



**SANTA CRUZ METROPOLITAN TRANSIT DISTRICT (METRO)
BOARD OF DIRECTORS MEETING MINUTES*
AUGUST 28, 2020 – 9:00AM
MEETING HELD VIA TELECONFERENCE**

A regular meeting of the Board of Directors of the Santa Cruz Metropolitan Transit District (METRO) was convened on Friday, August 28, 2020, via teleconference.

The Board Meeting Agenda Packet can be found online at www.SCMTD.com. *Minutes are “summary” minutes, not verbatim minutes. Audio recordings of Board meeting open sessions are available to the public upon request.

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1 **CALL TO ORDER** at 9:01 AM by Board Chair Rotkin.

2 **ROLL CALL:** The following Directors were **present** via teleconference, representing a quorum:

Director Ed Bottorff	City of Capitola	
Director Trina Coffman-Gomez	City of Watsonville	
Director Aurelio Gonzalez	City of Watsonville	
Director John Leopold	County of Santa Cruz	
Director Donna Lind	City of Scotts Valley	<i>Joined 9:03</i>
Director Cynthia Mathews	City of Santa Cruz	
Director Bruce McPherson	County of Santa Cruz	
Director Donna Meyers	City of Santa Cruz	
Director Larry Pageler	County of Santa Cruz	
Director Dan Rothwell	County of Santa Cruz	<i>Joined 9:45</i>
Director Mike Rotkin	County of Santa Cruz	
Ex-Officio Director Dan Henderson	UC Santa Cruz	<i>Departed 10:00</i>
Ex-Officio Director Alta Northcutt	Cabrillo College	

Additional METRO staff:
Alex Clifford
Julie Sherman

CEO/General Manager
General Counsel

3 **ANNOUNCEMENTS**

Chair Rotkin announced that today’s meeting will be broadcast by Community Television of Santa Cruz County.

Director Lind arrived at 9:03AM

4 **BOARD OF DIRECTORS COMMENTS**

Directors Lind and Meyers thanked everyone at METRO for their help in supporting the fire evacuees. They said they are extremely proud to be a member of an organization that helps the entire community.

5 LABOR ORGANIZATION COMMUNICATIONS

Speaking briefly as Union representative to John Daugherty, METRO Accessible Services Coordinator, regarding the relocation of Mr. Daugherty's office to the ParaCruz facility, Joan Jeffries said she supports his concerns about the move and impact to the community.

CEO Clifford advised the assembly that this is an ongoing personnel matter so he would not be going into detail. The Commission on Disabilities (COD) letter has been received (see attachment) and their concerns will be addressed. METRO is confident the office relocation will not impact Mr. Daugherty's ability to serve the community. Mr. Daugherty has been trained and will be migrating METRO's existing ParaCruz-qualified riders to the new eco lane application that allows customers to pay their fare and to book their rides.

Public comments:

Brenda Gutierrez, COD Commissioner, read aloud a portion of the letter and requested that the decision be postponed pending further review.

Deb Molina expressed her support of METRO and opposition to the train.

Chair Rotkin clarified that the Santa Cruz County Regional Transportation Commission is continuing to study the train option with no decision made to date.

6 ADDITIONAL DOCUMENTATION TO SUPPORT EXISTING AGENDA ITEMS

Having none, Chair Rotkin moved to the next agenda item.

CONSENT AGENDA

- 9-01 ACCEPT AND FILE: PRELIMINARY APPROVED CHECK JOURNAL DETAIL FOR THE MONTH OF JUNE AND JULY 2020
- 9-02 ACCEPT AND FILE: MINUTES OF THE JUNE 17, 2020 METRO ADVISORY COMMITTEE (MAC) MEETING AND JUNE 26, 2020 BOARD OF DIRECTORS MEETING
- 9-03 ACCEPT AND FILE: THE YEAR TO DATE MONTHLY FINANCIAL REPORT AS OF MAY 31, 2020
- 9-04 CONSIDERATION OF APPROVAL OF AUDIT ENGAGEMENT LETTER WITH BROWN ARMSTRONG ACCOUNTANCY CORPORATION FOR FINANCIAL AUDIT AND TAX SERVICES FOR THE FISCAL YEAR ENDED JUNE 30, 2020
- 9-05 APPROVE: RENEWAL OF PROPERTY INSURANCE COVERAGE WITH ZURICH AMERICAN INSURANCE COMPANY AND EMPLOYMENT PRACTICES LIABILITY COVERAGE WITH QBE SPECIALTY INSURANCE COMPANY
- 9-06 APPROVE CONSIDERATION OF RESOLUTION APPROVING THE FY21 REVISED CAPITAL BUDGET
- 9-07 ACCEPT AND FILE: QUARTERLY STATUS REPORT OF GRANT APPLICATIONS, ACTIVE AND PENDING GRANTS FOR THE FOURTH QUARTER OF FY20
- 9-08 ACCEPT AND FILE: THE METRO PARACRUZ OPERATIONS STATUS REPORT FOR APRIL, MAY AND JUNE 2020
- 9-09 ACCEPT AND FILE: THE METRO SYSTEM RIDERSHIP REPORTS FOR THE FOURTH QUARTER OF FY20 - **Pulled from Consent by Chair Rotkin to become Agenda Item 12.5**

- 9-10 APPROVE: CONSIDERATION OF AUTHORIZING THE CEO TO AMEND THE CONTRACT WITH WEBER, HAYES & ASSOCIATES TO ADD AN ADDITIONAL \$45,000
- 9-11 APPROVE: ADOPTION OF AN AMENDED PRIVACY USE POLICY FOR THE SANTA CRUZ METRO WEBSITE AND SMARTPHONE APPLICATIONS
- 9-12 APPROVE: CONSIDER A RESOLUTION DESIGNATING THE CEO AS THE AUTHORIZED AGENT TO SUBMIT A PROJECT LIST AND EXECUTE AGREEMENTS TO RECEIVE CALIFORNIA STATE OF GOOD REPAIR FUNDS
- 9-13 METRO ADVISORY COMMITTEE (MAC) VACANCIES
- 9-14 CONSIDERATION OF APPROVAL OF CALPERS RESOLUTIONS TO UPDATE MEDICAL PREMIUM CONTRIBUTION RATES

At Director McPherson's request, the Chair pulled agenda item 9-09, METRO System Ridership Reports for the Fourth Quarter of FY20, to become Agenda Item 12.5.

ACTION: MOTION TO APPROVE THE CONSENT AGENDA AS PRESENTED, WITH THE REASSIGNMENT OF AGENDA ITEM 9-09 TO AGENDA ITEM 12.5

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR BOTTORFF

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers, Pageler and Rotkin) Director Rothwell was absent.

REGULAR AGENDA

- 10 PRESENTATION OF EMPLOYEE LONGEVITY AWARDS: (20 years) Francisco Estrada, Marisela Mendoza, John Thomas and (35 years) Andrew Hill**
Chair Rotkin congratulated and thanked the recipients in absentia.

There was no public comment.

- 11 RETIREE RESOLUTIONS OF APPRECIATION: ANDREW HILL, MICHAEL MULLINS, ARLEN ROY, ESTEVAN RUIZ AND DONNA SMITH**
Chair Rotkin congratulated and thanked the recipients in absentia.

There was no public comment.

ACTION: MOTION TO APPROVE THE RETIREE RESOLUTIONS AS PRESENTED

MOTION: DIRECTOR LEOPOLD

SECOND: DIRECTOR PAGELER

MOTION PASSED WITH 10 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers, Pageler and Rotkin) Director Rothwell was absent.

- 12 INTRODUCTION OF DANIELLE GLAGOLA, NEW MARKETING, COMMUNICATIONS & CUSTOMER SERVICE DIRECTOR**

CEO Clifford introduced Ms. Glagola and provided a brief bio. Ms. Glagola thanked the Board for the opportunity and expressed excitement to be with METRO.

There was no public comment.

Director Rothwell arrived at 9:45AM

12B. ACCEPT AND FILE: THE METRO SYSTEM RIDERSHIP REPORTS FOR THE FOURTH QUARTER OF FY20

At Director McPherson's request, the Chair pulled agenda item 9-09, METRO System Ridership Reports for the Fourth Quarter of FY20, to become Agenda Item 12.5. This agenda item was then discussed in conjunction with Agenda Items 13, 14 and 15.

13 ORAL COVID-19 TRANSIT FISCAL CRISIS REPORT

CEO Clifford added commentary to the slide presentation. CEO Clifford will send a response after today's meeting to Directors' various questions regarding the expense and permanence of the safety measures taken. Unfortunately, his survey did not include asking peer agencies if they have gone to the extent METRO has with COVID environmental safety issues; e.g., limiting capacity and masks. METRO has been on the cutting edge of safety measures; we were one of the first to install the Operator plastic curtain. CEO Clifford went on to note that the Operators are empowered to enforce the mask requirements. They are trained on conflict avoidance but, occasionally, the passenger does not listen; in which case, a transit supervisor is called to assist if needed.

CEO Clifford spoke briefly of the recent COVID All Hands Meetings and the anticipated posting of a recording for all-employee access. We need our riders back and need to be able to offer seats when they return. He reminded the assembly that 50% of our riding public are dependent upon METRO and currently in limbo with their respective college on-campus/remote class situation(s).

METRO is working hard to avoid laying off or furloughing employees. If we fail to bring customers back to the system or federal/state funding is depleted, we will have to reexamine our options.

Director Henderson departed 10:00AM

Chair Rotkin asked the HR Department to contact him offline to discuss tutoring/daycare help which will be available October 1 from UCSC.

Vice Chair Leopold noted new guidance and an updated State Watch List is anticipated in the near future. He clarified that different stages will be limited by capacity limits.

Public comment:

James Sandoval spoke to the number of pass-ups, etc. on slide 54, Ridership, stressing that METRO has the ability to provide safe transportation. Regarding peer agencies, he stated Monterey-Salinas Transit allows a maximum of ten passengers per bus to ensure six feet distancing between riders.

14 ACCEPT AND FILE: COVID-19 RIDER SURVEY

John Urgo, Planning and Development Director, provided commentary to the presentation and offered to provide further data analysis (e.g., students vs non-student riders) and the slide presentation to the Board members separately.

Public comment:

Mr. Sandoval asked if social distancing was the primary concern and factor in the low number of riders. Mr. Urgo responded that the survey indicated our customers were more interested in seeing service restored.

Unfortunately, without Automatic Vehicle Locator (AVL) technology, we have not been able to capture real-time data to make any changes required as a result of lower traffic along the Highway One corridor. Although, anecdotally, it does appear that peak travel traffic is approaching "normal".

15 CEO ORAL REPORT

CEO Clifford spoke to the presentation.

He then announced the following new hires:

- Simone Coke, Sr. Accounting Tech
- Danielle Glagola, Marketing, Communications and Customer Service Director

There was no public comment.

16 PUBLIC HEARING TO RECEIVE PUBLIC COMMENTS ON SANTA CRUZ METRO'S PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL OF 2.65% FOR FEDERALLY FUNDED PROCUREMENTS FOR FEDERAL FISCAL YEARS 2021-2023 (FFY21-FFY23) WILL COMMENCE AT 9:00AM OR AS SOON THEREAFTER AS POSSIBLE AS THE MATTER CAN BE HEARD ON AUGUST 28, 2020 VIA ZOOM

Chair Rotkin provided a brief explanation of the DBE requirement and process.

PUBLIC HEARING OPENED AT 11:19AM

Angela Aitken, CFO, spoke to the agenda item, providing further information to the assembly. Ms. Aitken clarified that METRO received four requests from the public for information regarding development of the proposed goal and two comments about the goal setting methodology.

There was no public comment.

PUBLIC HEARING CLOSED AT 11:22 AM

ACTION: MOTION TO APPROVE SANTA CRUZ METRO'S PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) GOAL OF 2.65% FOR FEDERALLY FUNDED PROCUREMENTS FOR FEDERAL FISCAL YEARS 2021-2023 (FFY21-FFY23) AS PRESENTED

MOTION: DIRECTOR MEYERS

SECOND: DIRECTOR LEOPOLD

MOTION PASSED WITH 11 AYES (Directors Bottorff, Coffman-Gomez, Gonzalez, Leopold, Lind, Mathews, McPherson, Meyers, Pageler, Rothwell and Rotkin) *Director Rothwell arrived at 9:45AM.*

17 ORAL PARACRUZ UPDATE

Daniel Zaragoza, Operations Manager, Paratransit Division, introduced the consultant, Ken Swift, who spoke to the agenda item. Several Directors noted the acceptance and enthusiasm of the public comments received at the public hearings.

There was no public comment.

18 ACCEPT AND FILE: YEAR TO DATE KEY PERFORMANCE INDICATORS (KPI) REPORT FOR QUARTER FOUR AS OF JUNE 30, 2020

CFO Aitken spoke to the presentation, adding the report is a work in progress and will continue to evolve. CEO Clifford noted that future presentations might include the addition of averages, goals and peer agency comparisons, etc.

In response to Directors' inquiries and comments, Rufus Francis, Safety, Security and Risk Management Director, offered to send Board members further information as to how METRO compares to peer agencies, patterns of passenger accident types and sources, etc. Mr. Francis will also develop an educational brochure for distribution and investigate the expense etc. involved in producing an educational video.

Public comments:

Nate Abrego asked which types of failures were included in the statistics. Eddie Benson, Fleet Maintenance Manager, responded that the statistics encompass anything that stops the unit from making its scheduled trip.

19 REVIEW OF ITEMS TO BE DISCUSSED IN CLOSED SESSION

General Counsel Sherman announced ongoing litigation matters will be discussed in the closed session. She does not anticipate any reporting out after the closed session.

20 ANNOUNCEMENT OF NEXT MEETING: FRIDAY, SEPTEMBER 25, 2020 AT 9:00AM

When announcing the next meeting above, Chair Rotkin reminded the assembly to check the SCMTD website for venue updates, as we remain dependent upon the public health orders in place at this time.

Board recessed to closed session at 11:55 AM.

Board reconvened at 12:23PM

General Counsel Sherman announced there were no reportable actions taken during the closed sessions.

21 ADJOURNMENT

Chair Rotkin adjourned the meeting at 12:24PM

Respectfully submitted,

Gina Pye
Executive Assistant

ATTACHMENT



Santa Cruz County Commission on Disabilities

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August 25, 2020

Santa Cruz Metro Transit District Board of Directors
110 Vernon Street
Santa Cruz, CA 95060

Re: Concerns Regarding Planned Move of the Accessibility Services Office

Dear Chair Rotkin and Members of the Board,

The purpose of this letter is to express the *Santa Cruz County Commission on Disabilities'* concerns regarding the proposed move of Metro's Accessibility Services Office to a less centrally-located site.

Metro's *Accessibility Services Coordinator*, John Daugherty, serves on the *Commission on Disabilities* and reports regularly on Metro-related matters that could impact the disabilities community. During the August 13, 2020 Commission meeting, Commissioner Daugherty reported that the Accessibility Services Office was being relocated to the Paracruz headquarters in the Research Park business park on Soquel Avenue. This decision raised some concerns for the Commission related to the relative accessibility of the new location.

Commissioner Daugherty reported that pre-pandemic he typically provided in-person accessibility services to approximately 30 clients per month at the centrally-located bus depot on Pacific Avenue. On average, at least half of these clients used mobility devices. Presumably, if the Accessibility Services Office is relocated to Research Park, many of these clients will have to manage additional travel considerations in order to access in-person accessibility services. Most, if not all, clients who require accessibility services are people with disabilities for whom travel can present challenges not typically experienced by people without disabilities. Even minor barriers for people *without* disabilities can present enough difficulty to discourage people *with* disabilities from proceeding. It is possible that the planned relocation will limit people from accessing services, and thereby potentially limit their ability to access public transportation.

The Commission requests that you postpone this decision until a proper study can be conducted and community input can be considered to ascertain what impact the move could have on the disabilities community. In order to gain a better understanding of the context in which the move was proposed, we would also be interested to learn of any contributing factors which may be of benefit to the public.

We appreciate your consideration on behalf of the disabilities community in Santa Cruz County.

Respectfully,

A handwritten signature in blue ink, appearing to read 'David Molina'.

David Molina

Commission on Disabilities Co-Chair

cc: Santa Cruz County Board of Supervisors