



AGENDA

SAN MATEO COUNTY TRANSIT DISTRICT CITIZENS ADVISORY COMMITTEE (CAC) MEETING

Due to COVID-19, this meeting will be conducted via teleconference only (no physical location) pursuant to the [Governor's Executive Orders N-25-20 and N-29-20](#).

Committee members, staff and the public may participate remotely via Zoom at <https://zoom.us/j/97537549236> for audio/visual capability or by calling **1-669-900-9128**, **Webinar ID:975 3754 9236** for audio only. The video live stream will be available after the meeting at <http://www.samtrans.com/about/boardofdirectors/video.html>.

Public Comments: Members of the public are encouraged to participate remotely. Public comments may be submitted to publiccomment@samtrans.com prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online at: http://www.samtrans.com/about/boardofdirectors/Board_of_Directors_Calendar.html

Oral public comments will also be accepted during the meeting through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM and each commenter will be automatically notified when they are unmuted to speak for two minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

WEDNESDAY, JUNE 24, 2020 – 6:30 pm

1. Call to Order/Pledge of Allegiance
2. Announcement of CAC Members
 - a. Continuing Member: Allie Juarez
 - b. New Member: Alex Madrid
3. Roll Call
4. Public Comment for Items Not on the Agenda

Public testimony by each individual speaker shall be limited to three (3) minutes

SamTrans Citizens Advisory Committee Members 2020: Mary Adler, Steve Appenrodt, John Baker (Vice Chair), Andrew Barnes (Chair), Iris Chan, Bob Gomez, Scott Johnston, Allie Juarez, Alex Madrid, Nancy Lacsamana, Michelle Lewis, Doug Smith

Staff Liaison: Ana Rivas, Acting Bus Transportation Director

CAC Secretary: Jean Brook

5. Approval of Meeting Minutes from May 27, 2020
6. Presentation: Cultural Competency Training for Bus Operators -- Wendy Lau, Title VI Administrator
7. Report of the Chair
8. SamTrans Staff Update – Ana Rivas
9. CAC Member Comments/Requests
10. Liaison Reports
 - a. SamTrans Board – John Baker
 - b. Community Engagement Committee – Nancy Lacsamana
11. Next Meeting: Wednesday, July 29, 2020 at 6:30 pm, via Zoom teleconference or at the Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA
12. Adjournment

INFORMATION FOR THE PUBLIC

If you have questions on the agenda, please contact the District Secretary at 650-508-6242. Agendas are available on the SamTrans website at. Communications to the Board of Directors can be emailed to board@samtrans.com.

Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287

Date and Time of Board and Citizens Advisory Committee Meetings

San Mateo County Transit District Committees and Board: First Wednesday of the month, 2:00 pm; SamTrans Citizens Advisory Committee (CAC): Last Wednesday of the month, 6:30 pm. Date, time and location of meetings may be changed as necessary. Meeting schedules for the Board and CAC are available on the website.

Location of Meeting

Due to COVID-19, the meeting will only be via teleconference as per the information provided at the top of the agenda. The Public may not attend this meeting in person.

Public Comment

Members of the public are encouraged to participate remotely. Public comments may be submitted to publiccomment@samtrans.com prior to the meeting's call to order so that they can be sent to the Committee Chair as soon as possible, while those received during or after an agenda item is heard will be included into the Board's weekly correspondence and posted online

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Accessible Public Meetings/Translation

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email titlevi@samtrans.com; or request by phone at 650-622-7864 or TTY 650-508-6448.

Availability of Public Records

All public records relating to an open session item on this agenda that are not exempt from disclosure pursuant to the California Public Records Act and that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070 at the same time that the public records are distributed or made available to the legislative body.

Cultural Competency Training for Bus Operators

Discussion Questions for CAC Meeting Presentation

from Wendy Lau, Title VI Administrator

A few months ago, the CAC made a presentation to the SamTrans Board on the need for cultural competency training for bus operators. I'm following up on this request to find out more specifics and to share some upcoming training we have in place that may meet this request. I use the term "cultural responsiveness," but it is often interchangeable with "cultural competency."

Here are a few guiding questions to think about before our meeting next week regarding cultural responsiveness training; If you would prefer to share these thoughts privately, please email me at lauw@samtrans.com. I may raise these written comments in our session, but will not disclose the name of the submitter.

1. Cultural Responsiveness is a broad area of training and many people have different ideas what it includes. What specific topics come to mind when you think about these terms?
2. What are 2-3 things you think operators/staff should do to improve cultural responsiveness to riders?
3. In your opinion, is implicit/unconscious bias training a part of cultural responsiveness training?
4. Bus Operators currently review training on working with limited English proficient riders and ensuring non-discriminatory practices. Do you have any thoughts about the effectiveness of this training?

Thanks!

Wendy Lau
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SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA

CITIZENS ADVISORY COMMITTEE (CAC) MEETING MINUTES

May 27, 2020

MEMBERS PRESENT (Via Teleconference): M. Adler, S. Appenrodt, J. Baker (Vice Chair), A. Barnes (Chair), I. Chan, B. Gomez (arrived at 6:40 pm), S. Johnston, A. Juarez, N. Lacsamana, M. Lewis, D. Smith

MEMBERS ABSENT: None

STAFF PRESENT: M. Ross, J. Epstein, Christy Wegener, Josue Castellanos, Ana Rivas, J. Brook

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE

Chair Andrew Barnes called the meeting to order at 6:34 pm and led the Pledge of Allegiance.

2. ANNOUNCEMENT OF CONTINUING CAC MEMBERS

Chair Barnes announced that Steve Appenrodt, John Baker, Scott Johnston, and himself would be continuing on the CAC with new three-year terms expiring in 2023.

3. ROLL CALL

CAC Secretary Jean Brook called the roll. A quorum was present.

4. PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

None.

Bob Gomez arrived at 6:40 pm.

5. APPROVAL OF MEETING MINUTES FROM APRIL 29, 2020

Motion/Second: Baker/Johnston

Ayes: Adler, Appenrodt, Baker, Barnes, Chan, Gomez, Johnston, Juarez, Lacsamana, Lewis, Smith

Noes: None

Absent: None

6. REPORT OF THE CHAIR

a. Certificate of Appreciation for Outgoing Member Sonny Koya

SamTrans Board Director Peter Ratto presented the certificate of appreciation to Sonny Koya.

Mr. Koya thanked Director Ratto for his commendation of his work on the CAC. He noted that he likely had only missed one meeting in his entire tenure with the Committee. He thanked SamTrans Board Chair Karyl Matsumoto for all her support. He expressed his desire to continue supporting the CAC as an attendee. Director Ratto said he hoped that Mr. Koya would rejoin the CAC after the required one-year break from membership.

Vice Chair John Baker expressed that Mr. Koya was a great advocate for the transit-riding community.

Margo Ross, Director of Bus Transportation, said she appreciated Mr. Koya's input on current issues on the buses.

Nancy Lacsamana said that she regarded Mr. Koya as a great mentor and Bob Gomez said that he considered him a role model.

7. SAMTRANS STAFF UPDATE

Referring to the April Multimodal Ridership Report, Ms. Ross said they have seen a small increase in ridership. She said she anticipated increased ridership moving into Phase 3 of the Governor's shelter-in-place order.

Ms. Lacsamana asked about driver hiring. Ms. Ross said they have a class of 12 currently, adding that they have over 400 candidates and are not taking any more applications.

Ms. Ross said there has only been one case of COVID-19. She said she admired the tenacity of the front-line workers.

Chair Barnes asked about distancing on buses and how to manage that. Ms. Ross said the limit is 10 people on a 60-foot bus. She said some operators exceed that limit for shorter rides of 15 minutes or less.

Mary Adler asked if SamTrans was doing any scenario planning regarding COVID-19 outcomes based on government orders and vaccine availability. Ms. Ross said that staff was having regular meetings to discuss emerging scenarios. She said there was much concern about school service and social distancing and maintaining safety.

Iris Chan asked how if a bus is full that is communicated to the passengers. Ms. Ross said that the operators explain to the passengers that SamTrans is practicing social distancing.

Michelle Lewis thanked Mr. Koya for his support. She said she was concerned that she was not able to take the bus during the pandemic. Ms. Ross emphasized that SamTrans' chief priority currently is keeping people safe. She said that workers in nonessential businesses should stay home and be safe.

Ms. Ross announced that she was resigning from SamTrans and would be starting a new position as Chief Operations Officer for the Santa Cruz Metropolitan Transit District.

She said that Ana Rivas, Acting Director of Bus Transportation, would be replacing her as CAC staff liaison. She expressed thanks to Director Ratto for his support and he wished her the best in her new position.

8. CAC MEMBER COMMENTS/REQUESTS

Ms. Brook announced that Kai Forsley had resigned from the CAC as of May 18.

Scott Johnston asked if SamTrans could have an app that would allow riders to indicate their stop without touching a door or strip. Ms. Ross said that the operators currently have the ability to open the rear door without passengers having to touch it. She added that many riders will continue to use cash.

Vice Chair Baker wished Ms. Ross well and said he looked forward to working with Ms. Rivas.

Ms. Adler said that she is currently working remotely and not riding the bus, and did not yet know how long this situation would continue.

Ms. Lewis thanked Ms. Ross for her work with the CAC.

Allie Juarez thanked Mr. Koya and Ms. Ross. She said that she missed the Art Takes a Bus Ride Program and wanted to know if was scheduled to happen in 2020. Ms. Ross said that the program had been cancelled for this year and bus passes were cancelled also.

Mr. Gomez thanked both Mr. Koya and Ms. Ross.

Public Comment:

Alex Madrid asked how passengers in wheelchairs are able to maintain social distancing. Ms. Ross said wheelchair patrons and those passengers needing assistance must board through the front door based on FTA (Federal Transit Administration) and ADA (Americans with Disabilities Act) rules.

9. LIAISON REPORTS

a. SamTrans Board

Vice Chair Baker provided highlights of Board actions from the May 6 meeting.

b. Community Engagement Committee

Ms. Lacsamana said she had no report.

10. NEXT MEETING

Chair Barnes said that the next meeting will be held Wednesday, June 24, 2020 at 6:30 pm, via Zoom teleconference.

11. ADJOURNMENT

The meeting adjourned at 7:29 pm.