rivas said they were open to the idea.

9. SamTrans Board Liaison Report

Chair Park provided a summary of the August 3 Board meeting.

10. Date and Time of Next Meeting

Chair Park said that the next meeting will be held Wednesday, September 28, 2022 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

11. Adjourn

The meeting adjourned at 7:25 pm.