Board of Directors Meeting

April 16, 2020
Status of Commute.org Operations and Activities

Operations:

- Office building open, but limited services
- 5 of 8 team members working remotely
- Most agency functions are following standard operating procedures
- Shuttles deemed essential as part of the public transit infrastructure
- Microsoft Teams and Zoom being used extensively
- Business continuity and emergency plan being tested in real-time:
  - VPN access
  - Remote access software and meeting tools
  - Finance protocols being adjusted
Status of Commute.org Operations and Activities

Projects:

- Lease finalized in March
- Commuter and Passenger surveys postponed
- Web site redesign project accelerated
- Digital and paper file review/cleanup
- Work Plan and Budget development for FY 2020-2021
- Alemany Deck Replacement – Caltrans starting April 25
Status of Commute.org Operations and Activities

Staff Updates:
- Virada Chatikul, Employer Programs Manager
  - Started on March 4
- Alton Chen, Shuttle Program Specialist
  - Starts on April 27

Board/Committee Updates:
- Status of Meetings:
  - Finance Committee – cancelled March 23 meeting, next meeting June 1
  - Supervisory Committee – April 7 via Zoom, next meeting June 2
  - Board of Directors – April 16 via Zoom, next meeting June 18
- Supervisory Committee Chair/Vice Chair Election
  - Dante Hall (City of Foster City), Chair,
  - Shirley Chan (City of Daly City), Vice Chair
Status of Commute.org Operations and Activities

Commuter Programs:

- Commuter Challenge and associated marketing postponed
- Spring Challenge underway for commuters (telework emphasis)
- Bike to Work Day postponed to September 24
- Bike safety webinar series being designed with SVBC
- Telework guidelines, training, resources being promoted and marketed
- Carpool 2020 campaign continues, but marketing suspended
Employer Programs:

- Converted in-person employer symposium to online event (3/11)
- All in-person Earth Day and outreach events cancelled
- Telework guidelines, training, resources being promoted and marketed
- TDM industry grappling with reentry strategies
- Pivoting our messaging, programs, energies
  - "Getting (Back) to Work Safely" reframe
  - Increasing ENews communications to stay relevant and engaged
  - Targeting small and medium-sized businesses
Status of Commute.org Operations and Activities

**Shuttle Program:**

- Operating modified schedules
  - Caltrain running 42 of 92 trains
  - BART shifting to 30 minutes service (50%) on Wednesday (4/8)
  - SF Bay Ferry suspended service
  - Effective 4/20 all multi-vehicle routes will be operating with one vehicle (except Brisbane and Oyster Point)

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

Average Daily Ridership
March

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<th>Year</th>
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Status of Commute.org Operations and Activities

Shuttle Program (continued):

- **TA Applications Status**
  - All Commute.org shuttle applications made the “recommended” list
  - One of our managed shuttles did not make the list (SCC)
  - Final approval scheduled for TA meeting in May

- **Vendor**
  - Driver applications / furloughs
  - Management change effective April 10
  - Reductions across all contracted services
  - Contract extension terms still being discussed

- **Hillsdale Station Closure**
  - Still scheduled for May 16
  - Short-term impact lessened
Questions?