



**METRO ADVISORY COMMITTEE (MAC) MEETING AGENDA  
AUGUST 16, 2023 – 6:00 PM  
HYBRID MEETING**

Members of the public may attend in-person or participate remotely via Zoom.

**METRO Admin Office  
110 Vernon Street  
Santa Cruz, CA 95060**

**Zoom [Link](#)  
Dial In: 1-669-900-9128  
Meeting ID: 826 6856 2758**

The METRO Advisory Committee (MAC) Meeting Agenda Packet can be found online at [www.scmttd.com](http://www.scmttd.com) and is available for inspection at Santa Cruz METRO's Administrative Office at 110 Vernon Street, Santa Cruz.

Public comment may be submitted via email to [mac@scmttd.com](mailto:mac@scmttd.com). Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the staff before or during the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that is posted online at the meeting packet link. Oral public comments will also be accepted during the meeting through Zoom. Each public comment is limited to three minutes or less. The Committee Chair has 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.

The Board of Directors may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

**COMMITTEE ROSTER**

Jessica de Wit, Chair  
Joseph Martinez, Vice Chair  
James Cruse  
Veronica Elsea  
Michael Pisano  
Becky Taylor  
James Von Hendy

**NOTICE TO PUBLIC**

At each meeting, every effort will be made to conclude MAC business by 8:00 PM. If there is concern that an item may not be adequately addressed in the time allowed, Committee members may choose to table the item until the next meeting, move the item earlier in the agenda or to extend the meeting if necessary.

**MEETING TIME: 6:00 PM**

NOTE: THE COMMITTEE CHAIR MAY TAKE ITEMS OUT OF ORDER

**1. CALL TO ORDER**

**2. ROLL CALL**

**3. COMMUNICATIONS TO THE METRO ADVISORY COMMITTEE**

This time is set aside for MAC members and members of the general public to address any item not on the agenda which is within the subject matter jurisdiction of the Committee. No action or discussion shall be taken on any item presented except that MAC members may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. Each public comment is limited to three minutes or less. The MAC Chair has 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. When addressing the Committee, the individual may, but is not required to, provide his/her name and address in an audible tone for the record.

**4. RECEIVE AND FILE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF APRIL 19, 2023**

Jessica de Wit, Chair

**5. COMMUNICATIONS FROM METRO ADVISORY COMMITTEE**

**6. SERVICE PLANNING UPDATE**

John Urgo, Planning & Development Director

- a. Quarterly Ridership Report
- b. Bus Stops
  - i. Update on Braille Bus Stop Signage
- c. Other Projects
  - i. Update on Reimagine METRO

**7. UPDATE ON FACILITY TOUR**

Margo Ross, COO

**8. SANTA CRUZ COUNTY FAIR – SEPTEMBER 13 – 17, 2023**

Margo Ross, COO

**9. COMMUNICATIONS TO THE METRO CEO**

**10. COMMUNICATIONS TO THE METRO BOARD OF DIRECTORS**

**11. ITEMS FOR NEXT MEETING AGENDA**

**12. DISTRIBUTION OF VOUCHERS**

Elizabeth Rocha, Administrative Specialist

**13. ANNOUNCEMENT OF NEXT MEETING: WEDNESDAY, OCTOBER 18, 2023 AT  
6:00 PM – METRO ADMIN OFFICE, 110 VERNON STREET, SANTA CRUZ**

Jessica de Wit, Chair

**14. ADJOURNMENT**

**Accessibility for Individuals with Disabilities**

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**Public Comment**

If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Pursuant to Section 54954.2(a)(1) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day. The agenda packet and materials related to an item on this agenda submitted after distribution of the agenda packet are available for public inspection in the Santa Cruz METRO Administrative Office (110 Vernon Street, Santa Cruz) during normal business hours. Such documents are also available on the Santa Cruz METRO website at [www.scmttd.com](http://www.scmttd.com) subject to staff's ability to post the document before the meeting.

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# MINUTES\*

MAC MEETING OF APRIL 19, 2023



The METRO Advisory Committee (MAC) met on Wednesday, April 19, 2023. The meeting was held as a hybrid meeting. \*Minutes are “summary” minutes, not verbatim minutes.

1. **CALLED TO ORDER** at 6:02 PM.

2. **SAFETY ANNOUNCEMENT**

Curtis Moses, Safety, Security & Risk Management Director, provided the safety announcement highlighting where the exits are in case of an emergency and the COVID precautions in place for this hybrid meeting.

3. **ROLL CALL** - The following MAC Members were **present** via teleconference, representing a quorum:

**Jessica de Wit, Chair**  
**Joseph Martinez, Vice Chair**  
**James Cruse**  
**Veronica Elsea**

**Michael Pisano**  
Becky Taylor  
**James Von Hendy**

4. **COMMUNICATIONS TO THE METRO ADVISORY COMMITTEE**

Ms. Elsea spoke of her recent experience with Customer Service regarding bus routes. Mr. Pisano acknowledged and thanked METRO for its Reimagine METRO Project.

Hearing nothing further, Chair de Wit moved to the next agenda item.

5. **RECEIVE AND FILE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF FEBRUARY 15, 2023**

**MOTION: ACCEPT AND FILE THE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF FEBRUARY 15, 2023 AS AMENDED**

**MOTION: ELSEA**

**SECOND: VON HENDY**

**MOTION PASSED WITH 6 AYES: de Wit, Martinez, Cruse, Elsea, Pisano, and Von Hendy. Taylor was absent.**

6. **COMMUNICATIONS FROM METRO ADVISORY COMMITTEE (MAC)**

Ms. Elsea was appreciative of the attached report that Mr. Von Hendy wrote to the Board for the January 27, 2023 Board meeting.

Hearing nothing further, Chair de Wit moved to the next agenda item.

7. **UPDATE ON INFORMATION TECHNOLOGY SYSTEMS (ITS)**

Isaac Holly, IT and ITS Director, provided a status update on the ITS project with Clever Devices. Director Holly reported about three quarters of the fleet is deployed with the new system and the remainder of the fleet is expected to have the new system installed soon.

Director Holly reported that the installation for the Automated Passenger Counters (APC's) has begun on a mini fleet of 12 buses to test the system. After the mini fleet, it will be moved to the rest of the fleet. Mr. Cruse asked if the system would provide accessibility information. Director Holly said it would not provide that information at the moment. Discussion followed on websites, apps, and bike rack information.

**8. UPDATE OF FY24 AND FY25 PRELIMINARY OPERATING BUDGETS AND FY24 CAPITAL BUDGET AS PRESENTED AT THE MARCH 24, 2023 BOARD OF DIRECTORS MEETING**

Kristina Mihaylova, Finance Deputy Director, spoke to the presentation that was presented to the Board on March 24, 2023. She emphasized that this is preliminary data and adjustments will be made between now and June. The final budget will be presented to the Board June 23, 2023. She provided an overview of the timeline that is involved before finalizing the budget and presenting it to the Board.

Discussion followed on:

- Grants
- Proposed Mechanic I and II FTE (full-time equivalent) changes. All FTE changes will be discussed with the Unions in May 2023
- Electric Buses and Hydrogen Buses
- Charging electric buses
- CalPERS and Fringe Benefits

Hearing nothing further, Chair de Wit moved to the next agenda item.

**9. UPDATE ON THE PARATRANSIT ELIGIBILITY COORDINATOR**

Daniel Zaragoza, Operations Manager: Paratransit Division, reported that METRO is looking into contracting services for this process and METRO has at least two companies that are interested. Chair de Wit asked if there was a timeline for the selection process. Mr. Zaragoza said it will take a few months.

Hearing nothing further, Chair de Wit moved to the next agenda item.

**10. COVID-19 UPDATE**

Curtis Moses, Safety, Security & Risk Management Director, reported that METRO had one positive case within the last 60 days. He said that we have seen a major decrease in COVID cases. Discussion followed on COVID boosters.

Hearing nothing further, Chair de Wit moved to the next agenda item.

**11. SERVICE PLANNING UPDATE**

**a. Quarterly Ridership Report**

John Urgo, Planning and Development Director, gave a brief summary of the ridership report for Q2 of FY23. Overall, ridership increased 13% over FY22, but we are still about 40% below pre-COVID levels.

**b. Bus Stops**

**b.i. Update on Braille Bus Stop Signage**

Director Urgo reported that Veronica Elsea and Pete Rasmussen, Transportation Planner II, will connect and will continue to work on this issue.

**c. Other Projects**

**c.i. Pacific Station Lobby Access**

Director Urgo said that the Pacific Station Lobby is now open.

**c.ii. Update on Highway 17 Schedule Changes**

Director Urgo reported that in the Spring service returned to San Jose State University; three trips in the morning and three trips in the afternoon.

**c.iii. Update on Placement of Bus Shelters**

Director Urgo reported that about half of the shelters that were acquired from Valley Transportation Authority (VTA) have been installed. Mr. Pisano asked if a shelter could be installed on Ocean Avenue. Director Urgo said that the shelters are prioritized by boardings. Discussion followed on bus shelters.

Chair de Wit asked if there were any updates on the bus-on-shoulder lane. Discussion followed on the bus-on-shoulder lane and bus routes.

Hearing nothing further, Chair de Wit moved to the next agenda item.

**12. COMMUNICATIONS TO THE METRO CEO**

Hearing none, Chair de Wit moved to the next agenda item.

**13. COMMUNICATIONS TO THE METRO BOARD OF DIRECTORS**

Hearing none, Chair de Wit moved to the next agenda item.

**14. ITEMS FOR NEXT MEETING AGENDA**

- Facility Tour
- Update on ITS
- Service Planning Update
- Quarterly Ridership Report
- Braille Bus Stop Signage
- Update on Reimagine METRO

Ms. Elsea made a request for an update on bus driver training for passengers with disabilities. Mr. Zaragoza provided a brief update about this.

**15. DISTRIBUTION OF VOUCHERS**

Vouchers distributed by Elizabeth Rocha, Administrative Specialist.

**16. ANNOUNCEMENT OF NEXT MEETING**

Chair de Wit announced the next MAC Meeting will be held on Wednesday, August 16, 2023 at 6:00 PM at the METRO Admin Office, 110 Vernon Street, Santa Cruz.

**17. ADJOURNMENT**

Chair de Wit adjourned the meeting at 7:34 PM.

Respectfully submitted,

Elizabeth Rocha  
Administrative Specialist

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# MAC Report to the SCMTD Board, June 23, 2023

Compiled by current MAC Chair, Jessica de Wit

## Introduction

This report summarizes the MAC meetings of February 15, 2023 and April 19, 2023.

In the first half of 2023 the MAC continued its commitments to represent the needs and requests of SCMTD ridership and to serve Santa Cruz METRO itself. We strongly appreciate how SC Metro continues to strive to provide public transit service to SC county.

## Communications to the Metro Advisory Committee

During the first half of 2023, the MAC committee itself did not receive letters or requests from the public. At both the February 15<sup>th</sup> and April 19<sup>th</sup>, 2023 MAC meetings, a few MAC members shared their gratitude and experience with participating in METRO sponsored events, including Transit Equity Day and the Reimagine METRO Project.

## Communications From the Metro Advisory Committee

A few MAC members expressed appreciation for former MAC Chair Mr. Von Hendy's six month update MAC reports to the METRO board and the desire to include the report in the MAC meeting minutes.

## Update on Information Technology Systems (ITS)

This is a regularly occurring MAC agenda item, from Isaac Holly, IT and ITS Director.

At both the February 15 and April 19, 2023 MAC meetings, Director Holly provided status updates on the deployment of the ITS project with Clever Devices. Director Holly reported that with three quarters of the fleet deployed with this new system, the remainder of the fleet is expected to have the new system installed soon.

Director Holly also reported that the installation for the Automated Passenger Counters (APCs) has begun on a mini fleet of 12 buses to test the system before it will be migrated to the rest of the fleet. MAC members expressed interest in providing real-time available accessibility seat information and real-time available bike rack info as well as related websites and apps.

## COVID-19 Update

Since COVID this has been a regularly occurring MAC agenda item.

At the April 19, 2023 MAC meeting, Curtis Moses, Safety, Security & Risk Management Director, reported that METRO had only one positive COVID case within the last 60 days acknowledging that there has been a major decrease in COVID cases.

At the February 15, 2023 MAC meeting, Director Moses confirmed that face masks are optional for passengers riding the bus.

## FY24 & FY25 Prelim Operating Budgets & FY24 Capital Budget Update

At the April 19 MAC meeting, Kristina Mihaylova, Finance Deputy Director, presented the preliminary budgets based on what was presented at the March 24 METRO Board meeting. MAC member questions followed on grants, staffing position changes, charging electric buses and hydrogen buses as well as CalPERS and Fringe Benefits. Deputy Director Mihaylova confirmed that the final budget would be presented to the METRO Board for review at the June 23 meeting.

## Service Planning Updates

This is a regularly occurring MAC agenda item, presented by John Uργο, Planning and Development Director.

At both the February 15 and April 19 meetings, Director Uργο discussed how ridership is continuing to increase. At the April 19 meeting, Director Uργο gave a brief summary of the ridership report for Q2 of FY23 including that ridership increased 13% over FY22 even though overall ridership is still ~40% below pre-COVID levels.

At both the February and April meetings, Director Uργο discussed the Braille Bus Stop Signage project that MAC member Veronica Elsea and Pete Rasmussen, Transportation Planner II, are working on together.

At the April 19 meeting, Director Uργο announced that the Pacific Station lobby is now open to the public. At that same meeting, Director Uργο reported that the Spring service returned to San Jose State University with three trips both in the mornings and evenings. Director Uργο also reported that about half of the bus shelters acquired from the Valley Transportation Authority (VTA) have been installed with discussion following on how the placement is decided based on number of boardings.