

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

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

March 29, 2023

Members Present (In Person): M. Adler, C. Carey (Vice Chair), S. Johnston, M. Lewis, A. Madrid (Chair), M. Park, D. Seibert

Members Present (Via Teleconference): J. Baker, B. Gomez (left at 6:49 pm), A. Juarez

Members Absent: S. Appenrodt, N. Lacsamana

Staff Present: A. Rivas, T. Dubost, J. Brook

1. Call to Order/Pledge of Allegiance

Chair Alex Madrid called the meeting to order at 6:30 pm and requested that Meredith Park lead 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

Sonny Koya, former SamTrans CAC member, expressed his appreciation for staff keeping the bus service running smoothly at the height of the pandemic.

4. Approval of Meeting Minutes from January 25, 2023 and February 22, 2023

Motion/Second: Park/Johnston

Ayes: C. Carey, A. Madrid, M. Adler, M. Park, S. Johnston, D. Seibert, J. Baker, A. Juarez, B. Gomez

Abstention: M. Lewis

Absent: S. Appenrodt, N. Lacsamana

5. Presentation: Employee Recognition

Ana Rivas, Director of Bus Transportation, provided the presentation on the SamTrans' employee recognition program.

John Baker said that while he is sometimes nervous while driving, he is never nervous while riding a SamTrans bus due to his confidence in the operator's level of training and driving competence.

Bob Gomez left the meeting at 6:49 pm.

Allie Juarez asked if Ms. Rivas sees a correlation between retention rates and the employee recognition program. Ms. Rivas, reflecting on her background as a former bus operator, said the appreciation program is part of their retention strategy.

Chair Madrid asked if employee awards are a consideration when making promotion decisions, and Ms. Rivas said the awards are a major factor in deciding operators' promotions.

Meredith Park thanked the Operations team for all their efforts.

6. Report of the Chair

Chair Madrid asked Vice Chair Carey to summarize the proceedings of the February 22 meeting, which he was unable to attend. In regards to the on-time performance during January when there were a number of storms affecting bus service, Ms. Rivas commented that all the DNOs (Did Not Operate) were caused by closures of US 101 due to inclement weather.

7. SamTrans Staff Update

Ms. Rivas reviewed the February performance statistics and employees of the month.

Ms. Park noted that revenue miles had gone down and asked if shorter routes were deployed with the implementation of Reimagine SamTrans. Ms. Rivas said every runbook has a different number of miles and it depends how SamTrans distributes the work between the contractor and direct-operated services, which could be a combination of both.

Michelle Lewis said she was please with how well everyone did with the bad weather.

8. CAC Member Comments/Requests

Mr. Baker said during the bad weather, he took the bus more since it was not as safe to bicycle. He noted that while Route ECR is nearly as busy as prior to the pandemic, Routes 122 and 130 have a much lower number of riders. He suggested having additional runs for the ECR as more riders return to riding the bus.

Mr. Johnston said he was appreciative of being able to meet in person and more fully engage with his fellow CAC members.

Ms. Juarez said some riders had asked her about the Serramonte Shopping Center accident. She asked if there was information about the incident available on the website. Ms. Rivas said that SamTrans does not post information about accidents, particularly if those accidents are still under investigation. She said that people can make a public records request for specific information.

Ms. Lewis said she was pleased to be back in person.

Ms. Park said regarding the bus stop survey, one question was about the length of time a rider need to wait at a bus stop. She noted that increased frequency would boost ridership and talked about her experience taking transit while traveling in London and Paris where the buses come frequently.

Chair Madrid thanked Vice Chair Carey for his acting as Chair at the prior meeting.

9. SamTrans Board Liaison Report

Mr. Baker provided a summary of the March 1 Board meeting.

10. Date and Time of Next Meeting

Chair Madrid said that the next meeting will be held Wednesday, April 26, 2023 at 6:30 pm via Zoom teleconference and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.

11. Adjourn

The meeting adjourned at 7:10 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 CAC Secretary's office by phone at 650-508-6223 or by email to cacsecretary@samtrans.com.