

# MINUTES\*

MAC MEETING OF OCTOBER 19, 2022



The METRO Advisory Committee (MAC) met on Wednesday, October 19, 2022. The meeting was held via teleconference. \*Minutes are "summary" minutes, not verbatim minutes.

1. **CALLED TO ORDER** at 6:01 PM.

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

**James Von Hendy, Chair**  
**Joseph Martinez, Vice Chair**  
**James Cruse**  
**Jessica de Wit AR 6:02 PM**

**Veronica Elsea**  
**Michael Pisano**  
**Becky Taylor**

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

Hearing none, Chair Von Hendy moved to the next agenda item.

4. **RECEIVE AND FILE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF AUGUST 17, 2022**

**MOTION: ACCEPT AND FILE THE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF AUGUST 17, 2022 AS PRESENTED**

**MOTION: PISANO**

**SECOND: CRUSE**

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

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

Hearing none, Chair Von Hendy moved to the next agenda item.

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

Isaac Holly, IT and ITS Director, provided a status update on the ITS project with Clever Devices. The FAT (Factory Acceptance Testing) phase was completed. Installation can now begin 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. Pisano and Chair Von Hendy congratulated Director Holly on his accomplishments on moving the project forward.

Director Holly reported that APC's (Automated Passenger Counters) will be going to the Board of Directors, this includes crowd information. Mr. Pisano asked if it will include bike rack information. Director Holly replied that it will not at this time. Mr. Cruse asked if handicapped information would also be included. Brandon Freeman, Bus Operator, replied that it is not included because it is not currently funded. Mr. Cruse asked when will the software be available. Director Holly replied that we are experiencing some supply chain issues, but hope to have it soon.

7. **COVID-19 UPDATE**

Margo Ross, COO, reported that there have only been two positive COVID-19 cases in the last sixty days at METRO. We are currently out of the outbreak status at all of our facilities. We had a vaccination clinic to provide METRO staff with the flu shot and booster for COVID-19. Curtis Moses, Safety, Security & Risk Management Director, added that we are complying with the more relaxed regulations.

## **8. RECAP OF THE SANTA CRUZ COUNTY FAIR**

Margo Ross, COO, reported that METRO attended the Santa Cruz County Fair. We had two tents, one with a newly wrapped Gillig bus and the other with a ParaCruz van. METRO staff was on site throughout the week to answer questions, provide tours of the bus, and assist with prizes. Route 79F was created and ParaCruz service was extended to serve the fairgrounds the week of the fair. Free fares were offered on all trips to the fair on route 79F and ParaCruz.

## **9. SERVICE PLANNING UPDATE**

### **a. Quarterly Ridership Report**

John Urgo, Planning and Development Director, said the quarterly ridership report will be going to the Board of Directors in November. Overall, ridership increased. We ended FY22 with ridership at 55% pre-COVID levels and we are now closer to 70% pre-COVID levels.

### **b. Bus Stops**

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

Director Urgo reported that there have been and will continue to be conversations with Veronica Elsea and others on this item.

### **c. Other Projects**

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

Director Urgo reported there has been no change on the Pacific Station Lobby Access.

#### **c.ii. Schedule Change Requests for Highway 17**

Director Urgo said there are no changes for the Winter schedule, but we will look at that again for the Spring schedule. We will have a better picture of ridership after mid-November.

#### **c.iii. Cavallaro Transit Center TVM Issues**

Director Urgo said that there have been some functionality issues of the TVM's. Currently, none accept chip cards. We have been in contact with our vendor and our TVM's will not be upgraded to accept chip cards. The connectivity issues with some TVM's and credit card payments are due to problems with the internet connection and service. IT and Operations are looking into it and are in communication with the service provider to improve connectivity.

Mr. Pisano asked about the ridership for the two weeks that METRO offered free fares and how it was funded and where it was advertised. Director Urgo replied that ridership was successful, funded through general revenue, not grant funded, and advertised on various channels. Discussion continued on TVM's and the long-term vision for fares.

## **10. ESTABLISH AND APPROVE THE METRO ADVISORY COMMITTEE 2023 MEETING SCHEDULE**

**MOTION: APPROVE THE 2023 MAC MEETING DATES OF FEBRUARY 15, APRIL 19, AUGUST 16, AND OCTOBER 18.**

**MOTION: TAYLOR**

**SECOND: PISANO**

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

**11. ELECT THE METRO ADVISORY COMMITTEE CHAIR AND VICE CHAIR FOR 2023 TERM**

**MOTION: ELECT CHAIR DE WIT FOR A ONE-YEAR TERM (JANUARY 1 – DECEMBER 31, 2023)**

**MOTION: PISANO**

**SECOND: MARTINEZ**

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

**MOTION: ELECT VICE CHAIR MARTINEZ FOR A ONE-YEAR TERM (JANUARY 1 – DECEMBER 31, 2023)**

**MOTION: PISANO**

**SECOND: DE WIT**

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

**12. COMMUNICATIONS TO THE METRO CEO**

None.

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

None.

**14. ITEMS FOR NEXT MEETING AGENDA**

- Update on ITS
- COVID-19 Update
- Service Planning Updates
- Update on Braille Bus Stop Signage
- Pacific Station Lobby Access

Michael Tree, CEO/General Manager, joined the meeting at this time. The MAC members welcomed CEO/General Manager Tree and introduced themselves. Chair Von Hendy asked CEO Tree what direction he would like to take METRO. CEO/General Manager Tree provided a brief overview of his goals for METRO.

**15. DISTRIBUTION OF VOUCHERS**

Elizabeth Rocha, Administrative Specialist, will mail out the vouchers on Thursday, October 20, 2022 to all members in attendance at this meeting.

**16. ADJOURNMENT**

The next MAC meeting is scheduled for Wednesday, February 15, 2023 at 6:00 PM. Meeting adjourned at 6:57 PM.

Respectfully submitted,

Elizabeth Rocha  
Administrative Specialist