



DRAFT PUBLIC PARTICIPATION PLAN

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1. INTRODUCTION

This Public Participation Plan (PPP, Plan) has been developed in accordance with 49 U.S.C. Sections 5307(b) and 5307(c)(1)(1); the requirements of the U.S. Department of Transportation (USDOT), including the Federal Transit Administration's (FTA) Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" issued on October 1, 2012, and Circular 4703.1 "Environmental Justice Policy Guidance for FTA Recipients" issued on December 11, 2012. The Plan also complies with Title VI of the Civil Rights Act of 1964. Compliance with these regulations and guidelines ensures that Monterey-Salinas Transit (MST) provides an opportunity for inclusive and accessible public engagement in its transportation decision-making process.

Monterey-Salinas Transit (MST, District) is committed to providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. This Plan has been developed to identify the strategic approach, goals, and guiding principles MST has established to foster public participation. The Plan also defines how MST incorporates these standards into its transportation decision-making processes by identifying the techniques the District can use to help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

Because each transportation decision is unique and might affect populations and individuals within MST's service area differently, the techniques used during the public participation process may vary according to each circumstance and should be viewed as a "toolbox" of options, not rigid obligations, chosen with the goal of most effectively reaching out to MST's diverse communities. MST has also established baseline methods for its public outreach to ensure that every effort is made to achieve the standards it has set.

It is important to note that MST is required to implement and comply with specific policies for public engagement, such as Disadvantaged Business Enterprise goal-setting, that may require a departure from this Plan, but that are legitimate and reasonable. Additionally, this Public Participation Plan is a living document which may evolve according to the demographic makeup of our communities and their unique needs, as well as MST's evaluation of its public participation effectiveness.

MST has requested public comment on this Public Participation Plan from its stakeholders and the public-at-large. The Plan was posted in English on MST's website and made available in hard copy by request, allowing all members of the public an opportunity to review and provide input prior to approval by the MST Board of Directors (Board, Directors). MST has also made written or verbal translation of this document available, upon request, to individuals who speak Spanish. A press release was sent to media outlets throughout Monterey County announcing the public input period and PPP availability. A list of MST Stakeholders who were provided a copy of this document can be found in **Attachment A**. For a summary of public comments received by MST during the public input process, see **Attachment B**.

MST’S DISTRICT PROFILE

In 2009, Monterey-Salinas Transit sponsored legislation (AB644 Caballero) creating the Monterey-Salinas Transit District under Public Utilities Code Section 106000, effective July 1, 2010.

Each of the 12 cities within Monterey County and the County of Monterey appoints an elected official from their governing council or board to serve on the MST Board of Directors (Board). The following jurisdictions are represented on the MST Board:

The City of Carmel-by-the-Sea
The City of Del Rey Oaks
The City of Gonzales
The City of Greenfield

The City of King
The City of Marina
The City of Monterey
The City of Pacific Grove
The County of Monterey

The City of Salinas
The City of Sand City
The City of Seaside
The City of Soledad

MST currently employs 241 individuals including 139 coach operators; 74 operations, maintenance and facilities workers; and 28 administrative staff¹ who operate out of the following locations:

Clarence J. Wright Operations Division – Salinas
Frank J. Lichtanski Administration Building – Monterey
Joe Lloyd Way Temporary Maintenance & Operations Facility – Seaside
Thomas D. Albert Maintenance & Operations Facility – Monterey
Bus Stop Shop – Monterey
Mobility Management Center – Monterey
Salinas Transit Center
Sand City Station
Marina Transit Exchange
Monterey Transit Plaza

MST’S MISSION STATEMENT

“Advocating and delivering quality public transportation as a leader
within our community and industry”

MST’S VISION STATEMENT

“A fully funded public transit system providing quality, valued, and affordable mobility and
transportation services for the people in Monterey County”

¹ Total staffing levels as of October 31, 2016.

MST'S SERVICE AREA

MST provides public transportation to an approximate 294 square-mile area of Monterey County, Southern Santa Cruz County, Northern San Luis Obispo County, and Santa Clara County (**Figure 1**). In 2016, its 60 routes served an estimated population of 433,898 based upon the area within $\frac{3}{4}$ mile of established routes within Monterey County (**Figure 2**). In 2016, MST's fixed route fleet of 123 buses, shuttles, and trolleys boarded 4.3 million passengers, while the MST RIDES paratransit service carried 114,829 passengers with a fleet of 29 vehicles.

Figure 1: MST's Service Area

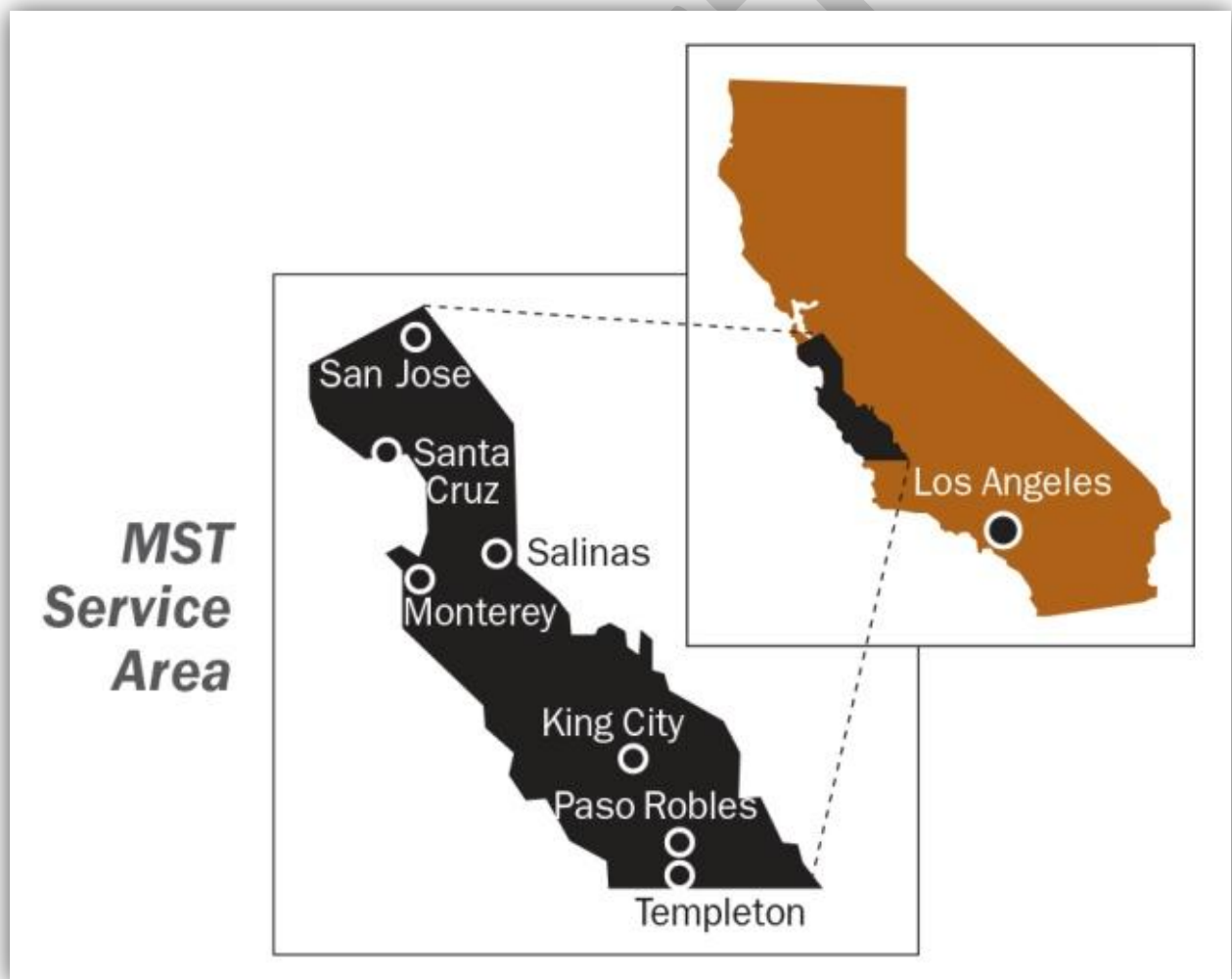
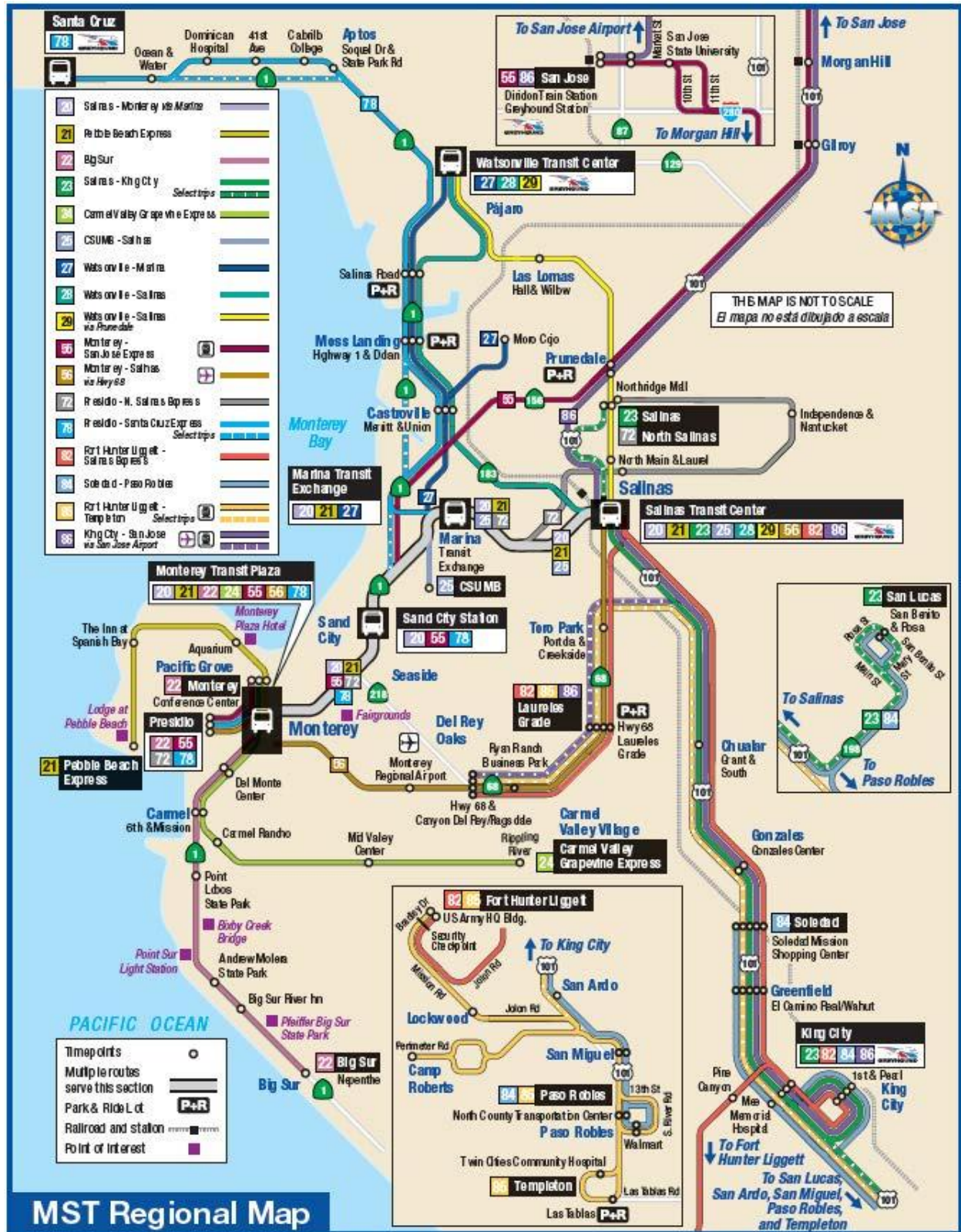


Figure 2: MST's Regional Map



2. MST'S STAKEHOLDERS

MST considers all who reside, work, and travel within Monterey County to be stakeholders of the District. Communication with the public is a multi-faceted effort of information sharing regarding changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects. A vital component of this communication effort is to evaluate comments, requests, and suggestions from the public and to integrate them, as appropriate and when feasible, into MST's projects and service-related decisions.

MST is accountable to the diverse population of individuals who reside, work, and travel within the 12 cities and unincorporated areas of Monterey County. American Community Survey (ACS) 2015 data have identified Monterey County's population as being 50.8 percent male and 49.2 percent female, of whom 57.8 percent are Hispanic or Latino (of any race), 30.6 percent are white, 5.5 percent are Asian, and 2.3 percent are black or African American. A range of ethnicities, including those who identify as two or more races, make up the remaining 3.8 percent of the population of Monterey County. ACS Data used in this Public Participation Plan can be found in **Attachment C**.

USDOT has adopted the Department of Justice's (DOJ) Safe Harbor Provision, which stipulates that if a recipient of federal funds provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, such action will be considered strong evidence of compliance with the recipient's written translation obligations².

MST has identified four LEP populations who meet this threshold and for whom written translation of vital documents is provided in the following languages: Spanish, Tagalog, Korean, and Vietnamese.

MST's stakeholders are, in general, the public-at-large of Monterey County, although they can be identified as a broad range of individuals, legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers, such as:

- Transit customers
- Individuals or groups who are affected by a transit-related project or action
- Residents located within affected geographic areas
- Businesses located within affected geographic areas
- Traditionally under-served and/or under-represented communities or populations
 - Persons with limited English proficiency (LEP)
 - Minorities
 - Persons with disabilities
 - Seniors
 - Veterans
 - Low income communities
- Government agencies and municipalities

² MST's Language Assistance Plan can be found in Attachment F of its June 2017 Title VI Program Update.

- Community and faith-based organizations
- Social service agencies and nonprofits
- Schools, colleges, and universities

MST values the partnerships it has established with legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers. Information-sharing is a vital component of public outreach and MST will continue to preserve and increase its partnerships within our communities.

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3. MST'S STRATEGIC APPROACH TO PUBLIC PARTICIPATION

MST defines public participation as the process through which stakeholders' concerns, needs, and values are incorporated into the public transit decision-making process. Public outreach refers to the efforts made to enable stakeholders to affect and influence decision-making processes related to the delivery of public transportation services such as changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects.

MST understands that including the public in service planning and project development can be challenging. A great deal of time and effort is required to plan and implement successful outreach efforts; the public may believe that decisions are already "baked in" and that their input will not be considered, while others might have difficulty speaking in public or finding the time to participate. The U.S. Department of Transportation and Federal Transportation Administration has published "Public Involvement Techniques for Transportation Decision-making" to assist transportation entities in identifying myriad tools and techniques to design a public participation effort. MST has integrated many of these recommendations, as well as other best practices found to promote effective public participation and collaborative decision-making, into this Public Participation Plan.

MST has established goals and guiding principles for its public outreach efforts which provide a foundation on which MST can identify the appropriate outreach techniques to improve the public participation process. The ultimate goal of MST's strategic approach is to increase information sharing, encourage public participation, initiate public input, and integrate the priorities of MST's customers and stakeholders into its transit-related decisions.

Because each transportation decision is unique and might affect populations and individuals within MST's service area to varying degrees, the techniques used during the public participation process may vary according to each circumstance.

MST'S PUBLIC PARTICIPATION GOALS

MST strives to ensure that its public participation efforts are early, continuous, and meaningful. The following public participation goals have been established to meet federal requirements for public participation and increase MST's outreach success:

Implement Consistent Communication

MST is committed to providing its stakeholders with enough time to participate in the decision-making process to help improve overall participation rates and customer satisfaction.

Increase Diversity

MST understands that effective and legitimate public participation involves all stakeholders regardless of their race or ethnicity, language, socioeconomic status, or disability. Stakeholders who cannot, or who find it difficult to, participate because of accessibility issues or language barriers will be considered and accommodated to the extent possible in all outreach efforts.

Make Public Participation Accessible

MST will make every effort to ensure public participation opportunities are accessible to persons with disabilities.

Maintain and Identify New Partnerships

MST values the partnerships it has established with legislative bodies, social service agencies, and community-based organizations that provide vital links between MST and its customers. Information-sharing is a vital component of public outreach and MST will continue to preserve and increase its partnerships within our communities.

Provide Relevant Information

Public participation is most effective when the information provided is relevant to the specific concerns, interests, and values of affected communities and stakeholders. Information provided to the public should be stated accurately and with an appropriate level of technical detail to be understood by the greatest number of participants.

Clearly Define Potential for Influence

MST will clearly identify how and to what degree the public's input will be able to influence and have a direct impact on the District's decision-making. The public will also be clearly informed regarding issues such as budgetary constraints, staffing limitations, or other barriers that may limit MST's ability to implement certain requests.

Integrate public input into the decision making process

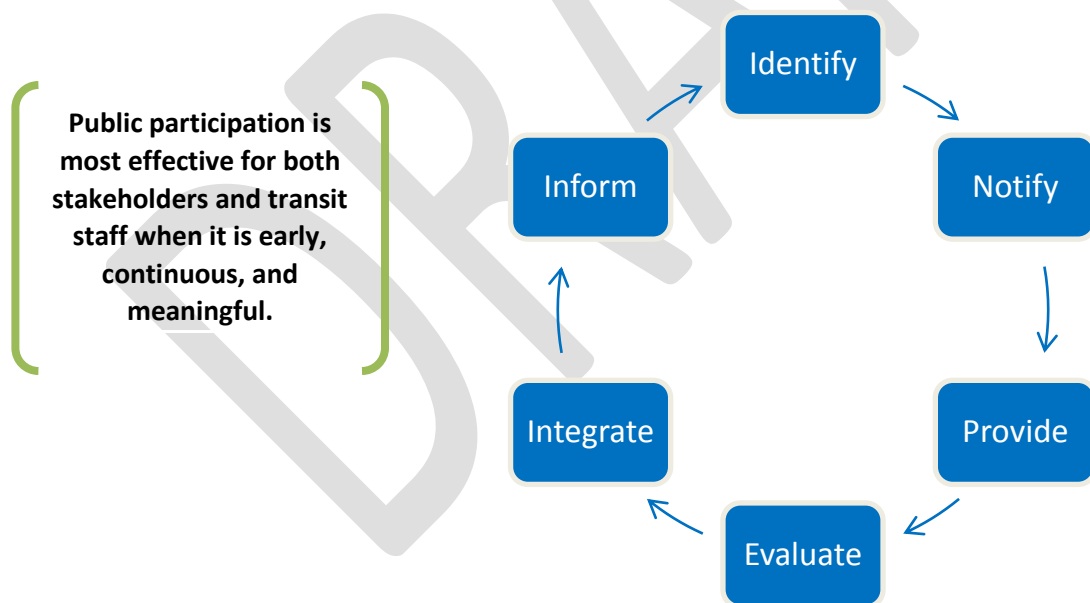
Public comments received by MST are valued. MST will record, analyze, and integrate public input to the extent it is relevant, constructive, financially and administratively possible and would result in improved plans, projects, programs, and decisions.

MST'S PUBLIC PARTICIPATION GUIDING PRINCIPLES

To assist MST in achieving its public participation goals, the following guiding principles have been identified to assist MST staff when planning for changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects. These guiding principles create a “communication loop³” of early, continuous, and meaningful public participation (**Figure 3**).

1. **Identify:** impacted stakeholders, outreach methods, meeting locations/frequency, outreach timeline
2. **Notify:** stakeholders of issues under consideration, participation opportunities, resource availability
3. **Provide:** relevant information and materials and potential for influence
4. **Evaluate:** all public input against financial, regulatory, or administrative constraints
5. **Integrate:** public input into the final transportation decision, as appropriate
6. **Inform:** stakeholders of evaluation and integration process and why final decisions were made

Figure 3: Public Participation Communication Loop



³ While many articles, both peer reviewed and non-peer reviewed, have been written on “communication loop theory,” perception loop theory,” etc., for disciplines ranging from speech monitoring to information technology, the term has been applied within the development of this Plan to specifically apply to MST’s public participation outreach. Every effort was made to ensure that MST’s example of its communication loop was not used without attribution, nor was it found to exist in this exact form anywhere else.

MST'S PUBLIC PARTICIPATION TECHNIQUES

A one-size-fits-all approach to public outreach does not result in high participation rates; therefore, MST has identified a range of techniques to be considered at the beginning of its public participation process. Because each transportation decision is unique and might affect populations and individuals within MST's service area differently, the techniques used during the public participation process may vary according to each circumstance and should be viewed as a "toolbox" of options, not rigid obligations.

Each stage of MST's communication loop provides an opportunity to identify techniques that are best suited to the nature and scope of the issue under consideration in order to increase the success of the public participation process and result in better outcomes. This process is designed to be used for all of MST's outreach efforts including changes, reductions, or loss of public transit services; fare increases; service planning and construction projects; environmental studies and other plans and projects.

Each phase of the communication loop is specifically addressed below along with a variety of techniques that may be used improve the process⁴.

1. IDENTIFY

The first phase of MST's communication loop includes identifying impacted stakeholders, preferable outreach methods, meeting locations/frequency, and creating the overall outreach timeline.

Certain demographic groups may be more impacted than others by a transportation policy or project; therefore, the following stakeholders should be identified during this phase:

- Transit customers
- Individuals or groups who are affected by a transit-related project or action
- Residents located within affected geographic areas
- Businesses located within affected geographic areas
- Traditionally under-served and/or under-represented communities or populations
 - Persons with limited English proficiency (LEP)
 - Minorities
 - Persons with disabilities
 - Seniors
 - Veterans
 - Low income communities
- Government agencies and municipalities
- Community and faith-based organizations
- Social service agencies and nonprofits
- Schools, colleges, and universities

⁴ The techniques identified in this PPP represent only a sample of tools available. Detailed descriptions of the techniques listed in this document, as well as many others, can be found in the U.S. Department of Transportation and Federal Transportation Administration's "Public Involvement Techniques for Transportation Decision-making."

Techniques

MST staff may use the following techniques to identify impacted stakeholders, preferable outreach methods, determine meeting locations/frequency, and create the overall outreach timeline:

- Review and analyze demographic maps, transit routes, etc.
- Solicit input from advisory committees and other groups who represent or serve underserved populations
- Create a database of meeting locations that are transit-convenient, ADA accessible, located within impacted communities, and familiar to impacted stakeholders
- Use Gantt charts or other project management tools to establish an outreach timeline
- Schedule meetings at locations and frequencies that are convenient and transit-accessible for minority and LEP communities
- Consider different meeting sizes and formats. Examples include:
 - Board meetings, public hearings
 - Community meetings, drop-in centers
 - Focus groups
 - Open houses, workshops, charrettes
 - Information booths
- Determine the need for language translation or interpretation

2. NOTIFY

The second phase of MST's communication loop includes notifying stakeholders of issues under consideration, participation opportunities, and resource availability.

Whether the goal is to reach a broad segment of MST's stakeholders or to reach a more targeted demographic, identifying the most effective notification methods for each demographic can improve public participation.

Techniques

MST staff may use the following techniques to notify stakeholders of the issues under consideration, the participation opportunities available to them, and how and where they can access resources:

- Create a database of media outlets and other non-traditional opportunities to notice public meetings, including those that target impacted stakeholders. Examples include:
 - Traditional media (print, radio, television)
 - Social media (Twitter, Facebook, Instagram)
 - Magazines and other publications that are widely distributed
 - Magazines and other publications that serve minority and LEP populations
 - Schools, libraries, or other locations frequented by impacted stakeholders
 - Online public participation platforms (NextDoor, MindMixer, Crowdbrite, etc.)
 - MST website www.mst.org
- Use alternative distribution formats to notice public meetings. Examples include:
 - Brochures, newsletters, flyers
 - Direct mailers
 - Email lists
 - Press releases

- Public service announcements
- Social media (Twitter, Facebook, Instagram)
- MST website www.mst.org
- Advisory committees and groups who represent or serve underserved populations
- Provide opportunities for public comment other than attending meetings and clearly advertise the opportunities. Examples include:
 - Written
 - Email
 - Telephonic submission
 - Drop-in centers, pop-up booths
 - Surveys
 - Social media
 - Website

3. PROVIDE

The third phase of the communication loop involves providing the public with relevant information and materials and informing them of their potential for influence.

MST has determined that public participation is most effective when the public is provided information that is relevant to the specific concerns, interests, and values of affected communities and stakeholders and when they have multiple opportunities to receive information and provide input.

Information provided to the public should be stated accurately and with an appropriate level of technical detail so it can be understood by the greatest number of participants. Additionally, MST will clearly identify how, and to what degree, the public's input will be able to influence and have a direct impact on the District's decisions. The public will also be clearly informed regarding issues such as budgetary constraints, staffing limitations, or other barriers that may limit MST's ability to implement certain requests.

Techniques

MST staff may use the following techniques to ensure informational materials are relevant and that the public understands their potential for influence. Examples include:

- Clearly summarize project or policy
- Provide specific project or policy options and clearly identify options that are not available due to financial, administrative, technical, or other reasons
- Avoid technical jargon and complexity
- Use summarized fact sheets to convey project or policy highlights
- Utilize images, photos, diagrams wherever possible
- Provide appropriate language translation of materials for LEP individuals
- Provide appropriate interpretation for LEP individuals
- PowerPoint presentations (emphasize bullet points and diagrams instead of lengthy paragraphs)
- Design surveys to offer specific and feasible project or policy preferences and avoid "open-ended input"
- Consider having meetings facilitated by a neutral party

4. EVALUATE

The fourth phase of the communication loop includes evaluating all public input against financial, regulatory, and administrative constraints.

MST operates within a regulatory environment that may at times preclude certain requests from being implemented; additionally, there may be technical, budgetary, or other barriers that may limit MST's ability to implement certain requests. For this reason, the evaluation phase of the public participation process most often will be conducted by MST staff or consultants.

The goal of the public outreach effort is to ensure positive outcomes, better solutions, and a transit system that acknowledges the concerns, needs, and values of its stakeholders. For this reason, public input is evaluated for integration into the final project or decision to the extent it is relevant, constructive, and financially and administratively feasible.

Techniques

Following closure of the public comment period, MST staff will categorize and summarize all public input in formats conducive to staff review and evaluation, such as:

- Minutes of all public meetings
- Lists
- Tables
- Spreadsheets

MST staff and/or consultants will evaluate public input for integration into its final project or decision by analyzing the following dimensions:

- Administrative feasibility (staffing and labor availability)
- Ethical conformity (negative impacts on minorities, low income, or underserved populations)
- Financial feasibility (budget/funding availability)
- Project effectiveness (improve outcomes and efficiencies)
- Technical feasibility (technological/capacity/resource limitations, public safety)

MST staff and/or consultants may use the following techniques during their analysis:

- SWOT analysis (strengths, weaknesses, opportunities, and threats of proposed options)
- FOD analysis (facts, outcomes, options, decision)
- Mapping, planning, and scheduling comparisons (efficiency/effectiveness of proposed options)
- Resource availability analysis (staff/labor, technological/capacity limitations)
- Budget analysis (cost/benefit analysis, budget/funding limitations)
- Legal review (regulatory requirements, equity and civil rights violations, industry best practices)

5. INTEGRATE

The fifth phase of the communication loop involves integrating public input into the final transportation project or decision.

Following the evaluation phase, MST staff will integrate into the final project or decision the recommendations that have been found to result in positive outcomes, better solutions, and a transit system that acknowledges the concerns, needs, and values of its stakeholders.

Techniques

Examples of techniques to integrate changes and revisions in a manner that preserves the public record and prepares MST to inform the public of the influence their input resulted in include:

- Revise draft plans, programs, and policies for final approval by the MST Board of Directors
- Record all public comments received from relevant sources
 - Minutes of all public meetings
 - Written, email, telephonic submissions
 - Surveys
 - Comments received from social media
 - Comments received on MST website www.mst.org
 - Drop-in centers, pop-up booths
- Describe the mechanism(s) used to evaluate/analyze public comments
 - SWOT analysis
 - FOOD analysis
 - Mapping, planning, and scheduling comparisons
 - Resource availability analysis
 - Budget analysis
 - Legal review
- Include the reasons for accepting or rejecting public comments
 - Administrative feasibility
 - Ethical conformity
 - Financial feasibility
 - Project effectiveness
 - Technical feasibility

6. INFORM

The sixth and final phase of the communication loop involves informing stakeholders of the evaluation and integration process and why final decisions were made.

To ensure transparency and complete the communication loop, MST has developed methods to inform the public of suggestions and requests that were or were not able to be included into the final project or decision, as well as a summary of why these determinations were made. Examples include:

- Include all public comments received
 - In the appendix of the final plan/project
 - In staff memos presented to the MST Board
 - On MST website www.mst.org
 - In other public information efforts (emails, mailers, etc.)
- Include the mechanism for evaluating/analyzing public comments
 - In the appendix of the final plan/project
 - In staff memos presented to the MST Board
 - On MST website www.mst.org

- In other public information efforts (emails, mailers, etc.)
- Include the reasons for accepting or rejecting public comments
 - In the appendix of the final plan/project
 - In staff memos presented to the MST Board
 - On MST website www.mst.org
 - In other public information efforts (emails, mailers, etc.)

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4. MST'S BASELINE METHODS FOR PUBLIC OUTREACH

MST has established baseline methods for public outreach to comply with DOT, FTA, and Title VI requirements and to ensure a process through which stakeholders' concerns, needs, and values are incorporated into the public transit decision-making process.

While this Plan is designed to assist MST staff in implementing a range of outreach techniques to increase public participation, a baseline of participation methods has been established to ensure MST meets the basic requirements for public participation. All public outreach efforts incorporate the requirements of MST's LAP to ensure meaningful access to persons with limited English proficiency.

The following baseline public participation methods are provided by MST:

Monthly Board Meetings

The MST Board of Directors holds monthly public meetings of the full board, as well as meetings of its member committees (Facilities, Finance, Human Resources, Legislative, Marketing, Planning & Operations). A public comment period is provided at every board and committee meeting, allowing stakeholders the opportunity to comment on any issue of concern, whether on or not on the agenda.

- All board meetings are noticed at least 72 hours in advance on MST's website www.mst.org, at meeting locations, and on social media.
- Agendas are available to the public at least 72 hours in advance of board meeting on MST's website www.mst.org and by mail or email upon request.
- Accessible formats and language translation or interpretation⁵ is provided with three working days' advance notice, and instructions on obtaining these services are provided on every agenda.
- Bilingual (English/Spanish) Customer Service Representatives are present at every board and committee meeting.

MST's accessibility and language assistance notice can be found in **Attachment D** of this document.

Public Hearings

In accordance with 49 USC Chapter 53, Section 5307, recipients of federal grants must have a locally developed process to solicit and consider public comments before implementing a major reduction in service⁶ or an increase in bus fares. The District's Public Hearing Policy can be found in **Appendix E**.

Transit Service and Fares

MST conducts public hearings for major service changes or any increase in bus fares.

- MST will hold one or more public hearings on the Monterey Peninsula, within the City of Salinas, and/or within a jurisdiction of the central Salinas Valley, depending on the nature of the service change or fare increase and the impacted population(s).

⁵ MST provides language translation and interpretation services in Spanish, Tagalog, Vietnamese and Korean, per its Language Assistance Plan.

⁶ Details on how MST defines a major service change can be found within its Public Hearing Policy in Appendix E.

- Depending on the nature of the service change or fare increase and the affected population(s), MST may hold hearings at multiple locations, days, and times.
- At least two weeks' notice will be provided for public hearings, and information on submitting written, email, verbal, or telephonic comments is provided for those unable to physically attend the hearings.
- Public hearings will be noticed in both English and Spanish and will include MST's Safe Harbor notice of language services in English, Spanish, Tagalog, Vietnamese, and Korean.
- Public hearings will be advertised in local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Public hearings will be noticed in the legal section of local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Public hearings will be advertised onboard MST buses (car cards) and on the MST website www.mst.org during the two-week notice period. Press releases will be sent to local media outlets.
- Accessible formats and language translation or interpretation will be provided with three working days' advance notice, and instructions on obtaining these services will be provided on every public notice.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every public hearing.
- All public hearing presentation materials will be provided in English and Spanish.

Program of Projects – FTA Section 5307

A public hearing is conducted annually when MST applies for federal operating assistance.

- In addition to its inclusion and notice within the MST agenda, the federal grant application process will be advertised in local newspapers of record and will provide a 30-day public comment period.
- The hearing will be advertised in both English and Spanish with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Public hearings will be advertised in local newspapers of record with broad distribution, as well as targeted distribution to relevant language groups and affected communities, as appropriate.
- Accessible formats and language translation or interpretation will be provided with three working days' advance notice, and instructions on obtaining these services will be provided on every public notice.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every public hearing.
- All public hearing presentation materials will be provided in English and Spanish.

Advisory Committees

Advisory committees are a representative group of stakeholders that meets regularly to discuss issues of common concern and/or to provide input, recommendations, or suggestions to improve transportation policies, programs, and services. MST currently benefits from two advisory committees, the Measure Q Oversight Committee (MQC) and the Mobility Advisory Committee (MAC). Each provides valuable oversight and input into MST's transit service and programs, and their members are representative of the individuals and communities who benefit from public transportation.

Measure Q Oversight Committee

On November 4, 2014, the voters of Monterey County approved the first-ever countywide sales tax measure for public transit. The Monterey-Salinas Transit Local Transit Funding for Seniors, Veterans, and Persons with Disabilities sales tax measure (Measure Q) went into effect in April of 2015, and is expected to raise approximately \$6 million per year to provide vital public transit services to these groups. The sales tax will expire after 15 years unless renewed by the voters of Monterey County.

Per Ordinance 2015-01, Section 18, the MST Board of Directors is required to appoint members to an oversight committee to review and report on the revenue and expenditure of funds from the tax. The membership of the Measure Q Oversight Committee (MQC) consists, at a minimum, of a representative from each of the following:

1. The Salinas Urbanized Area, to include a representative from the City of Salinas;
2. The Seaside-Marina-Monterey Urbanized Area, to include a representative from among the cities of Carmel-by-the-Sea, Monterey, Pacific Grove, Seaside, Del Rey Oaks, Sand City, and Marina;
3. The Non-urbanized Areas, to include a representative from among the cities of Gonzales, Greenfield, Soledad, and King City;
4. The County of Monterey, to include a representative from an unincorporated area of Monterey County;
5. A bona fide non-profit organization that represents the interests of taxpayers in the County; and
6. The District's existing Mobility Advisory Committee, to include two members of the Mobility Advisory Committee.

MQC members meet at least two times per year to review and report on the revenue and expenditure of funds from the tax to ensure that all funds are spent to benefit seniors, veterans, and persons with disabilities. All Measure Q meetings are open to the public.

Nominations for MQC members are solicited by MST staff from a variety of nonprofit agencies, social service providers, municipalities, and board members, with special consideration given to individuals who are themselves seniors, veterans, or persons with disabilities.

MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits. The Title VI Coordinator monitors the racial makeup of MST's advisory committees and makes diversity recommendations when

vacancies occur. A breakdown of the racial/ethnic composition of MST's advisory committees is provided in **Figure 4**.

Mobility Advisory Committee

Monterey-Salinas Transit is committed to assisting persons with disabilities and other travel challenges to ensure they receive the same level of mobility and travel independence on public transit that others enjoy. To this end, MST operates a range mobility services offering a variety of travel options that allow riders to participate fully in their communities.

All MST mobility program services are planned and implemented with the input and oversight of the Mobility Advisory Committee (MAC). The MAC is comprised of consumers and medical/social service agency personnel who have first-hand experience using MST services and/or in assisting others to do so. The MAC provides advice and recommendations on improving mobility services to MST staff and its Board of Directors.

MAC members are nominated by existing members of the committee and are then referred to the MST Board for approval. The committee seeks to maintain a balance of representation from among various service providers and across the MST service area. MST staff makes every attempt to maintain a racially diverse committee membership and encourages minority participation when filling vacancies due to attrition or term limits. The Title VI Coordinator monitors the racial makeup of MST's advisory committees and makes diversity recommendations when vacancies occur.

The Mobility Advisory Committee meets every two months, and meetings are open to the public. The MAC reports directly to the MST board of directors, and provides advice and recommendations on improving these services.

Figure 4: Racial Composition of MST's Advisory Committees.

Committee	WH	AI or AN	AS	BL/AA	H/L	NH or PI	2+	Total No. Members
MQC	66%			17%	17%			6
MAC	64%			9%	27%			11

Surveys

MST regularly conducts surveys in both English and Spanish to gauge the opinions of its customers and the community at large. Market research activities allow MST to identify program strengths and weaknesses while developing strategies for enhancing service, thereby improving mobility for those who live and work within MST's service area. Service planning and marketing decisions require a solid foundation of quality, current data regarding travel patterns, customer perceptions, the customer profile, and demand for public transit service.

Onboard Rider Surveys

In 2016, MST hired consultants to conduct a transit rider survey, designed to quantify usage, measure satisfaction levels, track travel behavior, and identify service perceptions. The objectives of the onboard

survey were to gain objective insight of MST customer opinions spanning across many regular MST service lines, and to compile a demographic profile of the typical MST rider.

Community Surveys

MST also conducted a community non-rider survey in 2016 to assess perceptions of Monterey County residents who do not currently patronize Monterey-Salinas Transit, and subsequently identify possible barriers to transit use. Community perceptions of MST were also assessed. Analysis of community member responses enables informed decision-making inferences regarding travel-related issues.

The impact of this market research project provides a wealth of benefits to MST in developing tactics and strategies required in areas such as marketing, planning, and community involvement.

Stakeholder Surveys

MST surveys stakeholders annually in its service area to gauge knowledge of and opinions regarding this agency.

In February 2016, eBlast advertisements were sent out to all members of the Monterey Peninsula, Salinas Valley, Carmel-by-the-Sea and Pacific Grove chambers of commerce encouraging participation in MST's annual Community Stakeholder Survey. MST also received unpaid promotion of the survey through the Monterey County Business Council's Friday Facts newsletter.

Community Outreach

Community Meetings

On occasion, MST staff conducts public educational/informational meetings on a variety of topics of interest to the general public. These meetings may also be used to supplement the public hearing process for projects that could benefit from additional outreach opportunities. Potential meeting formats may include, but are not limited to:

- Drop-in centers
- Focus groups
- Open houses
- Workshops
- Charrettes
- Transportation fairs
- Presentations at senior centers, community organizations, etc.

These community meetings employ many of the same outreach methods as MST's other regular meetings:

- MST will hold one or more community meetings, at locations, days, and times depending on the purpose of the meeting and the target audience.
- At least two weeks' notice will be provided for community meetings.
- Community meetings will be advertised in both English and Spanish and will include MST's Safe Harbor notice of language services in English, Spanish, Tagalog, Vietnamese, and Korean.
- Community meetings will be advertised in print and/or other formats, as appropriate for the purpose of the meeting and the target audience.

- Community meetings will be advertised on the MST website www.mst.org.
- Accessible formats and language translation or interpretation will be provided with three working days' advance notice, and instructions on obtaining these services will be provided in all ads.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every community meeting.
- All meeting presentation materials will be provided in English and Spanish. If the meeting is targeting specific language groups and communities, translation and interpretation will be provided in those languages, to include presentation materials.
- Bilingual (English/Spanish) Customer Service Representatives will be present at every community meeting.

Targeted One-on-One, Small, or Large Group Outreach

On occasion, MST staff conducts transit education or support meetings to specific demographic groups, social service providers, senior centers, veterans groups, and minority groups, among others, either by request or to promote MST transit services to those who may be unaware of, or unfamiliar with, public transportation.

MST employs a Community Relations Coordinator dedicated to community engagement and the support and promotion of Monterey-Salinas Transit's services. This person maintains regular contact with various community and interest groups such as schools, nonprofits, clubs, social service providers, senior living communities, and other organizations.

MST also employs Mobility Specialists who provide one-on-one, small, or large group outreach and educational meetings for persons with disabilities, including seniors and veterans. These meetings can be informational, promotional, or designed to address public or customer concerns, providing an alternative public participation opportunity to board meetings and more formal community meetings.

Examples of recent outreach activities include:

- Dialysis summit with participants from dialysis clinics
- Meeting with the Veterans Services Collaborative
- Attending Senior Kings and Queens Club
- Outreach at the Pacific Meadows Health Fair
- Outreach at the Monterey Fairground Senior Day
- Volunteering at senior center sites to answer questions and provide travel training

MST Travel Trainers

MST Travel Trainers provide free fixed-route training to teach interested individuals how to safely and independently ride the MST bus system. MST staff offers this training to individuals or groups. Training typically involves a brief classroom session and/or a bus ride accompanied by a travel trainer. Travel Trainers assist the public on a variety of topics, including:

- How to plan a bus trip
- How to understand route maps, stops, bus schedules and landmarks
- How to board and de-board a bus safely
- How to pay fares and purchase bus passes

- How to transfer to other buses
- How to use a mobility device
- Support for those with cognitive challenges

Paratransit Outreach

MST is committed to assisting persons with disabilities or other travel challenges, to ensure that they receive the same level of mobility and travel independence on public transit that other people enjoy. To this end, MST operates a robust mobility program that includes an ADA compliant paratransit program (MST RIDES) and a travel assistance program for those who do not qualify for paratransit service or who do not require paratransit service for some or all of their transit trips. MST's mobility services include:

MST RIDES

In compliance with the Americans with Disabilities Act of 1990, MST offers its MST RIDES ADA paratransit program to customers who have a disability that prevents them from using MST's regular fixed route bus service. MST RIDES is a ride-share program and its buses are fully accessible and equipped with wheelchair lifts.

MST RIDES ST

The program includes the RIDES Special Transportation (ST) service for those who reside in parts of unincorporated North and South Monterey County which are outside of MST's ADA service area. MST offers a RIDES taxi voucher program for persons with disabilities who qualify.

Senior Shuttle

MST's Senior Shuttles are specially designed routes which go to locations where seniors want to go without the need to transfer from bus to bus. Many of Monterey County seniors live in senior communities and in locations outside of city centers, and these riders often need to reach vital services such as medical appointments, grocery stores, and pharmacies.

To support both fixed route and paratransit customers, MST offers the services of travel trainers and MST Navigators to educate and train individuals to ride the bus.

MST Navigators

MST Navigators work side-by-side with MST staff in promoting mobility for individuals with travel challenges. Navigators perform a variety of tasks and outreach activities to MST's customers and potential customers, including:

- Teaching people or groups to navigate the bus system
- Assisting bus passengers including seniors or persons with disabilities with their shopping needs
- Providing public education and community outreach
- Visiting senior centers to answer transportation questions and provide travel training
- Providing general assistance during paratransit services
- Giving presentations at service-related organizations, groups, and senior centers
- Staffing information booths at fairs, events, and workshops

Routine Public Information

Press Releases

MST regularly issues press releases to notify the public of service changes, holiday schedules, special services, new amenities for riders, grant awards and other new funding sources, and educational campaigns.

- All press releases are published on MST's website in English with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Press releases are distributed to local English and Spanish newspapers, radio, and television stations.

Social Media

MST uses several social media formats to keep its customers informed of issues such as holiday schedules, route detours, and late buses. MST currently uses the following social media platforms:

- Facebook: <https://www.facebook.com/montereysalinas.transit>
- Twitter: https://twitter.com/MST_BUS
- Instagram: https://www.instagram.com/mst_bus/

Printed Materials

MST provides a wide range of printed materials to educate, inform, and promote its transit service to the public and to provide transparent financial and statistical performance data to the public. Examples of MST's printed materials include:

- Brochures
 - MST Special Visitor Route Brochures*
 - MST Trolley Brochures*
 - ADA Paratransit Services*
 - Travel Training*
 - Taxi Voucher Program*
 - Navigators
 - Comprehensive Annual Financial Report
- Fact Sheets
 - JAZZ Bus Rapid Transit
 - MST Fares*
 - Special Projects*
 - Special and Discount Fares*
- Rider's Guide*

**Materials are bilingual in English and Spanish*

Website

MST maintains a website www.mst.org to provide a wealth of valuable information*, including in part:

- Complete Rider's Guide
- Customer Services Information
- Quick Trip Planner

- Routes and Schedules
- Fares
- General “About MST” Information
 - News
 - Board meeting agendas and minutes
 - Financial information
 - Employment information
- Contact Us
 - Customer Service Report Online Complaint Form
 - Civil Rights information (Title VI, ADA) including Complaint Forms
 - Lost and Found
- Comprehensive Mobility Site
 - Paratransit services and application forms
 - Reasonable modification
 - Publications
 - Informational videos and tutorials

*MST’s website is equipped with Google Translate to provide language translation in over 100 languages.

Language Assistance

MST upholds the goals of Title VI of the Civil Rights Act of 1964, Federal Executive Order 13166, and the Department of Transportation’s Limited English Proficiency Guidelines by ensuring that all persons, regardless of race, color, or national origin, are afforded meaningful access to its transit services.

To comply with federal regulations and guidelines, and to encourage participation by minorities and LEP persons, MST has established minimum thresholds for providing language assistance to its stakeholders, per its Language Assistance Plan:

- All MST Customer Service Representatives are bilingual in Spanish and English, and a representative is present at every publicly noticed meeting.
- Board meetings and public meetings are advertised in both English and Spanish with MST's Safe Harbor notice of language services provided in English, Spanish, Tagalog, Vietnamese, and Korean.
- Translation or interpretation services for board meetings and public hearings are provided in Spanish, Tagalog, Vietnamese, and Korean with three working days’ advance notice, and instructions on obtaining these services are provided on every agenda and public hearing notice.
- MST offers Google Translate on its website www.mst.org, providing web visitors with the ability to translate every page on MST’s website in addition to the MST Rider’s Guide.
- MST contracts with Language Line Solutions to provide telephone or in-person interpretation in over 190 languages.
- MST provides written translation of its vital documents in Spanish, Tagalog, Vietnamese, and Korean.

- MST Customer Service Representatives, Coach Operators, and Transportation Operations Supervisors are trained in accessing Language Line Services and properly interacting with LEP customers.

Accessibility Methods

- MST's website content is ADA accessible and is compatible with screen reading devices for individuals with visual impairments.
- MST's board meetings are held in a location accessible by public transportation, including MST RIDES paratransit service, with wheelchair accessible meeting rooms and bathrooms.
- Other public meetings will be held at transit-convenient, ADA compliant venues whenever possible, and will be held at flexible times and near communities of interest.
- MST offers TDD/TTY service for individuals who are hard of hearing. Hearing assistance loop devices are provided upon request at MST public meetings.
- MST will strive to use symbols, pictures, videos and other non-traditional education/communication methods whenever possible to communicate with a broader segment of the community.

5. OUTREACH EFFORTS OVER PAST THREE YEARS

The following public hearings, scoping meetings and requests for public comment took place over the last three years. Public hearings were noticed per MST's Public Hearing Guidelines and Public Hearing Policy. MST will begin implementing its revised Public Hearing Policy (**Attachment E**) on June 1, 2017, to reflect new language assistance requirements for LEP populations that have met the threshold of 5 percent of MST's service area population or 1,000 persons, whichever is less, per MST's Language Assistance Plan guidelines.

- On April 14, 2014, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In July of 2014, MST published a **public notice** soliciting public comment on its proposed Disadvantaged Business Enterprise Goal for Federal Fiscal Years 2015-2017.
- On April 13, 2015, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In 2015, MST held a series of four **public hearings** for a draft emergency service reduction plan in response to the Amalgamated Transit Union's objection to the processing and certification of MST's Federal Transit Administration (FTA) Section 5307 Operating Assistance grant. ATU's objection was in response to ongoing concerns with the adoption of the 2013 Public Employees Pension Reform Act (AB 340) by the California state legislature and Governor Jerry Brown. The reductions were scheduled to take place on May 16, 2015; however, MST was successful in receiving its FY15 federal funds despite the objections from the ATU, and service reductions were not implemented.
- On May 10, 2015, MST published a **Notice of Intent to Adopt a Mitigated Negative Declaration** for the Monterey-Salinas Transit Monterey Bay Operations and Maintenance Facility Renovation and Expansion Project located at 1 Ryan Ranch Rd., Monterey, CA 93940. A review and public comment period was provided and a public hearing was held at its July 13, 2015, board meeting where MST's Board approved the project and adopted the Initial Study & Mitigated Negative Declaration.
- In 2015, MST held two **public hearings** proposing a minor fare structure revision for its ADA paratransit services known as MST RIDES. A public hearing was held at MST's November 9, 2015, board meeting where the MST Board approved the fare revision.
- In 2016, MST held a series of three **public hearings** for a proposed fare increase. The increase resulted from a proposed reduction of the maximum distance for Primary base routes. MST did not implement the fare increase.
- On March 7, 2016, MST held a **public hearing** for its Final Program of Section 5307 Federally Funded Projects.
- In April of 2016 MST held two **public scoping meetings** to inform and solicit comments from the public on developing site selection goals for a future bus maintenance and operations facility to serve south Monterey County.
- On May 9, 2016, MST held a **public hearing** for proposed new service and approval to file the appropriate grant application with Caltrans using Section 5311(f) funds to inform and solicit comments for new fixed-route operations from Fort Hunter Liggett to Templeton.

The following community events, presentations, and collaborative meetings were attended by MST staff in 2016.

Community Events			
Date	Event Name	City	Attendees
May			
5/13/2016	Language Day	Presidio-Monterey	22
5/20/2016	Interim Health Fair	Salinas	47
June			
6/11/2016	Military Appreciation Day	Seaside	300
6/26/2016	Viva La Familia	Salinas	728
August			
8/2/2016	National Night Out	Marina	Unknown
8/11/2016	La Gloria School- Resource Fair	Gonzales	Unknown
8/13/2016	Salinas Food & Wine	Salinas	923
8/16/2016	Community Action- Resource Fair	Soledad	100+
8/18/2016	Electric Trolley in Wheels of the Future	Pacific Grove	Unknown
8/19/2016	Stand Down	Seaside	76
8/20/2016	Stand Down	Seaside	42
8/21/2016	Stand Down	Seaside	21
8/27/2016	West End Celebration	Sand City	163
8/28/2016	Dia Del Trabajador	Greenfield	254
8/30/2016	7Th Annual MISS	Monterey	30+
September			
9/1/2016	Senior Day @ the Fair	Monterey	1200
9/2/2016	Veterans day @ the Fair	Monterey	-200
9/11/2016	Dia Del Grito	E. Salinas	1,084+
9/17/2016	Open House & Information Scholze	Monterey	39
October			
10/5/2016	City of Salinas -Health & Wellness Fair	N. Salinas	76
10/9/2016	Ciclovia	E. Salinas	1,084
10/11/2016	Veterans Cemetery Ceremony	Fort Ord	Unknown
10/13/2016	Health Options Fair	E. Salinas	17
10/16/2016	Greenfield Harvest Festival	Greenfield	309
10/17/2016	Greenfield ATP Groundbreaking	Greenfield	Unknown
10/21/2016	Firehouse Resource fair	Salinas	70
10/22/2016	Premium Packing, Inc	N. Salinas	159
10/28/2016	Regency Court	Salinas	23
November			
11/8/2016	Hospitality Recognition Luncheon	Monterey	Unknown

11/10/2016	Firehouse Senior Center	Salinas	48
11/10/2016	Health Fair @ Cesar Chavez Library	E. Salinas	25
11/19/2016	Expanding Your Horizons Career Fair	Salinas	200
11/27/2016	Salinas Parade of Lights	Old Town Salinas	Unknown
December			
12/1/2016	Ribbon Cutting @ Natividad Acute Rehab Center	Salinas	Unknown
12/1/2016	Monterey Bay Aquarium Board of Trustees Reception	Monterey	Unknown
12/3/2016	Adelante Con Orgullo Mujer Imigrante Conference	Salinas (Hartnell)	108
12/15/2016	Health Options Information Fair	Salinas	Unknown
January			
1/21/2017	Instituto de Educacion Especial	Greenfield	Unknown

Community Presentations			
Date	Agency/Group Name	City	Attendees
May			
5/16/2016	Holman HYW 68 Roundabout	Pacific Grove	32
5/17/2016	Holman HYW 68 Roundabout	Carmel	11
5/23/2016	Holman HYW 68 Roundabout	Carmel	37
June			
6/1/2016	Partners For Peace	Salinas	13
July			
7/22/2016	CHP Age Well Drive Smart Workshop	Monterey	44
September			
9/16/2016	CHP Age Well Drive Smart Workshop	Salinas	19
9/27/2016	First 5- Service providers bus trip	Greenfield	21
October			
10/14/2016	Montecito Senior Apartments	Salinas	13
10/21/2016	Senior Resource Fair	Salinas	36
November			
11/1/2016	Montecito Senior Apartments	Salinas	17
11/1/2016	St. Ansgars Church Senior Luncheon	Salinas	60+
11/3/2016	La Gloria Apartments	Salinas	8
11/4/2016	CHP Age Well Drive Smart Workshop	Salinas	11
11/7/2016	Steinbeck Apartments	Salinas	23
11/15/2016	CHP Age Well Drive Smart Workshop	Carmel	17
11/15/2016	Salinas Valley Memorial Hospital	Salinas	9
11/15/2016	Latino Farmers Conference	Salinas	28
December			
12/7/2016	CHP Age Well Drive Smart Workshop	Monterey	Unknown

Community Collaboration and Meetings		
	Name of group	Location
June		
6/3/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
6/30/2016	South County Outreach Resource Education (SCORE)	Soledad
July		
7/8/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
7/28/2016	South County Outreach Resource Education (SCORE)	Soledad
August		
8/5/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
Last Thur/mo	South County Outreach Resource Education (SCORE)	Soledad
September		
9/9/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
9/29/2016	South County Outreach Resource Education (SCORE)	Soledad
October		
10/5/2016	Senior Day - Fair wrap up	CCSS main office
10/6/2016	CISNE (Monterey County Immigrant Service Network of Empowerment)	MCOE
10/7/2016	Monterey County's Community Voice for Aging (MCCVA)	Salinas
10/27/2016	South County Outreach Resource Education (SCORE)	Soledad
November		
11/2/2016	Gonzales Community Collaboration	Gonzales PD
11/3/2016	CISNE (Monterey County Immigrant Service Network of Empowerment)	Salinas
11/21/2016	AMBAG	Marina
11/30/2016	Adelante Mujer Imigrante committee	Salinas
December		
12/2/2016	Monterey County's Community Voice for Aging (MCCVA)	Sand City
12/7/2016	Gonzales Community Collaboration	Gonzales PD
12/9/2016	Alisal Vibrancy Plan Engagement	Salinas
12/15/2016	Latino Luncheon	
January		
1/26/2016	South County Outreach Resource Education (SCORE)	Soledad

6. CONCLUSION

This Public Participation Plan must, first and foremost, be accountable to the public. The strategic approach, goals, and guiding principles MST has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by MST help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

The Plan has also been prepared to guide and support MST staff in complying with 49 U.S.C Sections 5307(b) and 5307(c)(1)(1), USDOT requirements, including the FTA Circular 4702.1B and Circular 4703.1, and Title VI of the Civil Rights Act of 1964. Compliance with these regulations and guidelines ensures that Monterey-Salinas Transit (MST) provides an opportunity for inclusive and accessible public engagement in its transportation decision-making process.

While the methods and techniques used during the public participation process may vary according to each circumstance, MST will make every effort to achieve the standards it has set and to design public outreach efforts with the goal of most effectively reaching out to MST's diverse communities. As a living document, the Plan may evolve according to the demographic makeup of MST's communities and their unique needs, as well as MST's evaluation of its public participation effectiveness.

MST thanks its stakeholders for their comments and input.

Carl Sedoryk
General Manager/CEO

Date

7. LIST OF ATTACHMENTS

Attachment A: MST Stakeholder List

Attachment B: Summary of Public Comments

Attachment C: American Community Survey Data

Attachment D: MST Accessibility and Language Assistance Notice

Attachment E: MST Public Hearing Policy

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Attachment A: MST Stakeholder List

MST Public Outreach Stakeholder List
Alliance on Aging
Always Best Care
Alzheimer's Association
Association of Monterey Bay Area Governments (AMBAG)
ATU Local No. 1225
Bicycling Monterey
Big Sur Land Trust
Blind & Visually Impaired Center
Boys & Girls Club
California Legal Rural Assistance
California State University Monterey Bay (CSUMB)
Carmel Chamber of Commerce
Carmel Foundation
Carmel Valley Chamber of Commerce
Catholic Charities Diocese of Monterey
Central California Alliance for Health
Central Coast Center for Independent Living (CCCIL)
Central Coast Senior Services
Central Coast VNA and Hospice
City of Carmel-by-the-Sea
City of Del Rey Oaks
City of Gonzales
City of Greenfield
City of King
City of Marina
City of Monterey
City of Pacific Grove
City of Salinas
City of Sand City
City of Seaside
City of Soledad
Clinica de Salud del Valle de Salinas
Communities Organized for Relational Power in Action (COPA)
Community Foundation for Monterey County
Community Hospital of Monterey County (CHOMP)
Community Housing Improvement Systems and Planning Association (CHISPA)
Community Human Services
County of Monterey

County of Monterey Workforce Development Board
Deaf and Hard of Hearing Service
Defense Language Institute Foreign Language Center (DLI)
Door to Hope
Dorothy's Place
Drake House
Elder Focus LLC
Family inHome Caregiving of Monterey
Food Bank for Monterey County
Gateway Center
Hartnell College
Health Projects Center
Hebbron Head Start
HOPE Services
Housing Authority Monterey County
Housing Resource Center Monterey County
Interim, Inc
ITN Monterey County
King City Chamber of Commerce
King City Unified School District
Kinship Center
LandWatch Monterey County
League of United Latin American Citizens (LULAC)
Legal Services for Seniors
Local Agency Formation Commissions (LAFCO)
Marina Rotary
Meals on Wheels of the Monterey Peninsula
Meals on Wheels of the Salinas Valley
Measure Q Oversight Committee (MQC)
Mobility Advisory Committee (MAC)
Monterey Bay Aquarium
Monterey Bay Economic Partnership
Monterey County Area Agency on Aging
Monterey County Behavioral Health Services
Monterey County Business Council
Monterey County Department of Health
Monterey County Department of Social Services
Monterey County Hospitality Association
Monterey County Office of Education
Monterey County Unified School District
Monterey Peninsula Chamber of Commerce
Monterey Peninsula College

Monterey Peninsula Foundation
Monterey Regional Airport
Monterey Senior Center
Moss Landing Chamber of Commerce
Multiple Sclerosis Quality of Life Project
MV Transportation, Inc.
Natividad Medical Center
Naval Postgraduate School
Old Fisherman's Wharf Association
Old Monterey / New Monterey Business Association
Pacific Grove Chamber of Commerce
Prunedale Senior Center
Rancho Cielo
ResCare HomeCare
Salinas Adult School
Salinas Senior Center
Salinas Unified High School District
Salinas United Business Association (SUBA)
Salinas Valley Chamber of Commerce
Salinas Valley Memorial Healthcare System
Salvation Army
SCORE
Seaside/Sand City Chamber of Commerce
Shelter Outreach Plus
Soledad-Mission Chamber of Commerce
South County YMCA
Sun Street Centers
Transportation Agency for Monterey County (TAMC)
United Way Monterey County
US Army – Presidio of Monterey
Veterans Transition Center

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Attachment D: MST Accessibility and Language Assistance Notice

Accessibility and Language Assistance Notice – MST Board and Committee Agendas

Materials related to an item on this agenda submitted to the Board after distribution of the agenda packet are available for public inspection at the Monterey-Salinas Transit Administration Building at 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 during normal business hours.

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting. Requests should be sent to MST – c/o Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 or clerk@mst.org.



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

Accessibility and Language Assistance Notice – Public Hearings and Other Community Meetings

An agenda and other informational materials related to this meeting are available by request within 72 hours of the meeting date.

Upon request, Monterey-Salinas Transit will provide written materials in appropriate alternative formats, including disability-related modifications or accommodations, auxiliary aids, or services to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number, description of the requested materials, and preferred alternative format or auxiliary aid or service at least three working days prior to the meeting. Requests should be sent to MST – c/o Clerk to the Board, 19 Upper Ragsdale Dr., Suite 200, Monterey, CA 93940 or clerk@mst.org.



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Language Assistance Notice – Vital Documents and Select Public Facing Materials (Option 1)



If information is needed in another language, contact 888-678-2871

Si necesita información en otro idioma, llame a 888-678-2871

Kung kailangan ang impormasyon sa ibang wika, makipag-ugnayan sa 888-678-2871

Nếu quý vị cần thông tin bằng một ngôn ngữ khác, vui lòng gọi số 888-678-2871

다른 언어로 된 정보가 필요하실 경우, 888-678-2871 번으로 전화해 주십시오.

Language Assistance Notice – Vital Documents and Select Public Facing Materials (Option 2)



888-678-2871 / Free language assistance / Asistencia de Lenguaje Gratuito / Libreng tulong
para sa wika / Hỗ trợ ngôn ngữ miễn phí / 무료 언어 지원

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