Agency Update

Board of Directors Meeting
June 18, 2020
Status of Commute.org Operations and Activities

Operations:

- Office building open, safety protocols implemented
- 5 of 9 team members working remotely
- Tenant Improvements completed (part of new lease agreement)
- Updating office furniture and equipment to match space
- Microsoft Teams and Zoom being used extensively
- Return to office plan not finalized
Status of Commute.org Operations and Activities

**Staff Updates:**
- Alton Chen, *Shuttle Program Specialist*
  - Started on April 27
- Cecily Foote, *Climate Corps Fellow*
  - Completing her service in July

**Board/Committee Updates:**
- Finance Committee – met on June 1
- Supervisory Committee – met on June 9
- Ad Hoc Committee – Next meeting before July 3
Commuter Programs

- Commuter Challenge and associated marketing postponed
- Spring Challenge wrapped up on May 31
- Carpool 2020 campaign continues with limited marketing and participation
Commuter Programs

- Bike to Work Day 2020 postponed to September 24
- 5-part bike safety webinar series produced with SVBC
- Preparing for launch of new bicycle incentive program for commuters
Commuter Programs

- Research posted to Resources page on Commute.org
- Developed from original work done by City of San Mateo
- Compilation of micromobility projects across the Bay Area
- Living document that will be updated, maintained and distributed by staff
Employer Programs

- Employer roundtable discussions
- Telework resource development
- Essential employer/employee outreach and recognition
- Reallocation of symposium resources to show appreciation to SamTrans and Commute.org drivers
- Small and medium-sized employer return to work care packages
- Ongoing efforts with employer database, tools development, and BACBP
Shuttle Program

- Operating modified schedules
  - Caltrain now running 70 trains/day
  - BART operating 30 minutes service systemwide
  - SF Bay Ferry suspended service
  - All multi-vehicle routes operating with one vehicle (except BCP and OPB)

- Passengers
  - Significant reduction started week of March 9
  - Suspended shuttle pass requirements in SSF and Brisbane
  - Minimal customer service activity
## Ridership

Systemwide Operating Data – May 2020

<table>
<thead>
<tr>
<th></th>
<th>TOTAL COUNT</th>
<th>TOTAL YTY% CHG</th>
<th>AWR</th>
<th>YTY AWR</th>
<th>AWR YTY% CHG</th>
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</thead>
<tbody>
<tr>
<td><strong>COMBINED SHUTTLES</strong></td>
<td>19,124</td>
<td>-92.5%</td>
<td>929</td>
<td>11,350</td>
<td>-91.8%</td>
<td>340</td>
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<tr>
<td><strong>FY 2020 FYTD</strong></td>
<td>2,129,146</td>
<td>-20.6%</td>
<td>9,372</td>
<td>11,410</td>
<td>-17.9%</td>
<td>6,673</td>
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<td><strong>SAME YTY ROUTES CURRENT MONTH TOTALS</strong></td>
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<td><strong>SAME YTY ROUTES FY 2020 FYTD</strong></td>
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<td><strong>FY 2019 FYTD</strong></td>
<td>2,680,099</td>
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<td><strong>FY 2018 FYTD</strong></td>
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Shuttle Program

○ Call for Projects Completed
  ● All Commute.org shuttle applications were approved
  ● Several shuttles will be eliminated on 6/30

○ Vendor
  ● 100% coverage since March
  ● Management change effective April 10
  ● Contract extension terms still being discussed

○ Station Issues
  ● Hillsdale closed on May 16 for up to 6 months
  ● Millbrae development on BART property impacts service
Status of Commute.org Operations and Activities

Special Projects:

- Website redesign project underway – multiple contributors
- Strategic Plan – SWOT analyses by stakeholder groups
- San Mateo County Shuttle Study – stakeholder committee
- Alemany Deck Replacement – Caltrans completed in May
- MTC Blue Ribbon Transit Recovery Task Force – seat on task force
Wherever You Work, However You Commute.

We’re Here For You.

Commute.org