FINAL
2006
MST ADA
Complementary Paratransit
(MST RIDES) Plan

June 14, 2006

Monterey-Salinas Transit
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1 INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 mandates the provision of transportation service for individuals who have a disability that prevents them from independently using MST’s regular fixed route transit services. Monterey-Salinas Transit (MST) oversees the ADA Paratransit service for Monterey County, MST RIDES. Each year the MST ADA Complementary Paratransit (MST RIDES) Plan will be updated to reflect the most current MST RIDES information.

MST contracts with MV Transportation, Inc for the ADA Paratransit service, MST RIDES. The MST RIDES program also provides the RIDES Special Transportation (RIDES ST) service on behalf of Monterey County for eligible persons living in areas outside of the ADA-required service corridor (up to ¼ of a mile either side of any MST fixed route bus line). The North County zone covers 86 square miles of Monterey County north of Salinas, while the South County zone spans an extra quarter mile beyond the ¼ of a mile beyond the ADA service corridor, straddling Highway 101 between Salinas and King City, and then for one mile on either side along Highway 101 between King City and Bradley. MST RIDES ST passengers are required to certify under the ADA Paratransit eligibility criteria before they may use the RIDES ST service. Passengers pay an additional fare for pick-ups / drop offs outside of the ADA service corridor. Once the RIDES ST passenger enters the ADA service corridor, they pay regular ADA system fares. As with the MST RIDES program, there are no limitations on trip purpose and the RIDES ST service is also available whenever MST’s regular fixed route bus services are in operation.

2 OVERVIEW OF RIDES PARATRANSIT SERVICES

The MST RIDES program provides curbside-to-curbside Paratransit transportation services to individuals with disabilities who cannot independently use regular fixed-route service within ¼ mile on either side of, and at the beginning and end of MST fixed-route transit services. Table 1 provides an overview of the services available.

<table>
<thead>
<tr>
<th>Days and Times of Service</th>
<th>Same as MST fixed route service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fares</td>
<td>$2.50 Per Zone</td>
</tr>
<tr>
<td>Trip Restrictions</td>
<td>There are no restrictions for MST RIDES customers in the jurisdiction of Monterey County. Under the County of Monterey’s Special Transportation program (RIDES ST), there is a $2.00 fare for every trip made outside of the ¼ mile buffer from MST’s fixed route services within Monterey County. Trips made within the ADA corridor are the regular $2.50 per zone passenger fare.</td>
</tr>
<tr>
<td>Capacity Constraints</td>
<td>None</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Passengers must meet ADA Paratransit eligibility criteria.</td>
</tr>
</tbody>
</table>
Existing Ridership

Serving alongside any regular fixed route, MST RIDES currently serves 14 municipalities in two counties and nearly 10 additional communities in the unincorporated areas of Monterey County. The cities of Monterey and Salinas act as major transit hubs. The coverage area includes the Monterey Peninsula, Carmel, Carmel Valley, Salinas, Chualar, Gonzales, Greenfield, Soledad, King City, and north to the Watsonville Transit Center.

Table 2 shows information about the users of the Rides services in the fixed route service corridor areas as of February 2006.

Table 2 RIDES Customers

<table>
<thead>
<tr>
<th></th>
<th>The number of people certified as ADA Paratransit eligible as of February 2006.</th>
<th>2,145</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The number of people projected to have been certified by the end of February 2006.</td>
<td>2,245</td>
</tr>
<tr>
<td>2</td>
<td>The total population in the Monterey County service area.</td>
<td>665,262</td>
</tr>
<tr>
<td>3</td>
<td>Estimated percentage of certified participants by age group:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0 to 16 years</td>
<td>0.7%</td>
</tr>
<tr>
<td></td>
<td>17 to 61 years</td>
<td>25.7%</td>
</tr>
<tr>
<td></td>
<td>62 to 70 years</td>
<td>11.2%</td>
</tr>
<tr>
<td></td>
<td>Over 70 years</td>
<td>62.3%</td>
</tr>
</tbody>
</table>

Tables 3, 4, and 5 illustrate the existing ridership of the MST RIDES program. Table 3 shows the mobility status of the 2,145 certified MST RIDES passengers and their cities of residence as of February of 2006. Table 4 shows the month comparison changes in MST RIDES over a three-year period (FY 2004 and FY 2006). Table 4 shows the trend in monthly ridership.

Table 3 MST RIDES Passenger Registration Information (as of February 16, 2006)

<table>
<thead>
<tr>
<th>Mobility Status</th>
<th>Registered Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>1,500</td>
</tr>
<tr>
<td>Manual Wheelchair</td>
<td>486</td>
</tr>
<tr>
<td>Power Chair</td>
<td>115</td>
</tr>
<tr>
<td>Power Scooter</td>
<td>32</td>
</tr>
<tr>
<td>Other Aid</td>
<td>9</td>
</tr>
<tr>
<td>Service Animal</td>
<td>3</td>
</tr>
<tr>
<td>Total Registered Passengers</td>
<td>2,145</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>Reg. Pass</th>
<th>City</th>
<th>Reg Pass</th>
<th>City</th>
<th>Reg Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salinas</td>
<td>805</td>
<td>King City</td>
<td>59</td>
<td>Las Lomas</td>
<td>0</td>
</tr>
<tr>
<td>Monterey</td>
<td>269</td>
<td>Soledad</td>
<td>29</td>
<td>Royal Oaks</td>
<td>4</td>
</tr>
<tr>
<td>Pacific Grove</td>
<td>203</td>
<td>Pebble Beach</td>
<td>20</td>
<td>Pajaro</td>
<td>0</td>
</tr>
<tr>
<td>Seaside</td>
<td>169</td>
<td>Greenfield</td>
<td>36</td>
<td>Spreckels</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Marina</td>
<td>Del Rey Oaks</td>
<td>Bradley</td>
<td>Carmel</td>
<td>Gonzales</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>--------------</td>
<td>---------</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td></td>
<td>167</td>
<td>13</td>
<td>0</td>
<td>167</td>
<td>18</td>
</tr>
</tbody>
</table>

Table 4 MST RIDES Monthly Ridership (FY 2004 to December of FY 2006)

Driver and Dispatch Training

As mentioned earlier, MST contracts the ADA Paratransit service of Monterey County to MV Transportation, Inc. Their training includes 104 hours of classroom and behind-the-wheel training to their drivers in areas such as: Company Orientation and Safety Program, Sensitivity, Transportation of Passenger-Special Needs, Passenger Relations and Assistance, Driving Skills, Equipment orientation (Lift / MDT operation), Map Reading, Defensive Driving, Passenger Loading/Unloading, Accidents, CPR, Emergency Procedures, and Operating General Procedures.

MV Transportation, Inc dispatch operators are trained to handle heavy volumes of calls. Currently, there are four dispatchers and 21 coach operators working in Monterey County for the MST RIDES program.

Vehicle Specifications

Twenty-three Paratransit vehicles and two sedans are assigned to the MST RIDES & RIDES ST programs (described below). The RIDES Paratransit vehicles, vans and minibuses are fully accessible and are all lift-equipped.

3 MST RIDES SPECIAL TRANSPORTATION (RIDES ST)

The MST RIDES ST service is provided in areas not mandated by the ADA. However, the County of Monterey funds this service for the unincorporated regions not served by MST regular fixed route transit services.
The MST RIDES ST service area for North Monterey County includes unincorporated areas within Prunedale, Castroville, and Aromas and along River Road between State Highway 68 to and including Las Palmas Ranch II. The MST RIDES ST service area for South Monterey County extends one mile on either side of Highway 101 from Salinas to Bradley including the unincorporated communities of San Lucas and San Ardo.

MST RIDES ST services are provided whenever MST RIDES and MST’s regular fixed route bus services are in operation.

**MST RIDES Special Medical Trips**

MST RIDES provides limited service twice per month to registered MST RIDES passengers to the San Francisco Bay Area for medical-related trips only. Service is provided to/from:

- University of California at San Francisco Medical Center, San Francisco, CA
- Mount Zion Hospital, San Francisco, CA
- Veteran’s Administration Hospital, Palo Alto, CA
- Stanford Medical Center, Palo Alto, CA
- Santa Clara Medical Center, Santa Clara, CA

**MST RIDES Reimbursed Taxi Program**

As an alternative to the MST RIDES service, registered MST RIDES passengers may call any taxi company for their transportation needs. The MST RIDES program will reimburse passengers for up to half of their taxi fares per month. Monthly reimbursement payments may not exceed $45 per person. The reimbursement could be less depending on the available budget for this service and on the number of persons who use the program.

4 OTHER PRIVATE PARATRANSIT SERVICES

In the Fall of 2006, the Transportation Agency for Monterey County (TAMC), conducted a survey of the social service transportation providers in Monterey County for the Social Services Transportation Advisory Committee (SSTAC), a citizen advisory group to the TAMC Board Of Directors. The study resulted in an inventory report with concluding recommendations on how to improve Paratransit services in Monterey County. The recommendations are reproduced in Section 9, (Effective Implementation of the 2006 MST Complementary Paratransit (RIDES) Plan.)

Of the 88 identified social service transportation providers identified in the report and surveyed, a total of 24 returned the survey. Of these 24 respondents, 10 (including MST RIDES and RIDES ST) provide accessible transportation service. However, restrictions apply (such as regional boundaries, required agency membership, etc.) and all but Hope Services (providing one-way fares of $2.00) require fares that exceed MST RIDES’s $2.50 per zone.

Outside of MST RIDES, eight other agencies offer paratransit services, often in select areas of Monterey County. These other agencies include:
• Alliance on Aging (serves the Salinas area)
• Carmel Foundation (serves Carmel, Pacific Grove, Pebble Beach, and Monterey)
• Central Coast Alliance for Health (serves Medi-Cal members in Santa Cruz and Monterey Counties, operated by MV Transportation, Inc.)
• Central Coast Senior Services, Inc. (serves Monterey County with the exception of the South County)
• Country Home Care (serves Monterey County)
• Gateway Center (serves the Monterey Peninsula and Salinas)
• Hope Services (serves Monterey County except for the South County and the Carmel Valley)

5 CURRENT COMPLIANCE WITH ADA CRITERIA REQUIREMENTS

The Americans with Disabilities Act requires MST to provide ADA Paratransit service to qualified passengers who, due to a cognitive or physical disability, are not able to independently use regular fixed-route transit service. As shown by Table 5 below, the MST RIDES Paratransit Program is currently in compliance with the six ADA service criteria provided by Table 5.
### Table 5 Eligibility, Six Service Criteria, and Full Compliance Date

<table>
<thead>
<tr>
<th>Compliance Item</th>
<th>In Full Compliance?</th>
<th>Date of Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligibility Process</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2 Compliance with companion and personal care attendant requirements</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3 Compliance with visitor requirements</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Six Service Criteria</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1) Service Area</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Service to all origins and destination with the defined area.</td>
<td>No</td>
<td>See Exception Report (Big Sur)</td>
</tr>
<tr>
<td>5 Coordination with contiguous/overlapping service areas, if applicable</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>2) Response Time</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Requests accepted during normal business hours on a &quot;next day&quot; basis</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>7 Requests accepted on all days prior to days of service (e.g. weekends/holidays)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>8 Requests accepted up to 14 days in advance</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>9 Trips scheduled within one hour of requested pickup time</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>3) Fares</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 No more than twice the base fixed route fare for eligible individuals</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>11 Compliance with companion fare requirement</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>12 Compliance with personal care attendant fare requirement</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>4) Days and Hours of Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13 Para transit provided during all days and hours when fixed route service in operation.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
Table 5 Eligibility, Six Service Criteria, and Full Compliance Date (continued)

<table>
<thead>
<tr>
<th>Compliance Item</th>
<th>In Full Compliance?</th>
<th>Date of Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5) Trip Purposes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>No restriction on the number of trips an individual will be provided</td>
<td>Yes</td>
</tr>
<tr>
<td>15</td>
<td>No prioritization by trip purpose in scheduling</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>6) Capacity Constraint</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>No restrictions on the number of trips an individual will be provided</td>
<td>Yes</td>
</tr>
<tr>
<td>17</td>
<td>No waiting lists for access to the service</td>
<td>Yes</td>
</tr>
<tr>
<td>18</td>
<td>No substantial numbers of significantly untimely pickups for initial or return trips</td>
<td>Yes</td>
</tr>
<tr>
<td>19</td>
<td>No substantial numbers of trip denials or missed trips</td>
<td>Yes</td>
</tr>
<tr>
<td>20</td>
<td>No substantial numbers of trips with excess trip lengths</td>
<td>Yes</td>
</tr>
<tr>
<td>21</td>
<td>When capacity is unavailable, subscription trips are less than 50 percent</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Currently, complementary ADA Paratransit service is provided in all areas in which fixed route service is operated, with one exception: the area along Highway 1 between Carmel and Big Sur, served by Route 22 during the summer time. Rugged mountains and a rocky coastline characterize the California coastline along this stretch of highway. This area is largely undeveloped and includes several state parks and campgrounds, which provide opportunities to experience the beauty of the coastline.

Approximately 30 miles south of the City of Carmel is Big Sur Village. The village includes several motels, restaurants, and a general store. Beginning Memorial Day weekend and ending Labor Day weekend, MST provides fixed route transit service from Monterey to Big Sur Village. This service is primarily targeted toward visitors to the Monterey area who want to enjoy the California coastline without driving their own vehicles. This line also is popular with bicyclists who cycle one way and use the bus to return to their starting point. This line has been dubbed “the most beautiful bus ride in the world” by Consumer Reports magazine. It also has been featured in Sunset magazine.

Because of the rugged terrain along the coastline, providing complementary ADA Paratransit service in Big Sur would be difficult and costly. The travel time for most points in the fixed route service areas to Big Sur would require the dedication of a van and driver for a full day to service a single trip. Further, many of the roads that connect to Highway 1 in this area are undeveloped and require travel through steep terrain. Paratransit vehicles would likely be unable to access a majority of these roads.
It is important to note that Route 22 to Big Sur represents less than one percent of Monterey-Salinas Transit’s fixed route operations. Further, Big Sur is the only portion of the MST service area in which ADA complementary Paratransit is not provided.

As indicated in the 1995 ADA Complementary Paratransit Plan, MST requested an exemption from providing ADA paratransit service along Route 22 to Big Sur. A final decision from the Federal Transit Administration approved this exemption; the letter is provided in Appendix A.

6 MST RIDES CERTIFICATION PROCESS

To become certified in the MST RIDES program, a passenger must meet one or more of the three categories of eligibility (described below). Under special circumstances, a passenger may be issued a temporary or conditional certification. Applications for certification are available in English or Spanish and can be downloaded from the MST website or requested over the phone. Certification is valid for three years, with 90 days notice for re-certification. For passengers requiring assistance to/from the vehicle, they must arrange to have a Personal Care Attendant (PCA) register with the program and obtain a PCA photo ID issued by MST offices in Monterey. PCAs are allowed to ride free of charge as long as they present a valid MST RIDES photo ID. Companions are allowed to accompany certified MST RIDES passengers provided they give advance notice, pay full fare, and that there is adequate room for certified users on the vehicle.

The MST RIDES Certification Process is described in detail in the MST RIDES Customer Handbook, which can be requested over the phone or email and mailed to registered MST RIDES passengers. The MST RIDES Customer Handbook also provides an overview of all MST RIDES services provided.

Eligibility

Eligibility for certification in the MST RIDES ADA and the RIDES ST program is determined by the criteria set forth by the ADA requirements. MST’s ADA certification analyst issues eligible passengers up to a three-year certification under any or all of the following categories:

Table 6 Certification Requirements

<table>
<thead>
<tr>
<th>Category</th>
<th>Certification requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The individual is unable to independently use accessible fixed route transit services due to their disability.</td>
</tr>
<tr>
<td>2</td>
<td>The fixed route services needed by the individual are not accessible to the individual.</td>
</tr>
<tr>
<td>3</td>
<td>The individual has a specific impairment – related condition, which in interaction with a barrier prevents getting to or from a bus (or rail) stop or station.</td>
</tr>
</tbody>
</table>

7 HISTORY OF RECENT IMPROVEMENTS TO RIDES

A client re-certification process completed in February of 2005 has reduced the number of RIDES-eligible individuals by 71%, thereby reversing what was seen as the
uncontrollable growth and expense of the program until FY 2003. This adjustment is shown in Table 7 below.

Table 7 MST RIDES Registered Participants (1990-2006)

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>94</td>
<td>144</td>
<td>220</td>
<td>314</td>
<td>874</td>
<td>1834</td>
<td>2490</td>
<td>3192</td>
<td>3973</td>
<td>4402</td>
<td>4847</td>
<td>5374</td>
<td>6431</td>
<td>6649</td>
<td>2339</td>
<td>2079</td>
</tr>
</tbody>
</table>

Transfer of the operating contract from Pro-Trans to MV Transportation (MV) in July of 2004 has further reduced costs while achieving a zero-denial rate for trip requests. However, the contractor is continuing to struggle to meet its passenger per hour productivity targets. The recent addition of mobile data terminals has resulted in more efficiently scheduled trips.

MST RIDES program ridership decreased by over 40 percent after FY 2001, while vehicle hours have decreased by 24 percent. In order to help supplement the demand for ADA Paratransit service, MST makes use of sedans that are also operated by MV Transportation Inc. Under the former MST RIDES contracted operator, the use of independent taxis comprised between 20 and 25% of all trips. MV has since eliminated the use of local taxi services since taking over the contract. It has also found that it can more efficiently provide the service with two sedans to augment the fleet of ADA Paratransit vans rather than utilize multiple taxi agencies throughout Monterey County.

Another improvement anticipated for MST RIDES is the addition of Automated External Defibrillators, AED(s) on each of the 23 RIDES vehicles. MST RIDES will be the first ADA Paratransit service in the USA to have vehicles equipped with AEDs. Over 60 percent of the existing MST RIDES passengers are elderly or medically frail, and this number is expected to triple over the next decade. With 9-1-1 and ambulance emergency calls occurring at least once every other month, MST RIDES has elected to install AED equipment and be able to assist in emergency situations throughout Monterey County. The application for AED installations is currently under review as part of the Monterey County’s HeartSave Program. If approved, implementation could begin as early as the summer of 2006.

8 SERVICE NEEDS/EVALUATION

The budget and expense tables for MST RIDES describe the service needs and evaluation of performance. The tables include actual and estimated costs associated with the
purchase of equipment and vehicles (capital expenses); labor and training (operating expenses); and performance indicators (provided in detail in Appendix B).

**Demand Estimates**

In late 2005, MST added a Mobile Data Terminal (MDT) system to the MST RIDES ADA / ST fleet. The new system provided Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) capabilities to the Dispatch center, affording greater flexibility to scheduling and deploying the program vehicles. This technology has improved productivity, on-time performance, and accountability to both the contractor and the passengers – in that the GPS tracking system has a playback feature, which can be used to review and provide analysis of the activity of the fleet. Additionally, the system provides an on-board navigation feature for the Drivers and text messaging capabilities, which has drastically reduced overall radio traffic between the Communications Center and the vehicles in the field. Estimated at $900,000 in 2002, the project was delivered in 2005 for less than $250,000.

MST continues to purchase new RIDES replacement vehicles, with ten deployed between 2001 and 2004 and another five introduced to service in 2005. Still, with six 1997/1999 Paratransit vehicles in service, MST will continue to purchase new replacement vehicles as money becomes available through the FTA 5310 competitive program, which pays for 80% of capital costs for vehicle purchases.

Table 8 shows the estimated ADA Paratransit trips and total ADA Paratransit revenue hours per year for the past five years and estimated 2006. The table shows that ADA Paratransit trips have declined by 57.1 percent while revenue hours are down by one percent over the span of five years (FY 2001 to FY 2005).

**Table 8 ADA Paratransit Demand and Service Estimates**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ADA Paratransit Trips Provided/Year (000)</td>
<td>116,540</td>
<td>108,226</td>
<td>98,057</td>
<td>67,947</td>
<td>66,538</td>
<td>62,305</td>
</tr>
<tr>
<td>2</td>
<td>Total ADA Paratransit Revenue Hours/Year (000)</td>
<td>36,655</td>
<td>35,783</td>
<td>38,957</td>
<td>27,801</td>
<td>36,352</td>
<td>28,353</td>
</tr>
</tbody>
</table>
As shown by Table 9 below, for fiscal year 2005, contracted taxi trips made up 8.2 percent of the total trips contracted by MST. In FY 2006, MV began using their own sedans, rather than contracted taxicab trips. As of February 2006, just .4% of the total scheduled trips had been denied in FY 2006 due to capacity limitations. Zero trip denials are anticipated for the remainder of FY 2006.

### Table 9 ADA Paratransit Demand and Service Estimates

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>For 2005, estimate the number of trips on line 1 that were provided by contracted taxi service.</td>
<td>5,457</td>
</tr>
<tr>
<td>4</td>
<td>For 2005, estimate the number of total trips on line 1 that were contracted out (include contracted taxi service on line 3).</td>
<td>66,538</td>
</tr>
<tr>
<td>5</td>
<td>In 2005, estimate the number of requested ADA Paratransit trips that were denied because of capacity limitations.</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>How many trip denials are anticipated in 2006?</td>
<td>0</td>
</tr>
</tbody>
</table>

### Budget For RIDES Services

The Federal Transit Administration requires ADA Paratransit Capital and Operating budget information to be included in the MST Complementary ADA Paratransit (MST RIDES) Plan 2006 Update. Table 10, ADA Paratransit Capital and Operating Budget Summary, and Table 11, Total Transit System Cost, include budget information for Paratransit service in the MST service area.

Actual operating expenses for fiscal year 2005 were 12.1 percent greater than FY 2004. However, FY 2005 operation expenses were 7.0 percent lower than the peak year of 2003. MST expects a further decline in the MST RIDES operating budget in FY 2006, with a 48 percent estimated decreased budget.

The following factors contributed to this decrease:

1. Under the terms of a newly awarded contract with MV Transportation, the hourly cost for van services decreased by 40 percent in July of 2004.
2. Elimination of 4,570 non-eligible persons from the MST RIDES client list through a re-certification process that ended in February of 2005 (See Table 7).
3. Program ridership decreased by over 40 percent from FY 2001 to FY 2004.
4. Many Passengers began utilizing privately provided medical transportation services for medical related trips. Passengers opted to use private medical transportation providers as MediCal would pay for 100% of the passenger trip. By utilizing the private sector for these trips, passengers did not have to pay the MST ADA / ST system fares.

Capital expenses fluctuate from year to year depending on how many vehicles are purchased for fleet replacement and/or expansion. There has been a 14.4 percent change in the cost per passenger during FY 2005. As shown by Table 10, the estimated program cost for FY 2006 is $2,308,000.00 due to an all time high in the last five years of capital expenses. [Projections for 2007 will not be available until April 2006.]
Table 10 ADA Paratransit Capital and Operating Budget Summary
(Projections in thousands of 2005 dollars)

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Capital Expense</td>
<td>75</td>
<td>11</td>
<td>26</td>
<td>102</td>
<td>513</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td>Operating Expense</td>
<td>1,974</td>
<td>2,027</td>
<td>1,682</td>
<td>1,885</td>
<td>1,795</td>
<td>1,952</td>
</tr>
<tr>
<td>3</td>
<td>Sub-total ADA Expense</td>
<td>2,049</td>
<td>2,038</td>
<td>1,708</td>
<td>1,987</td>
<td>2,308</td>
<td>1,952</td>
</tr>
</tbody>
</table>

Table 11 provides information regarding total system costs. In order to complete this table, the portion of the MST RIDES budget associated with the provision of ADA Paratransit service in the MST service area, as shown in Table 10, has been added to MST’s annual budget estimates to determine “total system costs.”

Currently, MST and the MST RIDES program are operated independently with two separate budgets. Seen as a whole, MST RIDES accounted for 9.2 percent of the total system costs for FY 2005 while making up 1.4 percent of the passengers.

The cost information entered under ADA Paratransit Expenses includes all expenses related to the operation of the MST RIDES and RIDES ST Paratransit service in the MST service area (i.e., the North Monterey County cities and the unincorporated County area). Total Paratransit Expense includes the cost of the MST RIDES and RIDES ST Paratransit service in the MST service area plus the cost of the Reimbursed Taxi Program. Costs for ADA Paratransit service in the South County Cities have not been included in Table 10 or Table 11.
### Table 11 Total Transit System Cost Estimates (projection in thousands of 2005 dollars)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Capital Expense</td>
<td>2,150</td>
<td>1,541</td>
<td>1,632</td>
<td>762</td>
<td>3,772</td>
<td>1,301</td>
<td>9,857</td>
</tr>
<tr>
<td>2 Operating Expense</td>
<td>15,888</td>
<td>17,705</td>
<td>18,263</td>
<td>18,960</td>
<td>20,917</td>
<td>22,188</td>
<td>91,733</td>
</tr>
<tr>
<td>3 Total Fixed Route Cost</td>
<td>18,038</td>
<td>19,246</td>
<td>19,895</td>
<td>19,722</td>
<td>24,689</td>
<td>23,489</td>
<td>101,590</td>
</tr>
<tr>
<td>4 ADA Paratransit Expense</td>
<td>2,049</td>
<td>2,038</td>
<td>1,708</td>
<td>1,987</td>
<td>2,308</td>
<td>1,952</td>
<td>10,090</td>
</tr>
<tr>
<td>5 ADA Paratransit as % of Total Costs</td>
<td>10.20%</td>
<td>9.58%</td>
<td>7.91%</td>
<td>9.15%</td>
<td>8.55%</td>
<td>7.67%</td>
<td>9.03%</td>
</tr>
</tbody>
</table>

Total System Costs: 20,087 21,284 21,603 21,709 26,997 25,441 111,680

With two fare increases over the past 3 years, MST RIDES passenger fare revenue increased by 20.2% between FY 2002 and FY 2004. On January 1, 2003, MST RIDES fares increased from $1.50 per zone to $2.00 per zone. And January 1, 2004, MST RIDES fares increased another 50 cents to $2.50 per zone. This fare is still less than the highest MST would be allowed by the ADA ($4.00 – twice the regular fixed-route cash fare of $2.00).

Effective implementation of the 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update allows for a thorough review through public participation process and evaluation by MST RIDES staff members. MST RIDES is included in the Business Plan and Short Range Transit Plan (SRTP), which is updated every two years. In this report, MST RIDES is evaluated according to the performance measures described in detail in the next section.

**Performance Measures**

Performance measures seek to translate MST’s mission statement into a simple, focused set of measurements that communicate the meaning and achievement of the mission and strategies. Two of MST’s Key Business Drivers apply to MST RIDES: “Increase Customer Satisfaction,” and “Operate Safely, Effectively and Efficiently.” Supporting them is an evaluation system of 20 performance measures. The primary measures for each Key Business Driver regularly reported to the Board of Directors are listed in Table 12. Appendix C provides charts depicting the MST RIDES Key Business Driver results over the past five years.
Table 12 Key Business Drivers for MST RIDES

<table>
<thead>
<tr>
<th>Increase Customer Satisfaction</th>
<th>Operate Safely, Effectively, and Efficiently</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Measured by:</em></td>
<td><em>Measured by:</em></td>
</tr>
<tr>
<td>Compliments/10,000 miles</td>
<td>Accidents/10,000 Miles</td>
</tr>
<tr>
<td>Complaints/10,000 miles</td>
<td>Cost/vehicle revenue hour</td>
</tr>
<tr>
<td></td>
<td>Vehicle revenue hours/employee</td>
</tr>
<tr>
<td></td>
<td>Passengers/vehicle revenue hour</td>
</tr>
<tr>
<td></td>
<td>Cost/passenger</td>
</tr>
<tr>
<td></td>
<td>Passenger revenue as a percent of cost</td>
</tr>
<tr>
<td></td>
<td>(farebox-recovery ratio)</td>
</tr>
</tbody>
</table>

In addition to the Key Business Drivers, MST uses established performance indicators to assess MST RIDES overall service. MST staff regularly monitors the MST RIDES performance indicators: efficiency, service effectiveness, cost effectiveness, and service quality. The Performance Measure Indicators are described below in Table 13; the Performance Indicator Results for FY 2001 to FY 2005 are provided in Appendix C.

Table 13 Efficiency, Effectiveness, and Service Quality Measures for Rides

<table>
<thead>
<tr>
<th>Efficiency</th>
<th>Cost Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense/Hour</td>
<td>Revenue/Expense (Farebox Recovery Ratio)</td>
</tr>
<tr>
<td>Expense/Mile</td>
<td>Revenue/Passenger</td>
</tr>
<tr>
<td>Hours/Employee</td>
<td>Expense/Passenger</td>
</tr>
<tr>
<td>Maintenance Cost/Mile</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Effectiveness</th>
<th>Service Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passengers/Mile</td>
<td>Miles/Road Call</td>
</tr>
<tr>
<td>Passengers/Hour</td>
<td>Accidents/10,000 Miles</td>
</tr>
<tr>
<td>Revenue/Mile</td>
<td>Compliments/10,000 Passengers</td>
</tr>
<tr>
<td>Revenue/Hour</td>
<td>Complaints/10,000 Passengers</td>
</tr>
</tbody>
</table>

**Analysis of Performance Results**

During FY 1999 through 2001, compliments fell by 72 percent and there was a 185 percent increase in documented service complaints. From FY 2002 to 2004, compliments fell another 16 percent, while complaints jumped in FY 2003 but have since returned to just above the target level of 4.9 per 10,000 passenger. The majority of all reported service-related complaints were associated with on-time performance.

During FY 2001, an average of two percent of all service requests were denied, which represents a substantial increase over previous years. Since then, trip denials have been
nearly eliminated, dropping to 1.25% in FY 2002, 0.7% in FY 2003, and 0.2% in FY 2004.

Many of the communities within Monterey County are geographically distant from one another, which increases the average time on task for most passenger trips. MV Transportation, the current operator of the MST RIDES program, has productivity targets written into its contract. Failure to meet these targets can result in liquidated damages.

Miles traveled between service road calls held steady during the past three fiscal years (FY 2003 to FY 2005). There was an average of 5 roadcalls per 1,000 miles traveled in each year during that period. MST continues to purchase new RIDES replacement vehicles, with ten deployed between 2001 and 2004 and another five being introduced to service in 2005. Still, with many 1997 Paratransit vans still in operation, MST will continue to purchase new replacement vehicles as money becomes available.

In the past fiscal year (FY 2004 to FY 2005), MST RIDES has experienced a 25.1 percent decrease in passengers per hour of service. This figure correlates with the overall decrease in passenger boardings experienced over the same period. Even though the cost of providing an individual trip has increased, the overall cost of the program has decreased due to fewer trips being made.

**Additional Results**

Results from the social service transportation providers survey, conducted by TAMC for SSTAC, reflect on the services provided by MST RIDES and other private operators. The results from the report, reproduced below, will help MST RIDES determine how to better serve Monterey County. A list of the relevant recommendations from the TAMC report are reproduced below:

- There needs to be greater coordination between accessible transportation providers.
- There needs to be enhanced accessible transportation coverage extending into the unincorporated areas, especially in South Monterey County.
- Bilingual workers [drivers and dispatchers] should be used with greater frequency.
- Marketing materials should be made available in Spanish and English [current MST policy but is not always practiced by private social service providers].
9 PUBLIC PARTICIPATION REQUIREMENTS

MST RIDES is committed to full public participation in the development and delivery of Paratransit service in Monterey County. This is demonstrated by the availability of public outreach brochures, entitled “How Are We Doing?”, on all of the MST RIDES vehicles and in the development of the 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update.

The “How Are We Doing” survey was recently updated and approved by the MST RIDES Advisory Committee (RAC). The revised survey is called “Tell Us About Your Trip!” The new and old survey is provided in Appendix D, available in both English and Spanish. MST RIDES anticipates improved survey responses with the new brochure.

Opportunities for the public to review and comment on this plan are provided through the MST RIDES Advisory Committee (RAC), the Social Service Transportation Advisory Council (SSTAC), and the public hearing meetings held at the Monterey –Salinas Transit Board of Directors. A final certification of the plan is required of the Association of Monterey Bay Area Governments (AMBAG).

Opportunities for public review of this plan are summarized in the following table. All of the public meetings are in ADA-accessible facilities.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
<th>Minutes to Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive Comments from RAC Members at MST RIDES Advisory meeting</td>
<td>February 22nd, 2006</td>
<td>Appendix E</td>
</tr>
<tr>
<td>Receive Comments from SSTAC Members at SSTAC Meeting</td>
<td>March 9th, 2006</td>
<td>Appendix F</td>
</tr>
<tr>
<td>Notification of Public Hearing at MST Board of Directors Meeting</td>
<td>March 13, 2006</td>
<td>Appendix G</td>
</tr>
<tr>
<td>Draft 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update posted on website – updates made as needed</td>
<td>March 24, 2006</td>
<td></td>
</tr>
<tr>
<td>Provide Draft Plan to MST Board of Directors for Review</td>
<td>March 29, 2006</td>
<td></td>
</tr>
<tr>
<td>Conduct First Public Hearing at MST Board of Directors Meeting</td>
<td>April 10, 2006</td>
<td>Appendix H</td>
</tr>
<tr>
<td>Seek MST Board of Directors Consent to Approve Plan</td>
<td>May 8, 2006</td>
<td>Appendix I</td>
</tr>
<tr>
<td>AMBAG Staff Certifies Plan</td>
<td>May 8, 2006</td>
<td>Appendix J</td>
</tr>
</tbody>
</table>

The advisory committees and agencies that will review and comment on the Draft 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update are described below.
MST RIDES Advisory Committee

MST RIDES Advisory Committee (RAC) was established in 1999 and serves as a standing advisory committee to the MST Board of Directors. Comments were solicited from the RAC on the Draft 2006 MST Complementary ADA Paratransit (MST RIDES) Plan on February 22, 2006. The minutes to this meeting and follow-up comments are available as Appendix E. RAC members were notified that the Draft 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update would be posted on the MST website (www.mst.org) for their continued feedback until all comments had been identified and addressed according to the approval of the MST Board of Directors and AMBAG staff.

Social Service Transportation Advisory Council

Social Service Transportation Advisory Council (SSTAC) is a committee of the Transportation Agency for Monterey County (TAMC). Members of this committee include representatives from several social services agencies in Monterey County, some of whom use RIDES and the taxi reimbursement program on a regular basis.

All SSTAC meetings are open to the public. The SSTAC serves as an additional forum to involve the public with the implementation of ADA complementary Paratransit services throughout Monterey County. At several SSTAC meetings held during 2005, comments have been solicited from committee members and the public relating to the services provided by the MST RIDES and RIDES ST Paratransit service and the provision of other types of social service transportation (see Section 3 Other Private Paratransit Services).

The SSTAC reviewed this Draft 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update at their meeting on March 8th, 2006. The minutes from this meeting and follow-up comments are provided in Appendix F. SSTAC members were notified that the Update would be posted on the MST website (www.mst.org) for their continued feedback until all comments had been identified and addressed according to the approval of the MST Board of Directors and AMBAG staff.

Monterey-Salinas Transit Board of Directors

The Federal Transit Administration requires at least one public hearing to be held to solicit comments on the 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update prior to its submission. The notification of the Public Hearing was provided at the March 13, 2006 MST Board of Director’s meeting, as shown in Appendix G. On March 29, 2006, the Monterey-Salinas Transit Board of Directors received the Plan Update. A public hearing was held on April 10, 2006 at the MST Board of Directors meeting. The agenda, minutes, follow-up comments, and legal notices related to the April 10th public hearing is provided in Appendix H. No comments were expressed during the public hearing. Comments are still sought up until finalization of the plan, which is currently scheduled for the MST Board of Directors meeting on May 8th, 2006. The agenda, minutes, follow-up comments, and legal notices related to the public hearing process will be provided in Appendix I.
**Association of Monterey Bay Area Governments**

As the Metropolitan Planning Organization (MPO) for Monterey County, Santa Cruz County, and San Benito County, the Association of Monterey Bay Area Governments (AMBAG) oversees the development of the MST Complementary ADA Paratransit (MST RIDES) Plans as required by the California Department of Transportation (Caltrans). AMBAG assisted MST in writing the 2006 MST Complementary ADA Paratransit (MST RIDES) Plan Update by providing comments on draft plans. AMBAG’s certification of the 2006 MST Complementary ADA Paratransit (MST RIDES) Plan is provided in Appendix J.

**10 CONCLUSION**

The goal of the Complementary ADA Paratransit (MSTRIDES) Plan Update is to illustrate the current state of MST RIDES and how MST RIDES will meet the estimated demand for 2007 while improving upon performance. The mission of MST, “…leading, advocating, and delivering quality public transportation,” carries over to the MST RIDES contracted service, currently with MV Transportation, Inc. All efforts aim to increase customer satisfaction and operate safely, effectively, and efficiently while meeting all requirements of the Americans with Disabilities Act.
## Appendices

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| Appendix A. | Federal Transit Administration Paratransit Exemption for Big Sur Route 22 |
| Appendix B. | MST Key Business Driver Performance |
| Appendix C. | MST RIDES Performance Measures (Efficiency, Effectiveness, Service Quality) |
| Appendix D. | “How Are We Doing?” MST RIDES Survey and the Revised MST RIDES Survey; “Tell Us About Your Trip!” |
| Appendix E. | RIDES Advisory Committee Agenda, Minutes, and Comments |
| Appendix F. | Social Services Transportation Advisory Committee Agenda, Minutes, and Comments |
| Appendix G. | March 13, 2006 Notification of Public Hearing to the MST Board of Director |
| Appendix H. | Public Hearing, April 10, 2006: MST Board of Directors Agenda, Minutes, and Comments |
| Appendix I. | MST RIDES Plan Approval, May 8, 2006: MST Board of Directors Agenda, Minutes, and Comments |
| Appendix J. | Association of Monterey Bay Area Governments Certification of the MST Complementary Paratransit (RIDES) Plan 2006 Update |
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Appendix A
FTA Paratransit Exemption for Big Sur Route 22
Mr. Frank S. Lichtanski
General Manager
Monterey-Salinas Transit
One Ryan Ranch Road
Monterey, CA 93940

Re: Request for Exemption For Line 22
Big Sur Route From Monterey-Salinas Transit

Dear Mr. Lichtanski:

The Federal Transit Administration (FTA) has completed its review of your request for an exemption from providing ADA Complementary Service on Route 22 operating on Highway 1 between the City of Carmel-by-the-Sea and Big Sur.

From the description provided by Monterey-Salinas Transit, the subject service along Highway 1 is characterized by the following:

- rugged mountains and rocky coastlines;
- seasonal service, with heavy tourist traffic;
- 30 mile distance between Carmel and Big Sur;
- roads which would be inaccessible to paratransit vehicles;
- accessible fixed-route vehicles on Line 22-Big Sur;
- complementary paratransit service on the route portion between Monterey and Carmel; and
- complementary paratransit service to accessible bus stops in Carmel.

As long as these are true, it is reasonable that Line 22-Big Sur, between Carmel and Big Sur, be exempt from complementary paratransit requirements. Monterey-Salinas Transit needs to provide the complementary paratransit service to bus stops in Carmel and maintain accessible service along the route.

If you have any questions, contact Jerome Wiggins of my staff at (415) 744-3115.

Sincerely,

[signature]
Leslie T. Rogers
Regional Administrator

cc: Doran Barnes, MST
Anne Schwarz, Ketron
N. Papadakis, AMBAG
D. Nicely, Monterey County Rides
Appendix B
MST Key Business Driver Performance

*Increase Customer Satisfaction*

On time target has been changed due new contractor, improved reporting accuracy, and revised goals.

**MST RIDES**

![OnTime Delivery Graph](image)

Compliments have decreased as customers adjust to a new contractor.

![RIDES Compliments Graph](image)
Operate Safely, Efficiently and Effectively

RIDES Complaints

Adjusting to a new contractor has customers more willing to complain.

Accidents/10,000 Miles

Contractors reported only accidents over the FTA $7,500 limit prior to September 2003. All accidents are currently being reported with continued favorable results.
Operate Safely, Efficiently and Effectively (continued)

Cost Efficiency

Contracted service costs have increased greater than the CPI in every year except FY 05.

Labor Efficiency

This favorable measure is due to decreased use of taxis.
Operate Safely, Efficiently and Effectively (continued)

The service effectiveness target has been revised downward to 1.9 passengers per revenue hour to more realistically meet the new contract goals and measure the contractor’s performance against incentives.

Cost per passenger has increased due to passenger reductions by screening.
Operate Safely, Efficiently and Effectively (continued)

Sufficient fare revenue now meets the State’s minimum Farebox Recovery Ratio of 10%.
### Appendix C

**MST RIDES Performance Measures For FY 2002 - 2005**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Actual</strong></td>
<td><strong>Actual</strong></td>
<td><strong>Actual</strong></td>
<td><strong>Actual</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PERFORMANCE MEASURES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INPUT (Resources)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Operating Expense</td>
<td>$1,974,372</td>
<td>$2,026,963</td>
<td>$1,682,055</td>
<td>$1,884,811</td>
</tr>
<tr>
<td>Employees</td>
<td>37</td>
<td>36</td>
<td>27</td>
<td>22.8</td>
</tr>
<tr>
<td><strong>OUTPUT (Service Produced)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Revenue Hours</td>
<td>35,783</td>
<td>38,957</td>
<td>27,801</td>
<td>36,352</td>
</tr>
<tr>
<td>Vehicle Revenue Miles</td>
<td>772,892</td>
<td>798,965</td>
<td>563,192</td>
<td>620,573</td>
</tr>
<tr>
<td><strong>END PRODUCT (Service Consumed)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers</td>
<td>108,226</td>
<td>98,057</td>
<td>67,947</td>
<td>66,538</td>
</tr>
<tr>
<td>Passenger Revenue</td>
<td>$145,714</td>
<td>$142,461</td>
<td>$175,607</td>
<td>$174,091</td>
</tr>
<tr>
<td><strong>PERFORMANCE INDICATORS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EFFICIENCY (Input vs. Output)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expense/ Hour</td>
<td>$55.18</td>
<td>$52.03</td>
<td>$60.50</td>
<td>$51.85</td>
</tr>
<tr>
<td>Expense/ Mile</td>
<td>$2.55</td>
<td>$2.54</td>
<td>$2.99</td>
<td>$3.04</td>
</tr>
<tr>
<td>Hours/Employee</td>
<td>967</td>
<td>1082</td>
<td>1030</td>
<td>1594</td>
</tr>
<tr>
<td><strong>SERVICE EFFECTIVENESS (Output vs. End Product)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passengers/Mile</td>
<td>0.14</td>
<td>0.12</td>
<td>0.12</td>
<td>0.11</td>
</tr>
<tr>
<td>Passengers/ Hour</td>
<td>3.02</td>
<td>2.52</td>
<td>2.44</td>
<td>1.83</td>
</tr>
<tr>
<td>Revenue/ Mile</td>
<td>$0.19</td>
<td>$0.18</td>
<td>$0.31</td>
<td>$0.28</td>
</tr>
<tr>
<td>Revenue/ Hour</td>
<td>$4.07</td>
<td>$3.66</td>
<td>$6.32</td>
<td>$4.79</td>
</tr>
<tr>
<td><strong>COST EFFECTIVENESS (Input vs. End Product)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue/ Expense (Farebox Recovery Ratio)</td>
<td>25.8%</td>
<td>20.9%</td>
<td>10.5%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Revenue/Passenger</td>
<td>$1.35</td>
<td>$1.45</td>
<td>$2.58</td>
<td>$2.62</td>
</tr>
<tr>
<td>Expense/Passenger</td>
<td>$18.24</td>
<td>$20.67</td>
<td>$24.76</td>
<td>$28.33</td>
</tr>
<tr>
<td><strong>SERVICE QUALITY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Miles/ Road Call</td>
<td>51,569</td>
<td>46,986</td>
<td>56,319</td>
<td>12,168</td>
</tr>
<tr>
<td>Accidents/10,000 Miles</td>
<td>0.06</td>
<td>0.01</td>
<td>0.12</td>
<td>0.06</td>
</tr>
<tr>
<td><strong>CUSTOMER SATISFACTION (Telephone and letter)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliments/10,000 Passengers</td>
<td>5.27</td>
<td>0.78</td>
<td>7.65</td>
<td>2.71</td>
</tr>
<tr>
<td>Complaints/10,000 Passengers</td>
<td>3.79</td>
<td>0.68</td>
<td>6.92</td>
<td>17.13</td>
</tr>
</tbody>
</table>
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Appendix D

MST RIDES Survey “How Are We Doing? And the revised MST RIDES revised survey: “Tell Us About Your Trip!”
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3. Condición del Autobús
   Excelente □  Agradable □  Razonable □  Pobremente □

4. Opinión General de MST
   Excelente □  Agradable □  Razonable □  Pobremente □

5. ¿Se encontró con un empleado de MST que le dio servicio excepcional?
   □ Sí    □ No

Nombre: ____________________________

6. ¿Qué fue lo que más le gustó del servicio de MST?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

7. ¿Hay algo que no le gustó del servicio de MST?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

8. Comentarios/Sugerencias
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

Nombre y Domicilio (Opcional)
Nombre: ____________________________
Domicilio: ____________________________
Ciudad: __________________, Estado: ______, Zona Postal: ______
Teléfono: ____________________________
Dear MST Customer:

Thanks for riding MST. We invite you to rate our service.

Was your recent ride satisfactory? Is there some way in which our service can be improved?

Your comments are important in helping us to improve our service. Please send us this postage-paid questionnaire. You need not sign your name. Your responses are completely confidential.

Thank you again for choosing MST...and for taking the time to give us your comments.

Frank J. Lichtanski
General Manager/CEO

How Are We Doing?

Date___________ Time_________ □ am □ pm

Line or location __________________________

Bus Number ____________

1. Quality of Your Ride Today
   □ Excellent □ Good □ Fair □ Poor

2. Coach Operator Attitude & Friendliness
   □ Excellent □ Good □ Fair □ Poor

3. Condition of Bus
   □ Excellent □ Good □ Fair □ Poor

4. Overall Opinion of MST
   □ Excellent □ Good □ Fair □ Poor

5. Did you encounter an MST Employee who provided exceptionally good service?
   □ Yes □ No

Name:__________________________

6. What do you like best about MST service?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

7. Was there anything you didn't like?
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

8. Additional Comments/Suggestions
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

Name/Address (Optional)

Name

Address

City State Zip code

Telephone

¿Cómo nos califica?

Fecha___________ Horario_________ □ am □ pm

Linea o localidad__________________________

Numero del autobus_____________________

1. Calidad de Su Viaje Este Dia
   □ Excelente □ Agradable □ Razonable □ Pobremente

2. Actitud y Amabilidad del Chofer
   □ Excelente □ Agradable □ Razonable □ Pobremente

Frank J. Lichtanski
Gerente General/CEO
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can MST RIDES improve?</td>
<td></td>
</tr>
<tr>
<td>What do you like best about MST RIDES?</td>
<td></td>
</tr>
<tr>
<td>Optional: Name/Nombre</td>
<td></td>
</tr>
<tr>
<td>Address/Domicilio</td>
<td></td>
</tr>
<tr>
<td>City/Ciudad/Estado/Zip/Código</td>
<td></td>
</tr>
<tr>
<td>Telephone/Teléfono</td>
<td></td>
</tr>
<tr>
<td><strong>Your response will remain confidential and will be used for service improvement purposes only.</strong></td>
<td><strong>Su respuesta será mantenida de forma confidencial y será utilizada únicamente con el fin de mejorar los servicios.</strong></td>
</tr>
</tbody>
</table>

Thank You! ¡Gracias!
Dear MST RIDES Customer:

Thanks for riding MST RIDES. MST invites you to rate the quality of service provided by our contractor.

Your comments are important in helping us to improve MST RIDES service. Please send us this postage-paid questionnaire. You may also give comments at MST Online: www.mst.org, or by calling customer service toll free at 1-888-MSTBUS1. Your responses are completely confidential.

Thank you again for choosing MST RIDES...and for taking the time to give us your comments.

Carl G. Sedoryk
General Manager/CEO

Tell Us about Your Trip!

Date______Pick-Up Time_______
Destination_____________________
Vehicle No. or Driver’s Name        
________________________________
Fecha__________________________
Hora de Recogida________________
Destino________________________
Número del Vehículo o Nombre del
Conductor_______________________

Please circle Yes or No below:
Por favor circule Si o No debajo:

1. Did your vehicle arrive on time (within 15 minutes of scheduled time) today?
   Su vehículo, ¿arribó en hora hoy (dentro de los 15 minutos de la hora programada)?
   Yes/Si or No/No

2. If the vehicle was running late, were you notified in advance?
   Si su vehículo estaba retrasado, ¿se le notificó con anticipación?
   Yes/Si or No/No

3. Was the vehicle clean?
   El vehículo, ¿estaba limpio?
   Yes/Si or No/No

4. Was the driver friendly and courteous?
   El conductor, ¿fue amistoso y cortés?
   Yes/Si or No/No

5. If you have a wheelchair, was it secured properly?
   En caso que Usted posea una silla de ruedas, ¿estaba la misma asegurada correctamente?
   Yes/Si or No/No

6. Did you have a comfortable and safe ride?
   ¿Tuvo un viaje cómodo y seguro?
   Yes/Si or No/No

7. When you made your reservation, was your call answered promptly?
   Al realizar su reservación, ¿fue su llamada telefónica contestada rápidamente?
   Yes/Si or No/No

8. Were the office personnel helpful and courteous?
   El personal de la oficina, ¿resultó de ayuda y fue cortés?
   Yes/Si or No/No

9. If you left a message desiring a call back, was your call returned within a reasonable time?
   Si Usted dejó un mensaje solicitando una contestación a su llamada, ¿fue ésta respondida dentro de un periodo de tiempo razonable?
   Yes/Si or No/No

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Appendix E:

MST RIDES Advisory Committee Agenda, Minutes, and Comments
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MST RIDES Advisory Committee  
February 22, 2006  
Minutes

Present: **Chair:** Diana Seay: Consumer Representative  
**Vice Chair:** Marie Swank: Consumer Representative  
**Janne Bennick:** REAP  
**MST Staff:** William Morris: Contract Transportation Manager  
**MST Staff:** Robert Weber: Transit Services Manager  
**MST Staff:** Kitty Melicia: Operations Assistant  
**MV Transportation Staff:** John Sigala: General Manager  
**TAMC Staff:** Walt Allen, Senior Transportation Planner

Absent: Alma Almanza: CCCIL  
Brandy Abend: Salinas Valley Dialysis

1. Call to order

   Committee Chair Diana Seay called the meeting to order at 1:04 p.m.

2. Introductions

   Attendees introduced themselves and explained their affiliations. Present, were John Siragusa, MV Transportation, Lance Atencio, MV Transportation, Elvira Perez, VNA, and Mary Archer, MST.

3. Approval Of the Minutes

   The minutes were approved as published.
4. Public Comment

Elvira Perez, VNA, informed the committee of a problem that she had experienced three weeks ago with the scheduling of one of her clients, and a problem with one of the MV drivers. She has spoken to John Sigala, MV General Manager, and the problems have not continued.

5. Committee Member Reports

TAMC staff, Walt Allen, informed the committee that the ½ cent sales tax measure would be on the June 6, 2006 ballot. He explained that it would need a 2/3 majority vote to pass, and if passed, could mean approximately 2 million dollars in additional yearly revenue for MST. Robert Weber, MST staff, stated that the additional revenue would basically mean that services might stabilize, with possibly no service reductions needed because of budget constraints. Walt Allen further explained how the proportioning of funds could help various projects.

6. Comments by Committee Members

Committee member Marie Swank questioned if schedulers may sometimes be changing pick up times after having given them to the customers. MV and MST staff explained the scheduling processes and the possibilities that pick up times might fluctuate just a few minutes to accommodate further customers. John Sigala also stated that sometimes a scheduler might have inserted a new trip during a time period that they shouldn’t have. He will again review trip insertion procedures with his staff.
7. Unfinished Business

None.

8. New Business

John Sigala, MV Transportation General Manager, gave an update on staffing. He said that they were close to full staffing levels, with two new operators in class, and three more scheduled to start a new class. John Siragusa, MV Transportation Vice President, reported that they have improved on time performance from the 75%-78% range of last year to 88.72% in January of 2006.

The current RIDES program application was discussed, with committee members and staff pointing out some spelling errors and suggested formatting.

Mary Archer, MST Planner, presented the draft 2006 MST Paratransit plan. She explained the process for the plan’s approval and the timelines involved. She asked the committee members to review the document and give her their comments and suggestions by March 8, 2006. She distributed her business cards, and encouraged committee members to contact her by email, telephone, or letter.

9. Staff Reports and Information Items

MST staff reviewed ridership statistics. They also explained the various chart information attached to the agenda. The on time percentage has increased from 83.68% in January 2005 to 88.81% in January 2006. No show rates have declined from 6.66% of scheduled trips in January of 2005 to 3.98% in January of 2006. MST staff also stated that three new RIDES replacement vehicles had been ordered, and may be placed into service in June or July 2006.
MST staff, Robert Weber, informed the committee that MST has received funding to provide service from Monterey to the Caltrain station in San Jose. He also explained that MST had deployed the new lines 48 and 54 last month.

10. Announcements:

John Siragusa, MV Transportation Vice President, introduced Lance Atencio, current MV General Manager at the Fairfield location. He stated that John Sigala, General Manager at the Salinas location will be leaving, and that Lance may be transferring to Salinas. Committee members stated that they would like to see the positive steps that John Sigala has taken towards service improvement, continue with the new General Manager.

11. Adjourn

The Committee adjourned at 2:15 p.m.

SUBMITTED BY: William Morris
Appendix F:
Social Services Transportation Advisory Committee Agenda, Minutes, and Comments
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TRANSPORTATION AGENCY FOR MONTEREY COUNTY (TAMC)
Social Services Transportation Advisory Council (SSTAC)

Draft Minutes of the Thursday, March 9, 2006 Meeting
(These minutes were not approved at the April 13 meeting due to lack of quorum.)
TAMC Conference Room
55-B Plaza Circle, Salinas

<table>
<thead>
<tr>
<th>VOTING MEMBERS</th>
<th>Jul 05</th>
<th>Sep 05</th>
<th>Oct 05</th>
<th>Nov 05</th>
<th>Jan 06</th>
<th>Feb 06</th>
<th>Mar 06</th>
</tr>
</thead>
<tbody>
<tr>
<td>Margarita Zarraga, Chair Community Action Agency</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>E</td>
<td>P</td>
<td>C</td>
<td>P</td>
</tr>
<tr>
<td>Carol Lieberman, Community Action Commission</td>
<td>P</td>
<td>P</td>
<td>E</td>
<td>P</td>
<td>P</td>
<td>A</td>
<td>P</td>
</tr>
<tr>
<td>Sue Appel, Monterey County Area Agency on Aging</td>
<td>E</td>
<td>P</td>
<td>P</td>
<td>E</td>
<td>P</td>
<td>N</td>
<td>P</td>
</tr>
<tr>
<td>Bertha Alfaro, Alliance on Aging</td>
<td>-</td>
<td>P</td>
<td>-</td>
<td>-</td>
<td>P</td>
<td>-</td>
<td>P</td>
</tr>
<tr>
<td>Elvia Perez, VNA Adult Day Care Services Center</td>
<td>P</td>
<td>P</td>
<td>-</td>
<td>P</td>
<td>P</td>
<td>C</td>
<td>P</td>
</tr>
<tr>
<td>Ricardo Tellez, Head Start</td>
<td>-</td>
<td>P</td>
<td>P</td>
<td>-</td>
<td>-</td>
<td>E</td>
<td>E</td>
</tr>
<tr>
<td>Denika Dallimore, CCCIL, Vice Chair</td>
<td>-</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>L</td>
<td>P</td>
</tr>
<tr>
<td>Jean Wang, Area Agency on Aging</td>
<td>P</td>
<td>P</td>
<td>P</td>
<td>E</td>
<td>P</td>
<td>L</td>
<td>P</td>
</tr>
<tr>
<td>Brandy Abend, Salinas Dialysis</td>
<td>P</td>
<td>-</td>
<td>E</td>
<td>P</td>
<td>-</td>
<td>E</td>
<td>P</td>
</tr>
<tr>
<td>Angel Rodriguez, Hope Services</td>
<td>-</td>
<td>E</td>
<td>-</td>
<td>P</td>
<td>P</td>
<td>D</td>
<td>P</td>
</tr>
</tbody>
</table>

TAMC STAFF

| Walt Allen | P      | P      | P      | P      | P      | P      | -      | P      |
| Elouise Rodriguez | P      | P      | P      | P      | P      | -      | P      |
| Bill Reichmuth | E      | E      | E      | P      | P      | -      | E      |

MST-RIDES Representatives

| Bill Morris, MST | P      | E      | P      | -      | P      | -      | P      |
| Mary Archer, MST | -      | P      | P      | P      | P      | -      | P      |
| Lance Atencio MV Transportation | P      | P      | P      | P      | P      | -      | P      |

Others Present:
Robert Weber, MST
Barbara Romero, Hope Services
1. **CALL TO ORDER**
   The Chair, Margarita Zarraga, called the meeting to order at 2:34 p.m.

   **INTRODUCTIONS**
   Introductions were made.

2. **PUBLIC COMMENTS**
   None.

3. **BEGINNING OF CONSENT AGENDA**

   **M/S/C** Appel/Wang/unanimous

   **3.1** Approved minutes of the Social Services Transportation Advisory Council (SSTAC) meeting of January 12, 2006.

   **END OF CONSENT AGENDA**

4. **FY 2006/07 UNMET TRANSIT NEEDS**

   **M/S/C** Appel/Lieberman

   Abstain: B. Abend

   The council recommended that the TAMC Board adopt the following unmet transit needs finding for FY 2006-07: Within the County of Monterey and the cities therein, there are no unmet transit needs that are reasonable to meet.

5. **14-YEAR SALES TAX MEASURE**

   **M/S/C** Appel/Dallimore

   Abstain: M. Zarraga, B. Abend

   The council endorsed Measure A, a 14-year transportation sales tax measure for Monterey County.

   Walt Allen reported that in Monterey County alone, $13.6 million critical projects have been delayed due to the loss of transportation funding.

   At the request of the TAMC Board, the Monterey County Board of Supervisors has set June 6, 2006 as the date for voters to consider approval of the ½ cent sales tax component of the 14-year transportation expenditure plan.
6. **DRAFT 2006 MONTEREY-SALINAS TRANSIT (MST) COMPLEMENTARY PARATRANSIT (RIDES) PLAN**  
The council received the draft 2006 Monterey-Salinas Transit Complementary Paratransit (RIDES) Plan. Mary Archer, MST reported that the American Disabilities Act of 1990 mandates the provision of transportation service for individuals who have a disability that prevents them from using MST’s fixed route service.

Ms. Archer requested that comments be made to her by March 14, 2006. Denika Dallimore requested that the comments made by the council be incorporated into the plan. Walt Allen asked that comment letters also be sent to TAMC.

7. **RECEIVE REPORTS FROM COUNCIL MEMBERS REGARDING RELATED ITEMS NOT ON THE AGENDA**  
Jean Wang announced that the 14-year plan presentation given by Debbie Hale to the Area Agency on Aging council was well received.

Bill Morris, MST announced the RIDES Advisory Council meeting on March 20, 2006, 1:00 p.m. at TAMC. The council requested that the RAC minutes be included in the future SSTAC correspondence. Robert Weber stated that MST will make a presentation on specialized transportation issues at a future meeting.

Walt Allen announced that Margarita Zarraga presented issues facing the Council for 2006 to the TAMC Board on February 22, 2006.

The CTSA sub-committee will meet at the TAMC offices on March 22, 2006, from 3p.m. to 4:30 p.m.

8. **ADJOURNMENT**  
The Chair, Margarita Zarraga, adjourned the meeting at 4:30 p.m.
Dear Mr. Sigala;

Re: Monterey-Salinas Transit (MST) RIDES Program

The Central Coast Center for Independent Living (CCCIL) promotes the independence of people with disabilities by supporting their equal opportunity and full participation in community life. We provide advocacy, education and support to all people with disabilities and their families in Monterey, Santa Cruz and San Benito Counties. Our organization is a member of the California Foundation for Independent Living Centers (CFILC), the statewide membership organization of 25 Independent Living Centers in California.

We appreciate the opportunity to provide feedback about current RIDES service. Our consumers have experienced many problems recently. We have provided a brief description of each as follows,

- **Excessive Wait Time For Pick-Ups**- Consumers are waiting 1 to 2 hours to be picked up despite having a scheduled ride.

- **Excessive Wait Time On The Van**- Consumers are waiting for as much as 1.5 hours on the van to be dropped off at their destination.

- **Missing Appointments**- Consumers are being forced to reschedule their appointments, including those for medical care. RIDES clients should not have to accommodate this program when scheduling appointments.
- **Excessive Additions to Daily Schedules** - In an attempt to provide next day service, RIDES staff is adding an exorbitant amount of clients to the schedule each day. This forces consumers who are subscription, and/or who have made their appointment days in advance, to be late or miss their appointments altogether.

- **Schedule Delays Due to Fueling** - RIDES drivers must obtain fuel in Salinas and share available fuel cards. This causes excessive delays in daily schedules, as drivers who need fuel must coordinate with another driver to obtain it.

- **Inadequate Staffing** - RIDES program drivers are frequently used by other programs like DART. This leaves the remaining drivers with schedules that are unmanageable.

- **Problems with Mobile Data Terminals** - The Global Positioning Satellite (GPS) or map feature on some of the Mobile Data Terminals is not working properly. Schedule delays result when drivers are not able to access maps or driving directions.

Thank you for your attention to these matters. We look forward to working with you to resolve them.

Sincerely;

Alma Almanza
Denika Dallimore

Alma Almanza
Independent Living Specialist
CCCIL

Denika Dallimore
Systems Change Coordinator
CCCIL

CC: John Siragusa, Vice President, MV Transportation Inc.
Carl Sedoryk, General Manager/CEO MST
Robert Weber, MST
Bill Morris, MST
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Appendix G:
March 13, 2006 Notification of Public Hearings to the MST Board of Directors
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Board of Directors Regular Meeting

Monday, March 13, 2006

MST Conference Room
One Ryan Ranch Road, Monterey

10:00 a.m.

TRANSPORTATION: Ride the Peninsula DART to MST Office

1. CALL TO ORDER
   1-1. Roll call.
   1-2. Pledge of Allegiance.

2. CONSENT AGENDA
   2-1. Review highlights of Agenda. (Carl Sedoryk)

   *These items will be approved by a single motion. Anyone may request that an item be discussed and considered separately.*

   2-2. Adopt Resolution 2006-15 recognizing Margarita Silva as Employee of the Month for March 2006. (Nancy Amador) (p. 1)

   2-3. Disposal of property left aboard buses. (Danny Avina) (p. 3)

   2-4. Minutes of the regular meeting of February 13, 2006. (Sonia Bannister) (p. 5)


   2-6. Claim rejection - (Lyn Owens) (p. 29)

   2-7. Reaffirm Board Committee Assignments. (Sonia Bannister) (p. 31)
2-8. Approve change to TAMC-MST grant pass through agreement. (Carl Sedoryk) (p. 35)

2-9. Schedule public hearing on DRAFT 2006 MST Complementary Paratransit (RIDES) Plan Update. (Mary Archer) (p. 43)

2-10. Authorize staff to initiate joint study with City of Monterey of alternate location for Monterey Transit Center. (Hunter Harvath) (p. 45)

2-11. Approve Memorandum of Understanding between MST, the Transportation Agency for Monterey County, the City of Marina, and the Fort Ord Reuse Authority. (Hunter Harvath) (p. 49)


End of Consent Agenda

3. SPECIAL PRESENTATIONS

3-1. March Employee of the Month – Margarita Silva. (Robert Weber)

3-2. Retirement – Ronald Jarman. (Michael Hernandez)

4. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Members of the public may address the Board on any matter related to the jurisdiction of MST but not on the agenda. There is a time limit of not more than three minutes for each speaker. The Board will not take action or respond immediately to any public comments presented, but may choose to follow-up at a later time, either individually, through staff, or on a subsequent agenda.

5. COMMITTEE REPORTS

No action required unless specifically noted.

5-1. MST RIDES Advisory Committee Minutes – January 23, 2006. (Bill Morris) (p. 69)

6. BIDS/PROPOSALS

6-1. Award the purchase of a Financial Accounting Management Information System (FAMIS). (Dave Sobotka) (p. 71)

7. PUBLIC HEARINGS
8. **UNFINISHED BUSINESS**

9. **NEW BUSINESS**

9-1. Presentation on MST Financial Issues. (Dave Sobotka) (No enclosure)

10. **REPORTS & INFORMATION ITEMS**

    *The Board will receive and file these reports, which do not require any action by the Board.*

    10-1. General Manager/CEO Report. (p. 73)
    10-2. TAMC Highlights – February 22, 2006. (p. 109)
    10-4. Sacramento Lobbyist report – March 1, 2006. (p. 117)
    10-5. Response to customer concerns. (p. 121)
    10-6. Letter from TAMC regarding bus stop on Highway 68/218. (p. 123)
    10-7. Training Opportunity for Board members. (p. 125)

11. **COMMENTS BY BOARD MEMBERS**

12. **ANNOUNCEMENTS**

13. **CLOSED SESSION**

    *As permitted by Government Code §64956 et seq. of the State of California, The Board of Directors may adjourn to Closed Session to consider specific matters dealing with personnel and/or pending possible litigation and/or conferring with the Board's Meyers-Milias-Brown Act representative.*

    13-1. Conference with Legal Counsel – Existing Litigation (p. 127)  
        (Gov. Code Section 54945.9(a))  
        Name of Case:  Kim Davis Superior Court Case #M73541
    13-2. Conference with Labor Negotiators (Gov. C. Sec. 54957.6). (No enclosure)  
        MST representatives:  Sedoryk, Laredo & Owens  
        Employee organization:  ATU

14. **RETURN TO OPEN SESSION**

    14-1. Report on Closed Session and possible action.
15. ADJOURN

**NEXT MEETING DATE:** April 10, 2006 in MST Conference Room.

**NEXT AGENDA DEADLINE:** March 29, 2006

Upon request, MST will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including 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 and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 5 days before the meeting. Requests should be sent to Sonia Bannister, MST, One Ryan Ranch Road, Monterey, CA 93940 or sbannister@mst.org
Appendix H:

First Public Hearing: April 10, 2006: MST Board of Directors Agenda, Minutes, and Comments
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Board of Directors Regular Meeting

Monday, April 10, 2006

MST Conference Room
One Ryan Ranch Road, Monterey

10:00 a.m.

TRANSPORTATION: Ride the Peninsula DART to MST Office

1. CALL TO ORDER
   1-1. Roll call.
   1-2. Pledge of Allegiance.

2. CONSENT AGENDA
   2-1. Review highlights of Agenda. (Carl Sedoryk)
       These items will be approved by a single motion. Anyone may request
       that an item be discussed and considered separately.
   2-2. Adopt Resolution 2006-17 recognizing Randy Ascensio as Employee of
       the Month for April 2006. (Michael Hernandez) (p. 1)
   2-3. Adopt Resolution 2006-18 recognizing Edward Dickie for 6 years of
       service. (Michael Hernandez) (p. 3)
   2-4. Disposal of property left aboard buses. (Danny Avina) (p. 5)
   2-5. Minutes of the regular meeting of March 13, 2006. (Sonia Bannister) (p. 7)
   2-7. Approve Personnel Committee recommendations - Management
       Succession Plan, Job Titles, Employer-Employee Relations Policy.
       (Carl Sedoryk) (p. 27)
   2-8. Refer draft FY 2007 budget to Finance Committee. (Dave Sobotka) (p. 47)
2-9. Approve disposal of accountable property. (Dave Sobotka) (p. 77)

2-10. Approve Resolution 2006-19 Authorization for the Execution of a Master Agreement and Program Supplements for State Funded Transit Projects. (Hunter Harvath) (p. 79)

End of Consent Agenda

3. SPECIAL PRESENTATIONS

3-1. April Employee of the Month – Randy Ascencio. (Michael Hernandez)

3-2. Retirement - Edward Dickie. (Michael Hernandez)

4. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Members of the public may address the Board on any matter related to the jurisdiction of MST but not on the agenda. There is a time limit of not more than three minutes for each speaker. The Board will not take action or respond immediately to any public comments presented, but may choose to follow-up at a later time, either individually, through staff, or on a subsequent agenda.

5. COMMITTEE REPORTS

No action required unless specifically noted.

5-1. Personnel Committee Minutes – March 13, 2006. (Lyn Owens) (p. 81)

5-2. Marketing Committee Minutes – March 20, 2006. (Brigga Mosca) (p. 83)

5-3. Facilities Committee Minutes – March 27, 2006. (Dave Pratt) (p. 85)

6. BIDS/PROPOSALS

7. PUBLIC HEARINGS

7-1. Conduct public hearing to receive public comment on the DRAFT 2006 MST Complementary Paratransit (RIDES) Plan update. (Mary Archer) (p. 103)

8. UNFINISHED BUSINESS

8-1. Receive update and provide direction to staff regarding Marina Central Village. (Dave Pratt) (p. 105)

9. NEW BUSINESS

9-1. Presentation on MST RIDES program. (Bill Morris) (No enclosure)
10. **REPORTS & INFORMATION ITEMS**

The Board will receive and file these reports, which do not require any action by the Board.

10-1. General Manager/CEO Report. (p. 107)

10-2. TAMC Highlights – March 22, 2006. (p. 137)


10-4. Sacramento Lobbyist report – April 1, 2006. (p. 143)

11. **COMMENTS BY BOARD MEMBERS**

12. **ANNOUNCEMENTS**

12-1. CTA Legislative Conference, May 16-17, 2006, Sacramento, CA.

13. **CLOSED SESSION**

As permitted by Government Code §64956 *et seq.* of the State of California, The Board of Directors may adjourn to Closed Session to consider specific matters dealing with personnel and/or pending possible litigation and/or conferring with the Board’s Meyers-Millas-Brown Act representative.

13-1. Conference with Legal Counsel – Existing Litigation (p. 145)  
(Gov. Code Section 54945.9(a))
Name of Case: Kim Davis  Superior Court Case #M73541

13-2. Conference with Labor Negotiators (Gov. C. Sec. 54957.6). (No enclosure)
MST representatives: Sedoryk, Laredo & Owens
Employee organization: ATU

14. **RETURN TO OPEN SESSION**

14-1. Report on Closed Session and possible action.

15. **ADJOURN**
**NEXT MEETING DATE:** May 15, 2006 in MST Conference Room.

**NEXT AGENDA DEADLINE:** April 26, 2006

Upon request, MST will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including 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 and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 5 days before the meeting. Requests should be sent to Sonia Bannister, MST, One Ryan Ranch Road, Monterey, CA 93940 or sbannister@mst.org
# BOARD OF DIRECTORS
## REGULAR MEETING
### MONTEREY-SALINAS TRANSIT
#### April 10, 2006

### 1. CALL TO ORDER

Chairman Armenta called the meeting to order at 10:01 a.m. in the Monterey-Salinas Transit Conference Room.

<table>
<thead>
<tr>
<th>Present:</th>
<th>City of Carmel-By-The-Sea</th>
</tr>
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<tbody>
<tr>
<td>Michael Cunningham</td>
<td></td>
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<tr>
<td>Kristin Clark</td>
<td>City of Del Rey Oaks</td>
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<tr>
<td>Gary Wilmot</td>
<td>City of Marina</td>
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<tr>
<td>Libby Downey</td>
<td>City of Monterey</td>
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<tr>
<td>Ron Schenk</td>
<td>City of Pacific Grove</td>
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<tr>
<td>Maria Orozco</td>
<td>City of Gonzales (Ex-Officio)</td>
</tr>
<tr>
<td>Thomas Mancini</td>
<td>City of Seaside</td>
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<tr>
<td>Fernando Armenta</td>
<td>County of Monterey</td>
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<thead>
<tr>
<th>Absent:</th>
<th>City of Salinas</th>
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<tr>
<td>Sergio Sanchez</td>
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<tr>
<th>Staff:</th>
<th>General Manager/CEO</th>
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<tbody>
<tr>
<td>Carl Sedoryk</td>
<td>Director of Maintenance &amp; Transportation</td>
</tr>
<tr>
<td>Michael Hernandez</td>
<td>Director of Human Resources</td>
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<tr>
<td>Lyn Owens</td>
<td>Director of Customer Services</td>
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<tr>
<td>Hunter Harvath</td>
<td>Transit Services Manager</td>
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<tr>
<td>Robert Weber</td>
<td>Controller</td>
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<tr>
<td>Dave Sobotka</td>
<td>Human Resources Administrator</td>
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<tr>
<td>Kelly Halcon</td>
<td>Marketing &amp; Sales Manager</td>
</tr>
<tr>
<td>Mary Archer</td>
<td>Planner</td>
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<tr>
<td>Roger Vandevert</td>
<td>Maintenance Supervisor</td>
</tr>
<tr>
<td>Kitty Melicia</td>
<td>Operations Assistant</td>
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<tr>
<td>Sandra Amorim</td>
<td>Purchasing Manager</td>
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<tr>
<td>William Morris</td>
<td>Contract Transportation Manager</td>
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<tr>
<th>Others:</th>
<th>Legal Counsel</th>
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</thead>
<tbody>
<tr>
<td>Dave Laredo</td>
<td>Entry Level Mechanic</td>
</tr>
<tr>
<td>Randy Ascencio</td>
<td>Coach Operator</td>
</tr>
<tr>
<td>Edward Dickie</td>
<td>MV Transportation</td>
</tr>
<tr>
<td>John Siragusa</td>
<td>MV Transportation</td>
</tr>
<tr>
<td>Lance Atencio</td>
<td>City of Marina</td>
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<tr>
<td>Jim Felton</td>
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*Apology is made for any misspelling of a name.*
2-2. – 2-10. CONSENT AGENDA

The consent agenda items consisted of the following:

2-2. Adopt Resolution 2006-17 recognizing Randy Ascencio, Entry Level Mechanic, as Employee of the Month for April 2006.


2-4. Disposal of property left aboard buses.

2-5. Minutes of the regular meeting of March 13, 2006.


2-9. Approve disposal of accountable property.


Director Schenk moved to approve the all items on the consent agenda. Director Clark seconded and the motion carried unanimously.

3. SPECIAL PRESENTATIONS

Michael Hernandez, Director of Maintenance and Transportation, introduced Randy Ascencio, Entry Level Mechanic, as MST Employee of the Month for April 2006. Randy has helped with several special projects. His ability to use the new maintenance computer system that was implemented on March 1, 2006 has been exceptionally helpful. His great job performance, dedication and positive attitude make him a leader in the maintenance department.

Robert Weber, Transit Services Manager, presented Edward Dickie, Coach Operator, with a Retirement Resolution recognizing him for his six years of service with MST.

4. PUBLIC COMMENTS

None.
5-1. – 5-3. COMMITTEE MINUTES

The Board accepted and filed the Personnel Committee Minutes – March 13, 2006, Marketing Committee Minutes-March 20, 2006, and Facilities Committee Minutes-March 27, 2006.

6. BIDS/ PROPOSALS

None.

7-1. DRAFT 2006 MST COMPLEMENTARY PARATRANSIT (RIDES) PLAN UPDATE

The Paratransit plan serves as an overall description of the MST RIDES operation to include ADA Compliance criteria, requirements of the Paratransit Plan according to the Americans with Disabilities Act (ADA) of 1990, certification process and eligibility, and budget and demand estimates for MST RIDES in 2006 and 2007.

The Board conducted a public hearing to receive public comments on Draft 2006 MST Complementary Paratransit (RIDES) Plan update. There were no public comments.

The plan is available on the MST website. No action was taken on this item.

8-1. MARINA CENTRAL VILLAGE

Dave Pratt, Facilities Manager, gave a brief update on this project. The MST Facilities Committee members and MST staff discussed the feasibility of phasing the development of the property, specifically the immediate construction of the transit components as the next phase followed by the development of mixed use components on the remainder of the property as the final phase.

The phased project approach provides the following advantages to MST, Marina and the Community: 1) If MST acts now, it can take advantage of STIP funds for design and construction that will not be available beyond the 2006 calendar year; 2) City of Marina and MST staffs buy some time in their pursuit of the most suitable development for the property; and 3) the community can benefit from the (interim) improvements and amenities at 280 Reservation Road sooner instead of later.

MST’s proposal to phase the development will continue to reflect consensus that MST should develop a mixed-use project on the current site, with an on-street design with bus only lanes that maximizes retail and residential opportunities and bus operational safety. Long-term plans will continue to focus moving some portion of the bus transfer operations to the future intermodal transportation center along the TAMC right of way near Del Monte & Reservation.

Director Schenk moved to: 1) authorize MST staff to seek Marina Planning Commission approval for phased development of the property; and 2) Direct MST
to immediately apply for State Transit Improvement Program (STIP) funds in the amount of approximately $2.5 million for use in the initial phase of the project. Director Wilmot seconded and the motion carried unanimously.

9-1. MST RIDES PROGRAM PRESENTATION

William Morris, Contract Transportation Manager, gave a brief presentation on MST’s RIDES program.

The program is the result of the ADA, which was enacted in 1990. ADA provides civil rights protection to persons with disabilities ensuring equal access to employment, public accommodations, telecommunications, public services, and transportation. ADA paratransit service is intended to provide equal access for public fixed-route transportation for people who are unable, due to a physical or mental disability, to independently use the fixed route system.

ADA Paratransit service is expressly intended to be transportation comparable with the fixed-route system and is not intended to be a comprehensive system of transportation meeting all social service and medical transportation needs.

The fares shall not exceed twice the fare for a trip of similar length, at a similar time of day, of that assessed on the fixed route system. Currently the fare is $2.50 per zone and must be paid by the passenger and their companions.

There are two additional non-required ADA services: reimbursed taxi program and special medical trip. The MST RIDES customers may call any taxi company directly and on the same day of service request. MST RIDES will reimburse up to 50% of the taxi fare, limited to $45 per person, per month. Special medical trips offer MST RIDES customers transportation twice per month to and from certain medical facilities in San Jose, Palo Alto, and San Francisco. The fare for this service is $15 roundtrip.

Currently, the RIDES program has 2,000 registered clients with a budget of $1.8 million. Twenty-two vehicles cover 3,324 square miles and provide 67,000 trips.

10-1. – 10-4. REPORTS & INFORMATION ITEMS


11. COMMENTS BY BOARD MEMBERS

None.
12. ANNOUNCEMENTS

Director Mancini announced Mary Smith passed away last Thursday, April 6, 2006. Director Clark noticed the newly installed shelters and how beautiful they are. Director Cunningham recently attended training and wanted clarification from Dave Laredo in regards to public officials accepting free transportation for public municipals. Dave Laredo confirmed public officials are not supposed to take free transportation from public municipals. However, MST Board Members are allowed free transportation because it is part of their fiduciary responsibility and MST is not a public municipal but rather a Joint Powers Agency. Director Armenta clarified with Lyn Owens, Director of Human Resources, the Libert Cassidy and Whitmore Ethics training is in May. Director Downey wanted to congratulate MST on their nomination for business of the year by the Monterey Chamber of Commerce.

13-1 – 13-2. CLOSED SESSION

The Board of Directors met in closed session to discuss existing litigation and to meet with labor negotiators.

Upon returning to open session, the Board reported there was no action recommended to MST staff.

14. ADJOURNMENT

There being no further business, Chairman Armenta adjourned the meeting at 11:33 a.m.

PREPARED BY: _______________________________
Sonia AR Bannister
Appendix I:
Consent to Approve MST RIDES Plan May 8, 2006: MST Board of Directors Agenda, Minutes, and Comments
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1. CALL TO ORDER

1-1. Roll call.

1-2. Pledge of Allegiance.

2. CONSENT AGENDA

2-1. Review highlights of Agenda. (Carl Sedoryk)

These items will be approved by a single motion. Anyone may request that an item be discussed and considered separately.

2-2. Adopt Resolution 2006-21 recognizing Rollie Parducho, Facilities Supervisor, as Employee of the Month for May 2006. (p. 1)

2-3. Disposal of property left aboard buses. (Danny Avina) (p. 3)

2-4. Minutes of the regular meeting of April 10, 2006. (Sonia Bannister) (p. 5)

2-5. Financial Report – April 2006. (Dave Sobotka) (p. 11)

2-6. Approve Resolution 2006-22 Authorization to enter into CSAC Excess Insurance Authority Joint Powers Agreement. (Lyn Owens) (p. 27)

2-7. Adopt Resolution 2006-23 recognizing Dan K. First for 16 years of service. (Michael Hernandez) (p. 53)

2-8. Adopt 2006 MST Complementary Paratransit (RIDES) Plan update. (Mary Archer) (p. 55)
2-9. Adopt Resolution 2006-24 declaring May 2006 as Clean Air Month in the Monterey Bay region. (Hunter Harvath) (p. 57)

End of Consent Agenda

3. SPECIAL PRESENTATIONS

3-1. May Employee of the Month – Rollie Parducho. (Dave Pratt)

4. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

Members of the public may address the Board on any matter related to the jurisdiction of MST but not on the agenda. There is a time limit of not more than three minutes for each speaker. The Board will not take action or respond immediately to any public comments presented, but may choose to follow-up at a later time, either individually, through staff, or on a subsequent agenda.

5. COMMITTEE REPORTS

No action required unless specifically noted.

5-1. MST Rides Advisory Committee Minutes – February 22, 2006. (Bill Morris) (p. 59)

5-2. Finance Committee Minutes – April 27, 2006. (Dave Sobotka) (p. 63)

5-3. Legislative Committee Minutes – May 5, 2006. (Hunter Harvath) (p. 65)

6. BIDS/PROPOSALS

6-1. Award contract for delivery of a Specific Plan – Marina Central Village. (Dave Pratt) (p. 67)

7. PUBLIC HEARINGS

8. UNFINISHED BUSINESS

8-1. Approve FY 2007 Operating and Capital budgets and authorize staff to file necessary grant applications. (Dave Sobotka) (p. 69)

9. NEW BUSINESS

10. REPORTS & INFORMATION ITEMS

The Board will receive and file these reports, which do not require any action by the Board.

10-1. General Manager/CEO Report. (p. 111)
10-2. TAMC Highlights – April 26, 2006. (p. 137)
10-6. Quarterly Performance Report – 3rd Quarter FY 2006. (Dave Sobotka) (p. 147)
10-7. Coalition for Community Based Transit. (p. 171)
10-8. Letter from Congressman Farr dated April 28, 2006. (p. 175)

11. COMMENTS BY BOARD MEMBERS

12. ANNOUNCEMENTS

12-1. California Transit Association Spring Legislative Conference – May 16-17, Sacramento, CA.

13. ADJOURN

NEXT MEETING DATE: June 12, 2006 in MST Conference Room.

NEXT AGENDA DEADLINE: May 31, 2006

Upon request, MST will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including 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 and brief description of the requested materials and preferred alternative format or auxiliary aid or service at least 5 days before the meeting. Requests should be sent to Sonia Bannister, MST, One Ryan Ranch Road, Monterey, CA 93940 or sbannister@mst.org
1. CALL TO ORDER

Chairman Armenta called the meeting to order at 10:00 a.m. in the Monterey-Salinas Transit Conference Room.

Present: Michael Cunningham City of Carmel-By-The-Sea
          Kristin Clark City of Del Rey Oaks
          Gary Wilmot City of Marina
          Libby Downey City of Monterey
          Ron Schenk City of Pacific Grove
          Rob Russell City of Salinas
          Thomas Mancini City of Seaside
          Fernando Armenta County of Monterey
          Maria Orozco (10:03) City of Gonzales (Ex-Officio)

Absent: None

Staff: Carl Sedoryk General Manager/CEO
       Michael Hernandez Chief Operating Officer
       Lyn Owens Director of Human Resources
       Hunter Harvath Director of Administration
       Robert Weber Transit Services Manager
       Dave Sobotka Controller
       Sonia Bannister Office Administrator
       Mary Archer Planner
       Sandra Amorim-Ruiz Purchasing Manager
       William Morris Contract Transportation Manager
       Tonja Posey Human Resource Supervisor
       Ben Newman Risk & Security Manager

Others: Dave Laredo Legal Counsel
        Paul Lopez Sr. Utility Service
        Rollie Parducho Facilities Supervisor
        Rosemary Robert Monterey Hostel

Apology is made for any misspelling of a name.

2-2. – 2-9. CONSENT AGENDA

The consent agenda items consisted of the following:

2-3. Disposal of property left aboard buses.


2-6. Approve Resolution 2006-22 authorization to enter into CSAC Excess Insurance Authority Joint Powers Agreement.

2-7. Adopt Resolution 2006-23 recognizing Dan K. First for 16 years of service.


Director Mancini moved to approve the items on the consent agenda. Director Schenk seconded and the motion carried with Director Russell abstaining on the minutes.

3. SPECIAL PRESENTATIONS

Dave Pratt, Facilities Manager, introduced Rollie Parducho, Facilities Supervisor as MST Employee of the Month for May 2006. Rollie successfully managed key projects affecting the MST Operation. In February 2006, Rollie and his team celebrated the safe and successful management of the Clean Air Refueling Station, having achieved an extremely high operating rate. That trend continues today. More recently, he managed projects where his team combined with outside contractors to rebuild two major subsystems to the station.

4. PUBLIC COMMENTS

None.

5-1. – 5-3. COMMITTEE MINUTES


6-1. MARINA CENTRAL VILLAGE PLAN

Dave Pratt, Facilities Manager, said this procurement would normally be open to the competitive process; however, MST has selected VBN Architects outside of the open procurement process given VBN’s familiarity with this project during the past almost five years. MST’s execution of an Emergency Procurement is critical to the
successful completion of a Specific Plan, securing project entitlements from the City of Marina and starting construction within in a short timeframe.

For the development of 280 Reservation Road, MST has selected VBN Architects for the completion of the Specific Plan and other follow-on tasks. Upon its completion, the Specific Plan for this parcel will become an element contained in the larger Specific Plan for the Downtown. Critical to MST successfully securing approvals in calendar year 2006 is the selection of an architect with knowledge of the MST project and the Marina approval process and the Community vision. VBN Architects has these important requisites. VBN Architects has valuable experience and significant knowledge of this project’s history, dating back to 2001. VBN will assist MST by delivering and presenting a Specific Plan to the City of Marina, observing a very strict timeline. MST’s and VBN’s objective is to secure entitlements for all remaining phases of Marina Central Village and design approvals for the immediate phase ahead – the transit components.

The Specific Plan for Marina Central Village at 280 Reservation Road will identify phases of the parcel’s development, the requirements of a developer, the marketing and specific uses for the site, and design standards. All the elements of the Specific Plan will reflect consistency with the City’s Downtown vision, the General Plan and Housing Element.

The next phase of Marina Central Village is the removal of all existing improvements at 280 Reservation Road and start construction of the bus transfer facility in 2006.

Director Schenk moved to: 1) award a contract in an amount not to exceed $160,000 to VBN Architects from Oakland, CA to complete and deliver a Specific Plan and related Environmental Review to the City of Marina for the Marina Central Village project; and 2) authorized MST staff to negotiate a contract with VBN for Design and Engineering Services for the transit components at Marina Central Village. Director Russell seconded and the motion carried unanimously.

7. PUBLIC HEARING
None.

8-1. 2007 OPERATING AND CAPITAL BUDGETS

Dave Sobotka, Controller, gave a brief overview on the FY 2007 Operating and Capital Budgets. The FY 2007 budget is $22,622,576 which is a 4.5% increase from the previous year. This is a balanced budget comprised of two service centers.

The Fixed-Route budget contemplates a fare increase of 7% and requires reducing levels of service by 0.8%. Service to South Monterey County cities will continue, while demonstration service to the AMTRAK Station in San Jose begins September 1, 2006.
The ADA Paratransit (RIDES) budget maintains the level of service to meet ADA requirements including service to South Monterey County. To ensure a minimum state mandated farebox recovery ratio be maintained, the rate will be combined with Fixed-Route service.

Chairman Armenta and Mr. Sedoryk will schedule the public hearings and appoint hearing officers for the public hearings.

Director Cunningham moved to: 1) approve the FY 2007 budget with a fare increase and service reductions; 2) authorize staff to file the appropriate state and local grant applications to execute the budget; 3) approve Resolution 2006-23 authorizing filing federal grant applications; 4) schedule public hearings and appoint hearing officer(s) for the proposed fare increase; and 5) approve FY 2007 Goals and Objectives. Director Schenk seconded and the motion carried unanimously.

9. NEW BUSINESS

None.

10-1. – 10-8. REPORTS & INFORMATION ITEMS


Mr. Sedoryk reported a drop in ridership for the month of March. Last year in the month of March, the City of Monterey had trolley service, which was not offered this year. Also, March was a very rainy month and this could be a contributing factor to the ridership drop. Staff anticipates ridership increasing for the month of April.

11. COMMENTS BY BOARD MEMBERS

Director Schenk suggested spending more money on a marketing campaign to increase ridership. He suggested doing a bulk mailing after the election to target potential riders.

Director Wilmot talked about his recent trip on the bus with his family to Salinas. He and his family were impressed with the bus and the ease of use.

Director Orozco thanked Mr. Harvath and his staff for staffing an information booth at the Cinco de Mayo festival in Gonzales. It was well received by the community.
Director Downey found the BRT workshop in Moss Landing to be very helpful and informative. She also thanked Mr. Harvath for talking to the City of Monterey about the upcoming changes to Monterey.

Director Russell thanked Mr. Harvath and Ms. Archer for attending numerous meetings in the City of Salinas regarding bus routing. He agrees that people do not have the perception that MST provides clean and reliable transportation.

Chairman Armenta suggested having a Marketing Workshop with the Board to try to find ways to increase ridership.

12. ANNOUNCEMENTS

California Transit Association Spring Legislative Conference – May 16-17, Sacramento, CA.

13. ADJOURNMENT

There being no further business, Chairman Armenta adjourned the meeting at 11:10 a.m.

PREPARED BY: _______________________________
Sonia AR Bannister
Appendix J:

Association of Monterey Bay Area Governments Certification of Approval of the 2006 MST Complementary Paratransit (RIDES) Plan Update
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June 14, 2006

Mr. Carl Sedoryk  
General Manager  
Monterey-Salinas Transit  
One Ryan Ranch Road  
Monterey, CA 93940  

Attn: Hunter Harvath/Mary Archer

Dear Carl:

Enclosed, please find the Association of Monterey Bay Area Governments' (AMBAG's) certification of the 2006 MST ADA Complementary Paratransit (MST RIDES) Plan, as Metropolitan Planning Organization for the Monterey Bay region.

AMBAG staff has reviewed and commented on the update. Monterey-Salinas Transit (MST) held a public hearing on the plan at their meeting of April 10, 2006 and adopted the plan at their meeting of May 15, 2006.

AMBAG finds the update to be in conformance with the 2005 Monterey Bay Metropolitan Transportation Plan, the federal long-range transportation plan for the region.

With this transmittal, a copy of the certification is also being forwarded to the Federal Transit Administration and Caltrans.

Sincerely,

Nicolas Papadakis  
Executive Director

NP:ku

Cc: Lorraine Lerman, FTA Region 9  
Dave Murray, Caltrans District 5
MPO Certification of Paratransit Plan Update

The Association of Monterey Bay Area Governments hereby certifies that it has reviewed the 2006 MST ADA Complementary Paratransit (MST RIDES) Plan prepared by Monterey-Salinas Transit as required under 49 CFR 37.139(j) and finds it to be in conformance with the transportation plan developed under 49 CFR part 613 and 23 CFR Part 450.

Signature

Nicolas Papadakis
Name of Authorized Official

Executive Director
Title

June 14, 2006
Date