

Draft

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

**CITIZENS ADVISORY COMMITTEE (CAC)
MEETING MINUTES**

January 27, 2021

MEMBERS PRESENT (Via Teleconference): M. Adler, S. Appenrodt, J. Baker (Vice Chair), I. Chan, B. Gomez, A. Juarez, S. Johnston, N. Lacsamana, A. Madrid

MEMBERS ABSENT: A. Barnes (Chair)

STAFF PRESENT: A. Rivas, D. Olmeda, J. Castellanos, J. Epstein, K. Shanks, E. Silvas, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Vice Chair John Baker 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. A quorum was present.

3. REPORT OF THE NOMINATING COMMITTEE FOR 2021 CHAIR AND VICE CHAIR

On behalf of the 2021 Chair and Vice Chair Nominating Committee, Nancy Lacsamana introduced the nominees for Chair and Vice Chair, who stated why they wanted to serve: John Baker (Chair), Scott Johnston (Vice Chair), and Alex Madrid (Chair or Vice Chair).

The CAC members voted to elect Mr. Johnston as Vice Chair.

Ayes: Appenrodt, Baker, Gomez, Juarez, Lacsamana

Noes: Adler, Chan

Abstentions: Johnston, Madrid

Absent: Barnes

The CAC members voted to elect Mr. Baker as Chair.

Ayes: Adler, Appenrodt, Chan, Gomez, Juarez, Johnston, Lacsamana, Madrid

Noes: None

Abstentions: Baker, Madrid

Absent: Barnes

4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

5. APPROVAL OF MEETING MINUTES FROM NOVEMBER 18, 2020

Motion/Second: Johnston/Madrid

Ayes: Adler, Appenrodt, Baker, Chan, Gomez, Juarez, Johnston, Lacsamana, Madrid

Noes: None

Absent: Barnes

6. REPORT OF THE CHAIR

Vice Chair Baker thanked Andrew Barnes for his leadership in 2020. He requested that the CAC members submit any topics that they would like to see presented.

7. SAMTRANS STAFF UPDATE

Ana Rivas, Director of Bus Transportation, provided the following report on the most recent bus statistics and the award programs for bus operators.

Ridership:

The total bus ridership (including weekends) for the month of Dec 2020 declined by (58.9%), percent compared to last year, Dec 2019.

The average weekday bus ridership declined by (-60%), percent in the month of December 2020 compared to December 2019.

With the shelter-in-place and continuing COVID restrictions in San Mateo County, ridership continued to decrease and is significantly lower compared to last year.

OTP:

We exceeded our On-Time Performance goal of 85% at 87.35% for the month of December.

DNO:

There were 3 DNO schedules in the month of December. 1 from North Base and 2 from CUB.

Summary of Employee Recognition Program:

The Employee Recognition Program is under the guidelines of the Employee Recognition Program SOP.

OOMs:

OOMs are selected from both North and South base by nominations from fellow Operators and Supervisors. To qualify, OOMs must have:

- One year of continuous employment with their department
- Must meet all attendance criteria
- Must not have any disciplinary or suspensions.

OOMs receive:

- Preferred parking in the Operator of the Month parking space for the month of June.
- \$75 Gift Certificate

- Awards Program Luncheon (during non-COVID times)
- Display of your photograph at your assigned Base
- Presentation of a personalized wall plaque - at the luncheon
- Operator of the Month patches for your uniform
- Automatic entry as a candidate for the Operator of the Year Award

OOY:

The Ooy is selected from the list of OOMs and must meet the same criteria as the OOM for the entire year. In addition to the same awards, the Ooy receive:

- A \$1,500.00 monetary award
- A Wall mount clock
- Press release to local news media.
- Recognition in the SamTrans newsletter and by the Board of Directors.
- Ooy photograph posted at all facilities and portrait posted aboard SamTrans buses.
- An opportunity to represent the District at media functions.

PERFECT ATTENDANCE:

Perfect Attendance is awarded on a quarterly basis to Operators that have perfect attendance with no sick days, miss-outs or drops. The awards are as follows:

- 1st Quarter \$25
- 2 Quarters \$50
- 3 Quarters \$75
- 4 Quarters \$100

In a normal year, there would be 20 to 25 Operators with Perfect Attendance. This year, we saw a significant drop with just 16 Operators with Perfect Attendance in 2020.

SAFETY AWARDS:

Since the beginning of the pandemic, our Bus Operators have been committed in serving our customers and the District. They continue to be in the forefront in getting our passengers and other essential workers to their destination in a timely and safe manner. In appreciation to our operators and to celebrate their continuing safe performance, we awarded 20 Operators from each base with a \$50 gift card and provided every operator with a boxed lunch and various safety gifts such as masks and hand sanitizers.

IMAD:

"I Make a Difference Award" Bus Operators are surprised while en route in front of their passengers by their Manager presenting them an award to recognize good performance.

Ms. Rivas shared a video on the unveiling of a mural at North Base that had been created by one of the bus operators.

Mr. Madrid asked if one operator from each base was eligible to receive gift cards. Ms. Rivas responded that they had raffled 20 \$50 gift cards in December to recognize dedication to SamTrans customers during the pandemic.

Mr. Johnston asked what the backdrop of the bus might be like. Ms. Rivas responded that it likely includes what is iconic in San Carlos.

Iris Chan and Bob Gomez commented on the positive performance of individual bus drivers.

Mary Adler said it was uplifting when someone shares their special talents with their coworkers. Ms. Juarez said she was inspired by the mural. She suggested doing outreach to the City of South San Francisco or the Chamber of Commerce. Ms. Rivas said they would reach out to the City.

Chair Baker asked if the ridership had passed its lowest point and was on the rise. Ms. Rivas said that ridership was expected to increase with the introduction of the COVID vaccine.

8. CAC MEMBER COMMENTS/REQUESTS

Mr. Gomez said he was hopeful for the end of the pandemic.

Ms. Juarez, Ms. Adler, and Ms. Chan said that they still were not riding the buses due to working from home. Mr. Appenrodt said he looked forward to when he could ride the bus again.

Vice Chair Johnston said he was looking forward to getting vaccinated and seeing people in person.

Ms. Lacsamana congratulated Mr. Madrid for being appointed to the Measure W Citizens Oversight Committee (COC). Chair Baker requested that he might provide a brief monthly update. Mr. Madrid said that the COC had not yet scheduled a time to meet.

Chair Baker said that he had ridden the bus several times and was pleased with the adherence to social distancing measures. He asked if the SFO (San Francisco Airport) route was still providing service to the airport from the Millbrae Station. She responded that it was but likely with a significant drop in ridership; she said that she would provide him with specific information offline.

9. SAMTRANS BOARD LIAISON REPORT

Vice Chair Baker provided a brief update on the Board's January 6 meeting. He noted that Jeff Gee had rejoined the Board and that Charles Stone was now Chair.

10. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, February 24, 2021 at 6:30 pm, via Zoom teleconference.

11. ADJOURNMENT

The meeting adjourned at 7:21 pm.