

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

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

September 29, 2021

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

MEMBERS ABSENT: A. Barnes, B. Gomez

STAFF PRESENT: A. Rivas, R. Rios, A. Salandanan, T. Ferrante, S. El-Khatib, E. Silvas, J. Castellanos, J. Steketee, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

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. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no comments.

4.

5. APPROVAL OF MEETING MINUTES FROM AUGUST 25, 2021

Motion/Second: Johnston/Juarez

Ayes: Adler, Appenrodt, Baker, Chan, Juarez, Johnston, Lacsamana, Lewis, Madrid, Park, Randall

Noes: None

Absent: Barnes, Gomez

6. PRESENTATION: CUSTOMER FEEDBACK PROCESS/INDUSTRYSAFE

Alexis Salandanan, Customer Service Representative, provided the presentation.

Bianca Randall asked if District consumer reports are available in a public database. Mr. Salandanan said no but that members of the public can access information by making a public records request.

Mary Adler asked what the most common complaints were. Mr. Salandanan said the complaints changed with the seasons. He said for example that at the beginning of the school year, they will receive complaints from schools or parents about the service provided.

Regarding consumer reports, Ana Rivas, Director of Bus Transportation, added that quarterly reports are provided at the Board meetings.

Alex Madrid asked if Customer Service collects and analyzes ridership data. Mr. Salandanan said that Operations Planning rather than Customer Service tracks actual ridership, which helps them plan the routes.

Allie Juarez said she was pleased that SamTrans is so customer-focused. She said that there are probably more people who are pleased with the service than those who actually submit compliments.

Iris Chan asked how can operators make riding safe for passengers when a rider refuses to wear a mask. Ms. Rivas said there are protocols in place to send a supervisor to assist the operator. She said there is a "panic button" that the operator can use so that dispatch can listen in to what is happening.

7. REPORT OF THE CHAIR

Chair Baker noted that as Chair of the CAC, he had been tagged in a few social media interactions during the prior week's sick-out expressing support for the bus operators.

8. SAMTRANS STAFF UPDATE

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

She said in managing the operators, they try to focus on the positive not just the negative. She said that she has sent handwritten notes to individual operators. She said the District looking to hire new operators and they are preparing to start a new training class.

Ms. Lacsamana commended Ms. Rivas for leading by example.

Mr. Madrid asked if there has been an increase in paratransit ridership. Ms. Rivas said they have seen a small, gradual increase. Mr. Madrid asked if it would be mandatory for operators to receive booster shots and if the barriers around operators would remain. Ms. Rivas said employees needed to provide proof of vaccination or be tested for COVID-19 every week. She said that 79 percent of operators have been vaccinated due to early offering of the vaccines. She said booster shots are not mandatory. She said that the current barriers were built to be temporary, but that permanent barriers may be provided for future builds.

Ms. Juarez echoed Ms. Lacsamana's comments about Ms. Rivas's supportive leadership. Chair Baker expressed his appreciation to the operators for being so observant within the community.

9. CAC MEMBER COMMENTS/REQUESTS

Ms. Juarez said that she has not yet taken the bus in 2021, but friends of hers have and that construction in San Mateo has caused delays. She noted that the friends gave positive feedback on the operators, saying that they are very cautious when navigating the construction.

Vice Chair Scott Johnston said he took the bus to the Great Highway in San Francisco, using the ECR to get from San Carlos to BART.

Ms. Lacsamana said she was looking forward to riding SamTrans again as she returns to working in person at Levi Strauss in San Francisco.

Mr. Madrid said he wanted to know how operators get assigned their routes and what that looks like behind the scenes and from the operator's point of view. Ms. Rivas said she would provide him that information.

10. SAMTRANS BOARD LIAISON REPORT

Chair Baker provided a summary of the September 1 Board meeting.

11. NEXT MEETING

Chair Baker said that the next meeting will be held Wednesday, October 27, 2021 at 6:30 pm via Zoom teleconference (additional location, if any, to be determined).

12. ADJOURNMENT

The meeting adjourned at 7:23 pm.