

**SAN MATEO COUNTY TRANSIT DISTRICT (DISTRICT)  
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**MINUTES OF BOARD OF DIRECTORS MEETING  
OCTOBER 4, 2017**

Board Members Present: J. Gee, C. Groom, R. Guilbault (Chair), Z. Kersteen-Tucker, K. Matsumoto, D. Pine, J. Powell, P. Ratto, C. Stone

Staff Present: M. Beveridge, J. Cassman, C. Gumpal, D. Hansel, J. Hartnett, M. Martinez, S. Murphy, M. Ross, M. Simon

Chair Rose Guilbault called the meeting to order at 2:53 p.m.

**CONSENT CALENDAR**

- a. Approval of Minutes of Board of Directors Meeting of September 6, 2017
- b. Acceptance of Statement of Revenues and Expenses for August 2017

Motion/Second: Pine/Gee

Ayes: Gee, Groom, Kersteen-Tucker, Matsumoto, Pine, Powell, Ratto, Stone, Guilbault

**PUBLIC COMMENT**

None.

**REPORT OF CHAIR**

Ad Hoc 2018 Local Transportation Funding Committee Update

Director Charles Stone said the committee met September 22 2017. Director Zoe Kersteen-Tucker and Chair Guilbault were present. Director Carole Groom was not able to attend, but provided her with an update. Director Stone said they received very good information on the Education and Outreach efforts. He presented the new San Mateo County "Get Us Moving" logo that is going to be the brand of the Education and Outreach effort. Director Stone said the logo was reviewed with stakeholders involved in this project and it will be distributed through digital and television mediums. The Ad Hoc Committee is satisfied and very pleased with the progress that has been made. He said they are moving forward robustly with this attempt to educate and hear from the public about issues and challenges and what they would like to see the District evolve to.

Chair Rose Guilbault said the Board Retreat is scheduled on Monday, October 23, 2017 at the Maverick's Event Center in Half Moon Bay.

**REPORT OF THE GENERAL MANAGER/CEO – J. Hartnett**

Mr. Jim Hartnett, General Manager/CEO said his written report is in the agenda packet.

Mr. Hartnett presented the following awards:

- Mr. Majdi El-Khatib , 30 Year Safe Driver Award
- Mr. John Puleo, 30 Year Safe Driver Award

#### Update on 2016 Employee Survey District Actions

Mark Simon, Chief of Staff said a very extensive survey of SamTrans employees was conducted. A number of questions to what SamTrans can do near-term to make employees feel better about working here were provided in the survey. SamTrans established five District actions and two actions by the Human Resources department. The following are referenced in the quarterly update and are identified as constant:

- 1) Classification Pay Practices, Compensation, Performance Management and Benefits Study  
Mr. Simon said SamTrans completed a market survey on salary, health and retirement benefits and pay practices throughout the region and throughout the country and finalized a Performance Management strategy.  
Mr. Simon said overall recommendations for the District is being finalized. The draft report will be presented to the Executive Team and a separate session with the consultant, to help SamTrans understand how to interpret this information. He said SamTrans will be discussing in-depth on how to report out on them to our employees and how to roll out these new programs.
- 2) Rewards and Recognition Program
  - How to think about rewards and recognition
  - How to conduct themselves
  - Foundation of an understanding of the purpose of the program
  - How to create an atmosphere in which people are looking for opportunities, to express their appreciation to one another, and to other colleagues
  - A peer-to-peer recognition program
- 3) Strengthen Inter-departmental Collaboration  
The program was delayed due the person responsible for this task leaving the agency. In the meantime a meeting has been organized with staff at the Directors level. One of the elements is to address information flow. This team will be meeting within the next several weeks. SamTrans continues to provide training on communicating effectively.
- 4) Increase Employee Development Opportunities  
SamTrans is hosting in November the San Mateo County Supervisor Academy for 35 public employee agencies, including six full-time employees from SamTrans.  
Mr. Simon said we will be hosting an Introduction to Supervision for County of San Mateo.
- 5) Improve Employee Communications and Feedback  
New employees have been hired in Communications with key responsibilities to strengthen inter-departmental collaboration. In addition, there have been several ongoing activities – quarterly Town Hall meetings, the next one October 19 at North Base, regular Messages from Jim and monthly Coffees with Jim in which he meets with employees one-on-one at each of our facilities.

Human Resources Action 1 - Develop a Robust Onboarding Program

Bob Greenleaf, one of the key people in this area, is a member of a Workforce Development Group that focuses on this and has had several conversations about how to conduct themselves using best practices for onboarding. Under review is an onboarding technology software SamTrans hopes to have as part of the budget request for the upcoming fiscal year.

Human Resources Action 2 - Develop a SamTrans Leader Program

This Next Generation Leadership Program proposal has been submitted to the series of pilots they are going to roll out in November and December. Several people will be selected to take the training.

Chair Guilbault thanked Mr. Simon and said that it is really great from where SamTrans was last year. She said she knows SamTrans has received a lot of feedback from employees on the employee surveys and this is a good response toward the comments. Mr. Simon said it was a team effort.

Customer Service Week

Mr. Hartnett announced the first week of October is Customer Service Week. He said the daily efforts by SamTrans front-line employees providing courteous and trustworthy service to our customers is always worth celebrating and especially during this week. The 2017 customer service week campaign theme is Building Trust.

Update on the Fitch Rating System

Mr. Hartnett said a new rating system with new rating criteria was established in June 2017. Mr. Hartnett said based on this criterion rating, SamTrans rated AA. SamTrans was previously rated at AA+. The AA rating reflects the District's strong operating performance, its limited long-term liabilities and the view of the Fitch rating service. This does not affect our current debt and those rates will not change.

Mr. Hartnett said the Peninsula Corridor Joint Powers (JPB) debt rating, which is different, is independently rated and was lowered due to the cash position of the JPB.

**COMMUNITY RELATIONS COMMITTEE – Z. Kersteen-Tucker**

PROCLAMATION

- a. Designation of October as Disabilities Awareness Month

Motion/Second: Gee/Stone

Ayes: Gee, Groom, Kersteen-Tucker, Matsumoto, Pine, Powell, Ratto, Stone, Guilbault

INFORMATIONAL

- b. Accessibility Update
- c. Paratransit Coordinating Council Update
- d. Citizens Advisory Committee Update
- e. Mobility Management Report
- f. Multimodal Ridership Report – August 2017
- g. Quarterly Dashboard (April – June)

**FINANCE COMMITTEE – C. Groom**

RESOLUTIONS

Authorize Amendment of the Employer's CalPERS Contribution to the Employees', Retirees' and Board Members' Monthly Medical Premiums

Approved by Resolution No. 2017-64 through 2017-74

Motion/Second: Gee/Stone

Ayes: Gee, Groom, Kersteen-Tucker, Matsumoto, Pine, Powell, Ratto, Stone, Guilbault

**LEGISLATIVE COMMITTEE – K. Matsumoto**

SUBJECT DISCUSSED

- a. State and Federal Legislative Update

**WRITTEN COMMUNICATIONS TO THE BOARD OF DIRECTORS**

No discussion.

**BOARD MEMBER REQUESTS/COMMENTS**

None.

**REPORT OF LEGAL COUNSEL**

- a. Closed Session: Conference with Labor Negotiator – Pursuant to Government Code Section 54957.6  
Agency designated representatives: Pat Glenn and Bill Carson  
Employee organizations: Teamsters Union, Local 856 (Maintenance/Utility Supervisors; Bus Transportation Supervisors/Dispatchers/Radio Controllers; Transit Instructors; Bus Contract Inspectors)

Recessed to Close Session: 3:21 PM

Reconvene to Open Session: 3:32 PM

Ms. Cassman said the Board met in closed session to receive the final status on labor negotiations. There is an agreement that mirrors the terms and conditions in the collective bargaining agreement with ATU Local 856.

- b. Authorize Execution of the Collective Bargaining Agreements with Teamsters Union, Local 856 Subject To Ratification of the Employees in the Bargaining Units

Approved by Resolution No. 2017-75

Motion/Second: Gee/Stone

Ayes: Gee, Groom, Kersteen-Tucker, Matsumoto, Pine, Powell, Ratto, Stone, Guilbault

**DATE, TIME AND PLACE OF NEXT REGULAR MEETING** – November 1, 2017 at 2 p.m., San Mateo County Transit District, Administrative Building, Bacciocco Auditorium, 2nd Floor, 1250 Carlos Ave., San Carlos 94070

Adjourned at 3:33 PM