



TRANSIT DISTRICT MEMBERS:

*City of Carmel-by-the Sea • City of Del Rey Oaks • City of Gonzales • City of Greenfield
City of King • City of Marina • City of Monterey • City of Pacific Grove • City of Salinas
City of Sand City • City of Seaside • City of Soledad • County of Monterey*

**Board of Directors Regular Meeting
October 7, 2019**

Frank J. Lichtanski Administrative Building
Board Room, First Floor
19 Upper Ragsdale Dr., Suite 100, Monterey 93940
10:00 a.m.

TRANSPORTATION: Ride Line 8 from Monterey Transit Plaza (Munras Gate) at 9:15 a.m. or Sand City Station at 9:30 a.m. Request a taxi voucher from MST Customer Service at the board meeting for your return trip or a trip to the destination of your choice up to \$17.00.

1. CALL TO ORDER

- 1-1. Roll Call.
- 1-2. Pledge of Allegiance.
- 1-3. Review Highlights of the agenda. (Carl Sedoryk)

2. 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.

3. CONSENT AGENDA

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

- 3-1. Adopt Resolution 2020-08 recognizing Renaldo Hernandez, Coach Operator as Employee of the Month for October 2019. (Robert Weber) (Page 5)
- 3-2. Receive minutes of the regular meeting of September 9, 2019. (Jeanette Alegar-Rocha) (Page 7)

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

Transit District Members Monterey County • Carmel-by-the-Sea • Del Rey Oaks • Gonzales • Greenfield • King City • Marina • Monterey
Pacific Grove • Salinas • Sand City • Seaside • Soledad **Administrative Offices** 19 Upper Ragsdale Drive, Suite 200 Monterey, CA 93940

PH 1-888-MST-BUS1 (1-888-678-2871) • FAX (831) 899-3954 • WEB mst.org

- 3-3. Receive minutes of the Board Administrative Performance Committee (BAPC) Meeting of September 9, 2019. (Jeanette Alegar-Rocha) (Page 15)
- 3-4. Receive Draft Mobility Advisory Committee Minutes from May 29, 2019 Meeting. (Claudia Valencia) (Page 19)
- 3-5. Financial Report – August 2019. (Lori Lee) (Page 23)
- 3-6. Receive report on lost and found items left on MST property. (Sonia Wills) (Page 33)
- 3-7. Reject claim submitted by Blasheck, P. (Lisa Cox) (Page 35)

End of Consent Agenda

4. RECOGNITION AND SPECIAL PRESENTATIONS

- 4-1. October Employee of the Month – Renaldo Hernandez, Coach Operator. (Norman Tuitavuki)
- 4-2. 35 Years of Service – Doris Martinez, Transit Scheduling/Planning Analyst. (Lisa Rheinheimer)
- 4-3. 30 Years of Service – Steven Coburn (Norman Tuitavuki)
- 4-4. MST Safe Place Update – (Norman Tuitavuki).

5. PUBLIC HEARINGS

6. ACTION ITEMS

- 6-1. Award FY 2019 performance incentives for eligible Monterey-Salinas Transit Employee Association (MSTEA) and Confidential Unit employees. (Carl Sedoryk) (Page 37)
- 6-2. Authorize General Manager/CEO to execute consultant contract with Kimley-Horn for environmental documentation and preliminary engineering of the Busway Phase II – SURF! Project in an amount not to exceed \$1,500,000. (Lisa Rheinheimer) (Page 39)
- 6-3. Authorize General Manager/CEO to execute Amendment No 6 with MV Public Transportation Inc. representing a 2-year contract extension for a projected amount of approximately \$20,000,000 for the operation of MST RIDES ADA and Special Transportation (ST) Paratransit Services, and Other Dial-A-Ride, and Fixed-Route Transit Services. (Robert Weber)(Page 43)

7. REPORTS & INFORMATION ITEMS

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

- 7-1. General Manager/CEO Report – August 2019. (Page 53)
- 7-2. Washington, D.C. Lobby Report – September 2019. (Page 77)
- 7-3. State Legislative Advocacy Update – August 2019. (Page 79)
- 7-4. Staff Trip Reports – August 2019. (Pages 81-87)
- 7-5. Correspondence

8. BOARD REPORTS, COMMENTS & REFERRALS

- 8-1. Reports on meetings attended by board members at MST expense. (AB 1234) (Page 89)
- 8-2. Board member comments and announcements.
- 8-3. Board member referrals for future agendas.
- 8-4. Gillig Bus Factory Tour Date.

9. CLOSED SESSION

Members of the public may address the Board on any matter related to Closed Session. 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 individually, through staff, or on a subsequent agenda.

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

- 9-1. Conference with Labor Negotiators Gov. Code § 54957.6. Amalgamated Transit Union (ATU), and MST. (D. Laredo, K. Halcon)

10. RETURN TO OPEN SESSION

- 10-1 Report on Closed Session and possible action.

11. ATTACHMENTS

- 11-1. The detailed monthly Performance Statistics and Disbursement Journal for August 2019 can be viewed online within the GM Report at <http://mst.org/about-mst/board-of-directors/board-meetings/>

12. ADJOURN

NEXT MEETING DATE: November 4, 2019

19 Upper Ragsdale Dr., Monterey, Suite 100

NEXT AGENDA DEADLINE: October 22, 2019

**Dates and times are subject to change.*

*Please contact MST for accurate meeting date and times or check online at
<http://mst.org/about-mst/board-of-directors/board-meetings/>*

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

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



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**RENALDO HERNANDEZ
OCTOBER 2019
EMPLOYEE OF THE MONTH**

WHEREAS, each month Monterey-Salinas Transit recognizes an outstanding employee as Employee of the Month; and

WHEREAS, the Employee of the Month is recognized for his positive contribution to MST and to the entire community; and

WHEREAS, Renaldo Hernandez began his career as a Coach Operator with Monterey-Salinas Transit District in April of 1998 and has continued to provide a high level of support to MST's mission; and

WHEREAS, Renaldo Hernandez is a recent recipient of a 25-year safe driving award, he has also received multiple attendance, customer service, and outstanding achievement awards. Renaldo was previously recognized as the Employee of the Month in November of 1994 and February of 2002; and

WHEREAS, Renaldo has always maintained a positive and supportive relationship with many of his passengers. Renaldo Hernandez was recently made aware of an ailing long-term passenger who was recuperating in a local care facility. During his time off, he made a point of visiting the individual to provide her support; and

THEREFORE BE IT RESOLVED that the Board of Directors of Monterey-Salinas Transit District recognizes Renaldo Hernandez as Employee of the Month for October 2019; and

BE IT FURTHER RESOLVED that Renaldo Hernandez is to be congratulated for his outstanding performance, dedication, and supreme effort toward the success of MST completing its mission.

THE BOARD OF DIRECTORS OF MONTEREY-SALINAS TRANSIT
PASSED AND ADOPTED RESOLUTION 2020-08 this 7th day of October 2019.

Michael LeBarre
Board Chair

Carl G. Sedoryk
Board Secretary

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To: Board of Directors

From: Jeanette Alegar-Rocha, Deputy Secretary

Subject: Monterey-Salinas Transit Board Meeting Minutes- September 9, 2019

RECOMMENDATION: Receive Minutes from September 9, 2019 Monterey-Salinas Transit (MST) board meeting.

MST BOARD OF DIRECTORS

Frank J. Lichtanski Administrative
Building
19 Upper Ragsdale Dr., Suite 100,
Monterey 93940

MEETING MINUTES

September 9, 2019

Present:	Jeff Baron	City of Carmel-by-the Sea
	Kristin Clark	City of Del Rey Oaks
	Lorraine Worthy	City of Gonzalez
	Yanely Martinez	City of Greenfield
	Mike LeBarre	City of King
	Frank O'Connell	City of Marina
	Dan Albert	City of Monterey
	Robert Huitt	City of Pacific Grove
	Tony Barerra	City of Salinas
	Mary Ann Carbone	City of Sand City
	Dave Pacheco	City of Seaside
	Anna Velazquez	City Soledad
	Luis Alejo	County of Monterey

Absent: None

Staff:	Carl Sedoryk	General Manager/CEO
	Lisa Rheinheimer	Assistant General Manager
	Robert Weber	Chief Operating Officer
	Norman Tuitavuki	Deputy Chief Operating Officer
	Kelly Halcon	Director of HR & Risk Management
	Mark Eccles	Director of Information Technology
	Jeanette Alegar-Rocha	Deputy Secretary
	Dave Laredo	General Counsel
	Eva Perez	Office Administrator
	Deanna Smith	Compliance Officer
	Michelle Overmeyer	Grants Analyst
	Andrea Williams	General Accountant & Budget Manager
	Sandra Amorim	Procurement & Contract Manager
	Ikuyo Yoneda-Lopez	Marketing Manager
	Sonia Wills	Customer Service Supervisor
	Daniel Aquino	Customer Service Representative
	Cristy Sugabo	Mobility Manager
	Karleen Russell	Accounts Payable
	Carl Wulf	Facilities & Capital Projects Manager
	Ken Smith	Operations Supervisor
	Carrol James McCallon	Communications Systems Specialist
	Ruperto Dela Cruz	Coach Operator
	Gabriel Garcia	Entry Level Mechanic
Public:	Don Parslow	MV Transit
	Michael D. Laredo	DeLay and Laredo
	Heidi Quinn	Delay and Laredo
	Charlie Armbruster	Retired MST Employee
	Deb Daniels	Retired MST Employee
	Jamey McCallon	Retired MST Employee
	Hunter Harvath	Retired MST Employee
	Zöe Shoats	Former MST Employee
	Chris Chidlaw	Chidlaw Marketing
	Glenn Johnson	Springboard
	Leila Chappel	
	Susan Fraser	Tam Communications
	Tam O'Connor Fraser	Tam Communications
	Phil Wellman	Wellman Ad

Apology is made for any misspelling of a name.

1. CALL TO ORDER

1-1. Roll Call

Chair LeBarre called the meeting to order at 10:01 a.m. followed by roll call.

1-2. Pledge of Allegiance

The pledge of allegiance was led by Hunter Harvath.

1-3. Review Highlights of the agenda. (Carl Sedoryk)

Carl Sedoryk reviewed the highlights of the agenda.

2. 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.

Public Comments - None

- 3-1. Adopt Resolution 2020-04 recognizing Gabriel Garcia, Entry Level Mechanic as Employee of the Month for August 2019. (Robert Weber)
- 3-2. Adopt Resolution 2020-05 recognizing Daniel Aquino, Customer Service Representative, as Employee of the Month for September 2019. (Sonia Wills)
- 3-3. Approve Minutes of the regular meeting of July 8, 2019. (Jeanette Alegar-Rocha)
- 3-4. Receive Minutes of the Board Operations Performance Committee (BOPC) meeting of July 8, 2019. (Jeanette Alegar-Rocha)
- 3-5. Receive Financial Reports – June and July 2019. (Lori Lee)
- 3-6. Approve Disposal of Property left on buses – June and July 2019. (Sonia Wills)
- 3-7. Approve Measure Q Oversight Advisory Committee (MQC) Appointments. (Carl Sedoryk)
- 3-8. Approve Retirement Resolution 2020-06 Hunter Harvath, Assistant General Manager for his 16 years of service. (Carl Sedoryk)

- 3-9. Approve Retirement Resolution 2020-07 Jamey McCallon, Communications Systems Specialist for his 30 years of service. (Norman Tuitavuki)
- 3-10. Authorize the disposal of forty-nine (49) surplus Transit Vehicles. (Sandra Amorim)
- 3-11. Approve Monterey-Salinas Transit (MST) Appointed Officers. (Carl Sedoryk)

End of Consent Agenda

Public Comments - None

Director Hewitt arrived at 10:05 a.m.

Director LeBarre requested to pull item 3-8 to read Hunter Harvath's Retirement Resolution aloud.

Director Albert made the motion to approve all remaining items on the consent agenda, which was seconded by director Alejo. The motion passed unanimously.

Director Alejo made the motion to approve agenda item 3-8 which was seconded by director Worthy. The motion passed unanimously.

4. RECOGNITION AND SPECIAL PRESENTATIONS

- 4-1. Gabriel Garcia - August Employee of the Month. (Norman Tuitavuki)

The MST Staff and Board of Directors recognized Gabriel Garcia for his positive contribution to MST and the community.

- 4-2. Daniel Aquino - September Employee of the Month. (Sonia Wills)

The MST Staff and Board of Directors recognized Daniel Aquino for his positive contribution to MST and the community.

- 4-3. Ruperto Dela Cruz - 30 Years of Service. (Norman Tuitavuki)

The MST Staff and Board of Directors recognized Ruperto Dela Cruz for his 30 years of service and positive contribution to MST and the community.

- 4.4. Ken Smith - 30 Years of Service. (Norman Tuitavuki)

The MST Staff and Board of Directors recognized Ken Smith for his 30 years of service positive contribution to MST and the community.

- 4-5. Retirement - Hunter Harvath, Assistant General Manager,
16 Years of Service. (Carl Sedoryk)

The MST Staff and Board of Directors recognized and warmly thanked Hunter Harvath for his 16 years of service and outstanding contribution to MST and the community and congratulated him on his retirement.

- 4-6. Retirement – Jamey McCallon, Communications Systems Specialist,
30 Years of Service. (Norman Tuitavuki)

The MST Staff and Board of Directors recognized and thanked Jamey McCallon for his 30 years of service and positive contribution to MST and the community and congratulated him on his retirement.

- 4-7. APTA Adwheel Grand Award. (Carl Sedoryk)

Carl Sedoryk presented APTA Adwheel Awards to recognize and thank the following individuals and marketing affiliates:

- a) Miss Leila Chappel
- b) Ms. Zöe Shoats
- c) Hunter Harvath
- d) Lisa Rheinheimer
- e) Chris Chidlaw, Chidlaw Marketing
- f) Tam O'Connor Fraser, Tam Communications
- g) Glenn Johnson, Springboard
- h) Phil Wellman, Wellman Ad

- 4-8. GFOA Award for Excellence in Financial Reporting. (Lisa Rheinheimer)

The MST Board of Directors recognized the MST Finance Department as recipients of the GFOA Award for Excellence in Financial Reporting.

Public Comments - None

5. PUBLIC HEARINGS

None

6. ACTION ITEMS

- 6-1. Approve 3-Year Extension of General Counsel Contract (Carl Sedoryk)

Public Comments - None

Director Barerra made the motion to approve agenda item 6-1 which was seconded by director Clark. The motion passed unanimously.

7. REPORTS & INFORMATION ITEMS

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

7-1. General Manager/CEO Report. – June and July 2019.

a) GM/CEO Performance Evaluation Forms.

Kelly Halcon announced that the GM/CEO Performance Evaluation Forms left at each Director's dais are due by Monday, September 23, 2019.

7-2. Washington, D.C. Lobby Report – July and August 2019.

7-3. State Legislative Advocacy Update – June and July 2019.

7-4. Staff Trip Reports.

7-5. Correspondence.

a) Congressman Jimmy Panetta Thank you Letter

b) Napa Valley Transit Authority Thank you Letter

c) Amalgamated Transit Union Complaint

7-6. Report on 2020 Census Activities. (Beronica Carriedo)

Beronica Carriedo, Community Relations Coordinator, provided an update on the 2020 Census at the Board Administrative Performance Committee Meeting (BAPC).

Public Comments - None

8. BOARD REPORTS, COMMENTS, AND REFERRALS

8-1. Reports on meetings attended by board members at MST expense (AB 1234).

a) Director Worthy gave a verbal update on the Transit Board Member Conference in July 2019.

b) Director Martinez gave a verbal update on the Transit Board Member Conference in July 2019.

- c) Director Carbone submitted a written report on the Transit Board Member Conference in July 2019 which will be included in the October board packet.

8-2. Board member comments and announcements.

- a) Gillig Factory, Livermore, CA. - October 21-25, 2019

8-3. Board member referrals for future agendas.

- a) Chair LeBarre requested to add MST Safe Place to a future MST agenda

8-4. Hunter Harvath Farewell Potluck Immediately following the MST September 9, 2019 board meeting.

Public Comments - None

9. CLOSED SESSION

Members of the public may address the Board on any matter related to Closed Session. 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 individually, through staff, or on a subsequent agenda.

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.

- 9-1. Approve Incentive Pool for MSTEA and Confidential Unit (Carl Sedoryk) (Enclosure)
- 9-2. Conference with Labor Negotiators Gov. Code § 54957.6. Amalgamated Transit Union (ATU), and MST. (D. Laredo, K. Halcon)
- 9-3. Conference with Legal Counsel – Homet vs. Monterey-Salinas Transit, Gov.Code § 54956.9. (Kelly Halcon)(Enclosure)

Public Comments - None

10. RETURN TO OPEN SESSION

- 10-1. Report on Closed Session and possible action.

Dave Laredo reported the following:

9-1. Approve Incentive Pool for MSTEA and Confidential Unit

Director Barerra made the motion to authorize payment of the Incentive Pool for MSTEA and Confidential Unit in item 9-1 which was seconded by director Albert. Nine (9) voted in favor. Four were absent. None opposed.

9-2. Conference with Labor Negotiators Gov. Code § 54957.6.
Amalgamated Transit Union (ATU), and MST.

Director Barerra made the motion to provide general direction to the labor negotiations staff for item 9-2 which was seconded by director Alejo. Nine (9) voted in favor. Four were absent. None opposed.

9-3. Conference with Legal Counsel – Homet vs. Monterey-Salinas Transit, Gov.Code § 54956.9.


Director Barerra made the motion to provide authorization for settlement on item 9-3 which was seconded by director Velazquez. Nine (9) voted in favor. Four were absent. None opposed.

11. ATTACHMENTS

11-1. The detailed monthly Performance Statistics and Disbursement Journal for June and July 2019 can be viewed online within the GM Report at <http://mst.org/about-mst/board-of-directors/board-meetings/>

12. ADJOURN

There being no further business, Chair LeBarre adjourned the meeting at 11:53 a.m.

PREPARED BY: 
Jeanette Alegar-Rocha

REVIEWED BY: 
Carl G. Sedoryk

To: Board of Directors

From: Jeanette Alegar-Rocha, Deputy Secretary

Subject: Board Administrative Performance Meeting Minutes- September 9, 2019.

RECOMMENDATION: Receive Minutes from September 9, 2019 Board Administrative Performance Committee (BAPC) meeting.

Board Administrative Performance Committee (BAPC)
19 Upper Ragsdale Drive, Suite 200
Monterey, CA 93940

Minutes

September 9, 2019
9:00 a.m.

Present:	Kristen Clark (Vice Chair)	City of Del Rey Oaks
	Frank O'Connell	City of Marina
	Tony Barrera (Chair)	City of Salinas
	Luis Alejo	County of Monterey
Absent:	Dave Pacheco	City of Seaside
	Yanely Martinez	City of Greenfield
Staff:	Carl Sedoryk	General Manager/CEO
	Norman Tuitavuki	Deputy Chief Operating Officer
	Lisa Rheinheimer	Assistant General Manager
	Dave Laredo	General Counsel, De Lay & Laredo
	Jeanette Alegar-Rocha	Clerk to the Board
	Eva Perez	Office Administrator
	Cristy Sugabo	Mobility Manager
	Andrea Williams	General Accountant & Budget Manager
	Michelle Overmeyer	Grants Analyst
	Beronica Carriedo	Community Relations Coordinator
	Ikuyo Yoneda-Lopez	Marketing Manager

Public: Michael D. Laredo
Heidi Quinn

DeLay and Laredo
DeLay and Laredo

1. Call to order.

Chair Barrera called the meeting to order at 9 a.m.

2. Public comment on matters not on the agenda.

Members of the public may address the Committee 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 Committee 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.

Public Comment- None

3. Review of Administrative Performance. (Refer to MST Board Agenda Item 7-1)

Public Comment- None

Director Alejo arrived at 9:03 a.m.

The committee received a review from Carl Sedoryk of board agenda item 7-1, the MST Administrative Performance.

Public Comment- None

4. State and Federal Legislative Updates. (Refer to MST Board Agenda Item 7-2 and 7-3) (Carl Sedoryk)

Public Comment- None

The committee received State and Legislative updates from Carl Sedoryk.

5. Draft FY 2019 Financial Update. (Lisa Rheinheimer)

Public Comment- None

The committee received an update on the FY 2019 MST Financials from Lisa Rheinheimer.

6. Update on Monterey-Salinas Transit (MST) 2020 Census Activities. (Beronica Carriedo)

Public Comment- None

The committee received an update from Beronica Carriedo regarding the MST 2020 Census activities which will be conducted between April through the end of July 2019. The survey will be processed this year online.

7. Closed session.

As permitted by Government Code §54957 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.

7-1. Approve Incentive Pool for MSTEA and Confidential Unit
(Carl Sedoryk)(Enclosure)

7-2. Conference with Labor Negotiators Gov. Code § 54957.6.
Amalgamated Transit Union (ATU), and MST.
(D. Laredo, K. Halcon) (Enclosure)

8. Report on Closed Session and possible action.

7-1. Approve Incentive Pool for MSTEA and Confidential Unit.

The committee received an update and took no Reportable Action.

7-2. Conference with Labor Negotiators Gov. Code § 54957.6.
Amalgamated Transit Union (ATU), and MST.

The committee received an update and took no Reportable Action.

9. Staff and Committee member comments, questions, or referrals.

None.

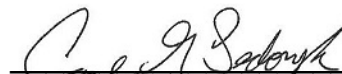
10. Adjourn.

There being no further business, Chair Barrera adjourned the meeting at 9:44 a.m.

PREPARED BY:


Jeanette Alegar-Rocha

REVIEWED BY:


Carl G. Sedoryk

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MOBILITY ADVISORY COMMITTEE (MAC)

The Lichtanski Administrative Building (LAB)
19 Upper Ragsdale Dr., Suite 100,
Monterey, CA 93940

MEETING MINUTES

May 30, 2019

Present:

Kurt Schake	Veterans Transition Center
Jessica McKillip	ITN Monterey County
Diana Trapani	The Blind and Visually Impaired Center
Kazuko Wessendorf	Interim, Inc.
Melissa McKenzie	Carmel Foundation
Stefania Castillo	Transportation Agency for Monterey County (TAMC)
Aimee Cuda	Central Coast Senior Services
Kathleen Murray-Phillips	Monterey County Dept. of Social Services
Maria Magaña	Central Coast Center for Independent Living (CCCIL)

Absent:

Alejandro Fernandez	DaVita Dialysis
Maureen McEachen	Visiting Nurse Association
Reyna Gross	Alliance on Aging

Staff:

Cristy Sugabo	Mobility Services Manager
Kevin Allshouse	Mobility Services Coordinator
Claudia Valencia	Mobility Specialist
Erin Heatley	Mobility Specialist
Lisa Reinheimer	Director of Planning & Marketing
Beronica Carriedo	Community Relations Coordinator

Public:

Don Parslow	MV General Manager
Doug Thomson	MV Operations Manager
Maribel Trejo	Alliance on Aging
Todd Muck	TAMC

An apology is made for any misspelling of a name.

1. CALL TO ORDER

1.1. Roll Call

Chair Schake called the meeting to order at 1:02 p.m. in the Monterey-Salinas Transit Board of Directors Meeting room (MST).

2. CONSENT AGENDA

2.1. Approve minutes of the regular meeting of March 27, 2019.

Member Cuda made a motion to approve the Minutes and Member Murray-Phillips seconded. The motion passed unanimously.

Member McKillip arrived 1:08 pm

3. PUBLIC COMMENTS ON MATTERS NOT ON THE AGENDA

None

4. PRESENTATIONS

4.1. Census 2020 (Christina Granados)

4.2. The Blind and Visually Impaired Center (Diana Trapani)

4.3. Central Coast Senior Services (Aimee Cuda)

5. NEW BUSINESS

5.1. RELEASE the Measure X Senior & Disabled Transportation Program and **PROVIDE** input on the draft needs assessment and program guidelines. (Stefania Castillo)

6. REPORTS

The Committee will receive these report(s), which do not require action by the Committee.

6.1. MV Transit- MST RIDES Service Update (Don Parslow)

6.2. MST Mobility Programs Updates (Kevin Allshouse)

7. SUBJECT ITEM REQUEST

This item(s) will be included on a future agenda for follow-up

7.1. Update on Measure X Senior & Disabled Transportation Program

8. ANNOUNCEMENTS AND APPRECIATIONS

8.1. Member, Public, and Staff comments and announcements

9. ADJOURN

There being no further business, Chair Schake adjourned the meeting at 2:36 p.m.

Prepared by: *Claudia L. Valencia*
Claudia Valencia
Mobility Specialist

Reviewed by: *Kevin Allshouse*
Kevin Allshouse
Mobility Services Coordinator

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To: Board of Directors
From: Lori Lee
Subject: Financial Reports – August 2019

RECOMMENDATION:

1. Accept report of August 2019 cash flow presented in Attachment #1
2. Approve August 2019 disbursements listed in Attachment #2
3. Accept report of August 2019 treasury transactions listed in Attachment #3

FISCAL IMPACT:

The cash flow for August is summarized below and is detailed in Attachment #1.

Beginning balance August 1, 2019	\$ 15,275,570.57
Revenues	1,633,972.36
Disbursements	<u><4,765,480.66></u>
Ending balance August 31, 2019	<u>\$12,144,062.27</u>

POLICY IMPLICATIONS:

Disbursements are approved by your Board each month and are shown in Attachment #2. Treasury transactions are reported to your Board each month, and are shown in Attachment #3.

DISCUSSION:

By the end of August (FY 2020), a \$674,124 year-to-date surplus to budget on fixed-route operations was offset by a smaller \$17,349 deficit to budget on MST RIDES operations, resulting in a modest year-to-date surplus of \$656,775. This negative RIDES variance can be attributed in part to increased demand for paratransit services on weekends in Salinas, which must be provided for free in association with our “Free 40’s” promotion for fixed-route buses in Salinas on weekends. Under the federal Americans with Disabilities Act regulations, when free fares are offered on fixed-route

buses, comparable ADA paratransit trips must also be free. Staff has noted record high passenger boardings on the MST RIDES program.

The following fixed-route expenses have negative variances of greater than 5% and have a monetary value greater than \$5,000 as seen in the August Budget vs. Actual reports contained in Attachment #4:

1. **Supplies** – For August, there was a 7.9% negative variance primarily attributed to a hazardous material containment repair as well as supplies necessary for route and schedule changes for service adjustments of August 24th.
2. **Purchased Transportation** – At 7.6%, this negative variance for the month of August is attributable to the back-to-school season as well as the full Monterey trolley in operation. The month of August represents MST's peak in terms of transit service delivered.
3. **Miscellaneous** – There were several activities which contribute to this 12.8% negative variance. In actual dollars, \$6,049 is modest compared to the monthly total. Travel expenses for both staff and the Board were incurred during the month but will not be reoccurring. Additionally, advertising MST's Jazz lines in association with the Jazz Festival was paid during the month.
4. **Leases and Rentals** – For August, there was a 34.1% variance due to restroom trailer leases needed during construction of Salinas Transit Center and the Salinas operations and maintenance facility. These expenses are only needed during construction. Additionally, there was an administrative fee associated with extending the current lease with the Military at Joe Lloyd Way in the former Fort Ord.

Additionally, Attachment #5 includes correspondence from MST's financial auditors which is being sent to the Board under U.S. Generally Accepted Auditing Standards.

A detail of disbursements can be viewed within the GM Report at <http://www.mst.org/about-mst/board-of-directors/board-meetings/>

PREPARED BY:  REVIEWED BY: 
Lori Lee Carl G. Sedoryk

(REVENUES & DISBURSEMENTS)**CASH FLOW**

Beginning balance 08/01/19		15,275,570.57
Revenues		
Passenger Revenue	440,010.07	
DOD Revenue	389,835.00	
LTF / STA / 5307	-	
Sales Tax	744,509.13	
Grants	5,582.35	
Interest Income	6,497.06	
Non Transit Revenue	47,538.75	
Total Revenues	1,633,972.36	1,633,972.36
Disbursements		
Operations (See Attachment #2)	4,378,552.58	
Capital	386,928.08	
Total Disbursements		<u>(4,765,480.66)</u>
Ending balance 08/31/19		<u>12,144,062.27</u>

COMPOSITION OF ENDING BALANCE

Checking - Rabo Bank	257,193.67
Local Agency Investment Fund (LAIF)	7,010,672.17
Money Market - Rabo MM	401,970.57
Money Market - PTMISEA	912,243.04
Money Market - LCTOP	1,602,459.27
Money Market - State of Good Repair	1,435,620.27
Money Market - FOR A/Other	504,211.23
Bank of America - Escrow	8,987.05
Petty cash fund, STC Coin Machine, and 2 change funds	10,705.00
Total	<u>12,144,062.27</u>

PAYROLL ACCOUNT

August 2 Payroll & Related Expenses	623,939.42	
August 16 Payroll & Related Expenses	594,136.86	
August 30 Payroll & Related Expenses	620,272.34	
PERS & 457	309,756.89	
Garnishments	5,913.60	
PERS Health Insurance	297,691.03	
	<hr/>	
	2,451,710.14	2,451,710.14

GENERAL ACCOUNT

Disbursements on Attached Summary	2,197,931.87	
Paydown loans	59,449.69	
Workers Comp. Disbursements	32,126.32	
Interest Expense	14,623.40	
Bank Service Charge	9,639.24	
	<hr/>	
	2,313,770.52	2,313,770.52

Total Disbursements	<hr/>	4,765,480.66
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Less Capital Disbursements & Transfers		(386,928.08)
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Operating Disbursements		<hr/> 4,378,552.58
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DISBURSEMENTS SUMMARY
GENERAL ACCOUNT DISBURSEMENTS FOR August 01, 2019 - August 31, 2019

VENDOR / DESCRIPTION	CHECKS	AMOUNT
Accounts Payable 08/09/2019	53193 - 53339	1,304,277.87
Accounts Payable 08/23/2019	53340 - 53528	799,484.89
Accounts Payable 08/27/2019	53529 - 53536	94,169.11
TOTAL		<u>2,197,931.87</u>

CHECKS \$100,000 AND OVER

VENDOR / DESCRIPTION	BOARD APPROVED	CHECK NUMBER	CHECK DATE	AMOUNT
MV TRANSPORTATION	Recurring Expense	53276	8/9/19	808,544.46
URBAN TRANSPORTATION ASSOCIATES,	Automatic Passenger Counters Board Approved 11/05/18	53516	8/23/19	239,662.81

PURCHASES BETWEEN \$50,000 AND \$99,999

VENDOR / DESCRIPTION	GENERAL MANAGER APPROVED	CHECK NUMBER	CHECK DATE	AMOUNT
NONE DURING THE MONTH OF AUG				

TREASURY TRANSACTIONS
FOR AUGUST 2019**LAIF ACCOUNT**

<u>Date</u>	<u>Account</u>	<u>Bank</u>	<u>Deposit</u>	<u>Withdrawal</u>	<u>Balance</u>
Balance Forward at 08/01/19					6,860,672.17
08/01/19	308	Transfer	150,000.00		7,010,672.17
Local Agency Investment Fund: Quarterly interest earned - 2.57%					7,010,672.17
LAIF Treasury Balance at 08/31/19					7,010,672.17

RABOBANK MM ACCOUNT

<u>Date</u>	<u>Account</u>	<u>Bank</u>	<u>Deposit</u>	<u>Withdrawal</u>	<u>Balance</u>
Balance Forward at 08/01/19					3,254,953.81
08/01/19	212	AP/Payroll		705,500.00	2,549,453.81
08/09/19	308	AP/Payroll		1,409,000.00	1,140,453.81
08/14/19	308	Military/CC Sales	155,000.00		1,295,453.81
08/15/19	LAIF	AP/Payroll		450,000.00	845,453.81
08/19/19	308	Military/CC Sales	205,000.00		1,050,453.81
08/23/19	308	AP/Payroll		650,000.00	400,453.81
08/31/19		Interest @ 1.15%	1,516.76		401,970.57
RABO MM Balance at 08/31/19					401,970.57

MONTEREY-SALINAS TRANSIT

Revenue & Expense - Consolidated

Budget vs Actual

For the Period from August 1, 2019 to August 31, 2019

(Amounts are in USD)

(Includes Fund: 001|004)

(Includes G/L Budget Name: BUDFY20)

	Cur Mo. Actual	Cur Mo. Budget	Cur Mo. Variance	YTD Actual	YTD Budget	YTD Variance
Revenue						
Passenger Fares	-325,299	-296,038	-29,261	-634,603	-592,076	-42,527
Special Transit	-532,424	-468,963	-63,461	-887,543	-937,926	50,383
Cash Revenue	-49,348	-37,873	-11,475	-98,347	-75,746	-22,601
Cash Grants & Reimbursement	-3,089,211	-3,089,211		-6,178,422	-6,178,422	
Total Revenue	-3,996,282	-3,892,085	-104,197	-7,798,915	-7,784,170	-14,745
Expenses						
Labor	1,314,459	1,354,045	-39,586	2,582,902	2,708,090	-125,188
Benefits	762,948	901,870	-138,922	1,716,521	1,803,740	-87,219
Advertising & Marketing	5,428	10,809	-5,381	26,654	21,618	5,036
Professional & Technical	46,174	84,238	-38,064	94,237	168,476	-74,239
Outside Services	45,908	44,167	1,741	86,009	88,334	-2,325
Outside Labor	83,425	169,400	-85,975	175,952	338,800	-162,848
Fuel & Lubricants	207,028	308,572	-101,544	406,701	617,144	-210,443
1. Supplies	97,707	90,586	7,121	179,332	181,172	-1,840
Vehicle Maintenance	18,198	85,183	-66,985	115,038	170,366	-55,328
Marketing Supplies	6,643	2,584	4,059	18,241	5,168	13,073
Utilities	59,052	54,331	4,721	114,533	108,662	5,871
Insurance	102,132	109,533	-7,401	204,806	219,066	-14,260
Taxes	11,140	22,393	-11,253	30,562	44,786	-14,224
2. Purchased Transportation	550,043	510,990	39,053	1,065,328	1,021,980	43,348
3. Miscellaneous Expenses	53,456	47,407	6,049	103,284	94,814	8,470
Interfund transfers						
Pass Thru/Behalf of Others						
Interest Expense	17,538	16,190	1,348	34,849	32,380	2,469
4. Leases & Rentals	51,535	38,431	13,104	87,131	76,862	10,269
Total Operating Expenses	3,432,814	3,850,729	-417,915	7,042,080	7,701,458	-659,378
Operating (Surplus) Deficit	-563,468	-41,356	-522,112	-756,836	-82,712	-674,124

MONTEREY-SALINAS TRANSIT

Revenue & Expense - Consolidated

Budget vs Actual

For the Period from August 1, 2019 to August 31, 2019

(Amounts are in USD)

(Includes Fund: 002)

(Includes G/L Budget Name: BUDFY20)

	Cur Mo. Actual	Cur Mo. Budget	Cur Mo. Variance	YTD Actual	YTD Budget	YTD Variance
Revenue						
Passenger Fares	-22,889	-23,143	254	-47,810	-46,286	-1,524
Special Transit						
Cash Revenue						
Cash Grants & Reimbursement	-539,604	-539,604		-1,079,208	-1,079,208	
Total Revenue	-562,493	-562,747	254	-1,127,018	-1,125,494	-1,524
Expenses						
Labor	10,281	10,734	-453	17,944	21,468	-3,524
Benefits	4,697	6,232	-1,535	13,253	12,464	789
Advertising & Marketing		9	-9		18	-18
Professional & Technical		417	-417		834	-834
Outside Services						
Outside Labor	10,118	9,399	719	20,238	18,798	1,440
Fuel & Lubricants	59,048	51,400	7,648	110,662	102,800	7,862
Supplies	953	1,998	-1,045	1,595	3,996	-2,401
Vehicle Maintenance						
Marketing Supplies						
Utilities	120	120		240	240	
Insurance						
Taxes						
Purchased Transportation	465,605	460,018	5,587	935,189	920,036	15,153
Miscellaneous Expenses	23,243	22,420	823	45,246	44,840	406
Interfund transfers						
Pass Thru/Behalf of Others						
Interest Expense						
Leases & Rentals						
Total Operating Expenses	574,064	562,747	11,317	1,144,367	1,125,494	18,873
Operating (Surplus) Deficit	11,571		11,571	17,349		17,349



VAVRINEK, TRINE, DAY & CO., LLP
Certified Public Accountants

VALUE THE *difference*

July 8, 2019

To the Governing Board and Management of
 Monterey-Salinas Transit
 Monterey, California

We are engaged to audit the financial statements of Monterey-Salinas Transit for the year ended June 30, 2019. Professional standards require that we provide you with the following information related to our audit. We would also appreciate the opportunity to meet with you to discuss this information further since a two-way dialogue can provide valuable information for the audit process.

Our Responsibility under U.S. Generally Accepted Auditing Standards

As stated in our engagement letter dated July 8, 2019, our responsibility, as described by professional standards, is to express opinions about whether the financial statements prepared by management with your oversight are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles.

Our responsibility is to plan and perform the audit to obtain reasonable, but not absolute, assurance that the financial statements are free of material misstatement. As part of our audit, we will consider the internal control of Monterey-Salinas Transit. Such considerations will be solely for the purpose of determining our audit procedures and not to provide any assurance concerning such internal control. We are responsible for communicating significant matters related to the audit that are, in our professional judgment, relevant to your responsibilities in overseeing the financial reporting process. However, we are not required to design procedures specifically to identify such matters. Our audit of the financial statements does not relieve you or management of your responsibilities.

Generally accepted accounting principles provide for certain required supplementary information (RSI) to supplement the basic financial statements. Our responsibility with respect to Management's Discussion and Analysis and the GASB required pension schedules, which supplements the basic financial statements, is to apply certain limited procedures in accordance with generally accepted auditing standards. However, the RSI will not be audited and, because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance, we will not express an opinion or provide any assurance on the RSI.

We have been engaged to report on the Schedule of Expenditures of Federal Awards, Budgetary Comparison Schedules, and the Combining financial schedules which accompany the financial statements but are not RSI. Our responsibility for this supplementary information, as described by professional standards, is to evaluate the presentation of the supplementary information in relation to the financial statements as a whole and to report on whether the supplementary information is fairly stated, in all material respects, in relation to the financial statements as a whole.

We have not been engaged to report on the Comprehensive Annual Financial Report Introductory and Statistical Sections, which accompany the financial statements but are not RSI. Our responsibility with respect to this other information in documents containing the audited financial statements and auditor's report does not extend beyond the financial information identified in the report. We have no responsibility for determining whether this other information is properly stated. This other information will not be audited and we will not express an opinion or provide any assurance on it.

Planned Scope, Timing of the Audit, and Other

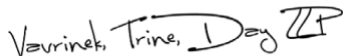
An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements; therefore, our audit will involve judgment about the number of transactions to be examined and the areas to be tested.

Our audit will include obtaining an understanding of the entity and its environment, including internal control, sufficient to assess the risks of material misstatement of the financial statements and to design the nature, timing, and extent of further audit procedures. Material misstatements may result from (1) errors, (2) fraudulent financial reporting, (3) misappropriation of assets, or (4) violations of laws or governmental regulations that are attributable to the entity or to acts by management or employees acting on behalf of the entity. We will generally communicate our significant findings at the conclusion of the audit. However, some matters could be communicated sooner, particularly if significant difficulties are encountered during the audit where assistance is needed to overcome the difficulties or if the difficulties may lead to a modified opinion. We will also communicate any internal control related matters that are required to be communicated under professional standards.

Nathan Edelman is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

This information is intended solely for the use of the Governing Board and Management of Monterey-Salinas Transit and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

A handwritten signature in black ink, appearing to read "Vavrinek, Trine, Day & Co. LLP". The signature is stylized with a large, looped "V" and a distinct "P" at the end.

Vavrinek, Trine, Day & Co. LLP

To: Board of Directors
From: Sonia Wills, Customer Service Supervisor
Subject: Disposal of unclaimed items left on MST property

RECOMMENDATION:

Receive report on lost and found items left on MST property.

FISCAL IMPACT:

There are no fiscal impacts to receiving this report.

POLICY IMPLICATIONS:

Your Board adopted MST's Disposal of Lost and Found Property Policy.

DISCUSSION:

Per MST's Disposal of Lost and Found Property Policy adopted in February 2019, lost items listed below which are left on buses, bus benches, at transit centers, at bus stops, and/or which have been turned in to bus or RIDES Operators, Customer Service Representatives, or any MST employee will be held at one of MST's Customer Service locations for a three (3) month period.

MST makes an attempt to contact the owners of Lost and Found items. Prescriptions, ID cards, and items with an estimated fair market value under \$100 and have been turned in to MST are either disposed of properly or donated to non-profit charitable organizations.

Only the items listed below with an estimated fair market value of \$100 or more and are unclaimed after three months will be auctioned off per Policy:

Items with an estimated fair market value of \$100 or more:

None

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To: Board of Directors
From: Lisa Cox, Risk and Security Manager
Subject: Liability Claim Rejection

RECOMMENDATION:

Reject claim submitted by Blasheck.

FISCAL IMPACT:

Excess of \$25,000.00

POLICY IMPLICATIONS:

None

DISCUSSION:

The claim was submitted on September 6, 2019 from The Law Offices of Kenneth J. Kroopf on behalf of Ping Li Blasheck regarding an accident involving an MST bus causing her to sustain injuries to neck, shoulder and right hand.

It has been determined that the current claim submitted has failed to comply with the California tort claims act and is insufficient. Staff recommends the claim be rejected in its entirety.

The above claim is under investigation. If any Board member desires further information on this claim, they may request it be discussed in closed session.

PREPARED BY:  Lisa Cox
APPROVED BY:  Carl Sedoryk

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To: Board of Directors

From: Carl Sedoryk, General Manager/CEO

Subject: Approve Performance Incentive Pool for MSTEA and Confidential Unit

RECOMMENDATION:

Award FY 2019 performance incentives for eligible Monterey-Salinas Transit Employee Association (MSTEA) and Confidential Unit employees.

FISCAL IMPACT:

Approximately \$132,890 in annual performance incentive payments for 54 eligible MSTEA and MST Confidential Unit employees (excluding the General Manager/CEO). This amount is available in the approved FY 2020 Operating Budget.

POLICY IMPLICATIONS:

Per an agreement with the MSTEA, each year your board establishes the size of an incentive pay pool equal to 3.0 percent of total base pay of eligible MSTEA and Confidential Unit Members.

DISCUSSION:

The current agreement with the MSTEA requires that an incentive pay pool equal to two (2) to three (3) percent of the total base pay of eligible MSTEA and Confidential Unit members shall be established by the Board for each contract year. The contract states that incentive pay shall be based upon meeting the Board's adopted annual performance goals and award percentages.

Your Board received a presentation from the General Manager/CEO in Closed Session at the meeting of September 9, 2019 on staff performance and achievement of Board adopted goals. The incentive payment shall be a one-time payment to the eligible employees and shall not increase the employee's base pay.

PREPARED BY:


Carl G. Sedoryk

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To: MST Board of Directors

From: Lisa Rheinheimer, Director of Planning and Marketing

Subject: Busway Phase II – SURF! Project

RECOMMENDATION:

Authorize General Manager/CEO to execute consultant contract with Kimley-Horn for environmental documentation and preliminary engineering of the Busway Phase II – SURF! Project in an amount not to exceed \$1,500,000.

FISCAL IMPACT:

The proposed consultant contract would not exceed \$1,500,000. Funding is secured through State Local Partnership Program (\$100,000) funds and Transportation Agency for Monterey County's Measure X program (\$1,400,000).

POLICY IMPLICATIONS:

In 2017, the MST Board of Directors adopted a Strategic Plan 2018-2020 which included a goal to provide quality transit and mobility management services. Part of that goal included a tactic to continue planning activities for Highway 1 corridor transit improvements. Furthermore, the FY 2020 Action Plan adopted as part of the FY 2020 Budget identifies this project as a priority.

This project also aligns and supports partner agency goals including TAMC's Measure X funding program and Regional Transportation Plan, the Fort Ord Reuse Authority Capital Improvement Program, and the AMBAG's Metropolitan Transportation Plan.

ENVIRONMENTAL DETERMINATION:

This phase of work includes project approval and environmental documentation. After a thorough environmental analysis of the alternatives as well as a community and public input process, the MST Board may exercise its discretionary authority to approve the project or not.

DISCUSSION:

History and Project Overview: Highway 1, in both Monterey and Santa Cruz Counties, is heavily congested during the morning and afternoon peak periods. During

congested times, travel speeds are diminished, significant delay results, and long queues form behind breakdown points. The conventional solution to heavy freeway congestion is to add capacity by widening the congested segment. Highway widening is a considerable challenge for the Monterey portion of Highway 1 due to environmental and cost reasons.

Bus operations in the congested portions of Highway 1 pose a significant challenge for MST in terms of travel time reliability.

In order to help solve the congestion problem, reduce greenhouse gas emissions, and to increase ridership, public transit must offer an advantage over driving alone especially along corridors with heavy traffic. In MST's 2018 Rider and Community Survey, 15.9% of respondents cited reducing/avoiding traffic congestion or reducing pollution as the reason why they use MST services. Another 6.1% cited parking cost and availability as a reason they ride MST.

In July 2018, MST concluded a Feasibility Study which evaluated the possibility of operating buses on highway shoulders in Monterey and the option of operating buses along the Monterey Branch Line.

The Feasibility Study concluded the following:

- a. There is significant Highway 1 traffic congestion in the morning and afternoon
- b. Traffic congestion delays MST bus travel time and degrades reliability
- c. Traffic congestion will worsen with the ongoing redevelopment of the former Fort Ord.
- d. A busway on the Monterey Branch Line could be a good initial busway project – yielding the greatest time savings benefits

Construction cost estimates were developed for the Monterey branch line busway between Marina and Seaside/Sand City at \$33.4 million in 2017 dollars.

Funding for this project is identified in TAMC's Measure X sales tax (\$15 million) and as a part of the Highway 1 – Del Monte-Fremont-Monterey Branch Line Project identified in the Fort Ord Reuse Authority's Capital Improvement Program (\$14.56 million). Given the recent failure of State legislation to continue the Fort Ord Reuse Authority, the money identified in the FORA CIP is no longer assumed for programming purposes.



Photo Simulation of Bus on Monterey Branch Line

Given the progress with the Feasibility Study, MST released a Request for Proposals. MST received one (1) proposal from Kimley-Horn which met the goals, objectives, and scope of work for the project as outlined in the Request for Proposals. MST and TAMC staff has worked with many of the consultant team members on previous projects and feel that the project will be successful with Kimley-Horn.

MST staff evaluated the proposal cost against a previously developed independent cost estimate and reviewed hourly rates for fairness and reasonableness. Staff found the proposal cost to be fair and reasonable and feel comfortable with the \$1.5 million contract amount. Additionally, staff from the Transportation Agency for Monterey County reviewed the cost proposal.

Throughout this multi-year project phase, MST staff will provide regular updates to the MST Board, partner agencies, and community members as key deliverables are completed.

Staff also recommends that a small amount of contingency be authorized for unexpected and unforeseen tasks should they arise during the project. A modest 10% or \$150,000 should be sufficient to address any unknown needs over the next 2-3 years.

Prepared by:  Approved by: 

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To: MST Board of Directors

From: Robert Weber - Chief Operating Officer

Subject: Contract Amendment and Final Two-Year Contract Extension – MV Public Transportation Inc.

RECOMMENDATION:

Authorize General Manager/CEO to execute Amendment No 6 with MV Public Transportation Inc. representing a 2-year contract extension for a projected amount of approximately \$20,000,000 for the operation of MST RIDES ADA and Special Transportation (ST) Paratransit Services, and Other Dial-A-Ride, and Fixed-Route Transit Services.

FISCAL IMPACT:

Approval of the contract extension will yield a 4% decrease in expense of approximately \$33,400 per month for the remainder of this Fiscal Year. These figures are based upon projected annual revenue hours by service type:

Mode	Annual VRH(s)	Current: FY20 Rate	Annual Exp	New: FY20 Rate	Annual Exp	Variance	%
Fixed	63,137	\$66.45	\$4,195,422	\$63.18	\$3,988,965	(\$206,456.42)	-5%
On Call	14,142	\$68.70	\$971,581	\$66.78	\$944,427	(\$27,153.35)	-3%
Trolley	4,720	\$92.93	\$438,624	\$93.43	\$440,984	\$2,360.0	1%
RIDES	77,133	\$60.08	\$4,634,151	\$57.87	\$4,463,687	(\$170,463.93)	-4%
Totals			\$10,239,777		\$9,838,064	(\$401,713.73)	-4%

The rates for the final two years of this contract shall increase by 3% per year over the new rates shown above for all services in FY 2021 and FY 2022.

POLICY IMPLICATIONS:

Your Board approves all contract awards exceeding \$100,000.

DISCUSSION:

Contract History:

On January 14, 2013, your Board authorized staff to execute an exclusive five (5) year service agreement with MV Public Transportation Inc. (MVTI) to provide the

services mentioned above. The base contract went into effect on July 18, 2013, and expired on July 17, 2018. There is an option to extend this contract by mutual agreement for up to (2) two, (2) two-year periods.

On June 11, 2018 your Board approved the first of the two year option periods, which is scheduled to expire on June 30, 2020.

Proposed Contract Modifications:

The main change to the framework of the Contract with MV is based upon the relocation of MV's entire operation from its current Salinas location to the MST leased property located on Joe Lloyd Way in the former Fort Ord.

MST continues to hold the lease for the Joe Lloyd Way property with the Army which was used by MST to operate its Peninsula-based services for approximately 14 months during the reconstruction of the Monterey Bay Maintenance & Operations facility.

At present, the majority of MV operated fixed-route services operate exclusively in and around the Monterey Peninsula. Each route deployed is required to travel one hour (or more) on a daily basis in deadhead service to access the service area and return to its operating base in Salinas. Additionally, approximately 40% of the Paratransit program vehicles deploy from the Salinas base and operate within the Monterey Peninsula as well.

MST has proposed, and MV has agreed to relocate its entire operation to the Joe Lloyd Way facility, which shall continue to be maintained by MST. This move will entail moving 74 MST mini busses used for fixed-route, MST On Call, and Paratransit services, 7 Trolleys, and approximately 10 MV owned buses and support vehicles to the Fort Ord location. Additionally, this effort shall require that a Call Center and administrative support offices be established at that location.

Redeploying all MV operated services from the Salinas basin to the Monterey Peninsula will reduce operating costs through savings in deadhead, and fuel consumption. Also, this move will significantly reduce greenhouse gas emissions.

Additionally, as MST would provide and maintain the Contractor's operating base, MV's current lease expense will be eliminated, which further reduces the contract expense across all service modes.

All of these savings will be directly realized through a reduction in expense for purchased transportation services. (*Staff anticipates at least a 4-5% reduction in expense over the remaining contract term and through the final two-year option term*).

Future Contract Bids:

With an eye to the future, MST has had limited responses to previous RFP(s) for its purchased transportation services as prospective bidders were unable to identify a suitable operating base – causing some to withhold or withdraw their proposals. Today, the available inventory of commercial property is all but nonexistent in Monterey County, which will only worsen the problem for future procurements. If MST were to provide the operating facility to its future contractors, it would draw more qualified bidders into future solicitations for these services, which would likely yield more competitive pricing.

Timing:

The effective date of the contract amendment will be based upon the final execution of the pending lease extension with Department of the Army for the JLW facility, the time required to re-active the JLW facility to make it fully operational, and MV's final move-in date.

It is for these reasons that staff is requesting that your Board authorized MST's General Manager to execute this amendment at the appropriate time once all of these elements are known and in place.

Independent Cost Analysis:

In May of 2018, staff conducted an independent cost analysis by surveying several other public transit properties to determine the fair market value for these services. Staff was able to identify four properties that had either awarded contracts or contract extensions to MV and First Transit Inc. within the past twelve months.

Agency Name	Service Provider	Fixed Route \$ Per Hour	Paratransit \$ Per Hour
San Louis Obispo City Transit	First Transit	\$67.23	N/A
City of Petaluma	MV Transportation	\$60.12	\$58.57
Santa Clara Valley Transportation Authority	MV Transportation		\$59.51
WestCat, Hercules, CA	MV Transportation	\$59.99	\$59.99
MST	MV Transportation	\$61.94	\$56.73
	Average	\$62.32	\$58.70

Based on this analysis, staff considers MV's newly proposed rates to be well within other contract rates and reflect the current market value for similar services.

Staff was not successful in identifying other public transit properties that had recent contract awards for Trolley services or public Dial-A-Ride (On-Call). However, those two service modes denote a much smaller volume in hours - representing less than 15% of the overall scope of work. Typically, the industry pays a premium on the hourly rate for

these types of services. The proposed MV rate of \$93.43 per hour for trolley operations compares favorably to the MST FY 20 budgeted cost for similar directly operated fixed route service at \$118.50 per hour.

Approval of this item by your Board shall authorize MST's General Manager to execute contract amendment No 6, which shall extend the contract with MV Public Transportation Inc from July 1, 2020, to June 30, 2022 under the previously discussed contract provisions.

Prepared by:  _____ Reviewed by:  _____
Robert Weber, Chief Operating Officer Carl G. Sedoryk, General Manager/CEO

Attachments:

Amendment No. 6 MST – 13-03: (Reviewed and approved to form by MST Counsel)

**AMENDMENT No. 6 OF THE CONTRACT
BETWEEN MV PUBLIC TRANSPORTATION INC,
AND MONTEREY-SALINAS TRANSIT DISTRICT
FOR THE OPERATION OF MST RIDES ADA & SPECIAL TRANSPORTATION
SERVICES AND OTHER DIAL-A-RIDE AND FIXED-ROUTE TRANSIT SERVICES
MST CONTRACT # 13-03**

This Amendment No. 6 of CONTRACT # MST 13-03 effective _____, (hereinafter referred to as the “CONTRACT”) between MV Transportation Inc (hereinafter referred to as “CONTRACTOR”), and Monterey-Salinas Transit District (hereinafter referred to as “MST”) is entered into by and between the CONTRACTOR and MST.

R E C I T A L S:

WHEREAS, MST and CONTRACTOR desire to exercise the final two-year option to extend the CONTRACT as allowed for by Section 10.0 of the CONTRACT. This document shall extend the CONTRACT by and between MST and CONTRACTOR for the Operations of MST RIDES ADA and Special Transportation (ST) Paratransit Services and Other Dial-A-Ride and Fixed-Route Transit Services by two (2) additional years beyond the current CONTRACT term, as specified in Amendment No 5 of the CONTRACT and, shall modify certain terms and conditions of the CONTRACT and Amendment No 5 to the CONTRACT.

NOW, THEREFORE, the parties hereby extend and modify the CONTRACT as follows:

4.8 ELEMENTS OF COMPENSATION & SERVICE LEVELS:

ADD

4.8.5 MST reserves the right to order an increase or decrease in the overall quantity of scheduled VSH(s) with thirty (30) days written notice to CONTRACTOR. MST reserves the right to reduce overall VSH(s) by up to **20%**. Such reduction shall not be considered a change in the Scope of Work under the CONTRACT.

4.8.6 Any changes outside of the **20%** range or limits as provided for in Section 4.8.5 may be provided by CONTRACTOR at a separately negotiated rate.

5.0 FACILITIES REQUIREMENTS:

5.0.1 *CHANGE TO READ:*

MST shall provide to CONTRACTOR and maintain at its sole expense the facility located at _____ Joe Lloyd Way in Seaside California (hereinafter referred to as the FACILITY). The FACILITY shall be sufficient to support; vehicle maintenance, vehicle fueling/washing, farebox

probing/ vaulting, communications, and administrative activities required to fulfill the requirements of the scope of work within this CONTRACT.

5.0.2 DELETE

5.0.3 CHANGE TO READ:

MST owned vehicles and equipment shall be kept in the secured fence area at the FACILITY while not under the direct control of the CONTRACTOR or its employees. CONTRACTOR shall provide alarm services at its sole expense for the FACILITY. CONTRACTOR is encouraged to retain after hour's security patrol services for the FACILITY.

5.0.3.1 DELETE

5.0.4 DELETE

5.0.5 DELETE

ADD:

5.0.6 CONTRACTOR agrees to credit MST every month; a prorated dollar amount per CONTRACTOR owned revenue vehicle operated out of the FACILITY. This amount shall be assessed based upon MST's monthly lease expense divided by the total number of MST and CONTRACTOR owned revenue vehicles that are based/operated out of the FACILITY.

5.0.7 MST agrees to pay all base monthly utility costs for the FACILITY to include; electricity, gas, and water. CONTRACTOR agrees to pay for all internet and telecommunication access expenses. MST shall at its sole cost establish the infrastructure for access to high-speed internet service to the FACILITY.

5.0.8 CONTRACTOR shall at their sole expense be responsible for all move-in costs to the FACILITY.

5.0.9 CONTRACTOR is responsible for all lease expense(s) at its current facility located at 1375 Burton Ave, Salinas CA, through 6/30/20 per the terms and conditions of the CONTRACTOR's current lease.

5.0.9.1 CONTRACTOR agrees that should it be successful in annulling the lease agreement as mentioned above without incurring any further associated lease or facility expense(s) before June 30, 2020, CONTRACTOR agrees to credit MST \$657.52 per calendar day for the remainder of the lease term, ending June 30, 2020. Any such credit shall be applied to the CONTRACTOR's monthly invoice to MST.

CHANGES TO AMENDMENT NO 5 OF THE CONTRACT

NOW, THEREFORE, the parties hereby modify AMENDMENT NO 5 the CONTRACT as follows:

4.8 ELEMENTS OF COMPENSATION & SERVICE LEVELS:

4.8.2 *DELETE*

8.0 CONTRACT TERM: *CHANGE TO READ:*

The Term of this contract extension shall begin on the effective date of this Amendment No 6 to the CONTRACT and shall end on June 30, 2022, subject to the termination provisions of section 18 of the CONTRACT.

9.0 CONTRACT COST:

9.1 Service Model A: *DELETE CURRENT TABLES IN THEIR ENTIRETY AND REPLACE WITH:*

9.1.1 Van Services:

PERIOD	COST PER VEHICLE REVENUE HOUR
TBD ¹ : – 06-30-2020	\$57.86
07-01-2019 – 06-30-2021	\$59.60
07-01-2021 – 06-30-2022	\$61.38

9.1.2: Taxi Services:

PERIOD	COST PER ONE WAY TRIP
TBD ¹ – 06-30-2020	\$32.82
07-01-2020 – 06-30-2021	\$33.81
07-01-2021 – 06-30-2022	\$34.82

9.2 Service Model B: *DELETE CURRENT TABLES IN THEIR ENTIRETY AND REPLACE WITH:*

PERIOD: TBD ¹ – 06-30-2020	
Service Type	Cost Per Vehicle Revenue Hour
Fixed Route	\$63.18
Trolley	\$93.43
On Call	\$66.78

¹ Rate shall go into effect on the effective date of this Amendment No 6

PERIOD: 07-01-2020 – 06-30-2021	
Service Type	Cost Per Vehicle Revenue Hour
Fixed Route	\$65.08
Trolley	\$96.23
On Call	\$68.78

PERIOD: 07-01-2021 – 06-30-2022	
Service Type	Cost Per Vehicle Revenue Hour
Fixed Route	\$67.03
Trolley	\$99.12
On Call	\$70.85

9.3 ***DELETE***

9.3.1 ***DELETE***

9.3.2 ***DELETE***

Attachment: 1-A: *DELETE*

10. OPTION TERM: *CHANGE TO READ:*

With the execution of this Amendment No 6 all option terms have been exercised under the CONTRACT.

Except as provided herein, all other terms and conditions of the CONTRACT, and its amendments shall remain the same.

A copy of this contract Amendment No 6 shall become part of the CONTRACT.

IN WITNESS WHEREOF, the parties hereto have executed this AGREEMENT:

MONTEREY-SALINAS TRANSIT

MV TRANSPORTATION SERVICES, INC.

By:_____

By:_____

Carl Sedoryk

Title: General Manager / CEO

Title:_____

Date:_____

Date:_____

Approved as to form:

David C. Laredo
MST General Counsel

Date:_____

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To: Board of Directors
From: C. Sedoryk, General Manager/CEO
Subject: Monthly Report – August 2019

Attached is a summary of monthly performance statistics for the Transportation, Maintenance, and Administration departments for August 2019 (Attachment 1 – 4).

Attachment #1 – Dashboard Performance Statistics August 2019
Attachment #2 – Operations Dept. Report –August 2019
Attachment #3 – Facilities & Maintenance Dept. Report August 2019
Attachment #4 – Administration Dept. Report – August 2019

PREPARED BY: 

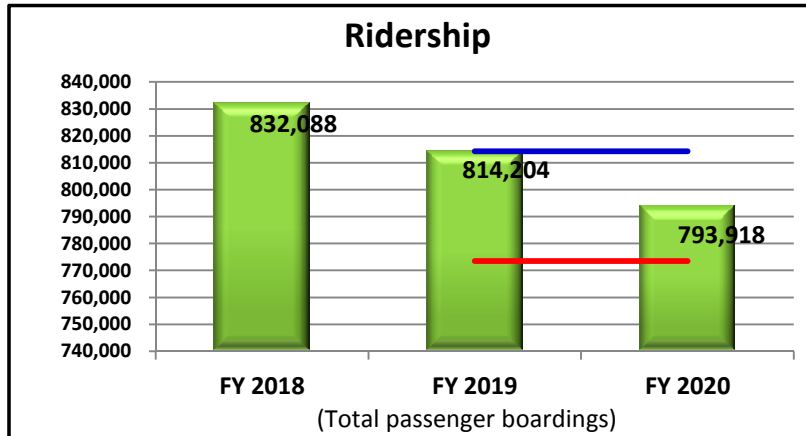
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MST Fixed Route

YTD Dashboard Performance Comparative Statistics

July - August

Fiscal Years 2018-2020

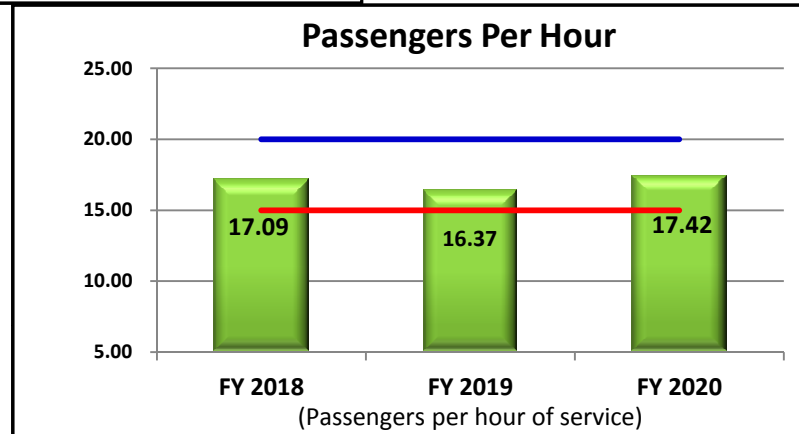


**Goal = 814,204
passengers**

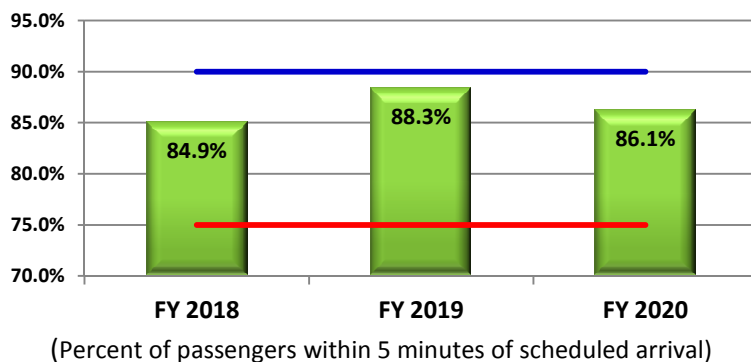
**Minimum = 773,494
passengers**

Goal = 20 passengers p/h

Minimum = 15 passengers p/h



On Time Performance

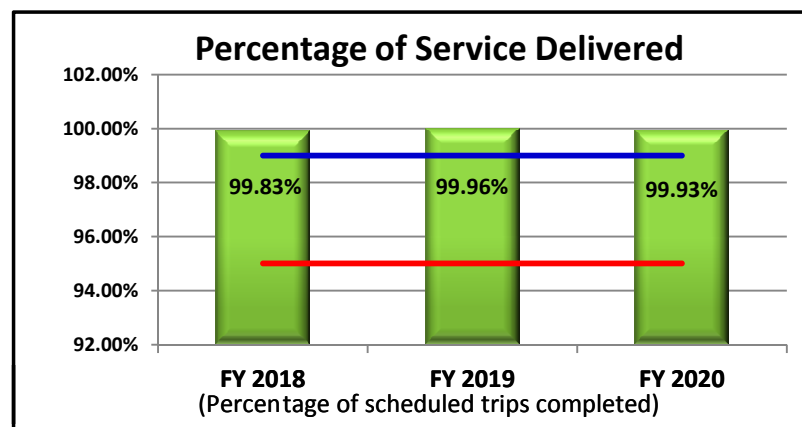


Goal = 90% on time

Minimum = 75% on time

Goal = 99% completed

Minimum = 95% completed

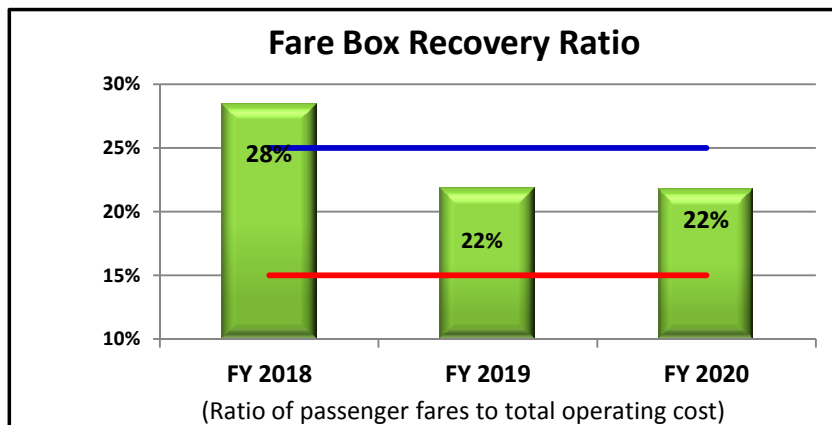


MST Fixed Route

YTD Dashboard Performance Comparative Statistics

July - August

Fiscal Years 2018-2020

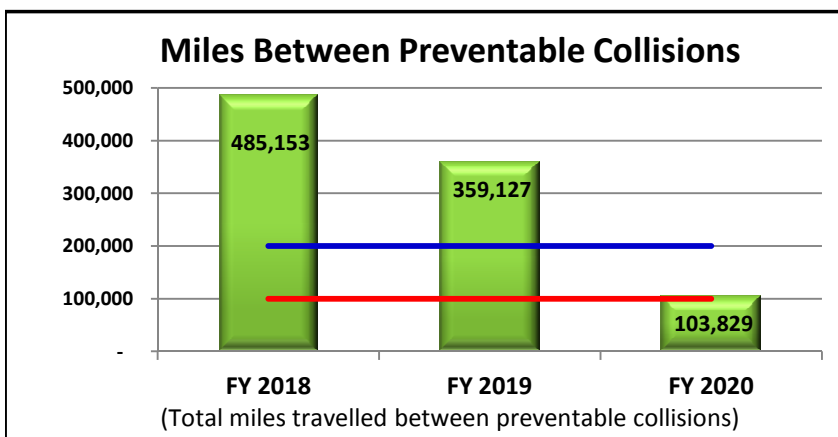
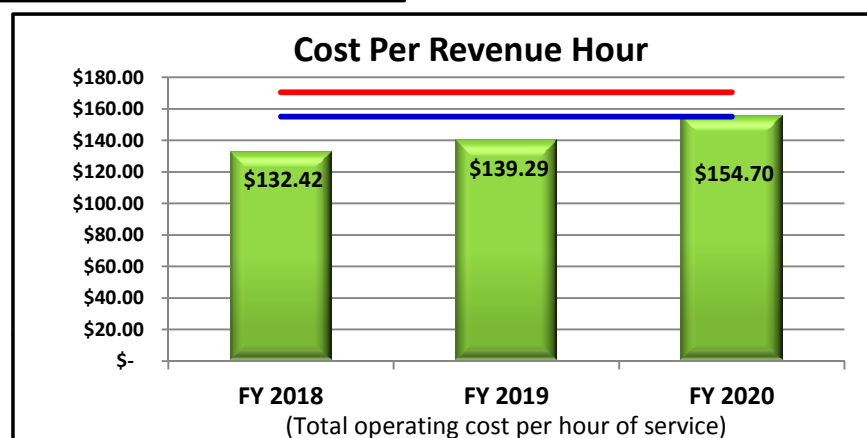


Goal = 25%

Minimum = 15%

Goal = \$155.00 per RH

Maximum = \$170.50 per RH

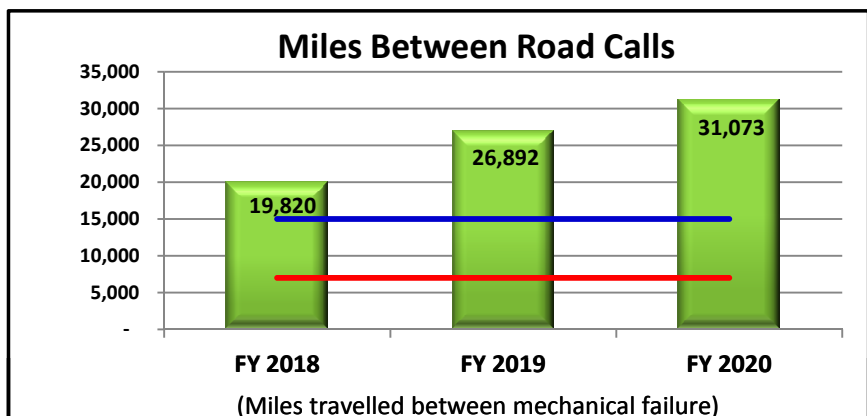


Goal = 200,000 Miles

Minimum = 100,000 Miles

Goal = 15,000 Miles

Minimum = 7,000 Miles

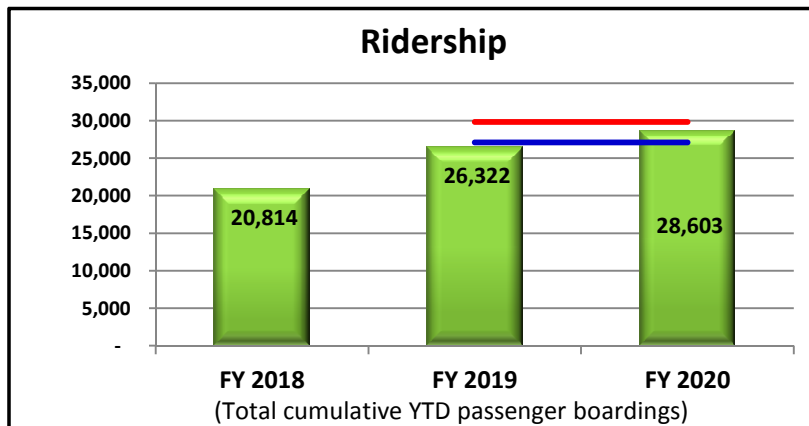


MST RIDES

YTD Dashboard Performance Comparative Statistics

July - August

Fiscal Years 2018-2020

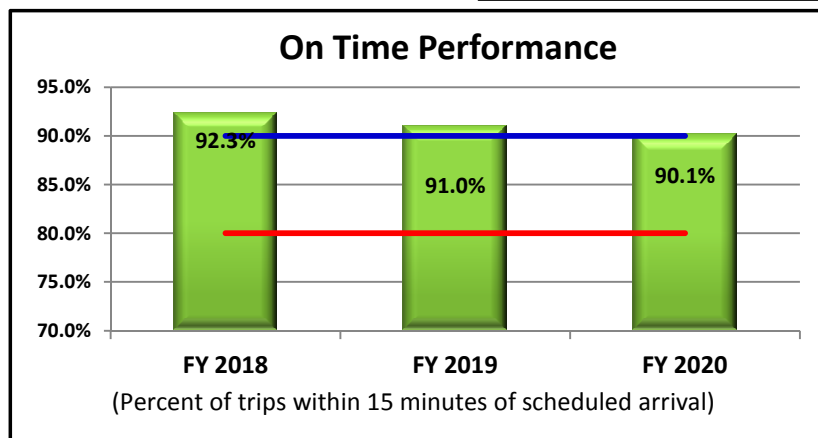
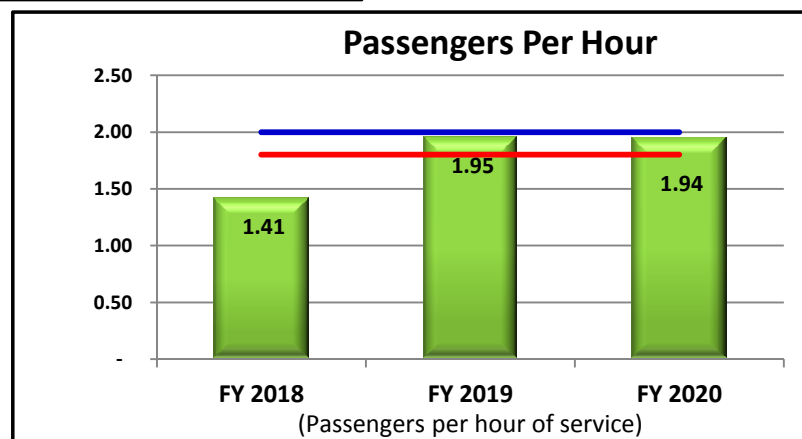


**Goal = 27,112
passengers**

**Maximum = 29,823
passengers**

**Goal = 2.0
passengers p/h**

**Minimum = 1.8
passengers p/h**

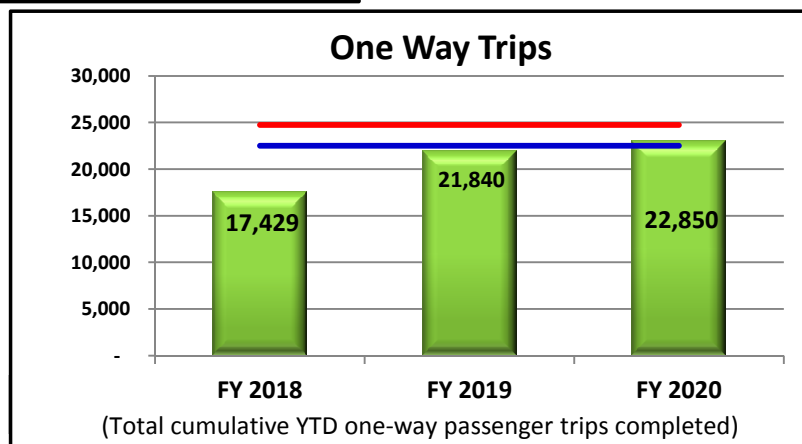


Goal = 90% on time

Minimum = 80% on time

**Maximum = 24,745
one-way trips**

**Goal = 22,495
one-way trips**

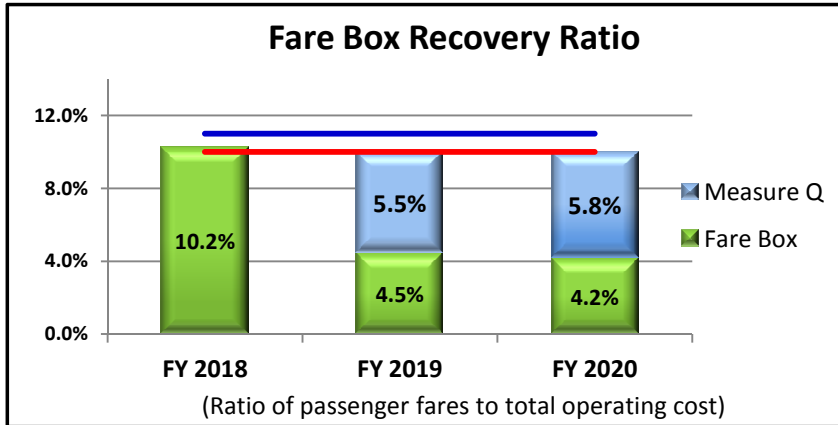


MST RIDES

YTD Dashboard Performance Comparative Statistics

July - August

Fiscal Years 2018-2020

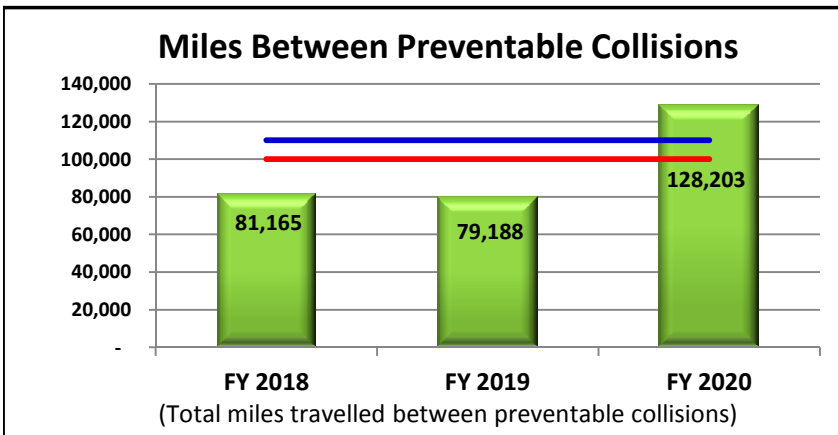
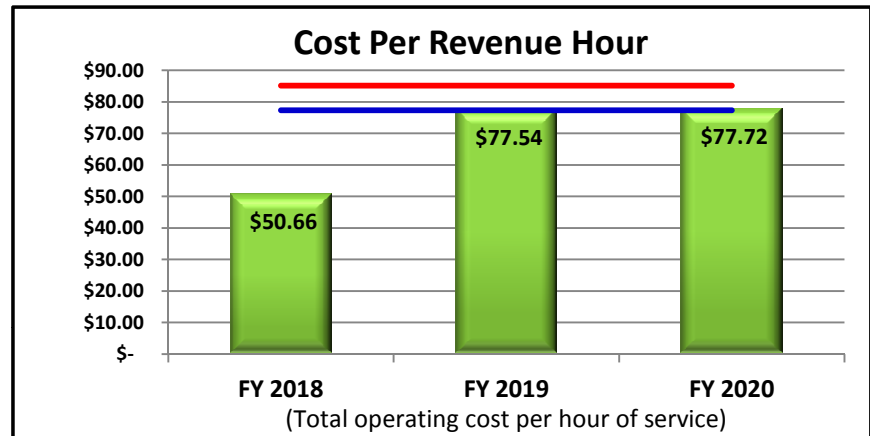


Goal = 11%

Minimum = 10%

Goal = \$77.37 per RH

Maximum = \$85.11 per RH

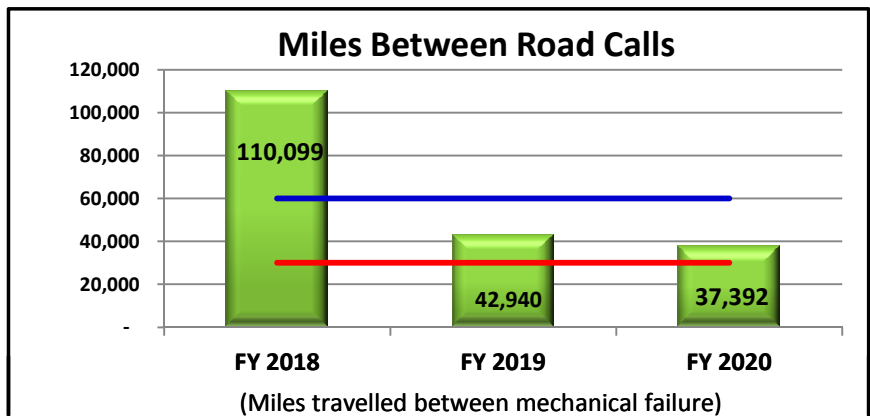


Goal = 110,000 Miles

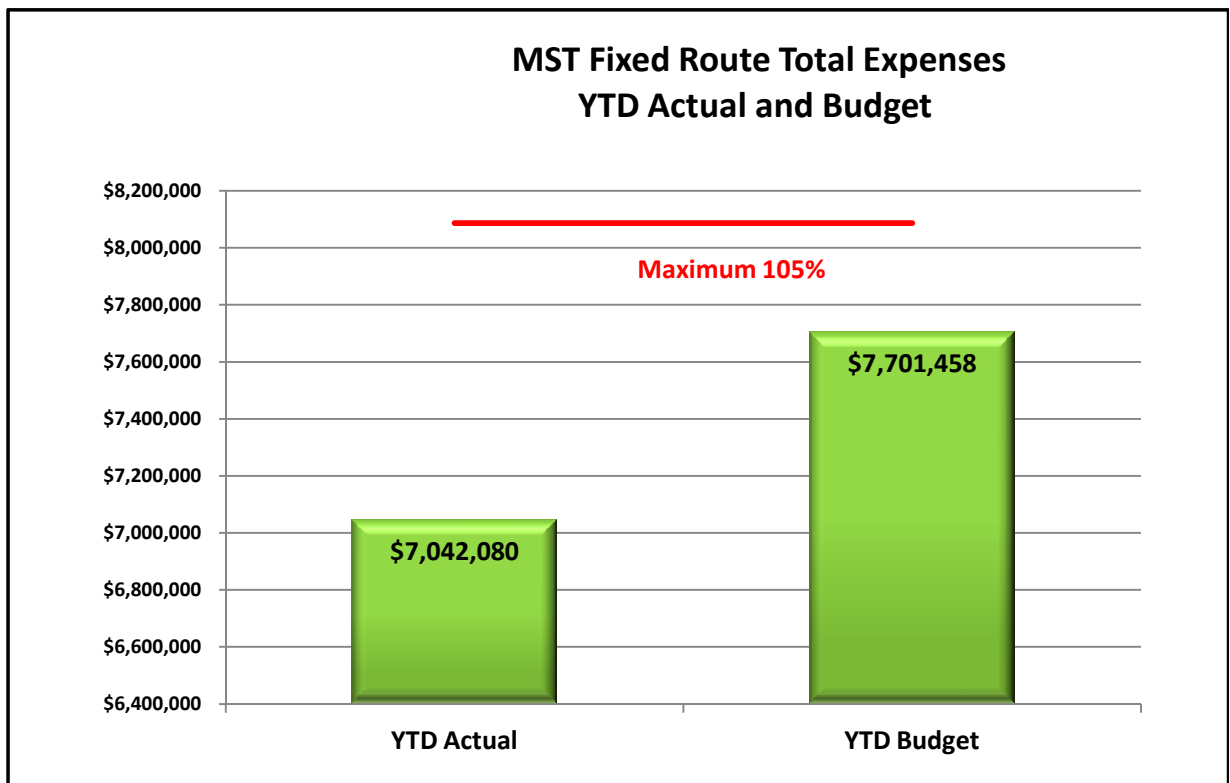
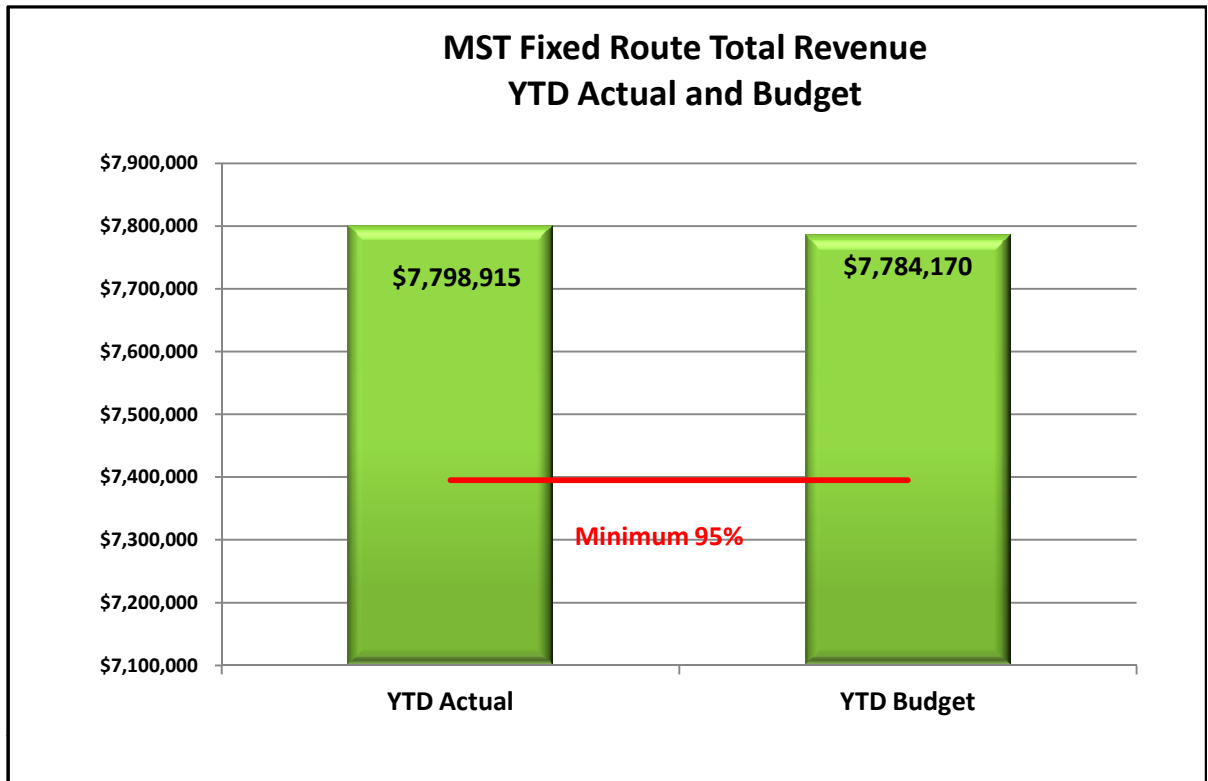
Minimum = 100,000 Miles

Goal = 60,000 Miles

Minimum = 30,000 Miles



**MST Fixed Route
Financial Performance Comparative Statistics
July - August
Fiscal Years 2017-2020**

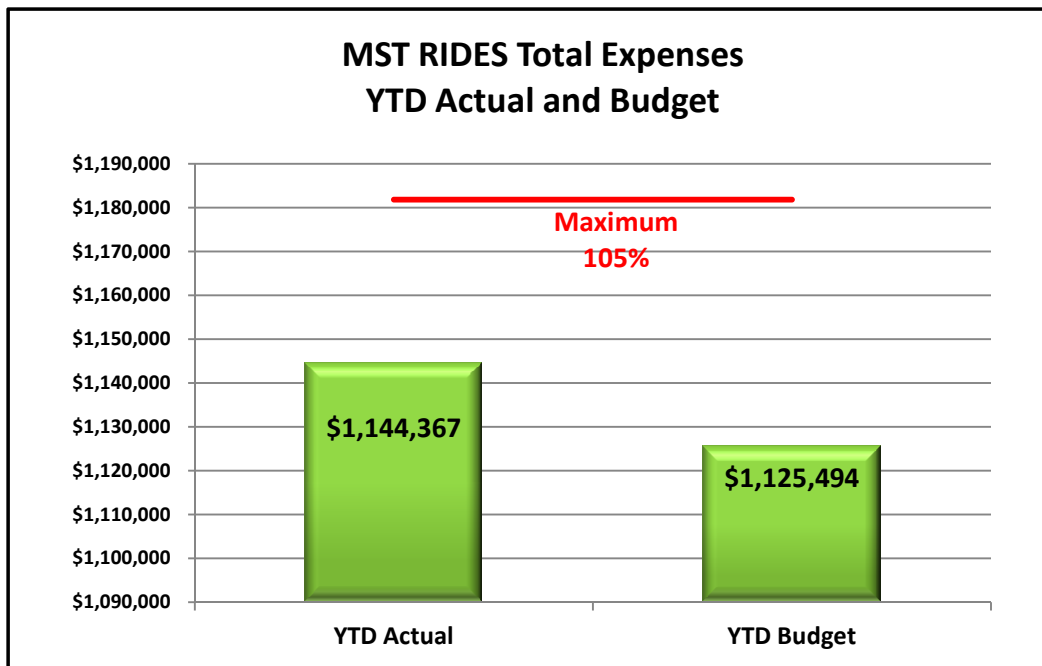
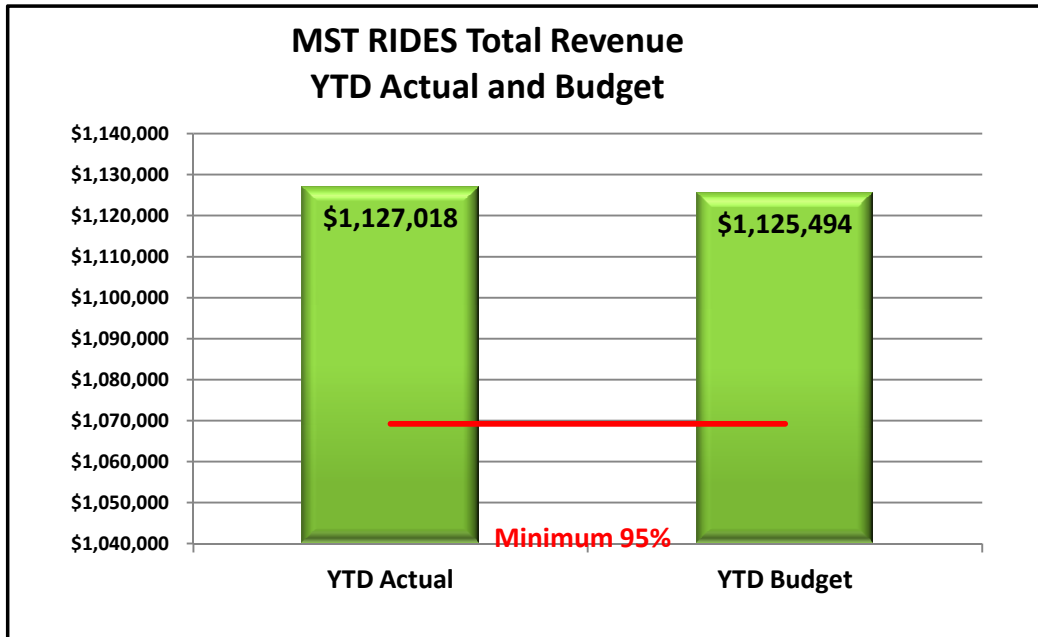


MST RIDES

Financial Performance Comparative Statistics

July - August

Fiscal Years 2017-2020



September 24, 2019

To: Carl Sedoryk, General Manager / C.E.O.

From: Robert Weber, Chief Operating Officer

Cc: MST Board of Directors

Subject: **Transportation Department Monthly Report – August 2019**

FIXED ROUTE BUS OPERATIONS:

System-Wide Service: (Fixed Route & On-Call Services):

Preliminary boarding statistics indicate that the ridership was 412,397 in August 2019, which represents a 2.62% decrease as compared to August 2018, (423,511). For the fiscal year to date, passenger boardings have decreased by 2.49% from last year.

Productivity increased from 16.6 passengers per hour in August 2018 to 17.8 passengers per hour in August of this year.

Supplemental / Special Services:

August 24-25: Supplemental transportation service was provided in support of the annual West end Celebration in Sand City. The service recorded 737 passenger boardings over this two day event. This represents a 9.19% increase in passenger boardings (675) over last year's event.

System-Wide Statistics:

- Ridership: 412,397
- Vehicle Revenue Hours: 23, 124
- Vehicle Revenue Miles: 366, 900
- System Productivity: 17.8 Passengers Per Vehicle Revenue Hour
- One-Way Trips Provided: 32,005

Time Point Adherence: Of 129,506 total time-point crossings sampled for the month of August, the Transit Master™ system recorded 27,201 delayed arrivals to MST's published time-points system-wide. This denotes that **79.00%** of all scheduled arrivals at published time-points were on time. (See *MST Fixed-Route Bus ~ On Time Compliance Chart FY 2019 - 2020.*)

Note: Service arriving later than **5** minutes beyond the published time point is considered late. The on-time compliance chart, (attached), reflects system-wide “on-time performance” as a percentage to the total number of reported time-point crossings.

Canceled Trips: As listed below, there were a total of ten (10) canceled trips for the month of August for both directly operated and contracted services:

Total Trips Completed: 32,005			
Category	MST	MV	%
Mechanical	2	3	50%
Other	1	1	20%
Passenger Load	1	0	10%
Staffing Shortage	2	0	20%
Totals	6	4	100%

Documented Occurrences: MST Coach Operators are required to complete an occurrence report for any unusual incident that occurs during their workday. The information provided within these reports is used to identify trends, which often drive changes in policy or standard operating procedures. The following is a comparative summary of reported incidents for the month(s) of August 2018 and 2019:

Occurrence Type	August-18	August-19
Collision: MST Involved	6	7
Employee Injury	2	2
Medical Emergency	3	0
Object Hits Coach	0	1
Passenger Conflict	15	9
Passenger Fall	3	3
Passenger Injury	0	0
Other	3	2
Near Miss	0	0
Fuel / fluid Spill	0	2
Unreported Damage	1	1
Totals	33	26

CONTRACTED TRANSPORTATION SERVICES:

MST RIDES ADA / ST Paratransit Program:

Preliminary boarding statistics for the MST RIDES program reflect that for the month of August there were 14,523 passenger boardings. This denotes a 7.36% increase in passenger boardings from August of 2018, (13,527). For the Fiscal year – passenger boardings have increased by 8.67% over FY 2019.

- Productivity for August 2019 was 1.92 passengers per hour, increasing from 1.81 passengers per hour in August 2018.
- For the month of August, 89.38% of all scheduled trips for the MST RIDES program arrived on time, decreasing slightly from August of 2018, (90.28%).

COMMUNICATIONS CENTER:

In August, MST's Communications Center summoned public safety agencies on eleven (11) separate occasions to MST's transit vehicles and facilities:

Agency Type	Incident Type	Number Of Responses
Police	Passenger Disturbance / Other	9
EMS	Passenger Medical Emergency / Injury	2

Robert Weber

ATTACHMENT 3

September 20, 2019

To: Carl Sedoryk, General Manager/CEO

From: Norman K. Tuitavuki, Deputy Chief Operating Officer

Subject: Monthly Maintenance Operations Report: **August 2019**

This report summarizes the performance and major activities of the Maintenance Department as well as fuel and operating expenses during the month.

FY20 Fuel Budget:	Average Fuel Price August 2019:	Average Fuel Price: FY2020
Diesel: \$3.10	\$2.49	\$2.59
Gasoline: \$3.20	\$2.79	\$2.84

Period:	Revenue Fleet: Operating Cost Per Mile:	Revenue Fleet: Miles Between Major Mechanical Road Calls:¹
August: 2019	\$1.08	26,188
YTD: FY 2020	\$1.06	24,198
FY 2019	\$0.93	29,354
FY 2018	\$0.92	21,943

¹ **Minimum:** 7,000 Miles; **Goal:** 15,000 Miles

Department Activities/Comments:

MST's revenue fleet traveled 26,188 miles between major mechanical road calls during the month of August. MST incurred a total of (15) road-calls, of which (12) were classified as major mechanical failures, and (3) were classified as other mechanical issues. The highest number of major mechanical road calls was equally attributed to engine and cooling system problems. For the fiscal year, MST increased its miles traveled between major mechanical road calls by 8% compared to last fiscal year.

In August, a number of technicians attended hands-on training at the Motor Coach Industries (MCI) Service Center in Hayward. This valuable training will enhance the knowledge, skills, and abilities of these technicians and increase the number of employees who can perform work on these types of coaches.

The Maintenance Department collaborated with other Operations team members and the Safety and Risk Department to provide the Salinas Police Department's SWAT team access to an MST coach for training purposes. Whenever feasible, MST collaborates with local emergency response agencies to conduct these types of training exercises because it educates these agencies on how to respond and handle incidents that may occur on a transit vehicle.

Staff attended the Southern California Regional Transit Training Consortium quarterly board meeting in the city of Montebello. Immediately following the board meeting, staff attended a ribbon cutting to celebrate Montebello's newly refurbished and retrofitted zero-emissions buses.

Prepared by:  Reviewed by: 
Norman Tuitavuki Carl G. Sedoryk

ATTACHMENT 4

Date: September 24, 2019

To: C. Sedoryk, General Manager/CEO

From: Lisa Rheinheimer, Assistant General Manager; Andrea Williams, General Accounting & Budget Manager; Mark Eccles, Director of Information Technology; Kelly Halcon, Director of Human Resources/Risk Management; Sonia Wills, Customer Service Supervisor.

Subject: **Administration Department Monthly Report – August 2019**

The following significant events occurred in Administration work groups for the month of August 2019:

Human Resources

A total employment level for August 2019 is summarized as follows:

Positions	Budget FY20	Actual	Difference
Coach Operators F/T	136	136	0
Coach Operators Limited Duty	0	0	0
CO Occupational Injuries	1	0	-1
Operations Staff	37	34	-3
Maintenance & Facilities	52	49	-3
Administrative (Interns 1 PT)	30	30	0
Total	256	249	-7

*Total budget numbers do not include the C/O on Long Term Leave as those numbers are already reflected in the Coach Operators/Trainees number.

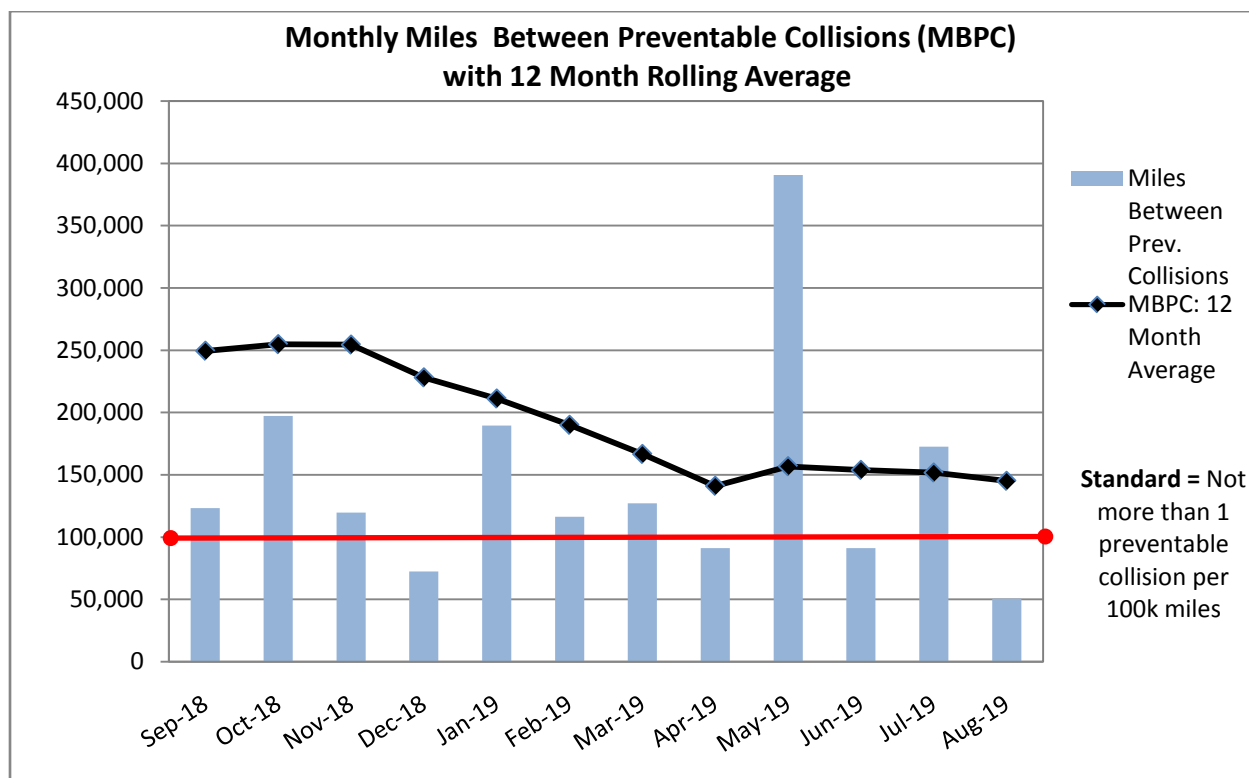
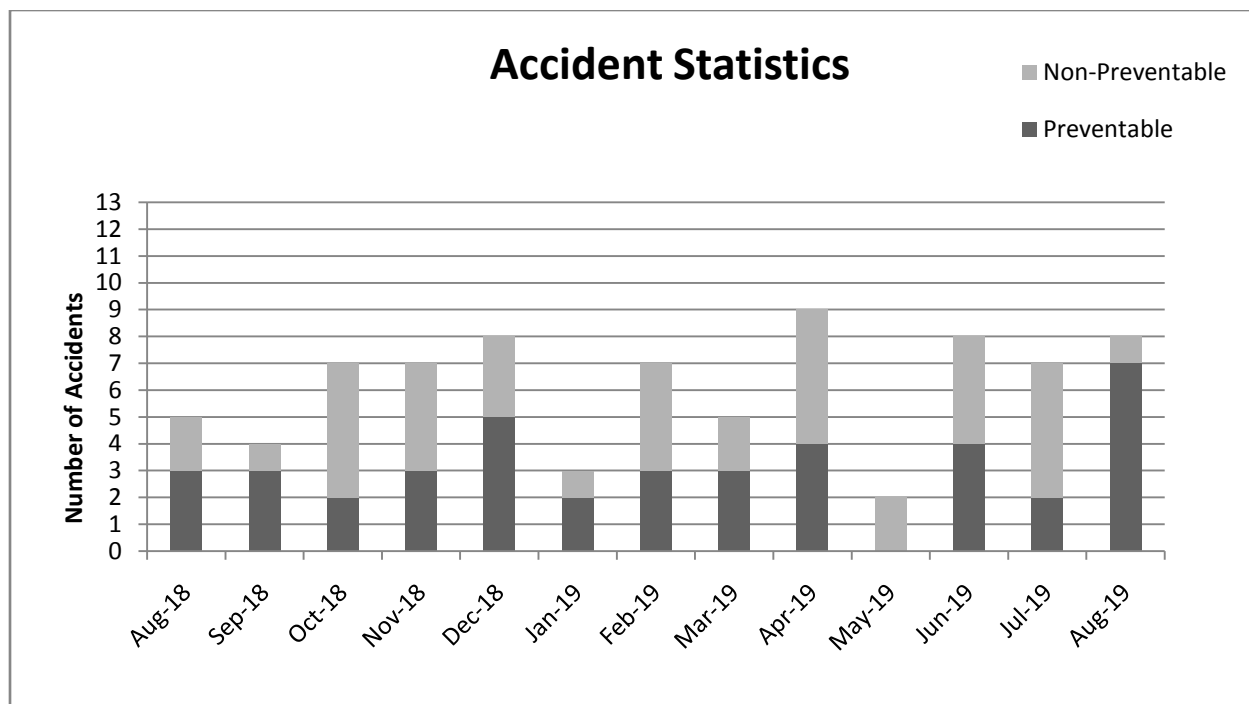
<i>August Worker's Compensation Costs</i>	
<i>Indemnity (paid to employees)</i>	\$13,757.30
<i>Other (includes Legal)</i>	\$10,803.56
<i>Medical includes Case Mgmt, UR, Rx & PT</i>	\$7,565.46
<i>TPA Administration Fee</i>	\$5,708.33
<i>Excess Insurance</i>	\$8,216.08
<i>Total Expenses</i>	<i>\$46,050.73</i>
<i>Reserves</i>	<i>\$676,133.29</i>
<i>Excess Reserved</i>	<i>(\$26,110.65)</i>
<i># Ending Open Claims</i>	<i>34</i>

Training

Description	Attendees
Annual Coach Operator Verification of Transit Training	11
Post Accident/Incident Re-training	2
Return to Work Re-training	0
Harassment Prevention Training for Transit Employees	22
Maintenance Safety Training: Fall Protection	31
Coach Operator Behind the Wheel Train the Trainer	13
American Heart Association: CPR AED and infant CPR	1
Drug and Alcohol Training	11
Title 6 Training	10
New Hire training on EEO Policy and Complaint Procedures	9
Maintenance Safety Training: Hand and eye protection and distraction in the workplace	31
EEO Training	10
Alliance Career Training Solutions: Business writing and grammar skills	1

Risk Management

	August 2019 Preventable		August 2018 Preventable	
Description	Yes	No	Yes	No
POV Vehicle hits MST Vehicle	0	0	0	2
MST Preventable Accidents	7	0	3	0
TOTAL	7	0	3	2



Customer Service Call Center Report

August 2019

Customer Service Update – August 2019

Service Report Type	MST	Other Provider*	# of valid reports	% of reports received**	August 2018	% of reports received**
ADA Compliance	0	0		0.0%	2	2.4%
Agency Policy	0	1	1*	1.6%	0	0.0%
Bus Stop Amenities	2	0	1*	3.2%	2	2.4%
Carried By Discriminatory behavior by employee	1	0		1.6%	0	0.0%
Early Departure	0	0		0.0%	0	0.0%
Employee Other	0	0		0.0%	1	1.2%
Facilities Vandalism	2	2		6.3%	8	9.5%
Fare / Transfer Dispute	0	0		0.0%	0	0.0%
Full Bus / Left Behind	0	0		0.0%	2	2.4%
Harassment by Employee	0	0		0.0%	0	0.0%
Improper Driving	6	0	1	9.5%	8	9.5%
Improper Employee Conduct	6	2	2	12.7%	20	23.8%
Inaccurate Public Information	1	1		3.2%	3	3.6%
Late Arrival	3	4	1	11.1%	2	2.4%
Late Departure	0	0		0.0%	1	1.2%
No Show	1	2		4.8%	7	8.3%
Off Route	0	0		0.0%	1	1.2%
Overcrowding	5	1	4/1*	9.5%	1	1.2%
Passed By	4	2	2	9.5%	5	6.0%
Passenger Conduct	1	0		1.6%	2	2.4%
Passenger Injury	1	0		1.6%	1	1.2%
Reasonable Modification	0	0		0.0%	0	0.0%
Request To Add Service	2	1	1/1*	4.8%	0	0.0%
Request To Reduce Service	0	0		0.0%	3	3.6%
Routing	0	0		0.0%	1	1.2%
Service Animal	0	1		1.6%	0	0.0%
Service Other	2	5	2/1*	11.1%	9	10.7%
Service Schedule	0	0		0.0%	3	3.6%
Title VI Complaint	0	0		0.0%	0	0.0%

Unsafe Conditions	1	0	1.6%	2	2.4%
Vehicle					
Maintenance	0	0	0.0%	0	0.0%
Subtotal reports	38	25			
Grand Total MST and *Other					
Provider		63	100.0%	84	100.0%
Employee					
Compliment	2	0			
Service Compliment	0	1			

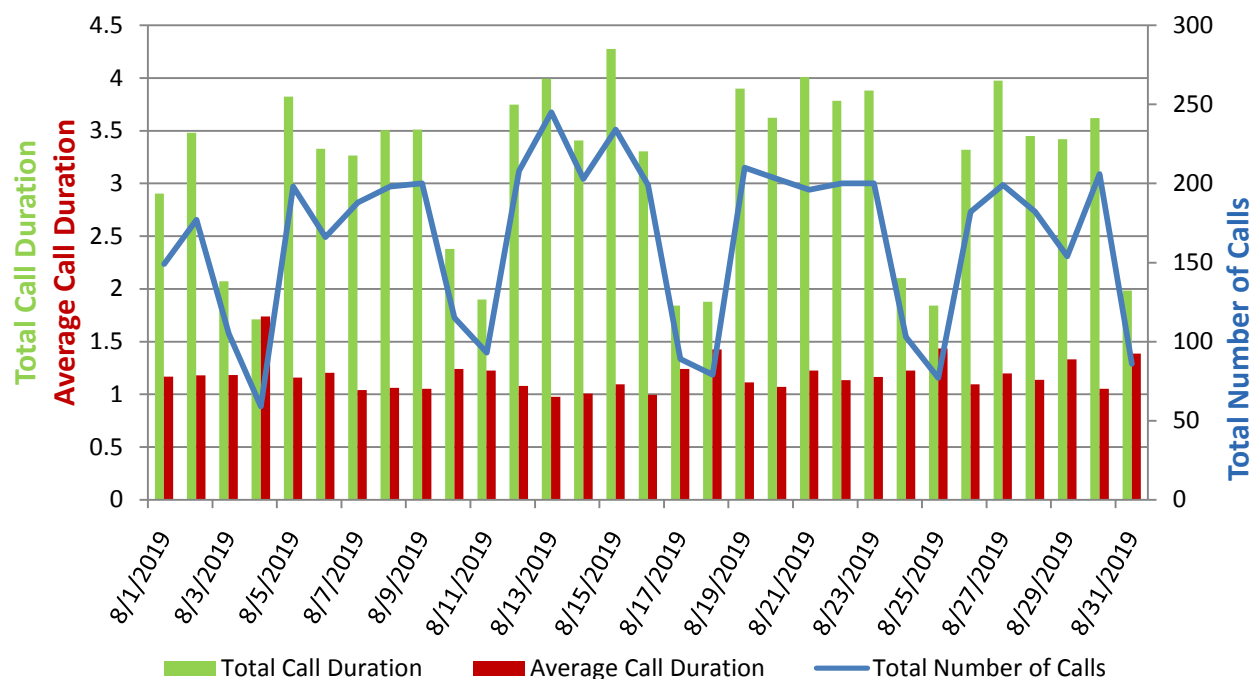
*Operated by MV Transportation or taxi provider

**Numbers may not add up exactly due to rounding

Customer Service Call Center Report:

During the month of August, MST received a total of 5,103 calls which lasted a total of 97 hours and 14 minutes. The average call duration was one minute and nine seconds (1:09). MST received the most number of calls on Tuesday, August 13, at 245. Of the total number of calls, 1,422 (28%) were routed to RealTime bus arrival information. Call volume was heaviest during the weekdays and lightest during the weekends, although average call duration spikes on the weekends due to the fact that there are no customer service representatives on duty. Rather, customers are attempting to get information from MST's pre-recorded automated system, which appears to take more time.

Customer Service Call Center Report



Finance Update

General Accounting/Accounts Payable

During the month of August, staff processed timely and accurate payments to vendors, recorded appropriate revenues, and prepared monthly financial reporting and analysis. Staff continues to work effectively to meet financial reporting deadlines. In August, staff continued working on finalizing the annual audit preparation for FY19. Eide Bailly LLP (formerly Vavrinek, Trine, Day & Co. LLP (VTD)) will perform the remainder of the audit during the week of September 3rd.

Payroll

Routine changes and adjustments to payroll records were maintained along with filing of all federal, state, and retirement reports and payments on a timely basis. Payroll continued to provide hours and earnings reports upon request to MST departments.

Grants

During the month of August, staff worked on a number of grant activities. Reimbursement requests to Caltrans were prepared, and the semi-annual progress reports for Public Transportation Modernization, Improvement, and Service Enhancement (PTMISEA) funds were submitted on time. Staff compiled all necessary information and documents to submit a grant application to the SB1 State of Good Repair program. A grant application was also submitted to FTA's Integrated Mobility Innovation Program.

Purchasing

During the month of August, staff worked on a number of procurement and inventory management objectives. Parts staff worked diligently placing orders and managing inventory levels at TDA and CJW locations. The inventory value for the month of August was \$201,248 which represents a modest increase of 2.5% over the month of July where inventory value was at \$196,210. The increase was due to a slightly higher inventory level of fast moving items. Staff continues to define and evaluate the best level of inventory to support Maintenance needs. Staff also worked on several large procurements including tire lease services, security monitoring services, and renewals of contracts and MOU's.

Information Technology Update

Staff assisted with the configuration and installation of equipment on new vehicles, and removed hardware from retired vehicles to add to the Intelligent Transportation Systems (ITS) inventory.

Staff worked with Operations and Maintenance Department personnel in monitoring and, when necessary, with the configuration of the (ITS) equipment installed on the vehicles and in the Communication Centers. These include the hardware and software for the Trapeze Automatic Vehicle Location (AVL) systems on the fixed-route

and paratransit fleets. Staff installed electronic signs at various bus stops that display real-time bus arrival information for passengers. Staff monitored and configured the fixed-route real-time bus arrival/departure system.

Staff monitored and configured the Trapeze Enterprise Asset Management (EAM) vehicle maintenance system, including the planning stage for implementation of the Facilities module. Staff continued to support the users of the Serenic Navision accounting/payroll system. Staff monitored the functionality of the customer service database. Staff retrieved the RealTime data text and IVR data for the Customer Service Supervisor's monthly report. Staff ensured that the WiFi systems installed on 15 buses used on the commuter routes were working as designed.

Staff worked with Giro and MST staff on the implementation of the Hastus system.

Staff met with contractors for camera and equipment installation for the Salinas Transit Center.

Staff configured the AT&T-managed Voice-Over-Internet Protocol (VOIP) telephone system. Staff continued to support other MST staff members as needed, proactively ensuring that all were supported fully with their IT requirements. Staff continued working on specifications and cost for hardware and software upgrade requirements needed for FY 2020.

Marketing Update

MST RealTime Usage:

2018	Text	RealTime Phone	CSR Phone	App Sessions	App Users
August	10,196	1,195	5,210	161,709	7,164
September	10,159	956	4,423	182,161	7,488
October	9,856	1, 037*	4,509	202,154	7,927
November	8,713	1,334	4,456	160,410	7,622
December	7,412	1,042	4,188	140,110	7,053
2019	Text	RealTime Phone	CSR Phone	App Sessions	App Users
January	7,379	961	4,134	146,475	7,649
February	7,285	822	3,515	186,958	8,119
March	8,068	1,130	3,923	193,982	8,142
April	8,467	947	3,925	196,257	7,587
May	8,433	1,108	4,234	298,488	8,780
June	8,301	1,105	4,276	277,891	8,317
July	9,008	1,251	5,292	274,073	8,092
August	10,904	1,422	5,103	220,049	10,184

Note:

* Due to an error in the data received through the phone provider, the October data is an estimate based on the total number of calls received through MST's toll free number.

Published news stories include the following: “Monterey-Salinas Transit expands its Free Fare Zone partnership for Hartnell College students with ID” (Monterey County Business Council, 8/9/19), “Company proposes handcar business for tracks in Monterey area” (Monterey Herald, 8/9/19).

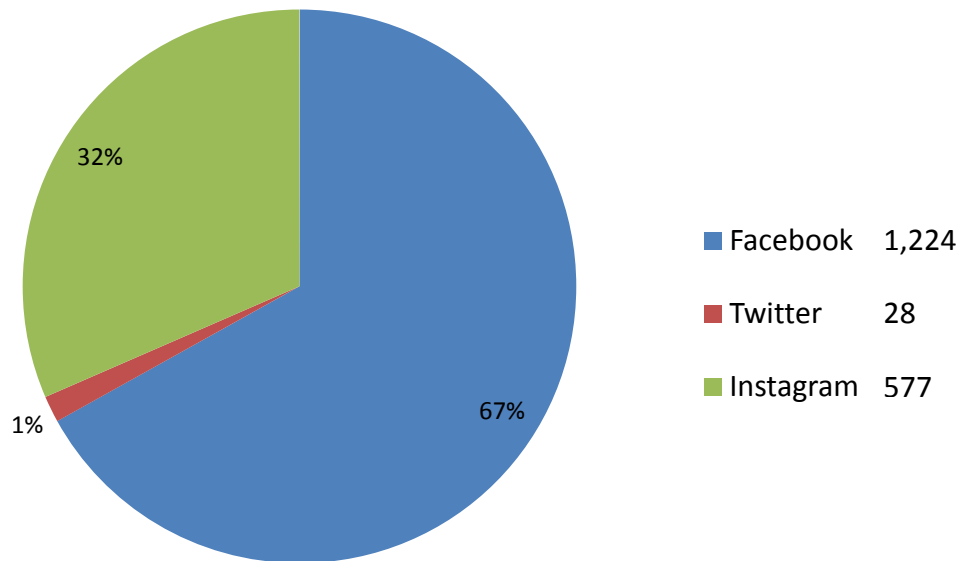
Press releases sent include: “Hartnell College Students Now Ride Free with Student ID” (8/8/19), “MPC Partners with MST to Offer Free Rides to Students” (8/12/19), “MST Service Changes Go Into Effect Saturday, August 24” (8/21/19), “MST Bus Service on Labor Day” (8/28/19).

Community outreach: Staffed information booth (weekly on Wednesdays) at Gathering for Women in Monterey; staffed information booth at the 13th Annual Breastfeeding Awareness Walk & Health Fair in Salinas; staffed information booth at National Night Out in Marina; staffed information booth at Gabilan Elementary School First Day of School Celebration in Soledad; staffed information booth at Hartnell College (Main Campus, East Alisal Campus and King City Campus) to promote the expanded partnership where all students ride free; staffed information booth at Monterey Peninsula College to promote new partnership where students ride free when boarding from any stop on Monterey and Marina campuses; staffed information booth at the West End Celebration in Sand City; staffed information booth at El Día Del Trabajador in Greenfield; staffed information booth at the Age Well Drive Smart CHP class in Seaside and Monterey; staffed information booth at the 2nd Annual Transportation Expo at CSUMB; and staffed information booth at the Dole Safety Health Fair for employees in Soledad.

Projects: Worked with Hartnell College & MPC to promote the free fare program for students, and distributed TransLoc app brochures to all cities that currently offer MST On Call services.

Collaborative/Meeting/Committees: Attended a Census 2020 meeting in Salinas; attended Senior Day at the Monterey County Fair; attended a meeting with Salinas Valley Recycles (SVRC) to brainstorm ways to encourage schools to visit SVRC utilizing the MST Field Trip program.

Social Fans



Overview by Social Media Platform:

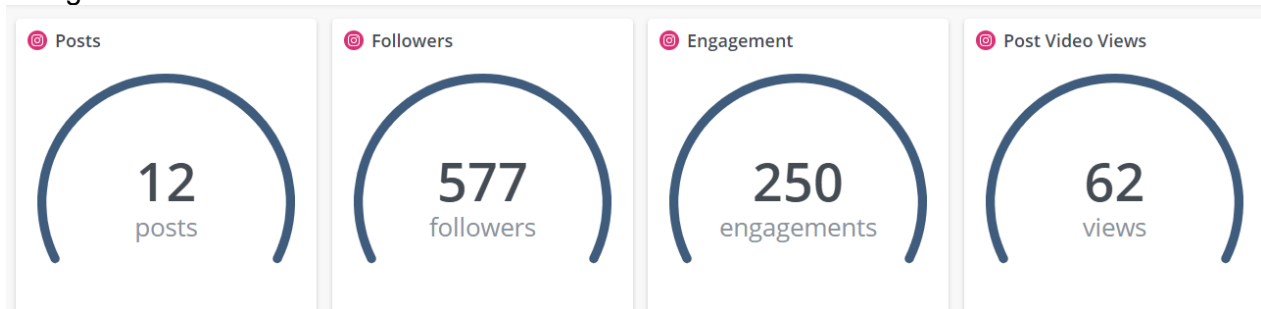
NEW! Twitter



Facebook



Instagram



Notes: On Twitter, "following" someone means that you will see their tweets (Twitter updates) in your personal timeline. Twitter lets you see who you follow and also who is following you. Followers are people who receive other people's Twitter updates.

A Facebook "fan" is a user who likes a particular Facebook page. Users who "like" a page are able to receive updates from that page's administrator through status updates, posted content, and event invitations. A list of pages a fan has liked will appear on his or her profile page.

"Engagement" is the sum of likes and comments received by all posts.

"Traffic" is the total number of clicks on all the links posted.

Planning Update

During the month of August, staff continued to monitor the revenues and expenses for the military partnerships and visited the Presidio approximately one day each week to assist with the program. Revenues received from the federal transit benefit have started to pick up since April due to increased staff efforts to increase the number of participants in the military programs. Revenues are better matching expenses but staff is still monitoring participation levels closely. With approval of Presidio leadership, the benefit amount will be raised beginning in July 2019 to keep up with expenses. Staff has been actively advocating for this program during its Congressional visits to ensure that it continues with the comprehensive tax reform bill that was passed in December 2017.

Staff continued planning efforts, which will result in changes to MST fixed-route service for implementation in late August. These changes include timing adjustments, routing changes, and returning transit service to coincide with the "back-to-school" season.

Staff met with Caltrans representatives on a site visit in Castroville to evaluate bus stops along the Highway 183 corridor.

Throughout the month, staff continued participating in meetings with various local agencies, including the Transportation Agency for Monterey County, Association of Monterey Bay Area Governments, Monterey Peninsula Chamber of Commerce Government Affairs Committee, and the Fort Ord Reuse Authority

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Thomas Walters & Associates, Inc.
Washington, DC

September 24, 2019

TO: Carl Sedoryk

FROM: Don Gilchrest

The following report summarizes actions taken on behalf of Monterey-Salinas Transit in August.

Budget Status

Last week, the House passed H.R. 4378, which is a Continuing Resolution to extend current funding levels for the federal government to November 21 in order to provide more time to complete the FY 2020 appropriations bills. The Senate is expected to pass its version of the legislation later this week and President Trump recently expressed support for interim funding.

The Continuing Resolution is necessary because none of the twelve annual appropriations bills have become law yet. A budget deal was agreed to in August that set the overall spending limits for FY 2020, but Congress must still enact the bills that allocate the funding to specific programs and agencies. In addition, both parties are seeking to use the funding bills as vehicles for enacting various policy riders, which carries with it the potential for conflict in the future when interim funding expires.

FY 2020 Transportation Funding

We continue to advocate in coordination with other transit stakeholders for the highest possible funding for FTA transit formulas and bus programs. The Senate Appropriations Committee drafted its version of the *FY 2020 Transportation, and Housing and Urban Development, and Related Agencies (THUD) Appropriations Act* on September 19. This is part of the effort by Senate Republicans draft as many of the twelve individual funding bills as possible in September in order to proceed to negotiations with the House over final funding levels.

The Senate THUD bill fully funds the transit formula programs that were authorized by the FAST ACT and includes an additional general fund supplement of \$560 million for the FTA. This includes an additional \$430 million that was added to the bus and bus facilities grant programs. Specific funding levels in the Senate bill for programs of interest to MST include:

- Discretionary (Competitive) Bus and Bus Facility – \$484 million (\$672 million in the House bill)
- Formula Bus Grants – \$659 million (\$464 million in the House)
- No/Low Emission Buses – \$95 million (\$157 million in the House)

- Capital Investment Grants (New Starts) program – \$1.978 billion (\$2.3 billion in the House bill)

In addition, the BUILD Grant program (formerly TIGER) would be funded at \$1 billion, which is the same level proposed by the House.

If, as expected, a Continuing Resolution is enacted to fund the Federal government through mid/late November, then final negotiations on the FY 2020 THUD bill and the rest of the appropriations measures will continue throughout the next few weeks. A further CR to allow final negotiations to be completed is likely through at least early December.

FAST Act Reauthorization

Just before the August recess, the Senate Committee on Environment and Public Works jump-started the debate over infrastructure initiatives by approving S. 2302, the *America's Transportation Infrastructure Act of 2019 (ATIA)*. S. 2302 would provide a multi-year authorization of the highway portion of federal surface transportation programs and would increase spending for those programs by about 27 percent.

However, the projected insolvency of the Highway Trust Fund has prevented other committees of jurisdiction in the House or Senate from drafting their parts of the package needed to move forward. Current estimates are that the next five-year reauthorization of surface transportation programs would require additional revenues into the Highway Trust Fund (or transfers from the general fund) of \$79 billion just to continue current baseline spending levels for these programs. The increased spending levels envisioned by the ATIA would increase this to \$110 billion.

The next steps for the legislation would be consideration of the transit title by the Banking Committee and rail and highway safety titles by the Commerce Committee. However, identification of the financing provisions for the bill is under the jurisdiction of the Finance Committee, and those members have not yet indicate if/when they will proceed.

Energy

House Democrats continue to look at ways to transition the economy to the use of green energy and the Ways and Means Committee is in the process of drafting a package of tax provisions to support these efforts. We continue to discuss with Representative Panetta, in his role as a Committee member, possible provisions that would support the use of electricity by public transportation operators for buses. In addition, both the House Ways and Means Committee and the Senate Finance Committee have been considering tax extenders legislation that could provide a vehicle to address these issues and we are monitoring these efforts for additional advocacy opportunities.

Lobbying Strategies & Opportunities

We continue to expect the fall congressional agenda to include intense activity on appropriations legislation. In addition, we are carefully monitoring surface transportation program reauthorization, infrastructure legislation and tax measures for any impacts on MST or opportunities to advocate your 2019 federal agenda. We will also recommend additional lobbying actions based on emerging issues.

To: Board of Directors
From: Carl Sedoryk, General Manager/CEO
Subject: State Legislative Update August 2019

On Friday, September 13, the Legislature adjourned for Interim Recess, closing out the first year of the 2019-20 Legislative Session. Governor Gavin Newsom now has until October 13 to act on the more than 700 bills sent to him in the final two weeks of the legislative session.

The Legislature will reconvene for the second year of the 2019-20 Legislative Session on January 6.

The following bills are currently on the Governor's desk, pending his signature or veto:

Bills MST Support:

SB 742 (Allen) Intercity Passenger Rail Services: Motor Carrier Transportation of Passengers: This bill would authorize the state's three state-supported inter-city passenger rail lines to sell tickets to motor coach service only.

AB 784 (Mullin) California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project: This bill would exempt zero-emission transit buses from the state portion of the sales tax until January 1, 2024.

SB 628 (Caballero) Prunedale Bypass: disposition of excess properties: relinquishment: State Route 183: Assures that the proceeds from the sale of the Prunedale Bypass come back to TAMC for programming to highway safety projects and would allow state to relinquish portions of State Highway 183 to the City of Salinas.

Bills MST Oppose

AB 314 (Bonta) Public Employment: Labor Relations: Release Time: This bill would create uniform release time rights for public employees.

AB 1351 (Lackey) Transit Operators: Paratransit and Dial-A-Ride Services:

Assessment: This bill would require the California State Transportation Agency (CalSTA), in consultation with public transit agencies, to assess the procedures they use to provide dial-a-ride and paratransit services to individuals with disabilities who are visiting their service territories and are certified to use another in-state public transit agency's similar dial-a-ride and paratransit services. This bill would then require CalSTA, after conducting and publishing the assessment, to adopt guidelines for the development of a statewide reciprocity program for these individuals.

Finally, the following bills are currently pending before Governor Newsom which MST did not adopt a formal position on:

SB 397 (Glazer) Public Transit Operators: Passengers with Pets: Evacuation

Orders: This bill would require the Office of Emergency Services and the Department of Food and Agriculture, in consultation with public transit operators and county emergency management officials, to develop best practices for allowing pets on public transit vehicles serving areas subject to an evacuation order.

AB 752 (Gabriel) Public Transit: Transit Stations: Lactation Rooms: This bill would require certain multimodal transit stations that commence operations or a renovation on or after January 1, 2021, to include a lactation room.

Submitted by 
Carl G. Sedoryk



August 15, 2019

To: C. Sedoryk, General Manager/CEO

From: Lisa Cox, Risk and Security Manager

Subject: OSHA Basic Safety Course Trip Report

On August 7-8, 2019 I attended **The OSHA Basic Safety Course** at the San Luis Obispo Regional Transit Authority. This course was offered by SCRTTC (Southern California Regional Transit Training Consortium).

This course was very helpful, providing information regarding:

- OSHA responsibilities by an Employer and an Employee
- Four (4) greatest hazards most commonly cited
- Job Safety and Health; promoting a safe workplace
- Techniques to mitigate an incident; potential hazards and the cause of hazards
- Training of PPE (Personal Protective Equipment) and updates of ANSI standard requirements

In addition to learning about OSHA, I was able to network with members of other transit agencies whom I can reach out to for discussions related to new initiatives and best practices.

Submitted by:



Lisa Cox

Reviewed by:



Carl G. Sedoryk



August 28, 2019

To: Robert Weber, Chief Operating Officer


From: Norman K. Tuitavuki, Deputy Chief Operating Officer

Subject: TRIP REPORT – Aug 2019

On August 27, 2019, I attended the Southern California Regional Transit Training Consortium's (SCRTTC) Quarterly Board of Directors Meeting which was held at Montebello Bus Line's (MBL) Facility. In addition to the Board Meeting, I attended MBL's Ribbon Cutting for their newly refurbished and electrified buses. The SCRTTC Board discussed the following topics:

- New Board Chair
- Finance and Budget
- Educational Services
- Government Relations
- Administration Committee
 - Discussion of May Workshop
 - Assignments for Directors
 - Strategic Planning
- James A. Ditch Education Golf Tournament
 - Bayonet & Black Horse Review

MBL's General Manager and Montebello City Officials unveiled three (3) refurbished and electrified New Flyer Coaches.

Submitted by: 
Norman Tuitavuki

Reviewed by: 
Carl G. Sedoryk

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August 25, 2019

To: C. Sedoryk, General Manager/CEO

From: Mark Eccles – Director of Information Technology

Subject: Trip Report – St Louis Metro August 13 - 15, 2019

I travelled along with 3 colleagues for a site visit to St Louis Metro. MST is in the planning stages for implementing the Facilities module in the Trapeze EAM maintenance system. St Louis Metro has just completed this same task. The site visit was very informative and will be a major asset when it comes to the MST implementation. St Louis Metro was very open with the positive and negative aspects of their experience in their process. MST staff was able to understand the depth and preparation needed to ensure that the MST project goes as smoothly as possible.

Submitted by: 
Mark Eccles

Reviewed by: 
Carl G. Sedoryk

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September 2, 2019

To: Carl Sedoryk

From: Michelle Overmeyer, Grants Analyst

Subject: TRIP REPORT – August 2019

I was selected as one of thirty transit professionals from across the country to participate in the ENO Transit Mid Manager Seminar in Vancouver, British Columbia. The conference was August 26th to 30th. The conference covered the following topics:

- Balancing strategic and tactical activities
- Transit trends
- Coaching for success
- The critical role of mid managers
- Leading people and managing activities
- Communication
- Teams and building trust
- Leading change
- Coaching for performance

The course also included a half day tour of TransLink, the local light rail system, and their operating and maintenance facility.

I was able to connect with colleagues from peer transit agencies across the country. The conference sessions and networking opportunity provided me with information and professional contacts that I will use in my day-to-day duties and future professional development.

Submitted by: 
Michelle Overmeyer

Reviewed by: 
Carl G. Sedoryk

Mary Ann Carbone

July 24, 2020

American Public Transportation Association

2019 Transit Board Members and Board Administrators Seminar

Jacksonville, Florida July 20-23, 2019

The first session I attended on Sunday was addressing and understanding ridership trends, the goal was not to preserve the institutions or technologies that we know as public transportation today, nor was the goal to remake the world to meet the vision of transit planners or to undue the technological purposes public transportation serves continue to be met in the future. It was noted that board members must keep a close eye on ridership trends, during 2012-2014 60% was the highest ridership, and in Calif there was a 20% downhill trend on ridership between 2014-2017. Miami had a 20% decline in ridership. In July 2019 ridership went up.4%, and airline travel went up 5% and National ridership states it's not a gas price phenomenon, during 2013-2017 single ridership stayed the same, but with workers telecommuting more there is a loss in ridership. Changing demographics with high income, lower income, migration and growth are higher in low transit areas,

Some thoughts on service were safety net services:

- Those without travel options, TNC's~ Uber and lift, find cost effective ways for seniors and disabled
- Public support
- The challenge in addressing cost effectively. Use different sources for transit making travel cost effective, reliable service, and competitive service.

One way is to use apps to have customer real time information on availability.

One way to look at ridership and possibly ridership:

- bikes/e bikes, Pedi cabs

- getting people to the places they need to go
- Get people to value the busses representation and trust
- Connect a noble center to connect all services together
- Invest in frequency ridership's to colleges and military
- Ensure smart planning
- Expand influence with businesses
- Subsidize ridership
- Create a pilot project with autonomous vehicle (all though they don't like rain)
- Mobile app (Challenges for people with no credit cards and translation)
most people have smart phones and seniors need to be a part of the technology solution

The Changing Mobility Landscape

Interrogated Mobility and Communities Consortium sharing information.

- Need to convey the notion that we are part of the future with more innovation, and pilot programs to ensure public transit.
- Add more customer friendly services
- The millennial mindsets tend to switch to other more reliable options
- One strategy is Transit Agency's partnering up with Ubers as Austin Texas, and Columbus Ohio and Miami Florida have. The PSDA had a contract with Uber for 3 ½ years where they received a \$5.00 discount which helped to build a strong relationship together.
- Program for low income workers only.
- Lyft/taxi for para transit on demand, hospitals and senior citizens utilize this program which is subsidized by local hospital network.
- Use the APTA Portal
- Tiger Grants from DOT for building sidewalks that are also ADA accessible

- Beach side buggies provide customers better service than shuttles. The Transit works with public services with private partnership, the City of Jacksonville gives the private partner a flat amount to run a shuttle along the coast.
- Provide late night service for hospitality workers
- Ready ride 1 hour pick up to get people to the bus
- Micro transit the key to connecting
- Partnership with a TNC Transportation Network Company
- Make customer services easier to use

Public Transportation PTASP by July 20, 2020 Agency's will have to meet the rules requirement with safety~ failure to meet this deadline will put the agency out of Federal compliance law. The board must adopt but it is the CEO of the Agency through staff that should there are any safety issues, the board should look at how its monitoring and that the solutions are evaluated. In other words what process and procedures are good for your agency?

The Agency should have a timeline and milestones to approve by the 7/20/2020 deadline date. The key take away here was Board Expectations and takeaways to address safety issues.

Agencies don't have to start from scratch; you can build upon what you have....

You can do a gap analysis

Board approval will be required

The Executive Director is the one who is ultimately responsible for the plan.

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