

# MINUTES\*

MAC MEETING OF OCTOBER 18, 2023



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The METRO Advisory Committee (MAC) met on Wednesday, October 18, 2023. The meeting was held as a hybrid meeting. \*Minutes are "summary" minutes, not verbatim minutes.

1. **CALLED TO ORDER** at 6:00 PM by Vice Chair Martinez.
2. **ROLL CALL** - The following MAC Members were **present**, representing a quorum:

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

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

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

The additional written communication received by Cindy Odom on October 18, 2023 was acknowledged (attached with METRO response).

Sally Munro, Ben Lomond resident, spoke to her written communication (attached).

Hearing nothing further, Vice Chair Martinez moved to the next agenda item.

4. **RECEIVE AND FILE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF AUGUST 16, 2023**

**MOTION: ACCEPT AND FILE THE MINUTES FROM THE METRO ADVISORY COMMITTEE MEETING OF AUGUST 16, 2023**

**MOTION: ELSEA**

**SECOND: VON HENDY**

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

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

Mr. Pisano spoke to his email dated 09/29/23 and it is included in the agenda packet. Discussion followed on Micro Transit.

Hearing nothing further, Vice Chair Martinez moved to the next agenda item.

6. **UPDATE ON MOBILITY TRAINING COORDINATOR**

Margo Ross, COO, reported that the Mobility Training Coordinator position was filled.

Ms. Elsea asked if the new Mobility Training Coordinator has experience in accessibility and if his phone number will remain the same. COO Ross said that he does have experience and his new contact information will be provided at a later time.

Hearing nothing further, Vice Chair Martinez moved to the next agenda item.

## **7. SERVICE PLANNING UPDATE**

John Urgo, Planning & Development Director, reported that Pete Rasmussen, Transportation Planner II, is working on getting updated quotes for the braille bus stop signage.

Director Urgo mentioned that at the September 22, 2023 Board of Directors (Board) Meeting the Board approved Phase 1 of Reimagine METRO. Director Urgo spoke to the presentation. He focused on the service changes of Phase 1. Director Urgo said that as we develop Phase 2, we will continue to do more outreach and request stakeholders for their input.

Ms. Elsea asked what route will replace Route 71. Director Urgo said that Route 71 will be replaced by Route 1.

Mr. Cruse asked if Routes 66 and 68 will be discontinued. Director Urgo said that those routes will be replaced by Route 3.

Mr. Martinez asked if Route 91 will be brought back. Director Urgo said Route 91 will be replaced by Route 90X.

Discussion followed on Pacific Station's temporary facility. Pacific Station will be moving temporarily in 2024 to a new location.

Hearing nothing further, Vice Chair Martinez moved to the next agenda item.

## **8. ESTABLISH AND APPROVE THE METRO ADVISORY COMMITTEE 2024 MEETING SCHEDULE**

**MOTION: APPROVE THE 2024 MAC MEETING DATES OF FEBRUARY 21, APRIL 17, AUGUST 21, AND OCTOBER 16**

**MOTION: PISANO**

**SECOND: ELSEA**

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

## **9. ELECT THE METRO ADVISORY COMMITTEE CHAIR AND VICE CHAIR FOR 2024 TERM**

**MOTION: ELECT CHAIR ELSEA FOR A ONE-YEAR TERM (JANUARY 1 – DECEMBER 31, 2024)**

**MOTION: MARTINEZ**

**SECOND: TAYLOR**

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

**MOTION: ELECT VICE CHAIR MARTINEZ FOR A ONE-YEAR TERM (JANUARY 1 – DECEMBER 31, 2024)**

**MOTION: PISANO**

**SECOND: ELSEA**

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

**10. COMMUNICATIONS TO THE METRO CEO**

Hearing none, Vice Chair Martinez moved to the next agenda item.

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

Hearing none, Vice Chair Martinez moved to the next agenda item.

**12. ITEMS FOR NEXT MEETING AGENDA**

- Introduce the new Mobility Training Coordinator to MAC
- Service Planning Updates
- Update on Reimagine METRO
- Quarterly Ridership Report
- Update on Braille Bus Stop Signage

**13. DISTRIBUTION OF VOUCHERS**

Vouchers distributed by Elizabeth Rocha, Administrative Specialist.

**14. ANNOUNCEMENT OF NEXT MEETING**

Vice Chair Martinez announced the next MAC Meeting will be held on Wednesday, February 21, 2024 at 6:00 PM at the METRO Admin Office, 110 Vernon Street, Santa Cruz.

**15. ADJOURNMENT – FACILITY TOUR**

Vice Chair Martinez adjourned the meeting at 7:02 PM. We proceeded with a tour of METRO's Judy K. Souza Operations Facility.

Respectfully submitted,

Elizabeth Rocha  
Administrative Specialist

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# Attachment

**RE: Early express bus from Watsonville/ Safety at bus stops**

Cayla Hill <CHill@scmttd.com>

Thu 10/19/2023 5:57 AM

To: celtiqueco@gmail.com <celtiqueco@gmail.com>

Cc: Elizabeth Rocha-Rocha <ERocha@scmttd.com>

Good morning,

Thank you for taking the time to write in.

Yes, the current plan is restore an Express bus between Watsonville and Santa Cruz. The timetables have not been finalized, yet. However, the intent is to have first trip to Santa Cruz will operate no later than 6am.

Unfortunately, this version of the Express route will not serve Cabrillo College so the bus will not be getting off at State Park and continuing down Soquel. Just so that you are aware, the bus will not serve Dominican Hospital either but will stop at Soquel & 7th. We are aware that this is a 12 minute walk away, which may be difficult for anyone with mobility issues. We apologize for any inconvenience. These concerns were brought up to the Director of Planning but he makes the final call on how these new routes will be designed. Dominican Hospital will continue to be served by the new route 1, so riders will still have access to Dominican Hospital but not on an Express route. We are now working to finalize these changes as quickly as possible so that we can get the information out to the public on the new service starting December 21.

Here is a list of the projected stops that will be served on the new route 90X coming from Watsonville:

Stop	Description
2901R	Watsonville Transit Center - Lane 1
2192R	Rodriguez & Main (The Pines Apts)
2734R	Main & Pennsylvania Dr
1143R	Main & S Green Valley Rd
1803R	Soquel Ave & 7th Ave
1799R	Soquel Ave & Park Way
1903R	Water & Poplar
1894R	Water & Ocean
2700R	Santa Cruz Metro Center

We also apologize for the experience you had with customer service. We can bring this up to the Manager of customer service to attempt to improve future responses.

Best regards,

Cayla Hill  
Planning Data Analyst  
831-420-2581

# Attachment

## Early express bus from Watsonville/ Safety at bus stops

Cindy O <celtiqueco@gmail.com>

Wed 10/18/2023 2:12 PM

To:MAC <mac@scmtd.com>

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### **This Message Is From an Untrusted Sender**

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I appreciate that bus service is intended to be increased. I sincerely hope this means there will be early express buses from Watsonville to Capitola/Santa Cruz (5:50am) weekdays. This bus has been getting on the freeway lately with usually 12- 15 passengers & picking up more on Soquel after State Park Drive.

I also hope you will try to restore shelters at bus stops where they were removed. It is really difficult to wait in the rain or hot sun.

I was recently "attacked " by a worker with a leaf blower at the Capitola Mall when the 69W dropped me off at 6;25am. The guy had neither common sense nor courtesy and blew dirt and trash right toward me within 8-10 feet while I was loading my bike to ride off. I yelled at him to back off , he ignored that request, continuing to point the blower at me. One of his co-workers rode up in a cart and told him to stop. This was very upsetting. A few days later a friend told me she was waiting for the outbound 69W about 8am at the mall & a guy(the same one ,I guess) blew dirt right at her and hit her with the blower when she didn't move! The bus was there, the driver didn't see. That is an assault, that behavior is appaling. My friend doesn't have a phone. When I called Metro Customer Service, I was brushed off with "...it's not our property.". IT IS YOUR BUS STOP.

I emailed the mall who did reply, apologize & speak to the landscape maintenance company. This is something you need to know about. It happened 4 weeks ago. The leaf blower has not come close since but tell customer service to take complaints seriously, please. We shouldn't feel threatened at bus stops.

Thank you, Cindy Odom

# Attachment

## Agenda item

Sally Munro <sallybythetree@gmail.com>

Sun 10/15/2023 9:01 AM

To:mac@scmtd.com <mac@scmtd.com>

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Good morning

My name is Sally Munro.

I have been a resident of Ben Lomond for the last twelve years.

It takes an incredibly long time to catch the bus from here. Getting to Cabrillo can take almost 2 hours...or more. This is quite an inconvenience for anyone living here who wishes to attend college, and it's especially so for our youth.

There has been an express bus down to South county for many years now, and I am interested in exploring the possibility of a future express bus between the valley and Cabrillo.

I am not sure where to start with this and wonder if anyone has a suggestion.