

**San Mateo County Transit District (SamTrans) Board Liaison Report  
Meeting of November 5, 2025**

**Report from Closed Sessions at October 8, 2025 Board Meeting** – Joan Cassman, General Counsel, stated there were no reportable actions on the following items:

- Closed Session Pursuant to Government Code section 54957(b)(1): Public Employee Performance Evaluation Title: General Manager/Chief Executive Officer
- Closed Session Pursuant to Government Code section 54957(b)(1): Public Employee Performance Evaluation Title: General Counsel

Closed Session Pursuant to Government Code section 54957(a): Threat to Public Services/Facilities – Consultation with Mehul Kumar, Chief Information and Technology Officer and Steve Thomas, Director for Infrastructure and Cybersecurity was deferred to the December 2025 Board of Directors meeting.

**SamTrans Board of Directors Received and Approved the Following Items**

- Approval of Minutes of the Board of Directors Meeting of October 8, 2025
- Approve the 2026 San Mateo County Transit District (SamTrans) Board of Directors and Board Committees Calendar
- Accept Statement of Revenues and Expenses for the Period Ending June 30, 2025
- Accept Statement of Sources and Uses for the Period Ending September 30, 2025
- Accept Quarterly Investment Report
- Accepting Contracts and Procurement Quarterly Report on Technology Purchases for Fiscal Year 2026 Quarter 1
- Authorizing the Filing of an Application with the Metropolitan Transportation Commission for Transportation Development Act, State Transit Assistance, Senate Bill 125 and Regional Measure 2 Funds for Fiscal Year 2026
- Awarding a Cooperative Purchasing Contract to Stertil-KONI USA, Inc. to Provide Eleven Sets of Four Mobile Column Bus Lifts for a Total Not-To-Exceed Amount of \$580,103

**Report of the Chair** –Chair Gee stated there was no report.

**Report of the General Manager/CEO**

April Chan, General Manager/CEO, provided a report which included the following:

- Clipper 2.0 rollout is now slated to begin on December 10, 2025. Estimated 10 to 12 weeks to fully transition from Clipper 1.0 to Clipper 2.0. With Clipper 2.0, transit riders will have the ability to use open payment on all transit systems in Bay Area.
- The annual SamTrans Rodeo was held on October 18, and the following operations team members competed successfully to represent SamTrans at the ; 2026 International Rodeo in Salt Lake City, UT: Himanshu, Omar Gonzalez, Arvin Barrozo and Xanto Barrozo.

- On November 1, she along with Ana Rivas, Henry Silvas, Siddiqu Shaikh, and operator mentors attended the California Transit Works Conference to exchange ideas and share best practices for the Bus operator mentorship program.
- The Día de los Muertos wrapped bus will be in operation for the month of November

**Monthly New Headquarters Construction Status Update** – Kris McGee, Managing Principal at Urban Hive Development, and Joshua Mello, Executive Officer of Planning and Development, provided the presentation that included the following information:

- On-schedule tenant improvements with expected January 5 building handover to the District for “Day 2” work to start
- Installation; permit and material procurement; Artwork Program development; relocation planning

Staff provided further clarification in response to Board comments and questions regarding a post-move milestone calendar and leasing/building management plan.

**Review San Mateo County Transit District and Peninsula Corridor Joint Powers Board Shared Services Agreement** – Ms. Chan and Ms. Cassman provided the presentation that included the following information:

- SamTrans GM/CEO and Caltrain Executive Director roles and responsibilities, including direction and control of employees
- Shared Services Agreement (SSA) does not amend or supersede the terms of Memorandum of Understanding (MOU)
- Shared services workplan development to project costs for the biennial budget
- Peninsula Corridor Joint Powers Board (JPB) and SamTrans annual key performance indicators (KPI) reporting
- SSA conflict provisions through protocol establishment and a defined resolution process
- How to work together on recruitment and performance evaluations for key shared services staff
- Shared services reimbursement structure with monthly service fees paid by JPB,

Staff provided further clarification in response to the following Board comments and questions regarding the following:

- ICAP – how it works to ensure the appropriate charges are allocated to the different agencies, including the use of timesheets to ensure staff charge time to the appropriate agencies
- Discussion on the conflict resolution section;
- Discussed “staff collaboration challenges” including shared services and reporting structures on both sides of SamTrans and Caltrain
- Discussed there are documented Caltrain Directors’ job descriptions and role and responsibilities

- Shared services costs embedded in the financial reports

**SamTrans Safety Program Update - Reducing Preventable Accidents** – Tabby Davenport, Director, Safety and Security, provided the presentation that included the following information:

- Four priority workstreams: safety culture program, employee engagement, contract service provider partnership, and accident prevention
- Preventable or non-preventable accident classification
- Preventable Accident Frequency rate

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- Restraining order enforcement
- De-escalation training requirement
- Preventable accidents analysis using years of service, behavior modification, and heat maps
- SamTrans safety standards extension to contractors
- Risk and mitigation reviewal
- Collisions evaluation and detection systems
- Operator support and risk minimization to agency, riders, and the public
- Best-in-class accident frequency rates (e.g., American Public Transportation Association/APTA)
- Annual safety reports and Transit Police updates

**Community Relations Committee**

**Accessible Services Update** – Tina Dubost, Manager, Accessible Services, stated the low-income fare assistance program review was completed.

**Citizens Advisory Committee Update** – Deferred.

**Paratransit Advisory Council Update** – Ben McMullan, PAC Chair, stated the work plan will be finalized at the next meeting.

**Monthly State of Service Report | September 2025** – Ms. Chan stated the report is in the packet.

**Receive Update Regarding 2025 Customer Satisfaction Survey and Key Findings** – Julian Jest, Manager, Market Research and Development, provided the presentation that included the following information:

- Bus stops and onboard surveys
- Overall “very satisfied” level drop from 45 percent in 2024 to 36 percent in 2025

- Customer perception of service: 47 percent has improved, 41 percent stayed the same, 4 percent has become worse
- High performing areas for onboard rider experience: ticket usage, bus operator interactions, comfort of ride, total trip time, safety, announcements
- Areas for improvement: bus shelter cleanliness, bench conditions, real time bus arrival information, and service change communication
- Addressing areas of concern: bus stop amenities refresh, bus shelter improvements, and website improvements
- Upcoming initiatives: youth riders' outreach, customer service call center survey, Reimagine SamTrans delivery evaluation, and rider panel surveys

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- How to increase transit usage
- How to take advantage of the CAC member engagement: several CAC members who are high school students are very interested in transit-related clubs and events; how does the District further student engagement
- Bus stations identified for cleanliness to address respondents concerns
- Reimagine SamTrans service changes and outreach efforts
- Measurement of Point-in-time "very satisfied" and period-based for improvements
- Promotional ticket usage; elevate Clipper usage and Clipper START

### **Finance Committee**

#### **Adopting a New Salary Ordinance and Tables of Position Classifications Including Staff**

**Recommendations from Classification and Compensation Study** – Nathaniel Kramer, Chief People Officer, and Juliet Nogales-DeGuzman, Director, Human Resources, provided the presentation that included the following information:

- How best implement the study so SamTrans can be an "employer of choice";
- The proposed staff recommendations are intended to help better recruit, attract and attract employees;
- Reported out that the JPB Board was presented the information, and the JPB Board, through a letter from the JPB Board Chair stated their general support for the study and requested for flexibility to address unique recruitment challenges;
- Explained that JPB Governance MOU grants SamTrans GM and Board sole authority over the salary ordinance and JPB executive team was involved in the staff recommendation; and
- Positions and salary bands adjustments are proposed to help enhance recruitment potential

The Board Members had a robust discussion, and staff provided further clarification in response to the following Board comments and questions regarding the following:

- One percent salary adjustment budget impact
- Total compensation considerations, including staff housing, childcare, and health benefits to support recruitment and retention
- Resolution of hiring challenges leads to higher retention
- JPB's request for addressing unique challenges in the salary ordinance; ongoing discussions considered with a limited number of positions specified

**Approving a Community Workforce Agreement with the San Mateo County Building and Construction Trades Council for Construction Work Performed Under Job Order Contracts and on Construction Projects Costing Over \$2 Million** – Ms. Cassman provided the presentation that included the following information:

- Senate Bill (SB) 272 to take effect January 1, which will allow on-call job order contract issuance for public works, maintenance, and construction and streamlining minor projects without repeated public bidding

**Receive Quarterly Financial Report Fiscal Year 2025 Quarter 4 Results and Financial Outlook** – Kate Jordan Steiner, Chief Financial Officer, provided the presentation that included the following information:

- Fiscal Year 2025 (FY25) ended \$30 million favorable of the budget, aided by prior year carry-forwards
- Sales tax below budget; growth expected to resume in FY27
- Ongoing cost containment and new revenue opportunities

**Legislative Committee**

**Receive Legislative Update** – Jessica Epstein, Director, Government and Community Affairs, provided the presentation that included the following information:

Federal

- Government shutdown ongoing; 25 percent of FTA staff furloughed
- Department of Transportation (DOT) issued new rules restricting commercial driver's licenses for non-citizens; assessing impact on SamTrans

State

- October 13 bills signed by Governor Newsom

**Strategic Planning, Development, and Sustainability Committee**

**SamTrans Service Policy Framework Update** – Deferred to the December 2025 Board of Directors meeting.

**General Counsel Report: Closed Sessions**

- Closed Session Pursuant to Government Code section 54957(b)(1): Public Employee Performance Evaluation  
Title: General Manager/Chief Executive Officer
- Closed Session Pursuant to Government Code section 54957(b)(1): Public Employee Performance Evaluation  
Title: General Counsel

Ms. Cassman stated any action taken will be reported at the next regular SamTrans Board of Directors Meeting.