

SamTrans

CORRESPONDENCE

as of August 16, 2019

Board (@samtrans.com)

From: Olmeda, David
Sent: Tuesday, August 13, 2019 3:26 PM
To: 'Amy O'Campo'; Nogales-Deguzman, Juliet
Cc: Board (@samtrans.com); Hartnett, Jim; Mau, Carter
Subject: RE: Exit Interview

Thank you for sharing your thoughts, perspectives, and opinions of your employment here at SamTrans. I wish you all the best in the next phase of your career/life.

David

From: Amy O'Campo [mailto:amyocampo64@gmail.com]
Sent: Tuesday, August 13, 2019 2:37 PM
To: Nogales-Deguzman, Juliet
Cc: Board (@samtrans.com); Olmeda, David; Hartnett, Jim; Mau, Carter
Subject: Exit Interview

Good Afternoon,
I am attaching my exit interview from Samtrans. If you have any questions, please feel free to contact me.
Thank you

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Amy O'Campo

Board (@samtrans.com)

From: Amy O'Campo <amyocampo64@gmail.com>
Sent: Tuesday, August 13, 2019 2:37 PM
To: Nogales-Deguzman, Juliet
Cc: Board (@samtrans.com); Olmeda, David; Hartnett, Jim; Mau, Carter
Subject: Exit Interview
Attachments: 134-Exit_Interview_Amy OCampo.docx

Good Afternoon,
I am attaching my exit interview from Samtrans. If you have any questions, please feel free to contact me.
Thank you

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Amy O'Campo

Exit Interview Questionnaire

Name: Amy O'Campo____ Department/Division:____Operations/Bus Transportation____

1. What are your reasons for leaving SamTrans? Check all that apply.

- | | |
|--|---|
| <ul style="list-style-type: none"> a. <input checked="" type="checkbox"/> Retirement b. <input type="checkbox"/> Health c. <input type="checkbox"/> Marriage d. <input type="checkbox"/> Relocation with spouse e. <input type="checkbox"/> Parenthood f. <input type="checkbox"/> Family matters g. <input type="checkbox"/> Return to school h. <input checked="" type="checkbox"/> Pay i. <input type="checkbox"/> Promotion j. <input type="checkbox"/> Accepted another job k. <input type="checkbox"/> Benefits | <ul style="list-style-type: none"> l. <input type="checkbox"/> Work hours m. <input type="checkbox"/> Transportation n. <input checked="" type="checkbox"/> Lack of advancement o. <input type="checkbox"/> Lack of responsibility p. <input checked="" type="checkbox"/> Work environment q. <input checked="" type="checkbox"/> Unfair treatment r. <input type="checkbox"/> Dissatisfied with job s. <input checked="" type="checkbox"/> Dissatisfied with supervisor or manager t. <input checked="" type="checkbox"/> Dissatisfied with District u. <input type="checkbox"/> Other _____ |
|--|---|

2. What convinced you to join SamTrans originally? Check all that apply.

- | | |
|--|--|
| <ul style="list-style-type: none"> a. <input checked="" type="checkbox"/> Pay b. <input checked="" type="checkbox"/> Promotion c. <input checked="" type="checkbox"/> Benefits d. <input checked="" type="checkbox"/> Work hours | <ul style="list-style-type: none"> e. <input checked="" type="checkbox"/> Work environment g. <input checked="" type="checkbox"/> Other satisfied employee(s) h. <input type="checkbox"/> Other _____ |
|--|--|

3. How would you rate the training and educational opportunities available to you at SamTrans?

Check one.

- | | | | | |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Exceptional | Good | Fair | Poor | No training received |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

4. Was your work load usually:

- | | | | |
|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Too great | About right | Varied | Too light |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

5. What did you think of your immediate supervisor on the following points:

- | | Almost always | Usually | Sometimes | Never |
|---|--------------------------|-------------------------------------|--|--------------------------|
| a. Followed policies and procedures | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Demonstrated fair and equal treatment | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> ->->-> | <input type="checkbox"/> |
| c. Recognized employees for good work | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> ->->-> | <input type="checkbox"/> |
| d. Informed staff about District happenings | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Involved staff in making decisions | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| f. Developed cooperation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> ->->-> | <input type="checkbox"/> |
| g. Resolved complaints and problems | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> ->-> | <input type="checkbox"/> |

6. How would you rate SamTrans' total compensation package compared to other employers? (Include pay, health benefits, holidays, vacation, leave, policies.)

Excellent	Good	Fair	Poor
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What did you like best about working at SamTrans?

I loved working with the Bus Operators an ATU. I loved my job and my duties.

8. What did you like least about working at SamTrans?

I did not like the favoritism that was blatantly shown throughout the department. There was also a lack of direction within the department. One person would be told one thing and someone else something else.

9. What are your three suggestions for improvement at SamTrans?

1. Recognize and promote employees from within.
2. Listen to the employees that have been there longer and don't assume that we need to have changes that are unnecessary.
3. Show less favoritism with the employees.

10. What could SamTrans have done to prevent your leaving?

Reclassify my position to the level of work and responsibilities that I was doing. I was given an additional 5% from January 2018 - May 2019, but I was doing the additional work from August 2017. I was never compensated for that and when I asked about it, I was told (HR) that they didn't receive any paperwork until January and they could not back date it.

11. What is your overall opinion of the organization?

I believe that the company overall is a good company. There are many new people there that did not listen to nor take any advice on District business or past practice. I also believe that past practice does not count anymore with the new staff.

12. Would you recommend that a friend or family member seek employment with SamTrans?

_____ Yes _____ No ___XX___ Maybe

Only if the management staff would be willing to listen more and promote the proper people.

Do not sign until the exit interview is completed.

Interviewer Signature: _____ *Date:* _____

I would like to expand on my answers and my experiences while at Samtrans. I am a 20 year employee of Samtrans. During my time there, we have made quite a few changes in policies, procedures, routes (both removing them and creating new ones). Some of these changes were necessary for business reasons, but many of them were unnecessary and repeated over again. Long term employees were not consulted about what happened or why the processes didn't work.

I started with the District as a temporary employee and was hired 2 months later as a regular employee. I started as a Secretary and ended as a Data Specialist (some upgraded duties but no additional pay). During this time, I was primarily in the Bus Transportation department although I have helped in many of the other sections under Bus Transportation. I helped in the Training Department when their Secretary was on vacation and then ultimately left, I worked in the Accessible Transit department when their Specialist position was vacant, I have helped in the Bus Contracts department and in Operation Planning. I took the Supervisor leadership courses provided by our Department. When it was time to apply for other positions, I was always told that I didn't qualify because I did not have the right training. I asked our COO if I could take a training class for Administrative Assistants (it was in Las Vegas, but all costs were included. I was told that we (the District) could not justify public funds for a class like this, yet we have management that have taken Personal training and school out of state and their trips were paid for.

I would like to state that I am not disgruntled towards the company, but I do have some issues with management. Before my former Director left the agency, he assigned me to Chair the Rules, Procedures, and Development meeting bi-weekly. There was no other person (managers) that wanted to Chair it. During my time, a little over a year, the committee was able to update and produce quite a few documents, approximately 15-20 SOPs. I was told by my COO that I was not qualified to do the job since there were Managers on the committee and they did not want to take advice/direction from me, so I was removed. The Manager of Training was then appointed to the position and during his time as Chair (2 years) we did not even put out 5 SOPs. I was also on the Accident Review Committee that is comprised of Safety, ATU, Training and a Neutral voter (that was me). It is very rare that management (District) and ATU ever agree, so when I was asked to sit on this committee by the then ATU President, I felt it was an honor. My

COO also removed me from that committee and told me that it was a conflict of interest (I had been on the committee for almost 2 years already).

I was extremely happy with my job and with my department, but like others, would have liked to move up the chain. I was always told the same thing, I wasn't qualified. In former companies, I have worked for the Chief of Gastroenterology, Assistant Chief of Medicine, Chief, Pharmacy, so I am still unsure why was not qualified to apply for other positions within the District. I could not get an answer from HR regarding it either.

A few months ago, the District conducted a Job study on each of our jobs. I was told that I could request a desk audit as my job (description) did not fit my actual duties. I requested to have the desk audit done, but did not hear back for at least 4 months, when I had to remind HR again. When I finally received the paperwork, HR only gave me 2 weeks to complete the paperwork (this was during Christmas and my boss was on vacation and could not sign it). I had to send it to her during her vacation. She ultimately did not review it or sign it until she returned. I did not hear anything about it until March of this year and was told that the additional duties and responsibilities that I had been doing did not qualify me to receive the updated job pay. The difference in the pay was quite a bit but they only compensated me at 5% (5 months not at all). I did ask about this almost on a monthly basis, but was always told "You know how HR is, they are slow". I finally asked again right before I turned my paperwork in and was told, "Oh sorry, I thought that I told you already. HR said No". This was told to me by my Director. It was very disheartening.

As in most companies, there are favorites among the Managers but what I witnessed was outrageous. When I was told by my Director that I was not getting the promotion, her answer to me was "I can't promote everyone, and I have already promoted Ryan". This too was very disheartening as I had been a long term employee and Ryan has not. Margo has moved to Central to be nearer to her other departments and to "Keep them out of trouble". Then why would she promote someone who she felt was always in trouble?

When Ms. Ross first came to Samtrans we had a great relationship. I trusted her with my every being. Over time, I have found that she can be less than truthful when talking

about other employees. She would tell me one thing (about another employee) and then tell that employee the complete opposite of what she told me. Example: There was a conversation overheard between Margo and the Training Manager. Lou was complaining that I always have my nose in his business (I was cross training his clerk to help me with my job). Margo told him "Don't worry, in a week, she will be gone and we can do things the way we want without any outside interference" The next day, she told me. "I just told Lou that you are an asset to this department and that we should take any advice that you have since you have been here longer". I find this to be unacceptable. There have been other occasions that I have heard her talk down to employees or talk down about them. This is not the way that Management should run a department.

This was doubly disturbing to me since Lou Doll had already gone above Margo to complain that he wasn't being treated right by Margo, yet she took his side every chance she could.

Margo has been with the District for about 3 years, but has yet to learn our system completely, doesn't know the routes, barely knows who the Operators are and has a blatant distain for the ones she does know. She hears stories about them from other management and believes what they say without verifying any of the information. She does not really understand nor care to learn what her staff does in the department. Since the day she has come to Samtrans, I have protected her and stood up for her to MANY of the Supervisors and Bus Operators, but have since learned that I probably should not done that since I feel completely betrayed by her now.

When I told Margo that I was leaving, I created a desk guide for the new person. The one job that I did not put in there was the Safety Awards for the Bus Operators. I did not put this in there because I had talked to Margo about keeping it and working as a Consultant. When I first was assigned this from another department, the awards were 6 years behind. Within 18 months I had everything caught up and was extremely proud of this. Margo said that she did not think this would be a problem to keep it as a Consultant but she would talk to David Olmeda about it. I didn't hear anything until the week that I left when she finally told me that David didn't want me to do anything more. Again, very disheartening.